

NORTHSIDE FAMILY RESOURCE  
CENTRE'S

# CHILD PROTECTION POLICY

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### 13. CHILD PROTECTION POLICY AND PROCEDURE

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Child Care Act 1991 (Early Years Services) Regulations 2016 ([Siolta Standard 15 Legislation and Regulation](#), [Siolta Standard 9: Health and Welfare](#)) ([National Standard 3: Working in Partnership with Parents/guardians or Guardians](#), [National Standard 4: Records](#), [National Standard 5: Organisation and Management](#), [National Standard 7: Complaints](#), [National Standard 11; Child Protection](#))

#### **Statement of Intent:**

The welfare of the child is paramount to us. Therefore, we want to make sure that the children in the service are protected and kept safe from harm while they are in our care. We do this by:

- Making sure that our staff and students are carefully selected, trained and supervised.
- Having procedures to recognise, respond to and report concerns about children's protection and welfare.
- Making sure all staff are Garda vetted prior to engagement.
- Having clear codes of behaviour for management, staff, volunteers and students.
- Having a procedure to respond to accidents and incidents.
- Giving parents/guardians, children and workers information about what we do and what to expect from us.
- Letting parents/guardians and children know how to voice their concerns or complain if there is anything they are not happy about. Having a procedure to respond to these complaints.

- Having a clear reporting procedure to be followed should a staff member have a concern about a child with regard to *Children First (2017) and The Children First Act 2015*
- Having a procedure to respond to allegations of abuse and neglect against staff members.
- Having a system where the policy and safeguarding statement is reviewed annually by the Management.

### **Policy:**

*Children First: National Guidance for the Protection and Welfare of Children* published by the Department of Child and Youth Affairs in 2017 and *Our Duty to Care* form the basis of our services child protection policy and procedures.

Copies of these books are in the Manager's office and are available at the following  
<https://www.dcy.gov.ie/documents/publications/20171002ChildrenFirst2017.pdf>  
[https://www.dcy.gov.ie/documents/publications/ODTC\\_Full\\_Eng.pdf](https://www.dcy.gov.ie/documents/publications/ODTC_Full_Eng.pdf)

See also the Child protection and Welfare Practice Handbook available at  
[http://www.tusla.ie/uploads/content/CF\\_WelfarePracticehandbook.pdf](http://www.tusla.ie/uploads/content/CF_WelfarePracticehandbook.pdf)

- This policy is applicable at all times when children are in the care of the service, including outings.
- For the purpose of this policy, a "child" means anyone who is under 18 years of age who is not or has not been married.
- All staff and persons who work within the service, must read and understand this policy and procedures and the Child Safeguarding Statement and it will be part of a new staff member's induction training. Clarification on any point may be sought from the Designated Liaison Person or manager.

### **Our Statutory Obligations**

One of the main objectives of the Children First Act 2015 is to ensure that our service keeps children safe from harm while availing our service. We will prevent, as far as practicable, deliberate harm or abuse to the children availing of our services. While it is not possible to remove all risk, from our service, we have put in place policies and procedures to manage and reduce risk to the greatest possible extent.



The Act places specific obligations on us including the requirement to:

- Keep children **safe from harm** while they are using our service
- Carry out a **risk assessment** to identify whether a child or young person could be harmed while receiving our services
- Develop a **Child Safeguarding Statement** that outlines the policies and procedures which are in place to manage the risks that have been identified  
See APPENDIX 8
- Appoint a **relevant person** to be the first point of contact in respect of our Child Safeguarding Statement See APPENDIX 7

**As part of the policy, our service will:**

- Appoint both a Designated Liaison Person (DLP) for dealing with child protection concerns and a Deputy Liaison Person.
- Provide induction training on the Child and Adult Protection Policy to all staff and students and ensure that they understand their obligations as a 'Mandated Person' under the Children First Act 2015.
- Maintain a list of persons in the service who are mandated persons under the Children First Act 2015 see APPENDIX 10
- Ensure that all staff attends child protection training as appropriate.
- Provide supervision and support for staff and students and volunteers in contact with children.
- Share information about the Child Protection Policy with families.
- Ensure this policy will be shared with parents/guardians on enrolment within our service.
- Work and co-operate with the relevant statutory agencies as required.

**The Designated Liaison Person:**

We will at all times have an appointed Designated Liaison Person and a Deputy Liaison Person in the event of the Designated Liaison Person being unavailable. We will endeavour to send the Designated Liaison Person(s) on any necessary or new training courses available.

**We have appointed a Designated Liaison Officer and a Deputy Designated Liaison Officer. Their details and contact details are displayed on the parents/guardians' board.**

**The Role of the Designated Liaison Persons is to:**

- Establish contact with the Duty Social Worker responsible for child protection in the organisations catchment area and ensure that the organisation's child protection policy and procedures are followed where **Criteria for Reporting: Definitions and Thresholds are reached or Reasonable Grounds for Concern** exist about individual children.
- Be accessible to all staff.
- Ensure that they are knowledgeable about child protection and welfare and that they undertake any training considered necessary to keep updated on new developments.
- Ensure the Child and Adult Protection Policy and procedures of the service are followed.
- Be responsible, as a mandated person, for reporting concerns about the protection and welfare of children to TUSLA – Child and Family Agency or An Garda Síochána.
- Ensure the appropriate information is included in the report to the Child and Family Agency and that the report is submitted in writing (under confidential cover) using the Standard Reporting Form *See Appendix 1*.
- To liaise with Tusla, the Child and Family Agency, An Garda Síochána and other agencies as appropriate. The mandated person who has a concern and makes a report also has a responsibility to liaise with the agencies as required
- To provide information and advice on child protection and training within the organisation.
- Keep relevant people within the organisation informed of relevant issues, whilst maintain confidentiality.
- Ensure that an individual case record is maintained of the action taken by the service, the liaison with other agencies and the outcome.
- Maintain a central log or record of all child protection and welfare concerns in the service.

- Ensure appropriate information is available at the time of referral and that the referral is confirmed in writing, under confidential cover.

## **Mandated Persons**

***Children First 2017: Chapter 3 and Appendix 2 refers.***

### ***All childcare staff are 'Mandated Persons' under The Children First Act 2015***

The Children First Act 2015 places a legal obligation on certain people, to report child protection concerns at or above a defined threshold to Tusla - Child and Family Agency. These mandated persons must also assist Tusla, on request, in its assessment of child protection concerns about children who have been the subject of a mandated report.

Mandated persons are people who have contact with children and/or families and who, because of their qualifications, training and/or employment role, are in a key position to help protect children from harm. Mandated persons include professionals working with children in early years settings.

Mandated persons have two main legal obligations under the Children First Act 2015.

#### **These are:**

1. To report the harm of children above a defined threshold to Tusla;
2. To assist Tusla, if requested, in assessing a concern which has been the subject of a mandated report.

*See APPENDIX 5 Mandated Persons Responsibilities (Children First Act 2015)*

*See APPENDIX 9 List of Mandated Persons in Our Service*

#### **IMPORTANT NOTE**

**It is important to note that the statutory obligation of mandated persons to report under the Children First Act 2015 must be discharged by the mandated person and cannot be discharged by the Designated Liaison Person on their behalf. Within our setting the DLP's will also fulfil the role of mandated persons. This means that if, as a designated liaison person, you are made aware of a concern about a child that meets or exceeds the thresholds of harm for mandated**

reporting, they have a statutory obligation to make a report to Tusla arising from your position as a mandated person.

While mandated persons have statutory obligations to report mandated concerns, they may make a report jointly with another person, whether the other person is a mandated person or not. In effect, this means that a mandated person can make a joint report with a designated liaison person. **All child welfare/ protection concerns must be reported to the DLP of the centre in order to ensure best practice with regards to case management.**

### **Criteria for Reporting: Definitions and Thresholds**

#### ***Chapter 3 Page 20 Children First – National Guidance for the Protection and Welfare of Children (2017)***

Mandated persons within our setting are required to report any knowledge, belief or reasonable suspicion that a child has been harmed, is being harmed, or is at risk of being harmed. The Act defines harm as assault, ill-treatment, neglect or sexual abuse, and covers single and multiple instances. The four types of abuse are described in **APPENDIX 2**. The threshold of harm for each category of abuse at which mandated persons have a **legal** obligation to report concerns is outlined below.

**NEGLECT:** Neglect is defined as ‘to deprive a child of adequate food, warmth, clothing, hygiene, supervision, safety or medical care’. The threshold of harm, at which you must report to Tusla under the Children First Act 2015, is reached when you know, believe or have reasonable grounds to suspect that a child’s needs have been neglected, are being neglected, or are at risk of being neglected to the point where **the child’s health, development or welfare have been or are being seriously affected, or are likely to be seriously affected.**

**EMOTIONAL ABUSE/ILL-TREATMENT:** Ill-treatment is defined as ‘to abandon or cruelly treat the child, or to cause or procure or allow the child to be abandoned or cruelly treated’. Emotional abuse is covered in the definition of ill-treatment used in the Children First Act 2015. The threshold of harm, at which you must report to Tusla under the Children First Act 2015, is reached when you know, believe or have



reasonable grounds to suspect that a child has been, is being, or is at risk of being ill-treated to the point where **the child's health, development or welfare have been or are being seriously affected, or are likely to be seriously affected.**

**PHYSICAL ABUSE:** Physical abuse is covered in the references to assault in the Children First Act 2015. The threshold of harm, at which you must report to Tusla under the Children First Act 2015, is reached when you know, believe or have reasonable grounds to suspect that a child has been, is being, or is at risk of being assaulted and that as a result **the child's health, development or welfare have been or are being seriously affected, or are likely to be seriously affected.**

**SEXUAL ABUSE:** If, as a mandated person, you know, believe or have reasonable grounds to suspect that a child has been, is being, or is at risk of being sexually abused, then you must report this to Tusla under the Children First Act 2015. Sexual abuse to be reported under the Children First Act 2015 [as amended by section 55 of the Criminal Law (Sexual Offences) Act 2017] is defined as an offence against the child, as listed in Schedule 3 of the Children First Act 2015. A full list of relevant offences against the child which are considered sexual abuse is set out in ***Appendix 3 of Children First (2017).***

As all sexual abuse falls within the category of **seriously affecting a child's health, welfare or development**, you must submit all concerns about sexual abuse as a mandated report to Tusla. There is one exception, which deals with certain consensual sexual activity between teenagers, which is outlined on ***page 23 Children First (2017).***

The service endorses that the ***Children First (2017) Guidelines*** advise that the ability to recognise child abuse depends as much on a person's willingness to accept the possibility of its existence as it does on knowledge and information. It is important to note that child abuse is not always readily visible.

## **Reasonable Grounds for Concern**

***Chapter 2, Page 06 Children First (2017)***

DLP or Mandated Persons should always inform Tusla when you have **reasonable grounds for concern** that a child may have been, is being, or is at risk of being abused or neglected. We understand that if this is neglected or ignored, it could result in ongoing harm to the child. We understand that it is not necessary for us to prove that abuse has occurred to report a concern to Tusla. All that is required of us is that we have reasonable grounds for concern. It is Tusla's role to assess concerns that are reported to it.

Reasonable grounds for a child protection or welfare concern include:

- Evidence, for example an injury or behaviour, that is consistent with abuse and is unlikely to have been caused in any other way
- Any concern about possible sexual abuse
- Consistent signs that a child is suffering from emotional or physical neglect
- A child saying or indicating by other means that he or she has been abused
- Admission or indication by an adult or a child of an alleged abuse they committed
- An account from a person who saw the child being abused

The guiding principles on reporting child abuse or neglect may be summarised as follows:

1. The safety and well-being of the child must take priority over concerns about adults against whom an allegation may be made
2. Reports of concerns should be made without delay to Tusla

### **Recognising Concerns:**

Staff and students may at times be concerned about the general welfare and development of children they work with and they can discuss any concerns with their manager and/ Designated Liaison Person at any time.

All staff and students should be familiar with the definitions of abuse and the signs and symptoms of abuse as outlined in *Children's First* (2017)

see *APPENDIX 2 TYPES OF CHILD ABUSE AND HOW THEY MAY BE RECOGNISED*

### **Disclosures of Abuse from a Child**

If, a mandated person, within our setting receives a disclosure of harm from a child, which is above the thresholds set out in **Criteria for Reporting: Definitions and Thresholds** they must make a mandated report of the concern to Tusla. **They are not required to judge the truth of the claims or the credibility of the child.** If the concern does not meet the threshold to be reported as a mandated concern you should report it to Tusla as a *reasonable concern*.

It is our duty within this setting to report any disclosure even if there is a reluctance to do so for a number of reasons, for example the child may say that they do not want the disclosure to be reported. However, we inform Tusla of all risks to children above the threshold, as the removal of a risk to one child does not necessarily mean that there are no other children at risk. The information contained in a disclosure may be critical to Tusla's assessment of risk to another child either now or in the future.

Professionals within our setting will deal with disclosures of abuse sensitively and professionally. The following approach is suggested as best practice for dealing with these disclosures.

- React calmly
- Listen carefully and attentively
- Take the child seriously
- Reassure the child that they have taken the right action in talking to you
- Do not promise to keep anything secret
- Ask questions for clarification only. Do not ask leading questions
- Check back with the child that what you have heard is correct and understood
- Do not express any opinions about the alleged abuser
- Ensure that the child understands the procedures that will follow
- Make a written record of the conversation as soon as possible, in as much detail as possible
- Treat the information confidentially, subject to the requirements of Children First (2017) and legislation

### **Ongoing Support:**

Following a disclosure by a child, it is important that staff continue in a supportive relationship with the child. Disclosure is a huge step for many children.

**Staff should continue to offer support, particularly through:**

- Maintaining a positive relationship with the child.
- Keeping lines of communication open by listening carefully to the child.
- Continue to include the child in the usual activities.
- Any further disclosure should be treated as a first disclosure and responded to as in Reporting Procedures in this policy.

**Procedure when a referral is not made to the Child and Family Agency:**

A suspicion which is not identified by **Criteria for Reporting: Definitions and Thresholds or Reasonable Grounds for Concern.**

- In this case, the concern and any informal consultation will be documented and kept confidentially and securely.
- The DLP will inform the member of staff or student who raised the concern that it is not being referred in writing, indicating the reasons. The DLP will advise the individual that they may make a report themselves **see Mandated Persons and Making a Mandated Report**. The provision of the *Protection for Persons Reporting Child Abuse Act, 1998* will apply.
- Persons reporting suspected child abuse or neglect should not interview the child or the child's parents/guardians in any detail about the alleged abuse. This may be more appropriately carried out by the TUSLA Duty Social Worker or An Garda Síochána.
- If staff, students or volunteers have any concerns these should be discussed immediately with the Designated Liaison Person.

**Making a Mandated Report**

***Chapter 3, Page 24 Children First (2017)***

Section 14 of the Children First Act 2015 requires mandated persons to report a mandated concern to Tusla 'as soon as practicable'.

**Mandated persons will:**

- Submit a report of a mandated concern to Tusla using the required report form, on which you should indicate that you are a mandated person and that your report is about a mandated concern.



- Include as much relevant information as possible in the report as this will aid effective and early intervention for the child and may reduce the likelihood of Tusla needing to contact you for further information. The report form and contact details on the Tusla website ([www.tusla.ie](http://www.tusla.ie)). See also *APPENDICES 1 and 4*
- Post or submit electronically the mandated report form to Tusla.
- Not report the same concern more than once. However, if the mandated person becomes aware of any additional information, a further report should be made to Tusla. In addition, mandated persons are not required to make a report where the sole basis for your knowledge, belief or suspicion of harm is as a result of becoming aware that another mandated person has made a report to Tusla about the child.

#### **NOTE**

**If the concern may require urgent intervention to make the child safe, section 14(7) of the Children First Act 2015 allows the mandated person to alert Tusla of the concern in advance of submitting a written report. The mandated person must then submit a mandated report to Tusla on the report form within three days.**

**A mandated person who makes a report to an authorised person is protected from civil liability under the Protections for Persons Reporting Child Abuse Act 1998.**

**Details on how Tusla deals with concerns received can be found in *Chapter 5 of Children First (2017)***

**Under no circumstances should a child be left in a situation that exposes him or her to harm or risk of harm pending intervention by Tusla. If you think the child is in immediate danger and you cannot contact Tusla, you should contact the Gardaí.**

## **Informing the Family That a Report is Being Made**

### ***Chapter 3, Page 25 Children First (2017)***

The Children First Act 2015 does not require you to inform the family that a report under the legislation is being made to Tusla. However, it is good practice to tell the family that a report is being made and the reasons for the decision.

It is not necessary to inform the family that a report is being made if by doing so the child will be placed at further risk or where the family's knowledge of the report could impair Tusla's ability to carry out a risk assessment. Also, the family do not need to be informed if by doing so it may place staff in the service at risk of harm from the family.

## **Consequences of Non-reporting**

### ***Chapter 3, Page 2 Children First (2017)***

The Children First Act 2015 does not impose criminal sanctions on mandated persons who fail to make a report to Tusla. However, all staff should be aware that failure to report is a breach of company policy and their contract of employment and could result in sanctions. There are a number of administrative actions that Tusla could take if, after an investigation, it emerges that mandated persons did not make a mandated report and a child was subsequently left at risk or harmed.

The Criminal Justice (Withholding of Information on Offences against Children and Vulnerable Persons) Act 2012 requires that any person who has information about a serious offence against a child, which may result in charges or prosecution, must report this to An Garda Síochána. Failure to report under the Act is a criminal offence under that legislation. This obligation is **in addition to** any obligations under the Children First Act 2015.

#### **NOTE**

**Failure to report a child protection concern may invoke the Disciplinary Policy of this service.**

**A concern could come to attention in a number of ways:**

- A child tells you or indicates that he/ she is being abused. This is called a disclosure.
- An admission or indication from alleged abuser.
- A concern about a potential risk to children posed by a specific person, even if the children are unidentifiable.
- Information from someone who saw the child being abused.
- Evidence of an injury or behaviour that is consistent with abuse and unlikely to be caused in any other way.
- Consistent indication over a period of time that a child is suffering from physical or emotional neglect.
- An injury or behaviour which is consistent with abuse, but an innocent explanation is given.
- Concern about the behaviour or practice of a colleague

**NOTE**

**All personnel are expected to consult *Children First 2017 [Chapter 2, Page 07 Children First (2017)]* and the *Child Protection and Welfare Practice Handbook* for detailed information on the signs and symptoms of abuse. See APPENDIX 2: TYPES OF CHILD ABUSE AND HOW THEY MAY BE RECOGNISED**

**The Reporting Procedure:**

Any member of staff who has a concern about a child in the service currently being abused, abused in the past, or likely to be at risk of abuse, is obliged to verbally relay their concern to the Designated Liaison Person as a matter of urgency. **See Criteria for Reporting: Definitions and Thresholds.**

1. Mandated staff who have a concern should record in writing what the child has said, including as far as possible, the exact words utilised by the child.
2. **The mandated staff must inform the Designated Liaison Person**
3. Details must be recorded by mandated staff on the TUSLA Standard Reporting Form, which is in the Forms Folder in the Office, which must then be signed by the person making the report. See Appendix 1 for Standard Reporting Form or

<http://www.TUSLA.ie/services/child-protection-welfare/concerns>. **See Making a Mandated Report**

4. Unless it would put the child at further risk to do so, the **Designated Liaison Person** will make every effort to contact the parents/guardians to discuss the concern made by the child. A written record will be kept of this meeting with the parents/guardians.
5. The Designated Liaison Person will examine the **Criteria for Reporting: Definitions and Thresholds** or determine if **Reasonable Grounds for Concern** are present. ***Remember mandated persons, should be aware that the legal obligations under the Children First Act 2015 to report mandated concerns rest with the mandated person and not with the designated liaison person.***
6. Immediate action must be taken to protect the child in question and indeed any other children who may be considered at 'risk'.
7. A child will never be interviewed regarding the concern by any staff. However, all comments made by the child will be noted.
8. Allegations against staff will be dealt with separately and the disciplinary procedure will be followed as necessary
9. In cases of emergency, where a child is deemed to be at immediate and serious risk and a Duty Social worker is unavailable, An Garda Síochána should be contacted. **Under no circumstances should a child be left in a dangerous situation pending TUSLA intervention.**
10. The service will take care to ensure that actions taken by them do not undermine or frustrate any investigations being conducted by TUSLA or An Garda Síochána. Close liaisons will be maintained with these authorities to achieve this.
11. Where there are reasonable grounds a report should be made to TUSLA **See Making a Mandated Report**. Each area has a social worker on duty for a certain number of hours each day. The duty social worker is available to meet with, or talk on the telephone, to persons wishing to report child protection concerns. The Duty Social Worker will assess the information available. *See APPENDIX 4 Contact Details.*
12. Once a report is submitted, the duty social worker may need to speak with the person who had the initial concern.
13. In the event that the Designated Liaison Person makes a decision not to report to TUSLA, full details of the decision must be recorded including the reasons for not



reporting plus any action taken. This report should be stored as confidential by the Designated Liaison Person in the child's records and kept by the service in a secure place. ***Remember as a mandated person, you should be aware that the legal obligations under the Children First Act 2015 to report mandated concerns rest with the mandated person and not with the designated liaison person.***

14. Allegations or concerns should not be investigated by the Designated Liaison Person or a staff member but passed on to TUSLA /Garda to follow through.

### **Dealing with a Retrospective Disclosure by an Adult of Abuse as a Child: Chapter 3, Page 23 Children First (2017)**

Some adults may disclose abuse that took place during their childhood. Such disclosures may come to light when an adult attends counselling, or is being treated for a psychiatric or health problem.

The reporting requirements under the Children First Act 2015 apply only to information that mandated persons, who received or became aware of since the Act came into force, whether the harm occurred before or after that point. However, if they have a reasonable concern about past abuse, where information came to their attention before the Act and there is a possible continuing risk to children, they should report it to Tusla under ***Children First (2017)*** Guidance.

### **Confidentiality Statement:**

The Data Protection Acts 1988 and 2003 do not prevent the sharing of information on a reasonable and proportionate basis for the purposes of child protection. Tusla has the authority to share information concerning a child who is the subject of a risk assessment with a mandated person who has been asked to provide assistance. Tusla must only share what is necessary and proportionate in the circumstances of each individual case. Information that Tusla shares with the Mandated Person, if assisting it to carry out an assessment, must not be shared with a third party, unless Tusla considers it appropriate and authorises in writing that the information may be shared.

Section 17 of the Children First Act 2015 makes it an offence to disclose information to a third party which has been shared by Tusla during the course of an assessment,

unless Tusla has given written authorisation to do so. Failure to comply with this section, may result in liability of a fine or imprisonment for up to six months or both. This offence can also be applied to an organisation. *Chapter 3, Page 27 Children First (2017)*

**Within our setting:**

- Confidentiality is of the utmost importance and extends to all areas of our service. Confidentiality is about treating sensitive information that arises in a trusting relationship and doing so in a manner that is respectful, professional and purposeful.
- It is our policy to keep all personal information about our children, families, and staff private. Confidential and personal information about our children/parents/guardians will only be shared by the Manager and Designated Liaison Person in relation to child safety, in line with this Child Protection Policy. Any breach of confidentiality by any member of staff will lead to disciplinary action. (For further information see our Confidentiality Policy).

**Allegations Against Staff:**

The designated liaison person should deal with the child protection concern while another senior member of staff will be appointed to deal with the HR investigation. It is required to separate these issues and manage them independently.

**Policy and Procedure on Response to Allegations of Abuse against Employees, Volunteers and Students:**

Child Protection is about promoting the welfare of children who attend a Child Care service/school. To this end it also encompasses the monitoring of professional practice within an organisation.

An organisation has a legal and moral responsibility to respond to any allegation of abuse either verbal or physical of a child by a member of staff, student or volunteer.

This procedure is in line with the guidance given in *Children First (2017)*

### **Response to allegations of abuse against employees, volunteers, students**

Allegations of abuse may be made against adults working with children, employees, volunteers and students. The following guidelines should be followed in the event of such an allegation of abuse against an employee during the execution of that employee's duties or where information about an employee in relation to a situation outside of the work context is reported.

Our first duty of care in this situation is to the child and our first priority is to ensure that no child is exposed to unnecessary risk.

- If an allegation is made against an employee or other person working within the service to another employee or other person, they must inform the Designated Liaison Persons verbally and simultaneously record what they have been told or what they may have observed. Action taken in reporting an allegation of child abuse against an employee should be based on an opinion formed reasonably and in good faith.
- The details of this concern must be recorded on Child Protection Incident Book, which is located in the Family Support Filing Cabinet. This duplicate form must be signed by the person making the report and they will be reminded of the need for confidentiality in this matter.
- The DLP will inform the Manager of the allegation. The disciplinary procedure for staff will be followed in this instance.

The manager must privately inform the employee, about whom the allegation is made, of the following:

- The fact that an allegation has been made against him/her
- The nature of the allegation
- The employee should be afforded an opportunity to respond. The manager should note the response and pass on this information when making a formal report to TUSLA.
- The employee should also be informed of their right to an adjournment of the meeting until such time as they can seek appropriate representation. The action will be guided by the agreed procedures (Disciplinary Procedure), the applicable employment contract and the rules of natural justice. While adhering to the

principle of natural justice enshrined within our constitution in relation to the rights of the accused, the vulnerability of the alleged victim must be foremost in our mind, therefore any postponement must be afforded within a reasonable time frame that is 24 hours.

- The parents/guardians of the alleged victim must be informed immediately by the Designated Liaison Person.
- The name or any identifying information of the reporting adult would generally be given to the staff member or worker against whom the allegation has been made by the manager. There may be exceptional circumstances pending TUSLA advice or consultation, where this may not be the case.
- When an allegation is received it will be assessed promptly and carefully.
- The manager may then ask the member of staff who the allegation has been made against to leave the premises immediately and they will be suspended on full pay until the matter has been fully investigated.
- However, all allegations may not require a worker to be sent home i.e. allegations of poor practice where increased levels of supervision may be sufficient until matter is sorted out. Poor practice will be dealt with under the Disciplinary Procedure as necessary.
- At this point in the process it will be necessary to decide whether a formal report should be made to TUSLA – this decision should be based on reasonable grounds for concern.
- If it is felt that there are grounds for concern all matters relating to the allegations, it should be reported to the Duty Social Worker.
- At this point the Disciplinary Procedure will be invoked. This will be a separate process and will be overseen by the manager, not the Designated Liaison Person.
- Should a staff member, following the investigation, be re-instated with no disciplinary action this should be taken as evidence that no blame/fault/suspicion attaches to them.
- Where the complaint is not upheld, management should ensure that the reputation and career prospects of the staff member concerned are not adversely affected by reason of the complaint having been brought against him/her. The staff member (who had the allegation made against them) should be offered counselling and any other support necessary to restore his/her confidence and morale.



- The staff member who made the complaint should be reassured that management appreciates that the complaint was made in good faith. If required management will ensure that the staff member receives support e.g. external counselling, if requested or warranted.

#### **Parents/Guardians and Allegations of Abuse or Neglect against Employees:**

- Parents/guardians have the right to contact the Tusla to report an allegation of abuse or neglect about the employee or service.
- Parents/guardians of children who are named in an allegation of abuse or neglect will be kept informed of actions planned and taken, having regard to the rights of others concerned.
- If there is any concern that a child may have been harmed, their parents/guardians will be informed immediately.

#### **Record Keeping:**

- The service will conform to the provisions of the Data Protection Act 1998 and the Data Protection (Amendment) Act 2003 plus any future amendments.
- Under the Child Care Act 1991 (Early Years Services) Regulations 2016, accurate and up to date records in relation to children, staff and service provision must be kept. The Early Years inspectorate will have access to files for inspection purposes.
- Parents/guardians may have access to the files and records of their own children on request but may not have access to information about any other child.
- Only employees involved with a particular child should have access to confidential files and will be used to inform staff on how best to meet the needs of the child.
- Records are stored in compliance with the Child Care Act 1991 (Early Years Services) Regulations 2016.
- Where there are child protection or welfare concerns, observations/ records will be kept on an ongoing basis and information shared with Tusla as appropriate.
- These will be stored securely
- Procedures are in place for archiving records.
- All records are managed in line with our Data Protection Policy.
- We aim to ensure that all records are factual and written impartially.

- The service will only share information with other professionals or agencies, with consent from parents/guardians or without their consent in terms of legal responsibility in relation to a Child Protection issue.
- Records or reports should not be altered or adjusted, if there are new developments then a new record of this information should be completed.

*(For further information see our policies on Observations, Record Keeping and Data Protection)*

### **Code of Behaviour for Staff:**

For the protection of staff, volunteers and children this code of behaviour has been introduced provide clarity on what is expected and what is not accepted, with respect to their behaviour as recommended in *Our Duty to Care*. Our code of behaviour is kept under regular review.

- We recognise that children have an equal right to our service provision in line with the *Equal Status Act* and the *National Disability Strategy*.
- Staff should be sensitive to the risks involved in participating in contact sports or other activities.
- While physical contact is a valid way of comforting, reassuring and showing concern for children, it should only take place when it is acceptable to all persons concerned.
- Staff should never physically punish or be in any way verbally abusive to a child, nor should they even tell jokes of a sexual nature in the presence of children.
- Staff should be sensitive to the possibility of developing favouritism, or becoming over involved or spending a lot of time with any one child
- Children should be encouraged to report cases of bullying to either a designated person, or a worker of their choice. Complaints must be brought to the attention of management.
- It is recommended that Child Care services develop a positive attitude amongst workers and children that respects the personal space, safety and privacy of individuals.
- It is not recommended that staff give lifts in their cars to individual children, especially for long journeys.

**Visitors/Students:**

Visitors - including inspectors, workpeople, students etc. should never be left alone with the children. If they are going to address the children it is incumbent upon the Management to check their credentials and to ensure that the content of the address is appropriate.

All students will be carefully supervised and monitored by the manager. Secondary school pupils who come to the service for 'work experience' will also be carefully supervised and monitored but must not be left alone with the children.

**We are committed to:**

- Valuing and respecting all children as individuals.
- Listening to children.
- Involving children in decision making s appropriate.
- Encouraging children to express themselves.
- Working in partnership with parents/guardians.
- Promoting Positive Behaviour.
- Valuing differences.
- Implementing and adhering to all relevant policies to keep children safe.

**Working in a safe environment – Protection of Adults and Children**

Management will ensure a safe environment exists for staff and children by monitoring that all staff:

- Follow toileting and nappy changing procedures (*For further information see Nappy Changing/Toileting Policies*).
- Are listened to and any concerns expressed about unacceptable practice or behaviour of colleagues are followed up by management.
- Are supported when dealing with challenging behaviour of children and staff understand and follow positive behaviour management strategies. (*For further information see Supporting Positive Behaviour Policy*).

**Staff Ratios:**

The adult/child ratios are governed by the Child Care Act 1991 (Early Years Services) Regulations 2016. The service will follow the adult/child ratios as defined in the below Regulations.

SERVICE:	AGE:	ADULT/CHILD RATIO:
Full Day Care:	0 – 1 Year	1:3
	1 – 2 Years	1:5
	2 – 3 Years	1:6
	3 – 6 Years	1:8

The Code of Behaviour is given to all staff, students and volunteers at induction and it is expected that all staff, students and volunteers are familiar with the code and they will raise any questions arising with the manager.

All employees have a duty to adhere to the Code of Behaviour and to bring breaches of the code to the attention of the manager. Breaches of the Code of Behaviour are dealt with through the disciplinary procedure.

**Recruitment and Selection Procedure:**

The service carries out a comprehensive and detailed recruitment procedure in order to protect our children attending the service.

All applicants should be made aware and reminded throughout the recruitment period that their application and the follow up process of recruitment will be dealt with in the strictest of confidence. The information supplied by the applicant and any other information supplied on their behalf should only be seen by persons directly involved in the recruitment procedure.

Applicants will receive a clear job description and information on the organisation. Additional information, including a copy of the centre's Child Protection Policy should also be supplied to each applicant. *(For further information see our Recruitment Policy)*

**Personnel File:**

An up to date and accurate personnel file is kept for each member of staff that includes the following records:

- Proof of identity and that the person is over 18 years of age.
- Proof of satisfactory Garda Vetting.
- Two validated references, including a reference from the most recent place of employment.
- Verification of qualifications.
- Investigation of any gaps of employment.

**Induction:**

- As part of the induction process, all new management, staff, volunteers and students will be briefed on all the elements of the Child Protection and Welfare Policy including the ethos of the service, child centred practice and the Code of Behaviour, within the first week of employment.
- All management, staff, volunteers and students will be required to commit to and abide by the Child & Adult Protection Policy. They are required to confirm that they have read and understand the Child Protection & Adult Protection Policy with their signature and a record will be kept on file.
- The Code of Behaviour is given to all management staff, students and volunteers at induction and it is expected that all staff, students and volunteers are familiar with the code and they will raise any questions arising with the manager.

**Staff Supervision and Support:**

- Regular supervision and support is available to staff and volunteers, through one to one meetings or group meetings.
- Staff will be supported while dealing with a child protection concern and outside support will be sought where necessary, the costs of this will be borne by the company.

**Garda Vetting:**

In accordance with the Child Care Act 1991 (Early Years Services) Regulations 2016 we will ensure that all staff members are Garda vetted.

Our policy is that Garda vetting will be completed **prior to starting work at the service for employees** working directly with children. Repeat Garda vetting may be completed at any time during a contract of employment and will be completed at three year intervals and records will be held for 5 years. *(See the Garda Vetting policy for further information).*

**Partnership with Parents/Guardians:**

The service recognises the importance of working with parents/guardians. It has an “open door” policy where families are always welcome but where the needs of all of the children in our care are always the first priority. Parents/guardians will be made feel welcome and regular exchange of information with parents/guardians and staff will enable a two-way process of support.

Parents/guardians will be made aware of any observations, records and notes kept by us about their children including patterns of behaviour, conversations and any injuries/bruising they may have upon arrival to the service.

All records will be made available upon request and are kept confidentially and securely.

All parents/guardians will be made aware of our policies and procedures. *(For further information see our Partnership with Parents/Guardians Policy)*

**Complaints:**

- Our children/staff/parents/guardians have the right to voice their opinions and concerns. It is our policy to welcome all suggestions, comments and complaints in relation to our service. Any comments or suggestions can be made to any member of staff. We will give careful attention and prompt and courteous response to any suggestions, comments or complaints. *(For further information see our Complaints Policy).*
- If a complaint involves a child protection concern, the reporting procedure will be followed in line with this Child Protection Policy.

### **Management of Day Trips/Outings:**

The service aims to provide children with a varied and wide experience and from time to time may organise day trips/outings. It is our policy to ensure the safety and well-being of children during these activities through planning, risk assessment, management and supervision of the activity. In managing and planning these activities we:

- Inform parents/guardians of the proposed outing, method of travel and supervision
- Seek written consent from the parents/guardians – children will not be able to participate in the activity unless this has been obtained
- Ensure adequate number of personnel are present and that the children are supervised at all times
- Ensure that the person in charge has access to a mobile in case of an emergency
- A risk assessment of the venue or facility will be carried out and reviewed annually
- Ensure that adequate insurance is in place for the outing
- Ensure staff are familiar with emergency procedures
- Ensure that the method of transport complies with relevant safety requirements and insurance
- We will ensure that the appropriate staff/child ratios are maintained in line with the Child Care Act 1991 (Early Years Services) Regulations 2016 and the risk assessment
- Where appropriate, parents/guardians may be invited to accompany their children on the outing
- Emergency contact details for all children will be brought on the trip
- Safety measures such as: frequent head counts/ roll calls and name tags will be used.
- A first aid box will be brought and a qualified first aider will be present
- The service does its utmost to minimise risk and ensure safety at all times.

However, it is important that staff are prepared for any emergencies that may arise.

*(see Outings and Missing Child Policies)*

**Accidents and Incidents:**

The Safety, Health & Welfare at Work Act, 2005 and Child Care Act 1991 (Early Years Services) Regulations 2016, are the governing legislation.

It is our policy to promote the health, wellbeing and personal safety of all our children and staff. Through developing and regularly reviewing accident prevention procedures and fire safety. Although we adhere to all safety precautions and follow TUSLA guidelines, accidents can occur. *(For further information see our Accidents and Incidents Policy)*

**Social Media, Social Networking and Blogging:**

- Personal blogs should have clear disclaimers that the views expressed by the author in the blog is the author's alone and do not represent the views of the service. Be clear and write in first person. Make your writing clear that you are speaking for yourself and not on behalf of the service.
- Information published on your blog(s) should comply with our confidentiality policy. This also applies to comments posted on other blogs, forums, and social networking sites.
- Be respectful to the service, management, other employees, customers, partners, and competitors.
- Staff may not use social networking sites to befriend parents/guardians whose children attend the service or to exchange any information about the service or children attending the service
- Social media activities should not interfere with work commitments. Refer to Internet and Email Policy resource usage policies.
- Your online presence may reflect the service.
- Do not publish any information regarding any child, family or colleague.
- Respect copyright laws, and reference or cite sources appropriately. Plagiarism applies online as well.
- Company logos and trademarks may not be used.

**Note: Social Networking websites includes a range of websites such as - Facebook, YouTube, and Twitter etc.**



**Under no circumstances should a child be left in a situation that exposes him or her to harm or risk of harm pending intervention by Tusla. If you think the child is in immediate danger and you cannot contact Tusla, you should contact the Gardaí.**

**Any breach of this policy may invoke the disciplinary policy.**

**This Child & Adult Protection Policy may be updated from time to time either from within or in line with legislation.**

## **CHILD PROTECTION POLICY APPENDICES:**

**APPENDIX 1:                STANDARD REPORTING FORM**

**APPENDIX 2:                TYPES OF CHILD ABUSE AND HOW THEY  
MAY BE RECOGNISED**

**APPENDIX 3:                THE UN CONVENTION ON THE RIGHTS OF  
THE CHILD (1989)**

**APPENDIX 4:                DUTY SOCIAL WORKER AND LOCAL GARDA  
CONTACT INFORMATION**

**APPENDIX 5:                MANDATED PERSONS RESPONSIBILITIES**

**APPENDIX 6:                REASONABLE GROUNDS FOR CONCERN**

**APPENDIX 7:                REPORTING PROCEDURES**

**APPENDIX 8:                CHILD SAFEGUARDING STATEMENT**

**APPENDIX 9:                LIST OF MANDATED PERSONS IN OUR  
SERVICE**

(For reporting CP&W Concerns)

**Telephone No's:**

**Additional Information e.g.  
School/ Occupation/Other:**

[illegible]

### Address

Social Worker		
PHN		
GP		
Hospital		
School		
Gardaí		
Pre-School/Crèche/YG		
Other (specify):		

**Address:**

	Age		Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
	Occupation					

## Date:

	Occupation:	
	Telephone	
	No's:	
	Date:	



An Ghnámhaireacht um  
Leanaí agus an Póighbhéil  
Child and Family Agency

Formaire Rianaithe 2010

## STANDARD REPORT FORM

(For reporting CP&W Concerns)

A. To Principal Social Worker/Designate: \_\_\_\_\_

**1. Date of Report**

**2. Details of Child**

Name:

Address:

Alias

Telephone

Male

☐

Female

☐

Age

DOB

School

Correspondence  
address  
(if different)

Telephone

**3. Details of Persons Reporting Concern(s)**

Name:

Address:

Telephone No.

Occupation

Relationship to  
client

Reporter wishes to remain anonymous

☐

Reporter discussed with parents/guardians

☐

**4. Parents Aware of Report**

Are the child's parents/carers aware that this  
concern is being reported

- Mother

Yes

No

☐☐

- Father

☐☐

Comment

**5. Details of Report**

(Details of concern(s), allegation(s) or incident(s) dates, times, who was present, description of any  
observed injuries, parent's view(s), child's view(s) if known.)

## **APPENDIX 2:**

### **TYPES OF CHILD ABUSE AND HOW THEY MAY BE RECOGNISED**

***Chapter 2, Page 07 Children First (2017)***

Child abuse can be categorised into four different types: neglect, emotional abuse, physical abuse and sexual abuse. A child may be subjected to one or more forms of abuse at any given time. Abuse and neglect can occur within the family, in the community or in an institutional setting. The abuser may be someone known to the child or a stranger, and can be an adult or another child. In a situation where abuse is alleged to have been carried out by another child, you should consider it a child welfare and protection issue for both children and you should follow child protection procedures for both the victim and the alleged abuser.

The important factor in deciding whether the behaviour is abuse or neglect is the impact of that behaviour on the child rather than the intention of the parent/carer.

The definitions of neglect and abuse presented in this section are not legal definitions. They are intended to describe ways in which a child might experience abuse and how this abuse may be recognised.

#### **Neglect**

Child neglect is the most frequently reported category of abuse, both in Ireland and internationally. Ongoing chronic neglect is recognised as being extremely harmful to the development and well-being of the child and may have serious long-term negative consequences. Neglect occurs when a child does not receive adequate care or supervision to the extent that the child is harmed physically or developmentally. It is generally defined in terms of an omission of care, where a child's health, development or welfare is impaired by being deprived of food, clothing, warmth, hygiene, medical care, intellectual stimulation or supervision and safety. Emotional neglect may also lead to the child having attachment difficulties. The extent of the damage to the child's health, development or welfare is influenced by a range of factors. These factors include the extent, if any, of positive influence in the child's life as well as the age of the child and the frequency and consistency of neglect. Neglect is associated with poverty but not necessarily caused by it. It is strongly linked to parental substance misuse, domestic violence, and parental mental illness and disability. A reasonable concern for the child's welfare would exist when neglect becomes typical of the

relationship between the child and the parent or carer. This may become apparent where you see the child over a period of time, or the effects of neglect may be obvious based on having seen the child once.

**The following are features of child neglect:**

- Children being left alone without adequate care and supervision
- Malnourishment, lacking food, unsuitable food or erratic feeding
- Non-organic failure to thrive, i.e. a child not gaining weight due not only to malnutrition but also emotional deprivation
- Failure to provide adequate care for the child's medical and developmental needs, including intellectual stimulation
- Inadequate living conditions – unhygienic conditions, environmental issues, including lack of adequate heating and furniture
- Lack of adequate clothing
- Inattention to basic hygiene
- Lack of protection and exposure to danger, including moral danger, or lack of supervision appropriate to the child's age
- Persistent failure to attend school
- Abandonment or desertion

**Emotional abuse**

Emotional abuse is the systematic emotional or psychological ill-treatment of a child as part of the overall relationship between a caregiver and a child. Once-off and occasional difficulties between a parent/carer and child are not considered emotional abuse. Abuse occurs when a child's basic need for attention, affection, approval, consistency and security are not met, due to incapacity or indifference from their parent or caregiver. Emotional abuse can also occur when adults responsible for taking care of children are unaware of and unable (for a range of reasons) to meet their children's emotional and developmental needs. Emotional abuse is not easy to recognise because the effects are not easily seen. A reasonable concern for the child's welfare would exist when the behaviour becomes typical of the relationship between the child and the parent or carer.

**Emotional abuse may be seen in some of the following ways:**

- Rejection
- Lack of comfort and love
- Lack of attachment
- Lack of proper stimulation (e.g. fun and play)
- Lack of continuity of care (e.g. frequent moves, particularly unplanned)
- Continuous lack of praise and encouragement
- Persistent criticism, sarcasm, hostility or blaming of the child
- Bullying
- Conditional parenting in which care or affection of a child depends on his or her behaviours or actions
- Extreme over protectiveness
- Inappropriate non-physical punishment (e.g. locking child in bedroom)
- Ongoing family conflicts and family violence
- Seriously inappropriate expectations of a child relative to his/her age and stage of development

There may be no physical signs of emotional abuse unless it occurs with another type of abuse. A child may show signs of emotional abuse through their actions or emotions in several ways. These include insecure attachment, unhappiness, low self-esteem, educational and developmental underachievement, risk taking and aggressive behaviour. It should be noted that no one indicator is conclusive evidence of emotional abuse. Emotional abuse is more likely to impact negatively on a child where it is persistent over time and where there is a lack of other protective factors.

**Physical abuse**

Physical abuse is when someone deliberately hurts a child physically or puts them at risk of being physically hurt. It may occur as a single incident or as a pattern of incidents. A reasonable concern exists where the child's health and/ or development is, may be, or has been damaged as a result of suspected physical abuse.

**Physical abuse can include the following:**

- Physical punishment
- Beating, slapping, hitting or kicking
- Pushing, shaking or throwing

- Pinching, biting, choking or hair-pulling
- Use of excessive force in handling
- Deliberate poisoning
- Suffocation
- Fabricated/induced illness
- Female genital mutilation

The Children First Act 2015 includes a provision that abolishes the common law defence of reasonable chastisement in court proceedings. This defence could previously be invoked by a parent or other person in authority who physically disciplined a child. The change in the legislation now means that in prosecutions relating to assault or physical cruelty, a person who administers such punishment to a child cannot rely on the defence of reasonable chastisement in the legal proceedings. The result of this is that the protections in law relating to assault now apply to a child in the same way as they do to an adult.

### **Sexual abuse**

Sexual abuse occurs when a child is used by another person for his or her gratification or arousal, or for that of others. It includes the child being involved in sexual acts (masturbation, fondling, oral or penetrative sex) or exposing the child to sexual activity directly or through pornography. Child sexual abuse may cover a wide spectrum of abusive activities. It rarely involves just a single incident and in some instances occurs over a number of years. Child sexual abuse most commonly happens within the family, including older siblings and extended family members. Cases of sexual abuse mainly come to light through disclosure by the child or his or her siblings/friends, from the suspicions of an adult, and/or by physical symptoms.

### **Examples of child sexual abuse include the following:**

- Any sexual act intentionally performed in the presence of a child
- An invitation to sexual touching or intentional touching or molesting of a child's body whether by a person or object for the purpose of sexual arousal or gratification
- Masturbation in the presence of a child or the involvement of a child in an act of masturbation



- Sexual intercourse with a child, whether oral, vaginal or anal
- Sexual exploitation of a child, which includes:
  - Inviting, inducing or coercing a child to engage in prostitution or the production of child pornography [for example, exhibition, modelling or posing for the purpose of sexual arousal, gratification or sexual act, including its recording (on film, videotape or other media) or the manipulation, for those purposes, of an image by computer or other means]
  - Inviting, coercing or inducing a child to participate in, or to observe, any sexual, indecent or obscene act
  - Showing sexually explicit material to children, which is often a feature of the 'grooming' process by perpetrators of abuse
- Exposing a child to inappropriate or abusive material through information and communication technology
- Consensual sexual activity involving an adult and an underage person

An Garda Síochána will deal with any criminal aspects of a sexual abuse case under the relevant criminal justice legislation. The prosecution of a sexual offence against a child will be considered within the wider objective of child welfare and protection. The safety of the child is paramount and at no stage should a child's safety be compromised because of concern for the integrity of a criminal investigation. In relation to child sexual abuse, it should be noted that in criminal law the age of consent to sexual intercourse is 17 years for both boys and girls. Any sexual relationship where one or both parties are under the age of 17 is illegal. However, it may not necessarily be regarded as child sexual abuse. Details on exemptions for mandated reporting of certain cases of underage consensual sexual activity can be found in ***Chapter 3 of Children First (2017)***.

### **APPENDIX 3: THE UN CONVENTION ON THE RIGHTS OF THE CHILD (1989)**

The Convention stipulates the following general principles:

- States shall ensure each child enjoys full rights without discrimination or distinctions of any kind.
- The child's best interests shall be a primary consideration in all actions concerning children, whether undertaken by public or private social institutions, courts, administrative authorities or legislative bodies.
- Every child has the right to life and states shall ensure, to the maximum extent possible, child survival and development.
- Children have the right to be heard.

The Convention stipulates the following substantive provisions:

#### **Civil Rights and Freedom:**

- The right to a name and a nationality.
- The right to a sense of identity.
- The right to freedom of expression.
- The right to freedom of thought, conscience and religion.
- The right to freedom of association.
- The right to privacy.
- No child shall be subjected to torture, or other cruel, inhuman or degrading treatment or punishment.

#### **Family Environment and Parental Guidance:**

- States must respect the responsibilities of parents/guardians and extended family members to provide guidance for children.
- The convention gives parents/guardians a joint and primary responsibility for raising their children.
- Children should not be separated from their parents/guardians unless this is deemed to be in the child's best interests.
- Children and their parents/guardians have the right to leave any country and to enter their own for purposes of reunion.
- Children have the right to an adequate standard of living.

- The Convention obliges the state to provide special protection for children deprived of a family environment.
- The state has the obligation to prevent and remedy the kidnapping or retention of children abroad by a parent or third party.
- To protect children from all forms of abuse or neglect.
- It is the responsibility of the state to ensure – in cases of children victims of armed conflict, torture, neglect, maltreatment or exploitation – that they receive appropriate rehabilitative care and treatment to facilitate their recovery and social integration into society.
- A child placed by the state for reasons of care, protection or treatment is entitled to have that placement regularly evaluated.

#### **Basic Health and Welfare of Children:**

- Every child has the right to life.
- Parties shall ensure to the maximum extent the survival and development of the child.
- The child has the right to the highest attainable standard of health.
- Disabled children have the right to special treatment, education and care.
- Children have the right to benefit from social security.
- Every child has the right to a standard of living adequate for the child's mental, physical, spiritual, value systems and social development.

#### **Education, Leisure and Recreation:**

- Children have the right to education.
- The aims of education are geared towards developing children's personalities as well as their mental and physical abilities to the fullest extent.
- Children have a right to enjoy leisure, recreation and cultural activities.

## **SPECIAL PROTECTION MEASURES:**

### **(a) Situations of armed conflict:**

- State parties shall take all feasible measures to ensure that children under 15 years of age take no part in hostilities and that no child below 15 is recruited into the armed forces.
- State parties shall take all feasible measures to ensure protection and care of children who are affected by armed conflict.
- Children have the right to appropriate treatment for their recovery and social reintegration.
- Special protection shall be given to refugee children or to a child seeking refugee status.

### **(b) In situations where children are in conflict with the law:**

- Regarding the administration of juvenile justice, children who come in conflict with the law have the right to treatment that promotes their dignity and self-worth, and also takes into account the child's age and aims at his/her integration into society.
- Children are entitled to basic guarantees as well as legal or other assistance for their defence and judicial proceedings and institutional placements shall be provided wherever possible.
- Any child deprived of liberty shall not be kept apart from adults unless it is in the child's best interests to do so.
- A child who is detained shall have legal and other assistance as well as contact with his/her family.

### **(c) In situations of exploitation:**

- Children have the right to be protected from economic exploitation and from work that threatens their health.
- Children have the right to protection from the use of narcotic and psychotropic drugs as well as from being involved in their production and distribution.
- Children have the right to protection from sexual exploitation, and abuse, including prostitution and pornography.
- It is the States obligation to make every effort to prevent the sale, trafficking and abduction of children.

### **(d) In situations of children belonging to a minority or indigenous group:**

- Children of minority communities and indigenous populations have the right to enjoy their own culture and to practice their own religion and language.

## **APPENDIX 4: DUTY SOCIAL WORKER & LOCAL GARDA CONTACT INFORMATION**

### **Child Protection Social Work Services:**

Child and Family Agency, Ballynanty Health Centre, Child Protection and Welfare, Ballynanty, Limerick, 061 457102

If the Duty Social Worker is not available at the time of contact the caller should give sufficient details to the secretary to enable the Duty Social Worker to prioritise a response.

### **Local Garda Station:**

Mayorstone Garda 061456980

## **APPENDIX 5 MANDATED PERSONS RESPONSIBILITIES**

**(Children First Act 2015)**

**Section 14(1) of the Children First Act 2015 states:**

***'...where a mandated person knows, believes or has reasonable grounds to suspect, on the basis of information that he or she has received, acquired or becomes aware of in the course of his or her employment or profession as such a mandated person, that a child—***

***(a) has been harmed,***

***(b) is being harmed, or***

***(c) is at risk of being harmed,***

***he or she shall, as soon as practicable, report that knowledge, belief or suspicion, as the case may be, to the Agency.'***

**Section 14(2) of the Children First Act 2015 also places obligations on mandated persons to report any disclosures made by a child:**

***'Where a child believes that he or she—***

***(a) has been harmed,***

***(b) is being harmed, or***

***(c) is at risk of being harmed,***

***and discloses this belief to a mandated person in the course of a mandated person's employment or profession as such a person, the mandated person shall, ... as soon as practicable, report that disclosure to the Agency.'***

**Section 2 of the Children First Act 2015 defines harm as follows:**

***'harm means in relation to a child—***

***(a) assault, ill-treatment or neglect of the child in a manner that seriously affects, or is likely to seriously affect the child's health, development or welfare, or,***

***(b) sexual abuse of the child.'***

## **APPENDIX 6: REASONABLE GROUNDS CONCERN**

*Chapter 2, Page 06 Children First (2017)*

You should always inform Tusla when you have **reasonable grounds for concern** that a child may have been, is being, or is at risk of being abused or neglected. If you ignore what may be symptoms of abuse, it could result in ongoing harm to the child. It is not necessary for you to prove that abuse has occurred to report a concern to Tusla. All that is required is that you have reasonable grounds for concern. It is Tusla's role to assess concerns that are reported to it. If you report a concern, you can be assured that your information will be carefully considered with any other information available and a child protection assessment will be carried out where sufficient risk is identified.

### **Reasonable grounds for a child protection or welfare concern include:**

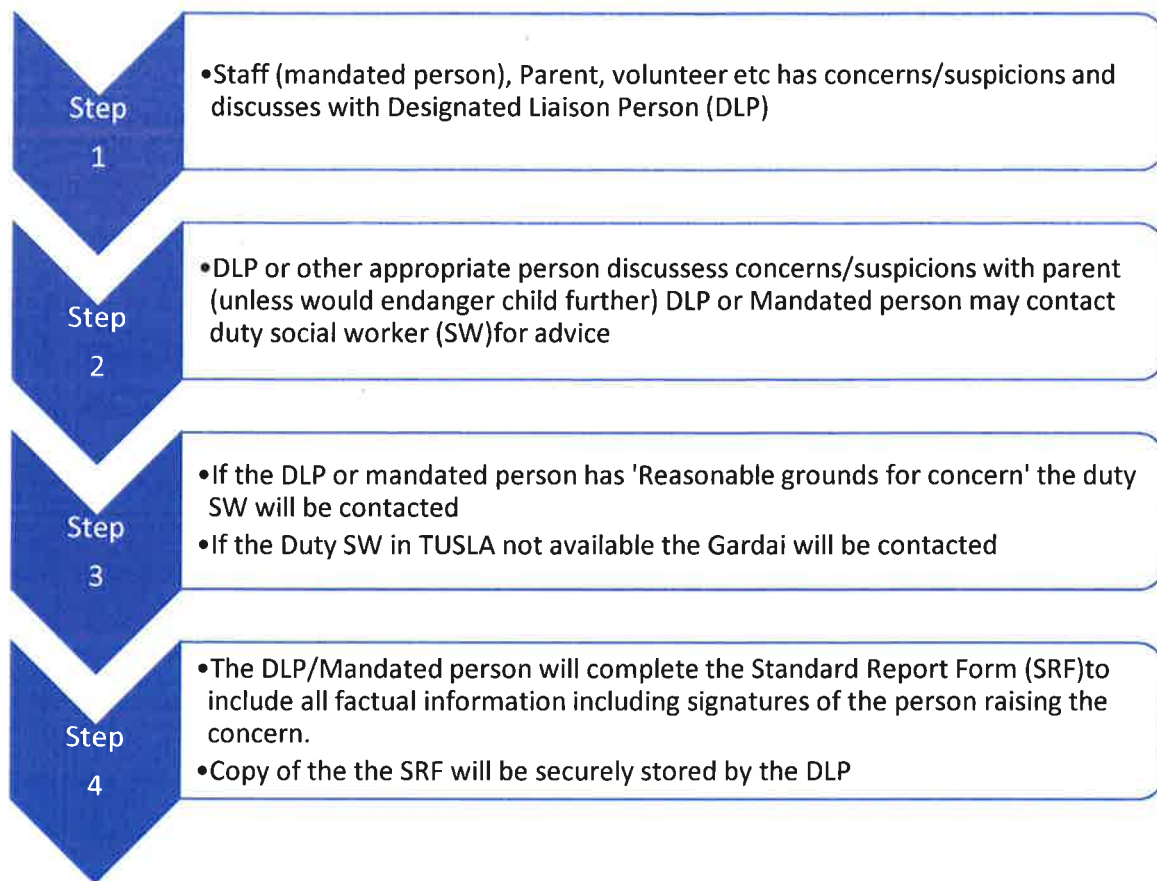
- Evidence, for example an injury or behaviour, that is consistent with abuse and is unlikely to have been caused in any other way
- Any concern about possible sexual abuse
- Consistent signs that a child is suffering from emotional or physical neglect
- A child saying or indicating by other means that he or she has been abused
- Admission or indication by an adult or a child of an alleged abuse they committed
- An account from a person who saw the child being abused

The guiding principles on reporting child abuse or neglect may be summarised as follows:

1. The safety and well-being of the child must take priority over concerns about adults against whom an allegation may be made
2. Reports of concerns should be made without delay to Tusla

**If you think a child is in immediate danger and you cannot contact Tusla, you should contact the Gardaí without delay.**

## APPENDIX 7 Child Protection Reporting Procedure Steps 1 – 4



**NOTE:** In the case where the Designated Liaison Person or Mandated Person reaches the conclusion that reasonable grounds do not exist that they will not report the concern of the employee, student or volunteer to the relevant TUSLA Social Work Department or An Garda Síochána, the individual employee, student or volunteer who raised the concern should be given a clear written statement of the reasons why the DLP is not taking action. The employee, student or volunteer should be advised that, if they remain concerned about the situation, they are free to consult with, or report to, the TUSLA Social Work Department or An Garda Síochána.

**As a mandated person, you should be aware that the legal obligations under the Children First Act 2015 to report mandated concerns rest with you and not with the designated liaison person.**

**Designated Liaison Persons:** Ciara Kane, Mary Mulcahy

**Social Worker:** Child and Family Agency, Ballynanty Health Centre, Child Protection and Welfare, Ballynanty, Limerick, 061 457102

**Garda:** Mayorstone Garda 061456980



## APPENDIX 8 CHILD SAFEGUARDING STATEMENT

<b>Document Title:</b>	<b>Child Safeguarding Statement</b>
<b>Unique Reference Number:</b>	<b>013A</b>
<b>Revision Number:</b>	<b>N/A</b>
<b>Document Author:</b>	<b>Stephan Goode</b>
<b>Document Approved:</b>	<b>Ciara Kane</b>
<b>Date the Document is Effective From:</b>	<b>January 2019</b>
<b>Scheduled Review Date:</b>	<b>DECEMBER 2010</b>
<b>Number of Pages:</b>	<b>5</b>

The purpose of this service is to provide a range of services for children aged birth to 18 years. We open 50 weeks per year and daily from 8:00 AM – 21:00 PM Monday to Friday.

<b>Opening Hours:</b>	8:00 AM – 21:00 PM
<b>No of Weeks per year opened:</b>	50
<b>Capacity:</b>	Variable by service
<b>Age Range:</b>	Birth to 18 years
<b>Ratios:</b>	As per regulations
<b>Curriculum:</b>	Play-based
<b>Address:</b>	Clonconnane Road, Ballynanty, Co Limerick
<b>Phone Number:</b>	061 326623
<b>Email:</b>	ciarakane@northsidefc.ie

### Key Personnel: In-House

Manager (Person in charge):	<b>Ciara Kane</b>
Deputy in the absence of Manager:	Alison Dore – Sunshine Childcare Service  Stephan Goode – Kings Island Creche  Theresa Shanahan – Afterschool and Youth Work Services  Mary Mulcahy – Community and Family Services  Mark Ryan – Older People's Services
Health and Safety Officer:	Alison Dore
Fire Officer:	Alison Dore and Mark Ryan
First Aid Co-ordinator:	Aisling Ryan
Designated Liaison Officer:	Ciara Kane
Deputy Designated Liaison Officer:	Mary Mulcahy
Data Controller:	Ciara Kane

## 2. Principles

Protecting children and young people is everyone's responsibility. The welfare of the child is paramount to us. Therefore, we want to make sure that the children in the service are protected and kept safe from harm while they are with the staff and the students in this organisation by:

- Making sure that our staff and students are carefully selected, trained and supervised.
- Having procedures to recognise, respond to and report concerns about children's protection and welfare.
- Making sure all staff are Garda vetted prior to engagement.

- Having clear codes of behaviour for management, staff and students.
- Having a procedure to respond to accidents and incidents.
- Giving parents/guardians, children and workers information about what we do and what to expect from us.
- Letting parents/guardians and children know how to voice their concerns or complain if there is anything they are not happy about. Having a procedure to respond to these complaints.
- We have a clear reporting procedure to be followed should a staff member have a concern about a child with regard to *Children First (2017)* and *The Children First Act 2015*
- Having a procedure to respond to allegations of abuse and neglect against staff members.
- The Child and Adult Protection policy will be reviewed annually by the Management.

### 3. Risk Assessment

We have carried out an assessment of any potential for harm to a child while availing of our services. Below is a list of the areas of risk identified and the list of procedures for managing these risks.

RISK IDENTIFIED	PROCEDURES IN PLACE TO MANAGE RISK
Inappropriate curriculum and activities	Curriculum Policy, Child Development, Observations and Assessment Policy
Infection/Illness	Cleanliness and Hygiene Policy, Infection Control, Exclusions for Illness
Lost Child	Missing Child policy, Outing policy
Accidents and Incidents	Safety Statement, Risk Assessments, Accident and Incident policy, Health and Safety Policy
Accidents/Injury or lost child on outings	Risk Assessment, Outing Policy
Medication errors Child not treated for a condition	Medicines Policy, Parental Consent Forms, Individual Child Care/Emergency Plans

Poor supervision of Indoor and Outdoor Play	Risk Assessments, Supervision Indoor and Outdoor Policy, Outside Play Policy
Child not Collected Unauthorised collection	Collections Policy, Parental Agreement, Child Registration Form
Inappropriate nappy changing, intimate care and toileting. Dignity of the child violated. Sexual abuse	Risk Assessments, Nappy Changing Policy, Intimate Care Policy, Toileting Policy, Child and Adult Protection Policy
Illness of infection due to poor nutrition	Healthy Eating Policy, Food Hygiene Policy. Advice to parents on nutrition
Unsuitable staff	Recruitment and Selection Policy, Garda vetting policy, Relevant References, Child and Adult Protection Policy. Risk Assessment of Disclosures
Untrained staff	Staff Training Policy, Supervision Policy
Poor behaviour strategies where the dignity of the child is undermined	Managing Behaviour Policy, Child Development Policy, Key Worker Policy, Observations and Assessment Policy, Staff Training Policy
Unvetted staff/students/volunteers	Garda Vetting Policy, Students and Volunteers policy
Access to inappropriate online resources  Unauthorised sharing of images and information about a child	Internet and Photographic and recording devices policy, Parental Consent Forms. Data Protection policy
Injury or death during sleeping	Safe Sleeping Policy, Risk Assessments, Staff Training Policy

#### 4. Procedures

Our Child Safeguarding Statement has been developed in line with requirements under the Children First Act 2015, the *Children First: National Guidance*, and Tusla's *Child Safeguarding: A Guide for Policy, Procedure and Practice*. In addition to the

procedures listed in our risk assessment, the following procedures support our intention to safeguard children while they are availing of our service:

- Procedure for the management of allegations of abuse or misconduct against workers/volunteers of a child availing of our service *See Child & Adult Protection Policy.*
- Procedure for the safe recruitment and selection of workers and volunteers to work with children *See Recruitment and Selection Policy, Garda Vetting Policy, Student and Volunteer Policy.*
- Procedure for provision of and access to child safeguarding training and information, including the identification of the occurrence of harm. *See Staff Training Policy, Child and Adult Protection Policy*
- Procedure for the reporting of child protection or welfare concerns to Tusla *Child and Adult Protection Policy*
- Procedure for maintaining a list of the persons (if any) in the relevant service who are mandated persons.  
*See Child and Adult Protection Policy APPENDIX 9*
- Procedure for appointing a relevant person *See Child and Adult Protection Policy 'Designated Liaison Person'*
- Full and comprehensive Policies and Procedures, Safety Statement and Risk Assessments are periodically reviewed and updated as appropriate.

All procedures listed are available upon request.

## **5. Implementation**

We recognise that implementation is an ongoing process. Our service is committed to the implementation of this Child Safeguarding Statement and the procedures that support our intention to keep children safe from harm while availing of our service. This Child Safeguarding Statement will be reviewed every *twenty four months* or as soon as practicable after there has been a material change in any matter to which the statement refers.

Signed: Ciara Kane (Provider) Date 06/03/2019

Name Ciara Kane Tel. 061-326623

Relevant Person under the Children First Act 2015

Name Ciara Kane Tel. 061-326623

## APPENDIX 9 LIST OF MANDATED PERSONS IN OUR SERVICE\*

\*As staffing changes an up-to-date list of all mandated persons can be generated from the Sage HR System. This system can be accessed by all the staff listed above. All reports are time stamped.#

	<b>Date:</b>	15/01/2019		<b><u>Northside Family Resource Centre</u></b>	
	<b>Time:</b>	17:01:24			
	<u>Surname</u>		<u>First Name</u>		<u>Works No.</u>
	<u>January</u>				
	Kiely		Amber		046 Monthly
	OConnell		Celia		049 Wkly
	Curtin		Christina		061 monthly
	Ryan		Mark		015 Mthly
	O' Dwyer		Sarah		056 Monthly
	Keogh Wallace		Aisling		048 Wkly
	Fitzpatrick		Patrick		018 Mthly
	<u>February</u>				
	Kiely		Michael		27 Mthly
	Dore		Alison		007 Wkly
	Bennis		Sabrina		019 Wkly
	O'Farrell		Jack		042 Monthly
	Lyons Gray		Louise		008 Wkly
	<u>March</u>				
	Cassidy		Mary		050 Wkly
	Lyons		Deborah		010 Wkly
	McNamara		Rebecca		036 Monthly
	Blake		Laura		055 Weekly

	Barrett Casey	Melissa	50 Wkly
	Feret	Alicja	047 Monthly
	O'Leary	Jennifer	054 Wkly
	Byrnes	Joanne	034 Wkly
	<u>April</u>		
	Kane	Ciara	002 Mthly
	McInerney	Joanne	022 Wkly
	Donelan	Rosannagh	052 Monthly
	McGuire	Michelle	021 Wkly
	<u>May</u>		
	Torpey	Joan	055 Monthly
	Wold	Yvonne	016 Wkly
	Conway	Helen	041 Wkly
	O'Sullivan Griffin	Lisa	036 Wkly
	Doyle Higgins	Leann	040 Wkly
	Wallace	Linda	059 Monthly
	<u>June</u>		
	Butler	Niamh	064 Monthly
	Sheehan	Elizabeth	30 Monthly
	<u>July</u>		
	Power	Jade	028 Mthly
	Lyons	Shannon	057 Monthly
	Ryan	Aisling	014 Wkly
	Slevin	Shauna	053 Mothly
	Hayes	Geraldine	042 Wkly
	Falvey	Tina	001 Wkly



<u>August</u>		
Lyons	Kelly	011 Wkly
Hannon	Bernadette	037 Wkly
Mullins	Liesa	045 Wkly
Quinlivan	Sandra	044 Wkly
Stoica	Kate	050 Monthly
Mulcahy	Mary	026 Mthly
O'Connor	Megan	31 Monthly
<u>September</u>		
Rocca	Elaine	006 Mthly
Blake	Jean	005 Wkly
Giaquinto	Felicia	034 Monthly
Fitzgerald	Tara	022 Mthly
<u>October</u>		
O'Halloran	Orlagh	060 Monthly
Shanahan	Theresa	016 Mthly
Lynch	Jennifer	033 Monthly
Costello Goodwin	Rebecca	053 Wkly
Fitzgerald	Margaret	056 Weekly
Griffin	Megan	046 Wkly
Brosnihan	Michelle	048 Monthly
Ryan	Geraldine	004 Wkly
Goode	Stephen	008 Mthly
<u>November</u>		
O'Dwyer	Stacey	
Guilfoyle	Emily	058 Monthly

	Kinsella	Margurite	035 Monthly
	Brock	Ellen	054 Monthly
	Fahy	Deirdre	027 Wkly
	Smith	Naomi	029 Wkly
	Caulfield	Ann	035 Wkly
	<u>December</u>		
	Tracey	Jenny	038 Mnthly
	O'Riordan	Deirdre	047 Weekly
	Hughes	Mary	021 Mthly
	Blackhall	Lisa	044 Monthly
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## Confidentiality Statement

Child Care Act 1991 (Early Years Services) Regulations 2016 ([Síolta Standard 12: Communication](#)) ([National Standard 2: Contract](#), [National Standard 3: Working in Partnership with Parents/guardians or Guardians](#), [National Standard 4: Records](#), [National Standard 7: Confidentiality](#), [National Standard 11: & Ad7](#))

### Statement of Intent:

We respect the right for all information, records and observations to be treated with respect and with due attention to confidentiality and privacy.

### Policy and Procedure:

We will ensure that:

- All registration forms and records of children attending the service will be kept by management confidentially.
- Parents/guardians may have access to the records of their own children but may not have access to information about any other child.
- Any confidential information given by parents/guardians to the service will not be passed on to other adults without permission.
- Any information relating to a child's personal circumstances will be kept in a confidential file and will not be shared within except with the child's key worker, on a 'need to-know basis'.
- Where a child is believed to be at risk we will take a decision to share information with the statutory authorities, under child protection guidelines.
- All staff, volunteers, students, parents/guardians will be made aware of this confidentiality policy.
- All the above points are subject to the overall commitment of the service which is to the safety and wellbeing of the children who attend it.
- Any breach of confidentiality by any member of staff will lead to disciplinary action.
- In the case that a child's welfare is at risk, it is permissible for staff and management to share confidential information with TUSLA. This is in line with our Child Protection Policy.

### Record Keeping:

We keep records under two areas i.e. Child/Family Records and Personal and Operation Details. All of these records are stored securely.

## Northside Family Resource Centre Confidentiality Statement

All Northside Family Resource Centre staff and volunteers must keep confidential all information regarding children, parents and individuals involved with the Centre. They must respect the client's right to privacy and anonymity inside and outside Northside Family Resource Centre.

---

### Declaration

Staff/Volunteer Name: \_\_\_\_\_

Position: \_\_\_\_\_

I have read and understand the confidentiality statement of Northside Family Resource Centre. I agree to be bound by the principles of this statement and I understand that any breach of confidentiality may be grounds for dismissal from my work with Northside Family Resource Centre.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_

Date: \_\_\_\_\_





**NAME:** Northside Family Resource Centre Ltd

**ADDRESS:** Clonconnane Road  
Ballananty  
Limerick City  
Ireland

**TEL:** 061 326623

**E-MAIL:** Ciarakane@Northisefrc.ie

**WEB:**

**This Safety Statement has been reviewed and approved by:**

**1. Colum McCarthy**                      **Date:** 15 / 12 /2018

Treaty Fire and Safety Ltd



**This Safety Statement is based upon a  
Safety Inspection carried out in**

**November 2018**

Any change to work equipment, work procedures, structure of the building, changes in legislation occurring after the date are not taken into account by this Safety Statement.

Revised following Safety Inspection & Risk Assessment.  
Review to take into consideration changes in staff, new equipment, new procedures etc.

# IMPORTANT CONTACT NUMBERS

---

SERVICE	NAME	TELEPHONE NO
Emergency	Switch Board	999 / 112
Hospital	Regional, Limerick	061 301 111
Hospital	St. John's, Limerick	061 415 822
	Orthopaedic, Croom	061 397 276
Poison Centre	Poison Centre, Cork	021 546 400
Fire Brigade	Switch Board	999 / 112
Garda Station	Henry Street, Limerick	999 / 061 212 400
Centre CEO	Ciara Kane	061 326623
Childcare Coordinator FRC	AlisonDore	061 326623
Childcare Coordinator KICC	Steve Goode	061 326623
Safety Officer	Alison Dore	061 326623
Safety Officer	Mark Ryan	061 326623
Treaty Fire & Safety Ltd	Colum McCarty	087 648 7556
HSA Local Office	Inspectors	061 419 900
First Aiders	30% of FRC & KICC staff	
TUSLA	Early Year Preschool Services	

**NOTE:** When using the emergency telephone number identify the service required.  
When the service is contacted calmly and clearly give all the relevant information.

**N.B.** Stay on the line until you are satisfied that all the information has been understood.



# **HEALTH SAFETY & WELFARE STATEMENT**



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### **OUR SAFETY AND HEALTH GOAL**

**TO STRIVE, THROUGH A PROCESS OF CONTINUOUS IMPROVEMENT,  
TO ACHIEVE ZERO ACCIDENTS AND THEREBY PROTECT THE SAFETY,  
HEALTH AND WELFARE OF OUR STAFF AND VOLUNTEERS, OR OTHER  
PERSONS INVOLVED IN THE ACTIVITIES OF NORTHSIDE FAMILY  
RESOURCE CENTRE LTD**

### **OBJECTIVES:**

- Measure and quantify accidents.
- Reduce accidents and near misses.
- Raise Health and Safety Awareness through training and education.
- Nurture and encourage an environment where safety in the workplace will be seen as an intrinsic part of every task we perform.





## **Section A**

# **Safety Policy Statement**



## **SAFETY POLICY STATEMENT**

Northside Family Resource Centre Ltd recognises its responsibility to ensure, as far as is reasonably practicable, the safety, health and welfare at work of its Staff and Volunteers, customers, visitors and members of the public who may be affected by its operation.

The Centre fully recognises its obligations, under the Safety, Health & Welfare Act 2005, General Application Regulations 2007, Child Care Act 1991, (Early Years Services) Regulations 2016, The Youth Work Act 2001 and all associated Regulations to provide and maintain: -

- A safe place of work, by identifying hazards
- Safe access and egress
- Safe systems of work
- Appropriate information, instruction, training and supervision
- Suitable protective clothing and equipment where hazards cannot be eliminated
- A healthy workplace
- Appropriate welfare and hygiene facilities
- A competent resource in the form of independent experts, external to the Centre, where the requisite expertise is not available in-house, to advise and assist in securing the safety, health and welfare objectives of the Centre.

It is the policy of Northside Family Resource Centre Ltd to comply with all legal requirements as a minimum standard, and with relevant Codes of Practice, Guidelines and Standards as appropriate. All policy statements will be reviewed and revised as necessary to take account of new legislation, changes in work processes or procedures and on a yearly basis as a minimum.

It is the responsibility of The Centre CEO and Coordinators of Services to bring this Safety Statement to the attention of all persons under his/her control and to ensure that all Staff and Volunteers have access to and are aware of the contents of the statement.

Signed : \_\_\_\_\_

Signed : \_\_\_\_\_

**Centre CEO**

**Safety Officer**

## **REGULATORY COMPLIANCE**

### **Purpose**

To make provision for compliance with all applicable Regulatory requirements, regarding the safety, health and welfare of Staff and Volunteers, children, parents, visitors, contractors or other persons who may be affected by our operations.

### **Scope**

This policy refers to Irish and E.U. Legislation that pertains to safety, health and welfare at work & Child Care (Pre-School) Facilities.

### **Identification of Requirements**

The Centre and its operations/processes are subject to the requirements of the *Safety, Health and Welfare at Work Act 2005*, *Child Care Act 1991*, *(Early Years Services) Regulations 2016* which places a duty on the Centre to provide:-

- A safe place of work.
- Safe accesses and egress.
- Safe Centre and machinery.
- Safe systems of work.
- Appropriate information, instruction and training.
- A healthy workplace.
- Appropriate welfare facilities.
- Competent advice and expertise as necessary.

The Acts are supported by a wide range of Regulations which are based on E.U. Directives which widen the scope and range of the enabling legislation. The main Regulations covering the Centre's activities are:

*Safety, Health and Welfare at Work Act 2005*, *Child Care Act 1991*, *(Early Years Services) Regulations 2016* & *The Safety Health and Welfare at Work General Application Regulations 2007* covering:

- Workplace.
- Work Equipment.
- Personal Protection Equipment.
- Manual Handling of Loads.
- Display Screen Equipment.
- First Aid.
- Accident and Dangerous Occurrence Reporting.
- Electricity.
- Prevention of Workplace Bullying

**OTHER IMPORTANT AND RELEVANT STATUTES ARE:**

- Safety, Health & Welfare at work (noise regulations) 2006
- Safety Health and Welfare at Work (Miscellaneous Welfare Provisions) Regulations 1995.
- Safety Health and Welfare at Work (Protection of Pregnant Staff and Volunteers) Regulations 2000 and the Maternity Protection (Amendment) Act 2004
- Safety Health and Welfare at Work (Construction Regulations) 2013.
- Safety, Health and Welfare at Work (Chemical Agents) Regulations, 2006
- Fire Services Act 1981.
- Environmental Protection Act.
- Child Care Act 1991
- Early Years Services Regulations 2016
- Youth Work Act 2001 provides the legal framework for the provision of Youth Work programmes and services by the Minister for Education and Science and the Vocational Education Committees.

**Compliance**

The main legal requirement is to prepare a Safety Statement which lays down the hazards, risks and controls which are in place in the Centre, and to communicate and monitor the controls on an ongoing basis. The Centre Safety Statement is reviewed on an annual basis and includes reference to supporting information and safe systems of work. The Manager of Northside Family Resource Centre Ltd is responsible for compliance and may seek any necessary external advice and support as appropriate. The main regulatory requirements are dealt with separately under each section of this Safety Statement, as appropriate.

**Policy**

The policy of Northside Family Resource Centre Ltd is set out in Section I of the Safety Statement and is clearly posted at strategic locations throughout the Centre's facilities. The policy is reviewed on an annual basis or following any change in Legislation.

**Responsibilities:**

The Centre CEO and Coordinators of Services is responsible for overall compliance with regulatory requirements and will fulfill the responsibilities assigned to him in Section B of the Safety Statement.

The Centre CEO and Coordinators of Services is responsible for the development, implementation, communication, monitoring and auditing of compliance with Statutory and Corporate safety and health requirements. He will specifically ensure that:

- The Safety Statement is reviewed on an annual basis to take account of any changes in Legislation, or Corporate Policy, or following the introduction of any new process or procedure.
- All new Legislation or Corporate Policy changes are competently dealt with by and any alterations in procedures executed in a timely manner and communicated.
- All Statutory requirements regarding training, inspections, testing certification and notifications are complied with.
- The Health & Safety Officer receives any necessary training and information to meet competency requirements.
- Ongoing communications are maintained with all Staff and Volunteers and that the provisions for monitoring communications, as detailed in Section C of the Safety Statement, are adhered to and audited.
- The Centre CEO and Coordinators of Services fulfills the responsibilities assigned to him/her in Section B of the Safety Statement.
- Coordinators of Services, Staff and Volunteers are responsible for the day to day implementation of safety and health procedures and for the responsibilities assigned to them in Section B of the Safety Statement.

### **Policy Review**

The Centre CEO and Coordinators of Services will review this policy on an annual basis or following any change in Legislation or Corporate Policy.

### **Auditing**

Regulatory compliance will be audited as part of all site inspections and audits.



## **Section B**

# **Organisation & Responsibilities**

## **ORANISATION**

- The overall building
- Coordinators of Services, Staff and Volunteers
- Centre CEO

## **THE CENTRE CEO RESPONSIBILITIES**

The Centre CEO is responsible for the establishment and maintenance of an ongoing and effective policy for Health and Safety by:

- Taking a direct interest in the policy and positively supporting any person whose function it is to carry it out.
- Ensuring that all Personnel implement the policy in areas under their control.
- Periodically appraising the effectiveness of the policy.
- Ensuring that their own responsibilities, and those of other persons concerned with the effectiveness of the policy, are reviewed on a yearly basis or as circumstances dictate.
- Ensuring that all Coordinators of Services, Staff and Volunteers are held accountable for their performance in relation to Health and Safety. This is reviewed on a yearly basis.
- Providing the necessary resources for the effective implementation of the policy and ensuring that such resources are reviewed on a yearly basis.

## **THE SAFETY REPRESENTATIVE**

The Safety Representative has the following responsibilities

To make representation to the relevant department Coordinators of Services on matters pertaining to the safety, health and welfare of Coordinators of Services, Staff and Volunteers, children, parents, customers, visitors and members of the public who may be affected by its operation.

- To carry out safety inspections.
- To encourage the Coordinators of Services, Staff and Volunteers to co-operate fully with the safety and health procedures and practices.
- To report any breach of Health & Safety procedures to relevant Coordinators of Services and to instruct Staff and Volunteers to adhere to safety practices.

## **DUTIES OF STAFF AND VOLUNTEERS**

- To take reasonable care of their own safety, health and welfare and that of any other person that may be affected by their acts or omissions while at work.
- Co-operate with the Centre to such an extent as to enable it comply with all duties as stipulated in the relevant Statutory provisions.
- Use in such a manner, so far as to provide the protection intended, any suitable appliance, protective clothing, convenience, equipment or other means so provided for your safety, health or welfare.
- Observe the safety and health procedures as detailed to you in training courses.
- Report to the relevant Coordinators of Services without unreasonable delay any defect in the Centre, equipment place of work or system of work which might endanger safety, health and welfare of which you become aware.

- No person shall intentionally or recklessly interfere with or misuse any appliance, protective clothing, convenience, equipment, or other means or thing provided in pursuance of any of the relevant Statutory provisions or otherwise, for securing the safety, health and welfare of persons arising out of work activities.
- Use correct tools and equipment for the job.
- The Coordinators of Services of Services, Staff and Volunteers are encouraged to make suggestions, or raise concerns and are hereby consulted initially on health and safety matters.
- Develop a personal concern for safety for yourselves and for others.
- To avoid any action which would be a source of danger to you and/or others.
- Staff and Volunteers must not carry out any tasks which they feel they are not competent to carry out or which involves unreasonably high risks.
- Check, prior to use, all equipment and machinery for signs of defects.





## **Section C**

# **Policy Implementation & Review**

## **GENERAL POLICY IMPLEMENTATION AND REVIEW**

The Management of Northside Family Resource Centre Ltd recognises the importance of maintaining an active and dynamic process, which ensures the ongoing implementation and review of the controls specified in this Safety Statement, and which involves managers and employee representatives in a joint approach to the identification of hazards and risks and the development of suitable controls to mitigate against such risks. To facilitate this process and to ensure compliance with the provisions of *Safety, Health & Welfare Act 2005, General Application Regulations 2007, Child Care Act 1991, (Early Years Services) Regulations 2016* & the following measures are in place:

## **AUDITING POLICY**

The Centre recognises that the health and safety policy and procedures require regular review and auditing to ensure effective implementation, throughout the entire workforce, and will therefore maintain a series of audits which are designed to measure performance on a predetermined basis.

### **Purpose**

- To ensure compliance with the requirements of *Safety, Health & Welfare Act 2005, General Application Regulations 2007, Child Care Act 1991, (Early Years Services) Regulations 2016*, and associated Regulations, regarding the monitoring of policy and procedures pertaining to the protection of persons who may be affected by the Centre's operations.
- To ensure compliance with the requirements of the Northside Family Resource Centre Ltd Safety Statement regarding safety performance and accountability.
- To audit the effective implementation of safety management systems, policies and procedures.
- To highlight hazards and risks.
- To demonstrate senior management commitment to safety and health.

## **INSPECTIONS**

It is policy of Northside Family Resource Centre Ltd to carry out on-going and structured inspections as part of its commitment to continuous improvement regarding the identification of hazards, and risks, and the protection of all persons who may be affected by its operations.

### **Purpose**

The purpose of this policy is to provide for formal and informal inspections of the Centre with the objective of:

- Identifying potential hazards.
- Identifying equipment deficiencies.
- Identifying unsafe practices.
- Identifying the effects of change.
- Identifying inadequacies in remedial actions.
- Demonstrating an ongoing commitment to safety and health.

## **Responsibilities**

The Centre CEO, Coordinators of Services and the Health & Safety Officer is responsible for:

- The identification of target - inspection needs.
- Ensuring that inspection teams, and relevant Staff and Volunteers have copies of the relevant checklists.
- Approving any modifications to checklists.
- Filing all records of inspections.
- Ensuring that all checklists are signed off.

The Centre CEO and Coordinators of Services and the Health & Safety Officer is responsible for ensuring that all inspections are carried out in the correct time period, that all action points are dealt with and that records of inspections are filed. They will ensure that the Audit and Inspection Checklist is revised and updated following the introduction of new equipment, substances or work practices and that the H&S Officer approves any such changes.

## **Inspection**

Inspections are based on Continual Inspections

### **Machine Preventative Maintenance Inspections:**

Once a year The Centre CEO and Coordinators of Services will instigate a Centree assessment of all equipment, which will include a Centree check on all safety and protective features of all equipment. A record of the inspections will be retained and monitored on an ongoing basis by The Centre CEO and Coordinators of Services

### **Fire Equipment Inspections:**

Fire extinguishers are inspected regularly for signs of damage, use or obstruction.

Competent contractors are appointed to inspect, test and maintain all fire protection equipment as follows:

Fire Alarm and Detection Equipment	-	To IS3218 on a quarterly basis.
Emergency Lighting	-	To IS3217 on a quarterly basis
Fire Fighting Equipment	-	To IS291 on a yearly basis

Certificates of tests are issued, by the contractor, in accordance with the relevant standard and retained by The Centre CEO and Coordinators of Services as proof of compliance with statutory duties.

### **Continuing Inspections**

Apart from the formal inspection process, a program of ongoing workplace inspections will be carried out on a regular basis

### **Corrective Action**

The Centre CEO, Coordinators of Services and Health & Safety Officer will track all corrective action to Centreion and ensure that this procedure is adhered.

### **JOB SAFETY ANALYSIS**

#### **Purpose**

- To comply with the requirements of the *Safety, Health & Welfare Act 2005, General Application Regulations 2007, Child Care Act 1991, (Early Years Services) Regulations 2016*, and associated Regulations.
- To comply with Northside Family Resource Centre Ltd Safety Statement.
- To identify all hazards and risks associated with new equipment and to introduce adequate controls to mitigate against identified risks.
- To prevent accidents or ill health arising out of work activities.

#### **Policy**

In conformance with Statutory and corporate requirements in undertaking detailed and documented job related risk assessments on new equipment. The Supplier and Manufacturer is responsible for carrying out the Job Safety Analysis with the key objective of eliminating hazards, or reducing risk associated with hazards, to the safest level that is reasonably practicable. Once Centree, the Job Safety Analysis Report can be used as part of the training process when,

- New Staff and Volunteers are receiving orientation training.
- Existing Staff and Volunteers are being retrained in a new process/equipment following transfer.
- Coordinators of Services are being trained in safety observation accident investigation and day to day safety management.
- Annual refresher training is carried out.

#### **Implementation**

It is the responsibility of The Centre CEO and Coordinators of Services, to ensure that Job Safety Analysis's are carried out for all new equipment. The JSA is conducted by the Supplier/Manufacturer, prior to installation.

The equipment/process is then approved by The Centre CEO and Coordinators of Services and retained for future reference.

#### **Responsibilities**

The Centre CEO and Coordinators of Services is responsible for the ongoing development, implementation, communication and auditing of the J. S.A. process. They will specifically ensure that:

- All critical tasks are identified.
- Job safety analysis is carried out on all new equipment.
- Staff and Volunteers are encouraged to participate in the process.

- Recommendations from Staff and Volunteers are considered and implemented where feasible.
- All necessary records are maintained and made available as necessary.
- The provision of expert guidance to persons engaged in the J.S.A process.
- The provision of training, when necessary to Staff and Volunteers engaged in the J. S.A. process
- The retention of records of all J.S.A.
- Liaise with the Staff and Volunteers, regarding the outcome of the process and the implementation of the controls.

The Centre CEO and Coordinators of Services is responsible for ensuring that:

- All new equipment and tasks are subject to J.S.A.
- Information requested as part of the process is provided
- Staff and Volunteers engaged in J.S.A are supported with all necessary resources
- All control procedures are put in place and audited on an ongoing basis.
- J.S.A s are readily available to all Staff and Volunteers

All Staff and Volunteers are responsible for assisting in the J.S.A process and reporting any breach of procedure to The Centre CEO and Coordinators of Services

### **Training**

It is the responsibility of The Centre CEO and Coordinators of Services to ensure that all persons carrying out Job Safety Analysis's are trained in the correct methods. The Centre CEO and Coordinators of Services will facilitate in the design and monitor the training process.

## **INFORMATION MANAGEMENT**

### **General Policy**

It is the policy of Northside Family Resource Centre Ltd to comply with all Legal requirements regarding the management of information. The Centre will provide all necessary resources, in the form of clerical support, information technology, filing facilities etc. to ensure that all relevant information is recorded and accessible.

### **Responsibilities**

The Centre CEO and Coordinators of Services is responsible for the development, implementation, monitoring and auditing of information management policy and procedures. They will ensure that:

- All information management needs are identified.
- The department, have adequate resources to enable them to record and retain the information referred to in this policy.
- All support staff, are trained in computer skills and information management.
- Monthly accident statistical reports are produced, reviewed, and communicated to all Staff and Volunteers.

## **REGULATORY REPORTING**

The Centre CEO and Coordinators of Services is responsible for the central filing of all records and information. They will carry out a monthly analysis of accident data including accident incident rates, lost time, accident costs and other relevant information. He will ensure that the following are specific records are retained:

### **Training**

- Employee training records.
- Assessment records.
- Course content.
- Information on dates, attendance and tutors.

### **Accidents and Dangerous Occurrences**

- Copies of reports of notifiable accidents and dangerous occurrence reports sent to the Health and Safety Authority.
- Copies of reports of accidents and accident report book.
- Accident investigation reports.
- Insurance claim forms.

### **Medical and Health Records**

- Copies of ill health reports
- Medical reports following accidents or ill health.
- Employee absence reports.
- Health surveillance records.
- Periodic medical assessment records.

### **Inspections / Auditing**

- Equipment inspections.
- External/ Internal Audits

### **Risk Assessments**

- Equipment assessments.
- Material safety data sheets.
- Occupational hygiene survey reports.
- Work process assessments.
- Ergonomic assessments.



## **Section D**

# **Consultation & Provision Of Information**

## **CONSULTATION & THE PROVISION OF INFORMATION**

### **PURPOSE**

The purpose of this policy is to make provision for the development, implementation, monitoring and auditing of procedures, and programs, which maximize the involvement of all Staff and Volunteers in the safety and health process. The main objectives of this policy are:-

- Compliance with the requirements of the Safety, Health and Welfare at Work Act 2005 regarding employee involvement and communication.
- To provide for ongoing two-way communications between Staff , Volunteers and Coordinators of Services.
- To involve Staff and Volunteers in an interactive process of hazard identification and control.

### **SCOPE**

This policy refers to all Staff and Volunteers of the Centre including temporary workers.

### **GENERAL POLICY**

In accordance with the requirements of *The Safety, Health & Welfare Act 2005, General Application Regulations 2007, Child Care Act 1991, (Early Years Services) Regulations 2016*, Northside Family Resource Centre Ltd operate an active policy of consultation and participation which, recognises the positive role of staff interface and lays emphasis on the need to communicate with all Staff and Volunteers, on an ongoing basis, regarding all aspects of health and safety.

### **RESPONSIBILITIES**

The Centre CEO and Coordinators of Services will oversee the implementation of this policy by:

- Signing off the Safety Policy Statement and ensuring that it is displayed in strategic locations.
- Ensuring that all persons charged with the implementation of this policy have adequate resources available to them.
- The Safety Statement and General Policy Statement are located in strategic areas of the Centres.
- The analysis of employee communication and involvement requirements is reviewed on a monthly basis as part of the Safety Committee meetings.
- That all changes in policy or communication procedures are communicated to all Staff and Volunteers by way of the Bulletin Boards and Team Briefings.
- Staff and Volunteers are involved in all joint committees or teams.
- All Managers, encourage Staff and Volunteers to raise safety and health issues via the Team Briefings or on a one to one basis with the Department Managers.
- Staff and Volunteers and teams are recognised, for positive safety performance, by written feedback and where appropriate, rewards.



## **IMPLEMENTATION**

**The Centre CEO and The Safety Officer** is responsible for ensuring the implementation:

- Bulletin Boards are updated with information, which includes the minutes of Safety Committee meetings, Safety Alerts, performance summaries and general safety promotional material.
- That all recommendations from the Safety Representatives, or Staff and Volunteers, which require corrective action, are attended to.
- The provision of information and promotional
- The development of Safety Alerts based on the safety observation process, accident and near miss incidents and other suitable sources and the communication of the alerts via the Safety Boards and Team Briefings.
- The Centre CEO and the Health & Safety Officer will be given access to any information in the possession of the Centre that pertains to the safety, health and welfare of Staff and Volunteers, subject to the exclusion of information relating to an individual, information pertaining to taking or defending a legal action or information which may not be disclosed without contravening a legal prohibition. **The Centre CEO and the H&S Officer will be immediately informed when an inspector of the Health and Safety Authority visits** and will be facilitated in every possible way with the discharge of the function, under Section M of the Act, and will not suffer any disadvantage in fulfilling the role.



## **Section E**

## **Training**

## **TRAINING**

### **PURPOSE**

The purpose of this policy is to make provision for the development, implementation and monitoring of training on an ongoing basis.

### **SCOPE**

This policy refers to both Statutory training, and that required by Policy, and covers all Staff and Volunteers including temporary Staff and Volunteers and any contractor who may require training, in order to ensure that adequate information is made available, and understood regarding control measures which are in place to prevent accidents and ill health.

### **GENERAL POLICY**

**The Centre recognises its obligations, under the The Safety, Health & Welfare Act 2005, General Application Regulations 2007, Child Care Act 1991, (Early Years Services) Regulations 2016, The Youth Work Act 2001** to provide adequate and relevant training to all Staff and Volunteers and Managers, including part-time Staff and Volunteers, to ensure that they fully understand the hazards of the processes of their work and the necessary controls which are in place to eliminate or reduce the risks attached to each hazard.

### **RESPONSIBILITIES**

Training needs will be identified by The Centre CEO following consultation with the Coordinators of Services and will as a minimum ensure compliance with statutory requirements. A training schedule will be developed by the Safety Officer, and revised every year, following a revision process which will include: -

- The adoption of any new Legislation introduced in the previous year.
- Training deficiencies highlighted during accident investigations.
- Training deficiencies highlighted during safety inspections or as a result of reports received from Coordinators of Services.

It is the responsibility of the Centre CEO and the Coordinators of Services to ensure that Staff and Volunteers are released for training as scheduled; staff will report any unsafe behavior or specific job deficiencies, to the relevant Coordinators of Services, thereby ensuring that corrective action, including training, can be put in place without undue delay.

### **Training programmes**

Training will be provided to all Staff and Volunteers and Managers to provide them with the necessary skills and knowledge thereby enabling them to work to the required safety standard. Formal training programs will be established covering the following 5 key headings:

#### **Safety Orientation /Safety Awareness**

Provided to all Staff and Volunteers and Coordinators of Services upon taking up employment with the Centre, and prior to any reassignment to a different work process.

### **Specific Task Training**

Provided to Staff and Volunteers and Coordinators of Services detailing the specific safety controls and procedures for defined tasks and processes. Specific areas for attention are referred to on an individual basis throughout this Safety Statement.

### **Specialised Training**

Where necessary and following the identification of special needs, training will be provided to any relevant employee or Coordinators of Services to enable them carry out their work in a safe and healthy manner. Specialised training will include:

- First Aid.
- Manual Handling Instruction.
- Ergonomics.
- Safety Management.

### **Management Training**

Provided to all Managers to enable them to comply with Legislation, and Centre Policy, in terms of hazard identification, risk assessment, accident investigation and behavioral monitoring.

### **Refresher Training**

Provided as required by Legislation or as determined during the yearly review.

Apart from the development of formal training programs, a strong emphasis will also be placed on informal training, which will include the following:

Team Briefing, Emergency Drills, Promotional Material, Safety Alerts.

It is the responsibility of the Coordinators of Services to ensure that safety and health issues are dealt with at each staff/team briefing.

### **RESOURCES**

The Centre recognises that successful training results depend on adequate resources being available and is committed to providing finance, accommodation, equipment and competent trainers to ensure the success of this policy. The level of resources necessary will depend on the location, duration and mode of presentation of each programme and the Personnel Department will determine the level of resources as part of individual course development. All training programs will include well-presented written material and visual aids as appropriate.

### **EVALUATION & MEASUREMENT**

Regular Centre inspections and behavioral observation, on a day by day basis, is regarded as the most effective means of evaluating the effectiveness of safety training, however other methods must also be employed which measure the effectiveness of the various programs and the training methods used. Some programs such as occupational first aid and forklift trucks are required to have an examination and certification, while other programs carry no such requirement. Irrespective of this statutory requirement all training programs will have an assessment process included, which measures the amount of information retained, the effectiveness of the training method used and the ability of the trainer to communicate the programme.



## **Section F**

### **Safe Driving for work**

## **SAFE DRIVING FOR WORK**

This policy applies to anyone who drives as part of their work, whether driving their own vehicle or one provided by the company.

To reduce vehicle incident and at-fault work related road collision costs and injuries by [determine an achievable figure and add it here] over three years by promoting a safe driving culture within the organisation.

### **PURPOSE**

To make drivers aware of the main risks they face or create when driving for work

- To make sure that employees who drive vehicles in the course of their work demonstrate safe, efficient driving skills and other good road safety habits at all times.
- To maintain all company vehicles in a safe, clean and roadworthy condition to ensure the maximum safety of the drivers, occupants and other road users, and reduce the impacts of company vehicles on the environment – this also applies to personal vehicles used for work purposes.

### **Code of conduct**

The code of conduct for FRC states: “While driving company or own vehicles for work purposes, employees must comply with traffic legislation, be conscious of road safety and demonstrate safe driving and other good road safety habits.”

The following actions in company vehicles will be viewed as serious breaches of conduct and dismissal may be a consequence

- Drinking or being under the influence of drugs while driving
- Driving while disqualified or not correctly licensed
- Reckless or dangerous driving causing death or injury
- Failing to stop after a collision
- Acquiring penalty points leading to suspension of license
- Any actions that warrant the suspension of a license

## **RESPONSIBILITIES FOR DRIVERS OF COMPANY VEHICLES**

- Make sure they hold a current driver licence for the category of vehicle they are driving and this licence is carried when driving a company vehicle
- Immediately notify their supervisor or manager if their driver licence has been suspended or cancelled, or has had limitations placed upon it
- Take time to familiarise themselves with the vehicle’s handbook
- Be responsible and accountable for their actions when operating a company vehicle or driving for the purposes of work
- Carry out a full daily walk around check prior to using the vehicle
- Display the highest level of professional conduct when driving a company vehicle
- Regularly check the oil, tyre pressures, radiator and battery levels of company vehicles they regularly use

- Comply with the Rules of The Road and the safe Driving for Work Handbook at all times
- Assess hazards while driving and anticipate ‘what if’ scenarios
- Drive within the legal speed limits, including driving to the conditions
- Wear a seat belt and make sure all occupants wear their seat belt at all times
- Only drive when fit to do so – never drive under the influence of alcohol or drugs, including prescription and over the counter medication if they cause drowsiness
- Avoid distraction when driving if you need to, adjust or set sat-navs / car stereos / mirrors before setting off. If you need to re-adjust whilst driving pull over safely in order to do so
- Report any near-misses, crashes and scrapes, including those that do not result in injury, and follow the collision procedures outlined in this policy
- Report vehicle defects before the next vehicle use
- Never carry any hazardous substances without the prior approval of the line manager. Hazardous goods may only be carried in full compliance with relevant legislation

**In addition, it is required that all drivers:**

- Take regular and adequate rest breaks, at least every two hours, stop when tired
- Plan their journeys, taking into account pre-journey work duties, the length of the trip and post-journey commitments
- Stay overnight if driving time and non-driving duties exceed 10 hours in one day

**Drivers using their own car for work**

If an employee is driving their own vehicle for work, the same policies apply.

- The employee must seek the employer’s agreement before using their vehicle for work
- The car must be legally registered, authorised and insured for the purposes of work – the employee must show evidence of this on request
- The employee must not carry loads for which the vehicle is unsuited, nor may they carry more passengers than there are seat belts
- The vehicle must not be used in conditions for which it was not designed (such as off-road)

**Responsibilities as an employer**

The employer will take all steps to ensure company vehicles are as safe as possible and will not require employees to drive under conditions that are unsafe or likely to create an unsafe environment, physical distress or fatigue.

**Vehicle selection and procurement**

Giving priority to safety features when selecting new vehicles, including:

- Only buying and hiring vehicles that rate four or more stars on the Euro NCAP (European New Car Assessment Program) tests
- Choosing vehicles with ESC (Electronic Stability Control), ABS brakes and side head-protecting airbags
- Only buying and hiring vehicles that are light coloured

- Fitting all vehicles with a first aid kit, a securely fitted fire extinguisher, a high visibility jacket for each seat in the vehicle, a torch and an emergency triangle

### **Vehicle maintenance**

The Coordinators of Services will ensure all vehicles are well maintained and that the equipment promotes driver, operator and passenger safety by:

- Servicing the vehicles according to manufacturers' recommendations
- Setting up procedures where employees check their vehicle's oil, water, tyre pressures and general cleanliness on a monthly basis, then record the inspections on a pre-use check sheet
- Keeping maintenance schedules in the glove boxes of all vehicles, which are Centreed each time the vehicles are serviced in any way
- Following the maintenance schedules in the vehicles' manuals
- Setting up a procedure to identify and rectify all defects no how matter how small, as soon as practicable

### **Data on collisions and incidents**

The Coordinator of Services will collect and collate statistics on incidents, collisions and their causes, including:

- The number of collisions
- Who was thought to be at fault
- The probable causes of the collisions and other contributors, such as unrealistic work schedules
- The financial cost of all collisions
- The number of prosecutions
- The number of near-miss events
- Other costs, such as downtime, compensation claims, temporary workers and lost productivity

### **Driving time and driver hours**

The Coordinator of Services will monitor and manage work schedules to ensure they do not encourage unsafe driving practices by: requiring professional drivers of Heavy commercial and light commercial vehicles and buses to comply with both drivers hours regulations and Driver CPC requirements (if applicable) requiring taxi drivers to comply with taxi operation regulations requiring non-commercial drivers to take 15-minute breaks every two hours of driving

The Coordinator of Services will take into account individual drivers' needs by requiring employees to keep driving logs that are regularly checked by the Centre CEO.

### **DRIVER TRAINING**

The Coordinator of Services will Identifying driver training needs and arranging appropriate training or refresher training, including providing:

- A thorough induction to the company's road safety policies and procedures



- Driver training opportunities to all employees
- Driver assessment and required training as part of all employees inductions
- Training aimed at managing the driving risk or specific practical training as required and identified
- Regular employee seminars or refresher meetings on safety features, fatigue, driver responsibility, drink-driving and fuel-efficient driving
- Driver training log updates on personnel files

### **SAFE DRIVER BEHAVIOUR**

The Coordinator of Services will encourage safe driving behaviour by:

- Not paying employees' speeding or other infringement fines
- Forbidding the use of mobile phones in vehicles while driving (including hands-free)
- Encouraging regular breaks while driving
- Providing taxis and designated drivers to and from work social events
- Providing food and non-alcoholic drinks at work functions
- Encouraging the use of public transport, taxis and buses whenever possible
- Making sure the employer is informed if existing employees become unlicensed

### **Fuel Efficiency**

The Coordinator of Services will encourage better fuel efficiency by:

- Setting up and promoting a car pool scheme for work car use
- Setting up and promoting a workplace travel plan
- Providing training on, circulating information about, travel planning, efficient driving habits
- Encouraging the use of other transport or remote conferencing whenever practical

### **What to do in the event of an incident in a company vehicle**

Immediately stop your vehicle at the scene or as close to it as possible, making sure you are not obstructing traffic.

- Apply the handbrake and switch off the engine.
- Switch on the vehicle's hazard warning lights.
- Ensure your own safety first, put on your hi-vis vest before exiting the vehicle.
- Ensure any passengers put their hi-vis vest on before getting out.
- If the vehicle is on fire – get out immediately if it is safe to do so.
- Help any injured people and call for assistance if needed.
- Try to get the following information: details of the other vehicle and registration number, name, address of the other vehicle owner and driver, name and address of any witness, name of insurer and give your name and address and company details.

If you damage another vehicle that is unattended, leave a note on the vehicle with your contact details.

**Contact the Gardaí:**

- If there are injuries
- If there is a disagreement over the cause of the crash
- If you damage property other than your own
- If damage to the vehicle looks to be substantial.

**Only move the vehicle if:**

- Instructed to do so by a member of the emergency services
- It would be more dangerous to others keep it at its current location
- You know that the Gardaí have not been called to the scene
- Any damage is only slight and leaving the vehicle where it was would cause serious inconvenience to other road users
- It is safe to do so and you have already provided your name and address as well as the name and address of the vehicle's owner, registration and insurance details.

**IMPORTANT**

If the vehicle cannot be driven arrangements must be made for its removal. All valuables should be secured. Follow-up with line Coordinator of Services If there is an injury or major damage, report the crash to your manager as soon as you can.

**Breakdowns**

In the event of a breakdown do not try to repair the vehicle. Contact the breakdown assistance provider (details should be kept in the vehicle's glove-box)

- Ensure nothing is done to endanger yourself or others
- Make sure you and other passengers wear the hi-vis vests
- Move passengers to the safest location – on motorways or other busy roads passengers should be taken onto the embankment as far away from the traffic as possible
- Move the vehicle off the carriageway (onto the hard shoulder on a motorway) and switch off the engine
- Switch on the vehicle's hazard warning lights
- Phone the emergency services or breakdown service as appropriate. Make sure to give accurate location details. If on a Motorway use the emergency SOS telephone to call for help – this will accurately inform the Gardaí of your location

**How the success of the policy will be measured**

The success of this policy will be measured by the increase or decrease in:

- The number of collisions involving company vehicles
- The number of avoidable collisions involving company vehicles
- The number of traffic infringements received
- The costs of repairs and maintenance
- Other financial costs associated with vehicle use
- The average cost of vehicle-related employee compensation claims.



## **Section G**

**Hazard Identification**

**Risk Assessment**

**&**

**Summary of Controls**

<b>Hazard</b>	<b>Risks</b>	<b>Control</b>	<b>Person Responsible</b>
VDU Screens	Eye Strain	<ul style="list-style-type: none"> <li>Staff working on VDU screens to be offered an eye examination every 5 years.</li> </ul>	Centre CEO
Manual Handling	Fitness for task Assessment of manual handling activities	<ul style="list-style-type: none"> <li>Assessment of fitness levels every 3 years</li> <li>Training</li> <li>Minimise / eliminate the need for manual handling</li> </ul>	Centre CEO
Noise	Ear damage	<ul style="list-style-type: none"> <li>N/A</li> </ul>	Centre CEO
<u>General equipment operation</u>	Entanglement Eye Injury Electrocution	<ul style="list-style-type: none"> <li>Do not carry tools/knives or sharp points in pockets.</li> <li>Ensure all equipment guards are in position.</li> <li>Ensure that you are familiar with the safety aspects of the equipment</li> <li>Do not touch moving parts.</li> <li>Isolate machine before making adjustments.</li> <li>Do not use broken or defective equipment.</li> <li>Keep all electrical equipment clean and dry.</li> </ul>	Centre CEO
<u>Poor housekeeping</u>	Slips, trips, falls.	<ul style="list-style-type: none"> <li>Keep area clean and tidy/free from obstruction.</li> <li>Make sure surfaces are clean / proper shoe wear</li> </ul>	Centre CEO
<u>Floors / Stairways</u>	Slips, trips and falls	<ul style="list-style-type: none"> <li>Good housekeeping</li> <li>Regular cleaning and inspections</li> <li>Non slip flooring and steps</li> </ul>	Centre CEO
<u>Chemical handling</u>	Eye injury Burns / Skin irritation Respiratory effects.	<ul style="list-style-type: none"> <li>N/A</li> </ul>	Centre CEO
<u>Working Area</u>	Slips, trips and falls	<ul style="list-style-type: none"> <li>Non slip surface</li> <li>Good housekeeping policies</li> <li>Cleaning schedules.</li> </ul>	Centre CEO
<u>Working at Heights.</u>	Trips Slips Falls while accessing	<ul style="list-style-type: none"> <li>Fixed ladders.</li> <li>Secure walkways.</li> <li>Training</li> </ul>	Centre CEO

		<ul style="list-style-type: none"> <li>• Supervision.</li> </ul>	
<u>Housekeeping</u>	Slips / Falls.	<ul style="list-style-type: none"> <li>• Waste removed daily.</li> <li>• Drains provided.</li> <li>• Safe storage provided.</li> <li>• Training/Supervision.</li> <li>• Cleaning schedules.</li> </ul>	Manager All Staff and Volunteers
<u>Fire</u>	Burns Smoke inhalation	<ul style="list-style-type: none"> <li>• Fire safety procedures</li> <li>• Means of escape provided</li> </ul>	Centre CEO
<u>Electricity</u>	Electrocution Electric Shock	<ul style="list-style-type: none"> <li>• Equipment wired and installed by competent persons.</li> <li>• Certified installations</li> <li>• Maintenance by competent persons.</li> <li>• Only authorised personnel to work on electrical equipment.</li> </ul>	Centre CEO
<u>Electrical Control Panels</u>	Electrocution	<ul style="list-style-type: none"> <li>• Panels secured/locked</li> <li>• Access to electrical staff only.</li> </ul>	Centre CEO
<u>Knives</u>	Cuts	<ul style="list-style-type: none"> <li>• Always cut away from yourself.</li> <li>• Shield knives when not in use.</li> </ul>	Centre CEO
<u>Spills</u>	Slips Trips Falls	<ul style="list-style-type: none"> <li>• All spills to be cleaned up immediately.</li> </ul>	Centre CEO
<u>Access and Egress</u>	Trips Falls Traffic accidents	<ul style="list-style-type: none"> <li>• Access doors provided for pedestrians</li> <li>• Access and egress routes kept free from obstruction.</li> <li>• Fire exits free from obstruction.</li> <li>• Supervision.</li> <li>• Training.</li> </ul>	Centre CEO
<u>Poor Lighting Levels</u>	Eye Strain Falls Trips	<ul style="list-style-type: none"> <li>• Design and maintenance schedule to conform to C113SE Code for interior lighting.</li> </ul>	Centre CEO
<u>Office Furniture</u>	Falls Strains	<ul style="list-style-type: none"> <li>• All furniture to be safe by design</li> <li>• Maintenance schedule</li> <li>• Do not lean back on chairs</li> <li>• Do not climb onto furniture.</li> </ul>	Centre CEO



## **Section H**

# **Safe Working & Health Practices**

## **SAFE WORKING AND HEALTH PRACTICES**

### **HOUSEKEEPING PRACTICES**

#### **General Policy**

The purpose of this policy is to make provision for good housekeeping practices which will:

- Assist in accident prevention and fire safety control.

Ensure compliance with the requirements of **The Safety, Health & Welfare Act 2005, General Application Regulations 2007, Child Care Act 1991, (Early Years Services) Regulations 2016, The Youth Work Act 2001 and associated Regulations.**

#### **Scope**

The controls and procedures referred to below cover all activities of the Centre and shall be applied to the Centree Centre including all external site areas. This policy also covers all activities carried out by external contractors.

#### **Responsibilities**

It is the responsibility of all Staff and Volunteers at Northside Family Resource Centre Ltd to maintain their work area in a clean and tidy manner to ensure that accidents involving slips, trips and falls are avoided, and to reduce the risk of fire to the lowest acceptable level. The Centre CEO and Coordinators of Services will ensure that all requirements for good housekeeping practices, as contained in this Safety Statement, and other safety instructions, are strictly adhered to especially regarding the following:

- The maintenance of clean and tidy work areas.
- The removal on a daily basis of all waste materials, etc.
- The use of the correct containers for waste collection.
- The maintenance of clear walkways by the safe location of product, packaging
- The immediate removal of all damaged equipment to the designated storage area.
- The storage of materials in the correct and designated facilities.
- The storage of equipment in the correct and designated locations.

The Centre CEO and Coordinators of Services shall ensure that all work areas are maintained in a clean and tidy condition and that all chemicals and flammable liquids are stored in the designated locations. That adequate provision is made for the daily removal of waste from the Centre and that all statutory provisions regarding waste disposal are adhered to.

**The Centre CEO and Health and Safety Officer** will provide, and monitor, suitable spill kits for use on small spillages of chemicals, oils, water etc. The Centre will provide training to all Staff and Volunteers likely to be involved in spillages, especially, in the production area, maintenance workshop and laboratories. When spillages occur, the Health and Safety Officer will provide adequate means of identifying the area affected. They will ensure that checklists are provided to the Coordinators of Services

## **General Controls**

- All work areas are to be kept clean and tidy.
- Waste materials to be placed in the containers provided and waste removed daily.
- The storage of equipment, materials etc. along designated walkways, on stairways, under landings or in any non-designated area is strictly prohibited.
- The wash rooms, toilets and locker rooms must be kept clean and tidy.
- Smoking outside the designated area is strictly prohibited.
- Housekeeping standards will be formally inspected on a monthly basis.

## **Training**

Housekeeping practices will be included in all safety orientation training, and supported by reinforcement training during team briefings or as a result of deficiencies highlighted during safety observations or inspections.

## **Auditing**

The daily maintenance of good housekeeping practices will be monitored by the relevant Coordinators of Services. The Coordinators of Services will also ensure that housekeeping standards are inspected during inspections including Job Safety Observations. Housekeeping policy and procedures will be audited as part of the Centre Audit.

## **LOCK OUT PROCEDURE**

### **General Policy**

The purpose of this policy is to define Centre procedures with respect to the isolation of energy sources where:

- Working on electrical equipment or circuits requires safe working procedures as defined in the Safety, Health and Welfare at Work General Application Regulations 1993 amended 2007.
- Risks to the safety and health of Staff and Volunteers may be present as a consequence of work where energy sources have to be temporarily isolated.

### **Scope**

These procedures apply to all situations where work is undertaken on equipment, switching equipment or circuits or any equipment powered by electrical, mechanical or hydraulic sources.

### **Responsibilities**

It is the responsibility of The Centre CEO and Coordinators of Services to ensure that all the following requirements are strictly adhered to when any risk of exposure to hazardous energy exists. They will ensure that the following specific requirements are fully adhered to and that:

- All equipment and equipment are identified and assessed regarding the application of lock out equipment.

**The Centre CEO and The Health and Safety Officer** is responsible for the development, in consultation with the Staff and Volunteers, of the required programme in Lock Out Procedures.



## **Risk Assessment**

The relevant Coordinators of Services, will identify and document a full list of all equipment and equipment to which the Lock Out Procedures apply, and develop machine specific procedures for all identified equipment and Centre.

## **Usage of Lock Out Procedures**

- When maintenance is being done. (Maintenance is defined as cleaning, oiling, greasing and replacement of parts.)
- When there is more than one staff member working simultaneously on equipment.
- If a mechanical or electrical fault develops and there is waiting time for technical assistance.
- When working on equipment.
- Set up: if more than one staff member is involved in a set up.

## **PERSONAL PROTECTIVE EQUIPMENT**

### **General Policy**

The purpose of this policy is to put into place a personal protective equipment programme in Local Employment Service which:

- Ensures the protection of our Staff and Volunteers, and other persons working in, or visiting our Centre.
- Complies with the requirements of the *Safety, Health and Welfare at Work Act 2005, and associated Regulations, including the S.H.W General Application Regulations 1993 amended 2007 and the Safety, Health and Welfare at Work Construction Regulations 2013.*
- Complies with all requirements of this Safety Statement.
- Provides for the ongoing assessment of risks and the provision of the correct personal protective equipment.
- Defines responsibilities for the development, monitoring, implementation and auditing of policy.
- The Centre recognises the limitations placed on the provision of personal protective equipment and will only employ this strategy where engineering controls, or other preventative strategies are not practicable.

### **Scope**

This policy covers all activities listed below and refers to work carried out by Staff and Volunteers, or contractors, throughout the site

### **Protective Clothing**

Protective clothing is provided to all Staff and Volunteers and must be worn as designated during issue. Protective clothing is also provided to all Staff and Volunteers in duties for both hygiene purposes and thermal protection.

### **Safety Gloves**

To be used when handling chemicals and inks.

## **MACHINE SAFEGUARDING**

### **General Policy.**

The purpose of this policy is to ensure that all machinery employed by the Centre:-

- Complies with the requirements of the *European Communities (Machinery) Regulations 1994 as amended by S.I. No. 372 of 1995.*
- Complies with the requirements of the *Safety, Health and Welfare at Work General Application (Work Equipment) Regulations 1993 amended 2007.*
- Operated by trained and competent Staff and Volunteers
- Maintained and repaired by competent persons with safe working procedures fully in place.

### **Scope**

This policy identifies the hazards and risk associated with equipment, employed by Northside Family Resource Centre Ltd and describes the safe working procedures which are in place to eliminate risks and prevent accidents arising out of the use, care, maintenance and relocation of machinery.

### **Definition**

Machinery is defined as any apparatus for producing or applying power, having fixed or moving parts each with definite functions. A full inventory of all equipment will be retained by The Centre CEO and Coordinators of Services.

### **Risk Assessment**

The main risks associated with machinery used within the Centre can be summarised as follows:-

- Contact with power sources.
- Contact or entanglement with the machinery.

### **Responsibilities**

**The Centre CEO and Coordinators of Services** is responsible for ensuring:

- That all Statutory requirements regarding policy development, implementation and auditing is adhered to and documented
- That all safeguards required by Statute are assessed on existing equipment, new equipment, or any modified or relocated machine.
- That all necessary training is provided to operators, affected Staff and Volunteers, maintenance staff and relevant Coordinators of Services.
- That all specified inspections and audits are carried out and recorded. That all machine guards are provided and maintained.
- Those emergency stop facilities are provided at each machine.
- That an updated machine inventory is kept.
- That safe working procedures are developed for each machine including all foreseeable maintenance/adjustment operations.

**The Centre CEO and Coordinators of Services** is responsible for ensuring that all new or modified equipment are risk assessed, prior to operation, that they carry the C.E.Mark and are located safely to prevent striking accidents. He/She will also ensure that the Lock Out Procedure is employed fully in compliance with this Safety Statement.

The Centre CEO and the Health and Safety Officer will develop safety policy with regard to equipment and ensure that any changes in policy are communicated to all relevant Coordinators of Services and Staff and Volunteers. They will also develop suitable training programs and ensure that records of training are retained.

### **Operator Instructions**

All machine operators will be instructed and trained to observe the following operational rules:

- Never operate any equipment if the guards are removed.
- The removal of guards, unless by an authorised person, is strictly prohibited.
- Operators shall report any defects, to their Coordinators of Services, immediately
- Isolate power to equipment, before cleaning.
- Keep working area around equipment clean and free from obstruction at all times.
- Loose clothing, long hair, and jewelry must be covered over or removed prior to working near moving machinery.
- All specified personal protective equipment must be worn.
- Only Staff and Volunteers who have been authorised, instructed, trained and understand the safety aspects of the machine

### **Training**

It is the responsibility of The Centre CEO and Coordinators of Services to ensure that statutory training requirements are met in the provision of training for Staff and Volunteers on equipment safety. Documented training shall be provided to:

- Affected Staff and Volunteers

All training provided shall be documented and reviewed, by the Health and Safety Officer in conjunction with The Centre CEO and Coordinators of Services and records of training retained.

## **ELECTRICAL SAFETY**

### **General Policy**

This policy makes provision for the safe installation, use and maintenance of electrical appliances and wiring in conformance with:-

- *The Safety Health and Welfare at Work General Application Regulations 1993 amended 2007 ammended 2007 (part 8 Electricity).*
- *The Safety, Health and Welfare at Work Act 2005. -The Fire Services Act 1981.*
- *The Building Regulations.*
- *The National Rules for Electrical Installations.*

### **Scope**

This policy refers to all electrical installations throughout the Centre.

### **Risk Assessment**

The main risks associated with electricity are electrocution, electric shock, fire, explosion, burns and striking injuries following shock

## **MANUAL HANDLING**

### **General Policy**

It is policy of Northside Family Resource Centre Ltd to eliminate, where practical, the manual handling of loads in conformance with the requirements of The Safety, Health & Welfare at Work General Applications Regulations 1993 amended 2007, and to assess all manual handling operations with a view to reducing or eliminating any risks.

### **Scope**

This policy refers to all situations where Staff and Volunteers lift, move or carry loads within the Centre.

### **Risk Assessment**

Staff and Volunteers are engaged in lifting containers, boxes, cartons, children and other loads which may put them at risk of injury such as:

- Back strain or slipped disk.
- Hernias.
- Lacerations.
- Injuries to toes and feet.
- Various sprains, strains etc.

These risks are significantly reduced where mechanical aids have been provided.

### **Responsibilities**

It is the responsibility of The Centre CEO and Coordinators of Services, to carry out an ongoing assessment of the work site to identify all manual lifting hazards and to specify suitable controls. They will ensure that a written risk assessment, as per ***The Safety Health and Welfare at Work General Application Regulations 1993 amended 2007***, is carried out each year, to assess the level of risk associated with each handling task and retain records of such assessments.

On the basis of the risk assessments The Centre CEO and Coordinators of Services will introduce any recommended engineering controls to mitigate against such risks and monitor their effectiveness.

The Centre CEO and Coordinators of Services, will ensure that manual lifting operations are carried out as per training and that assistance is provided as requested.

All Staff and Volunteers shall adhere to the safe systems of work, covering manual lifting, as detailed in training or as specified by their The Centre CEO and Coordinators of Services. Staff and Volunteers are not to attempt to lift or move, on their own, articles or materials which may result in an injury to them. Certain basic details should be considered before an object is lifted-namely:

- Is it of a size which can be handled comfortably by the lifter.
- Is its weight within the physical strength of the lifter.
- Is there enough room in which to carry out the lifting and handling, i.e. no obstruction or movement.
- Will the lifter be able see over the object when it is in the carrying position.
- Can mechanical aids be used.

If any employee/child carer is unable to answer these questions in the affirmative then help should be sought for the task.

Pregnant Staff and Volunteers must inform The Centre CEO and their Coordinators of Services of their condition to enable a risk assessment to be carried out.

**Remember.**

- Inform your manager if you are pregnant.
- A sudden jerk or lift could result in back injury.
- Safety equipment must be worn if issued to you.
- Always store goods in the correct locations.
- Use mechanical lifting devices where provided.

**General Control Measures**

- Where practicable manual handling will be avoided by the use of suitable mechanical devices.
- The Centre CEO and Coordinators of Services will ensure that the general principles of safe manual handling are adhered to.
- All Staff and Volunteers will receive training in safe handling techniques.
- Staff and Volunteers shall not attempt to lift, push, pull or carry any load which they feel are too heavy, big, awkward etc.
- The Centre CEO and Coordinators of Services will observe all handling operations, on a daily basis, and provide assistance, whether physical or mechanical, where required
- Personal protection such as safety gloves and footwear are provided and shall be worn when necessary.

**Training**

The H&S Officer, is responsible for ensuring that all Staff and Volunteers receive training in safe manual handling techniques, prior to commencing work and at intervals thereafter including assignment to different work duties. Refresher training will be provided as appropriate especially as a result of problems highlighted during inspections, audits, safety observation, job safety analysis and during regular team briefings.

## **Review**

The Centre CEO and Coordinators of Services will review this policy in line with any changes in Legislation, Corporate Policy or following any change in processes or procedures.

## **CHEMICAL SAFETY**

### **General Policy**

The purpose of this policy is to define responsibilities and procedures for the safe operation of chemical processes. The main objectives of this policy are to:

- Ensure compliance with the requirements of *The Safety Health and Welfare at Work Act 2005, and associated Regulations*
- Prevent accidents and ill health arising from exposure to chemical agents.
- Ensure that all chemicals entering the site are risk assessed and Material Safety Data Sheets obtained.

### **Scope**

This policy refers to the handling, dispensing, storage and use of chemicals in all parts of the Centre.

### **Risk Assessment**

The Centre utilises small quantities of chemical/Detergents in the kitchen area. The main risks associated with the use of the chemical agents are:

- Skin contact with corrosive substances and solvents.
- Eye damage resulting from splashes of corrosive substances or solvents.
- Fire resulting from uncontrolled used of flammable liquids.
- Inhalation or ingestion of chemicals during handling or dispensing.
- Accidental spills of chemicals.

### **Responsibilities**

It is Centre policy to comply with the requirements of *The Safety, Health and Welfare at Work General Application Regulations, The S.H.W. Act 2005*, regarding the storage use and handling of chemical agents. All relevant Coordinators of Services are responsible for the effective implementation of this policy and will ensure that:

- Only trained and authorised Staff and Volunteers handle, store, transport or dispense chemicals,
- A full inventory of all chemicals used is maintained and available for inspection.
- All new chemicals agents are subject to a risk assessment and the relevant Material Safety Data Sheet made available to all affected Staff and Volunteers.
- Containers of chemical agents are clearly labeled in conformance with E.U. Directives
- Provide a suitable emergency spill kits, train Staff and Volunteers in its safe use and ensure that it is maintained on an ongoing basis
- Chemicals are stored in the designated storage Centre.

The Centre CEO and Coordinators of Services is responsible for monitoring chemical hygiene and will:

- Ensure that employee exposure to chemicals is assessed on an annual basis.
- Coordinate the provision of engineering controls where shown to be necessary following any assessment.
- Monitor the implementation of this policy on an ongoing basis.
- Oversee and manage the provision of a central chemical storage Centre on site.

Staff and Volunteers will follow all safety procedures as detailed in training, use all personal protective equipment as provided and report any defects in equipment or processes to their Coordinator of Services.

### **Training**

Centre CEO is responsible for the provision of adequate training to affected Staff and Volunteers on chemical safety and emergency procedures. This training will be repeated annually.

### **LONE WORKERS**

#### **Are people legally allowed to work alone?**

Yes. There is nothing specific in general legislation that prohibits a person from working alone. Section 19 of the Safety, Health and Welfare at Work Act 2005 requires the employer to undertake a risk assessment, and so this shall determine whether or not an employee may work alone. Therefore, in general, an employer must assess whether an employee is at significantly higher risk when working alone. However, employers must be aware of any specific legislation on lone working, which may be applicable to their specific industry, e.g. supervision in diving operations, vehicles carrying explosives.

#### **Who are lone workers?**

Lone workers are those who work by themselves without close or direct supervision. Anybody who works alone, including contractors, self-employed people and employee, is classed as a lone worker. Lone workers include:

- People in fixed establishments where only one person works on the premises, e.g. in small workshops, kiosks, petrol stations, shops and home-workers
- People work separately from others, e.g. in factories, warehouses, some research and training establishments, leisure centres or fairgrounds
- People who work outside normal hours, e.g. cleaners, security, special production, maintenance or repair staff, etc.
- People who work working away from their fixed base, e.g. on construction, Centre installation, maintenance and cleaning work, electrical repairs, lift repairs, painting and decorating, vehicle recovery, etc.
- Agricultural and forestry workers
- Service workers, e.g. rent collectors, postal staff, social workers, home helps, district nurses, pest control workers, drivers, engineers, architects, estate agents, sales representatives and similar professionals visiting domestic and commercial premises.

**What kind of hazards might lone workers be exposed to?**

- Accidents or emergencies arising out of the work, including inadequate provision of first aid
- Sudden illnesses
- Anadequate provision of rest, hygiene and welfare facilities
- Physical violence from members of the public and/or intruders

**What responsibilities do lone workers have?**

The employer holds the main responsibility for protecting the safety and health of lone workers. Nonetheless, lone workers themselves have a responsibility to help their employer fulfil this duty, and so they must:

- Take reasonable care to look after their own safety and health
- Safeguard the safety and health of other people affected by their work
- Co-operate with their employer's safety and health procedures
- Use tools and other equipment properly, in accordance with any relevant safety instructions and training they have been given
- Not misuse equipment provided for their safety and health
- Report all accidents, injuries, near-misses and other dangerous occurrences

**What happens if the risk assessment shows that it is not possible for the work to be carried out safely by a lone worker?**

If the risk assessment shows that it is not possible for the work to be done safely by a lone worker, arrangements for providing help or backup should be put in place. Where a lone worker is working at another employer's workplace, that employer should inform the lone worker's employer of any risks and the control measures to be taken. This also helps the lone worker's employer to assess the risks.

**What control measures could be implemented to minimise the risk to lone workers?**

The risk assessment should prescribe control measures to be implemented in order to eliminate/minimise the identified risks. Such control measures may include:

- Communication is very important: mobile phone, telephone or radio
- Controlled periodic checks
- Automatic warning devices, e.g. panic alarms, no movement alarms, automatic distress message systems, i.e. pre recorded message sent if not actively cancelled by operative, etc.
- Instruction and training in proper procedures, e.g. code words for potentially violent situations when combined with mobile phone communication.
- Use of Personal Protective Equipment (PPE)
- Health surveillance
- First-aid kits and training
- Implementing Standard Operating Procedures (SOP's)
- locking and securing place of work
- Implementing correct incident reporting procedures
- Provision of counselling



## **What issues should the employer address when planning safe working arrangements for lone workers?**

When establishing safe working arrangements for lone workers, employers need to know the law and standards that may apply to their specific work activity. They must then assess if the requirements of that work activity can be met by people working alone. Issues that need to be addressed when planning such safe working arrangements are:

### **1. Can the risks of the job be adequately controlled by one person?**

Lone workers should not be at more risk than other employees. This may require extra risk control measures. Precautions should take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and accidents. Employers should identify situations where people work alone and ask questions such as:

- Does the workplace present a special risk to the lone worker?
- Is there a safe way in and a way out for one person? Can any temporary access equipment that is necessary, such as portable ladders or trestles, be safely handled by one person?
- Can all the Centre, substances and goods involved in the work be safely handled by one person?
- Consider whether the work involves lifting objects too large for one person or whether more than one person is needed to operate essential controls for the safe running of equipment.
- Is there a risk of violence?
- Are women especially at risk if they work alone?
- Are young workers especially at risk if they work alone?

### **2. Is the person medically fit and suitable to work alone?**

Check that lone workers have no medical conditions which may make them unsuitable for working alone. Seek medical advice if necessary. Consider both routine work and foreseeable emergencies, which may impose additional physical and mental burdens on the individual.

### **3. What training is required to ensure competency in safety matters?**

Training is particularly important where there is limited supervision to control, guide and help in situations of uncertainty. Training may be critical to avoid panic reactions in unusual situations. Lone workers need to be sufficiently experienced and to understand the risks and precautions fully. Employers should set the limits to what can and cannot be done while working alone. They should ensure employees are competent to deal with circumstances that are new, unusual or beyond the scope of training, e.g. when to stop work and seek advice from a supervisor and how to handle aggression.

### **4. How will the person be supervised?**

Although lone workers cannot be subject to constant supervision, it is still an employer's duty to ensure their safety and health at work. Supervision can help to ensure that employees understand the risks associated with their work and that the necessary safety precautions are carried out. Supervisors can also provide guidance in situations of uncertainty. Supervision of safety and health can often be carried out when checking the progress and quality of the work; it may take the form of periodic site visits combined with discussions in which health and safety issues are raised.

The extent of supervision required depends on the risks involved and the ability of the lone worker to identify and handle safety and health issues. Employees new to a job, undergoing training, doing a job which presents special risks, or dealing with new situations may need to be accompanied at first. The level of supervision required is a management decision, which should be based on the findings of risk assessment, i.e. the higher the risk, the greater the level of supervision required. It should not be left to individuals to decide whether they require assistance.

#### **What provisions should be in place for lone workers in the case of an emergency?**

- Lone workers should be capable of responding correctly to emergencies. Risk assessment should identify foreseeable events.
- Emergency procedures should be established and employees trained in them.
- Information about emergency procedures and danger areas should be given to lone workers who visit your premises.
- Lone workers should have access to adequate first-aid facilities and mobile workers should carry a first-aid kit suitable for treating minor injuries.
- Occasionally, the risk assessment may indicate that lone workers need training in first aid.

#### **Are there special factors to be considered for lone workers working at a remote location or/and in isolation?**

For a lone worker at a remote location, the following factors must be considered:

- How long should the work take and how frequently should the worker report in
- Has the worker a safe means of travel to and from the location, especially out of normal hours
- Is there access to adequate rest, hygiene, refreshment, welfare and first aid facilities
- Can emergency services approach the location without hindrance. Procedures for responding to 'worst-case' emergencies should be in place

#### **What if I am a lone worker, working from home?**

An employer has the same responsibility for the safety and health of employees who work from home as for any other employees. This covers the provision of supervision, education and training and the implementation of sufficient control measures to protect the homeworker. The employer should accept liability for accident or injury of a homeworker as for any other employee.

For additional information relating to lone workers, refer to HSE publication '*Working Alone in Safety; Controlling the risks of solitary work*'



## **Section I**

# **Accident and Dangerous Occurrence Reporting & Investigation**

## **ACCIDENT / DANGEROUS OCCURRENCE REPORTING AND INVESTIGATION**

### **General Policy**

It is Centre policy to comply with all requirements of the Safety, Health and Welfare at Work General Application Regulations 1993 amended 2007 with regard to the reporting, and investigation, of all accidents and dangerous occurrences. The purpose of investigating and reporting of accidents is to identify all causative factors and instigate controls to prevent reoccurrence. In order to ensure effective reactions to accidents and dangerous occurrences, it is imperative that incidents be reported:

- In a timely manner.
- With accurate and precise information.

### **DEFINITIONS**

#### **Accident**

Any unplanned event, or series of events, resulting in death, injury, damage or near miss. The following are examples of accidents which shall be reported with immediate effect:

- Fatalities.
- Serious injuries.
- Minor injuries.
- Near miss events including where protective equipment prevented injury.
- Third party accidents including contractors.
- Property damage.

#### **Dangerous Occurrences**

The following are examples of dangerous occurrences which shall be reported with immediate effect:

- Any electrical short circuit or overload.
- All fire incidents.
- Any chemical spill or release from a vessel.
- The failure of any interlock or machine guarding control.

#### **Occupational Illness**

Any illness resulting from work activities shall be reported with immediate effect, including any illness resulting from exposure to environmental factors. Diseases, both acute and chronic, resulting from the inhalation, ingestion or skin absorption of any chemical agent or substance shall also be reported.

### **RESPONSIBILITIES**

The Centre CEO and Coordinators of Services is responsible for the coordination of all procedures relating to accident / dangerous occurrence/ill health reporting and investigation.



## **Section J**

### **Fire Prevention**

**&**

### **Evacuation Procedure**

## **FIRE PREVENTION AND CONTROL**

### **General Policy**

It is the policy of Northside Family Resource Centre Ltd to provide and maintain an active policy of loss control through the ongoing attention to fire prevention and control within the Centre. The Centre will meet, as a minimum, the requirements of the *Fire Services Act 1981* in relation to the safety of Children, Parents, Staff and Volunteers and our operations. All managers and Staff and Volunteers are responsible for ensuring that fire prevention and control procedures are implemented on an ongoing basis and that rules covering the control of sources of ignition are adhered to at all times.

### **Scope**

This policy refers to fire prevention, and control, throughout the entire Centre and associated properties.

### **Responsibilities**

The Centre CEO and Coordinators of Services is responsible for the co-ordination of all fire prevention and control procedures and will specifically ensure that:

- Records of the test and maintenance of fire control equipment are retained.
- Notices prohibiting smoking and other sources of ignition are erected.
- Fire prevention and control are included in all Centre audits.
- All Staff and Volunteers are trained and instructed in fire prevention and action to be taken should a fire occur.
- All fire risks are identified and adequate controls put in place.
- Adequate provision is made for the supply of fire control equipment.

The Centre CEO and Coordinators of Services is responsible for ensuring that:

- All sources of ignition are identified and documented.
- Electrical and mechanical equipment listed as a source of ignition are maintained on a pre-determined basis
- Fire control equipment, including fire extinguishers, hose reels, fire alarms and emergency lighting are maintained in accordance with relevant standards as specified in this policy.
- Safe storage is provided for flammable liquids and gases.
- The Centre CEO and Coordinators of Services are responsible for the day-to-day management of fire prevention throughout their areas. They will ensure that waste combustibles are stored safely and removed from the Centre by an approved disposal agent on a regular basis and that flammable liquids and gases and oxidising agents are stored, handled, transported and used safely at all times. They will also ensure that materials are not stored adjacent to fire equipment and all fire protection equipment is unobstructed.

### **Sources of Ignition**

The following sources of ignition have been identified:

### **Electrical Sources**

The Centre is dependent on electrical power for all operations thus the risk of fire from electrical sources is constantly present.

- Faulty conditions leading to overheating of circuits.
- Contact between combustible fuels and hot surfaces.
- Ignition of chemicals from static electricity discharges.

### **Controls**

- All equipment and wiring installed and maintained in accordance with E.T.C.I. Rules for Electrical Installations.
- Combustibles and flammable liquids/gases stored away from electrical sources of ignition.
- Fire control equipment provided and maintained.
- Safe Operating Procedures and storage of chemicals are adhered.
- Training and instruction provided to all Staff and Volunteers and The Centre CEO and Coordinators of Services.
- Predetermined audits carried out.

### **Mechanical Sources**

Many of the operations in the Centre are designed to run hot in normal use, including boilers, equipment, and general workshop processes.

The primary causes of fires from mechanical sources are:

- Hot sparks or debris coming into contact with combustible or flammable fuels.
- Overheating of equipment due to malfunction or incorrect use.

### **Controls**

- All mechanical equipment maintained in accordance with manufacturers' instruction.
- Combustible or flammable fuels prohibited from workshops, where practicable.
- Training and instruction provided to all Staff, Volunteers and The Centre CEO and Coordinators of Services.
- Thermostats or other thermal limiting devices provided on machinery.
- Fire control equipment provided.

Predetermined audits carried out.

### **Chemical and Others**

Chemical sources of ignition include self-ignition of waste,

### **Controls**

Bins are provided for disposal of waste, and are removed from the Centre daily. Controls are audited on a pre-determined basis.

### **General Controls**

Smoking is prohibited except in designated area. Rubbish is removed from the Centre daily. Security is provided in the form of manned security, physical alarms on entrance doors and strict access procedures.

### **Fire Control Equipment**

#### **Fire Extinguishers**

Installed to I.S 291 and maintained annually by competent contractor. Checked for obstructions and faults by The Centre CEO and Coordinators of Services on weekly basis and as part of Audit.

### **Training**

The Centre CEO and Coordinators of Services is responsible for the provision of fire prevention, and control training, to all Staff and Volunteers, as part of induction training. The Centre CEO and Coordinators of Services will re-enforce this training during Team Briefings and fire drills.

### **Policy Review**

The Centre CEO and Coordinators of Services will review this policy on an annual basis, or following any observed breach in procedures. This policy will also be reviewed following any change in Legislation, or Corporate policy. Any alterations to this policy will be brought to the attention of all The Centre CEO and Coordinators of Services and Staff and Volunteers.

### **Auditing / Inspection**

The effective implementation of this policy will be monitored on a regular basis by The Centre CEO and Coordinators of Services and formally inspected as part of the Centre Inspection/Audit.

### **When You Discover a Fire**

If you discover a fire you should;

- Raise the alarm by operating the nearest break. glass unit.
- Deal with the fire if safe to do so.
- Evacuate to your assembly point.

### **When You Hear the Alarm Sound**

- Switch off your machine / make safe your place of work.
- Move in an orderly fashion to the nearest exit, which are clearly marked in the Centre.
- Do not go to the locker room.
- Assemble at your pre-determined assembly point for a head count
- Do not re-enter the Centre until the fire warden has given the all clear.
- Provide assistance when requested by trained personnel.
- Remember the first priority in any emergency is to save lives. Do not panic as this could be the greatest hazard.

### **Fire Drill**



Fire drills are held regularly and as you participate in these drills you should know the exact location in the grounds where you are to assemble on evacuation in the case of fire. If you are in any doubt, ask you immediate The Centre CEO and Coordinators of Services.

### **Fire Fighting Equipment**

The Centre provides a number of different types of fire fighting equipment including extinguishers and fire hoses, etc.

**Do not, under any circumstances, abuse or interfere unnecessarily with firefighting equipment.**

Keep the areas around firefighting equipment **clear at all times**. If you have any cause to use firefighting equipment, inform The Centre CEO and Coordinators of Services. All fire extinguishers should be recharged after use, even for short periods. Inform The Centre CEO and Coordinators of Services if you find one not full.

Remember it is important that all firefighting equipment in the Centre be serviceable at all times and any misuse or undue **interference with firefighting equipment will subject the offender to disciplinary action.**

In your work area you will notice three main types of fire extinguishers:

- **Red - which contains water (pressurised)**

<u>For Use Generally On</u> Wood Paper Textile Fabric & Similar Materials	<u>Not To Be Used On</u> Electrical Fire Burning Liquids Flammable Metal
--	---
- **Red (blue label) - which contains powder (standard)**

<u>For Use Generally On</u> Burning Liquids Electrical Fires	<u>Not To Be Used On</u> Flammable Metal
--	---
- **Red (black label) - which contains carbon dioxide (CO<sub>2</sub>)**

Carbon Dioxide (CO<sub>2</sub>) is an asphyxiant - it does not support life. It therefore displaces oxygen, leading to a situation where combustion will not occur, thus eliminating fire. It is also a colorless and odorless gas.

Where Carbon Dioxide has been used in confined areas, care should be taken that the place is ventilated to make is safe to enter.

Plans showing the location of fire exits and fire doors in the Centre will be displayed at the main entrance door in the factory. The Centre also pinpoints the exact location of all firefighting equipment in the Centre.

### **Fire Wardens**

Receptionists act as Fire wardens.

### **GENERAL EVACUATION ALL EMERGENCIES INCLUDING FIRE**

The emergency evacuation procedure shall be observed and followed by all Staff and Volunteers whenever a threat to the safety of human life exists.

### **ALARM BELLS**

The sounding of alarm bells or the use of any other suitable means of alarm should be taken as an indication of the existence of such a threat,



## **Section K**

## **Welfare Facilities**

## **WELFARE FACILITIES**

### **General Policy**

The Centre recognises its duties under *The Safety, Health & Welfare at Work Act 2005* and associated regulations to provide adequate welfare Facilities, for its Staff and Volunteers, children, visitors & members of the public and to maintain the facilities in a clean and healthy condition on an ongoing basis. It is the responsibility of the Centre CEO and Coordinators of Services to ensure that all welfare facilities are monitored and cleaned on a daily basis and to provide for the replenishment of stocks of cleaning materials and disposable toilet and hygiene products. It is the responsibility of all Staff and Volunteers to leave welfare facilities in a clean and tidy condition and not to abuse or damage any facilities provided for their welfare.

### **General Provisions**

- Toilets and urinals are provided, separate from each other, for both male and female Staff and Volunteers in compliance with *The Safety, Health & Welfare at Work General Applications Regulations 2007*.
- Washing facilities are provided with hot and cold running water and with soap and drying facilities.
- Hygiene disposal units are provided for female Staff and Volunteers.
- All welfare facilities are cleaned on a daily basis.
- Facilities are provided for changing of clothing and securing clothing not in use.

### **Policy Review**

The Centre CEO and Coordinators of Services will review the welfare facilities and policy each year.

### **Auditing**

Welfare facilities will be monitored on an ongoing basis and formally inspected as part of the Centre Audit/Inspections.

### **Workplace Stress**

“Stress may be defined as a state of imbalance between the demands experienced by individuals and their capacity to adjust to those demands. It is both the pressures on an individual and the individual’s response to it”. (SFA Law Employment Guidelines, 1999).

A systematic approach to stress management is the most effective approach, this involves being pro-active as opposed to reactive in the event of the above situation arising, it should include the following steps;

- Actions to prevent problems developing, i.e. tackle the cause not the symptom.
- Action to deal with the problem that has developed, i.e. to accept that stress is a problem.
- Action to help staff return to work, i.e. tackle attitudes, all staff must realise that admitting the problem is not a weakness.

It is very important therefore that The Centre CEO and Coordinators of Services be alerted to the stressors in the work environment. The Centre CEO and Coordinators of Services is a vital component of the interaction equation. A good management system tries to inject challenge into the work environment because challenge can often produce enhanced performance but this can result with positive (employee strives) or negative (stress) effects sometimes. It is therefore necessary that Limerick Regeneration Agencies have a **stress management policy** for staff to refer to.

### DIGNITY & RESPECT AT WORK POLICY

Management is committed to implementing and promoting measures to protect the dignity of Staff and Volunteers and to encourage respect for others at work. We will do this by creating a work environment free from bullying, harassment and other disrespectful behavior and by dealing effectively with any complaints of such conduct as they arise.

#### Procedure

We have a detailed procedure for dealing with complaints of bullying/harassment or disrespectful behaviour and copies are available from your Manager. The procedure covers:

- How to make a complaint
- How the informal and formal procedure is structured
- How the matter will be investigated
- Staff and Volunteers rights to representation
- Requirement for confidentiality
- Sanctions which may be invoked where bullying or harassment or other unacceptable behaviour has taken place.

#### What is Harassment or Bullying?

Harassment, bullying, or other disrespectful behavior takes many forms and can be verbal, physical or visual in nature.

**Bullying** is defined as “repeated, inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise conducted by one or more persons against another or others at the place of work and/or in the course of employment which could reasonably be regarded as undermining the employee’s right to dignity at work”.

An isolated incident of the behaviour described may be an affront to dignity at work, but, as a once off incident, is not considered to be bullying.

Complaints relating to instructions issued by The Centre CEO and Coordinators of Services, assignment of duties, terms and conditions of employment or other matters, which are appropriate for referral under the normal Grievance Procedure, do NOT constitute bullying. These complaints usually relate to a specific issue or incident. Bullying on the other hand is repeated inappropriate behaviour, which is specifically targeted at the recipient in order to undermine their dignity.

**Harassment** is any form of unwanted conduct towards another person, which has purpose of violating a person's dignity and creating an intimidatory, hostile, degrading, humiliating or offensive environment for the person. Harassment can take place on grounds of gender, marital status, family status, race, age, religious belief, sexual orientation, disability or membership of the traveller community

### **Behaviours that constitute Bullying**

The following are examples of the types of behaviour that may constitute bullying. This list is not exhaustive:

- Ignoring others or showing hostility through sustained unfriendly contact or exclusion
- Constantly criticising others' work efforts
- Ignoring the views of others
- Withholding information that affects other people's jobs
- Humiliating or ridiculing others about their work
- Spreading rumours or gossip
- Making insulting or offensive comments about others
- Shouting at and being abusive towards others
- Pointing your finger, invading personal space, shoving, blocking or barring the way of others
- Suggesting that others should resign
- Being hostile to others
- Playing practical jokes on people you don't like
- Making false allegations against others
- Threatening violence to others
- Using malicious or insulting language
- Constantly picking on a person when things go wrong even when he/she is not responsible

**Lack of respect** can be shown by direct comments, sarcasm, snide remarks, inappropriate jokes or banter directed towards a colleague. It can also arise where colleagues are ignored, overlooked, avoided or shunned without good reason and in a manner likely to be hurtful and disrespectful. Jokes or comments directed at or referring to a colleague could be thought amusing by others but unpleasant, uncomfortable or hurtful to that colleague **No form of bullying/harassment or disrespectful behavior will be condoned at work or outside of work if it has a bearing on the working relationship.**

### **Positive Work Behaviours**

The kind of behaviours that will help to protect dignity and respect at work include:

- Saying thank you whenever a colleague is helpful
- Making sure no-one is left out in a discussion or social event
- Welcoming new Staff and Volunteers and helping them to join in

- Being co-operative when working on a project/task with a colleague.
- Offering to help others when they are overworked
- Being considerate to less experienced Staff and Volunteers and respect their willingness to learn
- Being truthful, honest and open in your communications with others
- Apologising when you have done something wrong
- Accepting an apology from a colleague and move on
- If you are finding it difficult to get on with a colleague try and find a way to work constructively with them
- Where a colleague or a manager is causing distress or embarrassment to one or more people then bring this to their attention.
- Challenging disrespectful behaviour in others

### **Contact Persons**

The following Staff and Volunteers have volunteered to act as “Contact Persons” for Staff and Volunteers who wish to speak in confidence about bullying or disrespectful behaviour that they have been subjected to.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

The role of the “Contact Person” will be to discuss, confidentially, the nature of the behaviour, which has caused the upset, and to help the employee(s) identify the most appropriate action for their circumstances. The “Contact Persons” will consult with the other “Contact Persons” before advising the employee of possible solutions to the issue.

We will be providing the “Contact persons” with training to help them fulfil their role.

### **Review**

We will regularly review the effectiveness of this policy and accompanying procedure to ensure they promote the dignity of the employee whilst at work through the use of surveys and other in-house feedback mechanisms.

In the meantime if you have any questions in relation to the above please feel free to contact any member of the Management Team, or one of the “Contact Persons” listed above

### **What to do if you believe you are being harassed or bullied?**

Please speak to your manager or one of the “Contact Persons” listed above.

## **DIGNITY & RESPECT AT WORK PROCEDURE**

### **INTRODUCTION**

Management are committed to implementing and promoting measures to protect the dignity of Staff and Volunteers and to encourage respect for others at work. We will do this by creating a work environment free from bullying, harassment and other disrespectful behaviour and by dealing effectively with any complaints of such conduct as they arise.

No form of bullying/harassment or disrespectful behaviour will be condoned at work or outside of work if it has a bearing on the working relationship.

### **KEY POINTS**

Complainants will be handled sensitively and discreetly and complainants will be protected from victimisation.

Persons against whom allegations have been made will also be treated discreetly and sensitively whilst investigations are underway.

Disciplinary action appropriate to the circumstances will be taken against offenders and also against anyone abusing this procedure by making spurious or malicious claims. In serious cases, offenders may be dismissed.

The Centre will monitor the application of this policy and keep it under review.

### **SCOPE**

The procedure applies to Staff and Volunteers both in the workplace and at work associated events such as meetings, conferences and work related social events, whether on the premises or off site.

It covers bullying/harassment/disrespectful behaviour not only by fellow Staff and Volunteers but also by a client, customer or other business contact to which an employee might reasonably expect to come into contact with in the course of their employment and vice versa.

### **Employee Responsibilities**

- To treat others with respect and dignity
- To challenge inappropriate behaviour in others
- To deal with conflict constructively

### **Manager Responsibilities**

- To explain the Dignity & Respect at Work Policy and Procedure to all team members and to new Staff and Volunteers
- To promote ongoing awareness of the policy amongst their teams
- To be vigilant for signs of bullying and harassment and intervene before a problem escalates
- To respond sensitively to any employee who makes a complaint of bullying or harassment

- To respond promptly to requests from Staff and Volunteers to intervene and work to resolve the matter informally where appropriate

### **Centre responsibilities**

- Protect the dignity of all our Staff and Volunteers
- Ensure that there are appropriate procedures, systems and campaigns in place to promote the dignity of the employee at work
- Educate all Staff and Volunteers on their personal responsibility to behave in a way that respects the dignity of fellow workers
- Raise awareness of the Dignity & Respect at Work Policy and Procedure by making training and education available to all levels in the organisation
- To audit and review the extent of adherence to the Dignity at Work standards
- To be open and constructive in our communications
- To prevent acts of exclusion, unfair treatment or other negative or demeaning behaviours
- To educate the workforce in the development of positive behaviours
- To provide appropriate awareness training to all Staff and Volunteers

## **PROCEDURES**

### **The Informal Procedure**

Sometimes an offender may not be aware that a type of behaviour is considered offensive. In these circumstances it may be that simply advising the offender that the behaviour is unacceptable and requesting that it be stopped is sufficient.

If an employee is unable to approach the harasser/bully on his/her own, they could ask a colleague to speak to the offender on their behalf, or to accompany them when approaching the harasser/bully in order to make it clear that the behaviour is not acceptable. Staff and Volunteers are advised to make a written note of any behaviour considered to be bullying/harassment, the date on which it happened and what steps (if any) taken to deal with it.

Staff and Volunteers may seek the support of a manager/supervisor at this stage however; their role during the informal stage can only be one of support or assistance. Please also be aware that:

- 1) A formal investigation and possible disciplinary action can only take place if the complaint is investigated under the formal procedure.
- 2) A written record of the action taken will be made by the Manager receiving the complaint to assist with any formal proceedings, which may arise if the behaviour does not stop. However, a failure to maintain such a record will not invalidate proceedings at the formal stage.
- 3) All reported incidents of bullying/harassment will be monitored by the Manager/Supervisor and in the event of any patterns emerging management may wish to initiate its own formal investigation and take remedial action where this proves to be necessary.



### **The Formal Procedure**

There may well be situations in which the target of the harassment/bullying finds it difficult or impossible to tell the offender to stop, or situations where the type of harassment/bullying is so serious that an informal approach would not be appropriate. In these circumstances, or if the harassment/bullying continues after the informal procedures have been used, it will be appropriate to use the formal procedure.

### **N.B. Staff and Volunteers do not have to try an informal approach before making a formal complaint.**

The Centre CEO and Coordinators of Services will be responsible for proceedings at the formal stage. Staff and Volunteers may raise a complaint with their Coordinator of Services or, if the Coordinator of Services is connected with the complaint, any other member of management.

The Centre CEO and Coordinators of Services will be assigned to carry out an investigation into the complaint. Managers carrying out investigations at the formal stage will not be connected with the allegation that has been made.

A representative from the Human Resource department (or other management representative) will assist throughout the procedure. He/she will attend meetings and maintain a written record of all proceedings including the investigation and any outcome. The manager conducting the investigation will check all records to ensure accuracy.

The following outlines each stage of the procedure to be adopted and also the recommended time limits for Centreion of each stage. Where these time limits are not possible, all parties should be informed of the revised time limits.

### **Making a complaint.**

Complaints should be raised as soon as possible following an act or acts of alleged harassment/bullying so that the matter can be investigated swiftly and decisively.

It is preferable that a complaint is made in writing to the Centre CEO, or whichever manager it is chosen to raise the complaint with. However, an investigation can still take place even if the complaint is made verbally.

The Centre CEO will acknowledge receipt of the complaint and will endeavour to arrange a meeting with the complainant **within 3 working days**.

The Centre CEO will notify the HR department at this stage.

### **Initial meeting with the Complainant**

The manager will meet with the complainant to:

- Clarify and formally record the nature of the complaint
- Clarify that the complaint is being handled under the formal procedure
- Ensure the complainant is aware of the next stage of the procedure, i.e., a formal investigation.
- Stress the importance of maintaining confidentiality

When making a complaint, full details of the behaviour being complained about should be provided and an explanation as to why it is believed the behaviour amounts to bullying/harassment. The complainant has the right to be accompanied/represented by a colleague or Trade Union representative at this initial meeting and at future investigatory meetings.

### **Avoiding contact between Complainant and Alleged Harasser/Bully**

Before informing the alleged harasser/bully of the complaint, The Centre CEO and Coordinators of Services in charge of the investigation will consider the issue of avoiding contact between the alleged bully/harasser and the complainant.

The alleged bully/harasser may be placed on paid leave from the Centre in the case of an allegation of serious harassment/bullying. An individual who is going to be put on paid leave must be formally advised of this at a meeting with The Centre CEO and Coordinators of Services concerned. They will be entitled to have a trade union representative or a work colleague present at this meeting. **The purpose of this paid leave is to allow for a speedy investigation to be carried out. It is not a penalty against the alleged bully/harasser.**

In all other cases, both parties will be advised that there should be no communication, directly or indirectly, in relation to the complaint.

### **Informing the Alleged Bully/Harasser**

The Centre CEO and Coordinators of Services will meet with the alleged bully/harasser as soon as is practical and: outline the nature of the complaint, confirm that it is being handled under the formal procedure ensure that the individual is aware of the next stages of the procedure, i.e., a full investigation. Stress the importance of maintaining confidentiality. The alleged bully/harasser is entitled to be accompanied/represented at this meeting and future investigatory meetings, by a trade union representative or work colleague.

### **The Investigation**

A full investigation will then be carried out in order to establish the facts. This will involve formal meetings with the complainant, the alleged harasser/bully and anyone else who may be able to assist. Each individual will be asked to outline what happened.

Both the complainant and alleged bully/harasser may be represented by a trade union representative or work colleague. They may not be accompanied by the same person. All others giving information during the investigation will do so privately and not in the presence of any other person involved in the alleged incident. A record of all meetings will be kept. All evidence provided to assist with the investigation will be treated as confidential to the investigation, subject to any statutory requirements.

The investigation may also look at whether there is any history of previous conflict between the complainant and the alleged bully/harasser and/or with other parties.

The complainant and alleged bully/harasser will be treated with discretion and sensitivity at all times.

The investigation should be Centreed within **15 working days** of receiving the formal complaint. Where this is not possible, both parties will be informed of the revised time scale

### **Making a decision**

Having obtained all information possible, the Centre will consider whether the complaint of bullying/harassment is substantiated. The Centre CEO will prepare a written report of their findings and recommended action. Where the Centre CEO has not the authority to take appropriate action, the complaint will be reported to the board.

### **The actions which may be taken are:**

- To initiate the Centre's disciplinary procedure against any party, as appropriate.
- To take appropriate management action e.g., the provision of training or counselling
- To take no further action

Where a complaint is upheld a disciplinary hearing will take place. Should a case of bullying/harassment be proven then the organisation will take appropriate disciplinary action. The disciplinary action to be taken will be in line with the Centre's disciplinary policy. This may include transfer or other appropriate action up to and including dismissal. Records of any warnings for bullying/harassment will remain in the employee's file and will be used if any further offences of the same or similar nature occur in the future.

Regular checks will be made by the Centre CEO and Coordinators of Services investigating the complaint to ensure that the bullying/harassment has stopped and that there is no victimisation. Retaliation of any kind against an employee for complaining or taking part in an investigation concerning bullying or harassment at work will be treated as a serious disciplinary offence.

### **Communicating the decision**

Having made the decision on the most appropriate course of action, this will be communicated in writing to both the person who has complained of bullying/harassment and the person against whom the complaint was made. The decision will be communicated within **20 working days** of receipt of the formal complaint. Where this is not possible, both parties will be informed of the revised time scale.

Training and/or counselling will be considered for both the person who has been bullied/harassed and to the bully/harasser. Training may also be offered where a complaint has not been upheld.

## **Dignity & Respect at Work Policy and Procedure**

### **Guidelines for Managers**

#### **DO**

- ❑ Explain the Dignity at Work Policy to all your team members and ensure understanding of the definitions of bullying and harassment and how the complaints procedures works
- ❑ Explain the Policy and complaints procedure to new Staff and Volunteers as part of their induction process
- ❑ Promote ongoing awareness of the policy amongst your team
- ❑ Set a good example by treating all Staff and Volunteers and any other person with whom you come into contact with in the workplace with courtesy and respect
- ❑ Be vigilant for signs of bullying and harassment and intervene before a problem escalates
- ❑ Respond sensitively to any employee who makes a complaint of bullying or harassment
- ❑ Respond promptly to requests from Staff and Volunteers to intervene and work to resolve the matter informally where appropriate

#### **DON'T**

- ❑ Assume that no complaints means no problems
- ❑ Try to dissuade Staff and Volunteers from making complaints
- ❑ Don't assume that complainants are over sensitive or trouble makers
- ❑ Accept "I didn't mean any harm" as an excuse for harassment
- ❑ Allow retaliation or victimisation of an employee who has brought a complaint



## **Section L**

# **Occupational Health**

**&**

# **Hygiene**

## OCCUPATIONAL HEALTH AND HYGIENE

### CHEMICAL SAFETY COMMUNICATION

#### General Policy

The purpose of this policy is to define procedures, and responsibilities, for the implementation of safe working practices regarding the use of chemicals within the Centre.

The Centre recognises its duties under the Safety, Health & Welfare at Work Act 2005 and associated regulations to control all chemical substances brought into the workplace which may be hazardous to health. The main policy regarding harmful substances is to source a less harmful substitute where practicable. The objectives of this policy are to:

- Ensure compliance with the requirements of the Safety, Health and Welfare at Work (Chemical Agents) Regulations 2006.
- Prevent accidents or ill health arising out of the use of chemical agents.
- Make provision for the communication of relevant information, and training, to all Managers and Staff and Volunteers.

#### Responsibilities

The Centre CEO and Coordinators of Services is responsible for ensuring that a documented review is carried out for all new chemicals **prior to introduction** into the centre. He/she will ensure that the following review process is carried out:

- Only the smallest quantities practicable are brought into the building.
- All containers are correctly labeled prior to entry.
- All waste is disposed of safely by a competent contractor.

The Centre CEO and Coordinators of Services is responsible for ensuring that the review information and risk assessments are documented.

- All necessary control procedures are in place and documented.
- The risks and control procedures are communicated to all affected Staff and Volunteers.
- All necessary personal protection equipment is provided.
- All affected Staff and Volunteers are trained regarding identification and control of the risks.
- The risk assessment is reviewed at least 6 monthly.



## **SECTION M**

# **CODES OF PRACTICE**

## **CODE OF PRACTICE COVERING ERGONOMICS**

Much pain and suffering and many accidents and injuries are caused by incorrect body mechanics and posture. Work can involve pushing, shoving, pulling and lifting and a basic knowledge of body mechanics and posture can either avoid the difficulties associated with these activities or substantially reduce them. The following are recommended:-

- Where possible, the worker should maintain an upright and forward facing posture.
- Where vision is a requirement of the task, the necessary work points must be adequately visible with the head and trunk upright or with just the head inclined slightly forward.
- Where possible, arrange your work activities so that you can adopt several different, but equally healthy and safe postures, without reducing capability to do the work.
- Where possible, arrange your work so that you can choose to do it in either a seated or standing position. When seated you should be able to use the back rest of the chair at will without necessitating a change of movements.
- The weight of the body when standing should be carried equally on both feet.
- Work activities should be performed with the joints at about the mid point of their range of movement. This applies particularly to the head, trunk and upper limbs.
- Where muscular force has to be exerted, it should be by the largest appropriate muscle groups available and in a direction collinear with the limbs concerned.
- Work should not be performed consistently at or above the level of the heart; even the occasional performance where force is exerted above heart level should be avoided. Where light hand-work must be performed above the heart level, rests for the upper arms are required.
- Where force has to be exerted repeatedly, it should be possible to exert it with either of the arms or either of the legs without adjustment to the equipment.
- Rest pauses should allow for all loads experienced at work including environmental and information loads and the length of the work period.

## **CODE OF SAFE WORKING PRACTICE COVERING MANUAL HANDLING**

It is the policy of the Centre that no person is expected to lift a load that would be likely to cause him/her injury. Furthermore the Centre minimises the risk of injury to Staff and Volunteers by meeting legal requirements in this area.

Mechanical lifting equipment (pallet trucks, hand trucks and trolleys) are available. These must be utilised in preference to manual handling where it is feasible to do so. The wearing of safety footwear is compulsory for Staff and Volunteers involved in activities where they are exposed to risks from heavy objects, chemical or hot substances. Safety gloves are also used as a protection against metal staples, wire and the like.

Every employee must be familiar with the correct lifting techniques. These are attached in diagram form but they may be summarised as follows:

- Lift in easy stages - floor to knee then from knee to carrying position.
- Hold weights close to body.
- Don't jerk, shove or twist body.



- Grip load with palms - not fingertips.
- Don't let the load obstruct your view.

The risk of injury from manual handling is further reduced by having each employee ensure that the working environment is maintained in a safe condition. This includes gangways and floors being kept in a good condition and free from obstruction.

### **ADDITIONAL PRECAUTIONS**

- Only manually lift loads which you know you can lift easily, comfortably and safely. If in doubt ask a colleague for assistance.
- Examine the load before lifting. The obscure sides could contain exposed and dangerous staples, wire, and other objects which could cut or puncture the skin.
- Factors which could make manual lifting dangerous are as follows:-

#### **Characteristics of the load**

The manual handling of a load may present a risk, particularly of back injury if it is:

- Too heavy or too large.
- Unwieldy or difficult to grasp.
- Unstable or has contents likely to shift.
- Positioned in a manner requiring it to be held or manipulated at a distance from the trunk, or with a bending or twisting of the trunk, or likely, because of its contours or consistency (or both) to result in injury to Staff and Volunteers, particularly in the event of a collision.

#### **Physical effort required**

A physical effort may present a risk particularly of back injury if it is:

- Too strenuous.
- Only achieved by a twisting movement of the trunk.
- Likely to result in a sudden movement of the load.
- Made with the body in an unstable posture.

#### **Characteristics of the Working Environment**

The characteristics of the work environment may increase a risk, particularly of back injury if:

- There is not enough room, in particular vertically, to carry out the activity.
- The floor is uneven, thus presenting tripping hazards, or is slippery in relation to the employee's footwear.
- The place of work or the working environment prevents the handling of loads at a safe height or with a good posture by the employee.
- There are variations in the level of the floor or the working surface, requiring the load to be manipulated on different levels.
- The floor, or footrest, is unstable.
- The temperature, humidity or ventilation is unsuitable.

#### **Requirements of the Activity**

The activity may present a risk, particularly of back injury, if it entails one or more of the following requirements:

- Over-frequent or over-prolonged physical effort involving in particular the spine.
- An insufficient bodily rest or recovery period.
- Excessive lifting, lowering or carrying distances.
- A rate of work imposed by a process which cannot be altered by the employee.

### **Personal Factors**

The employee may be at risk if he/she:

- Is physically unsuited to carry out the task in question.
- Is wearing unsuitable clothing, footwear or other personal effects.
- Does not have adequate or appropriate knowledge or training.

If you have reason to believe that any of these factors are relevant in any circumstance, refer the matter to your Supervisor before attempting to Centree a lift.

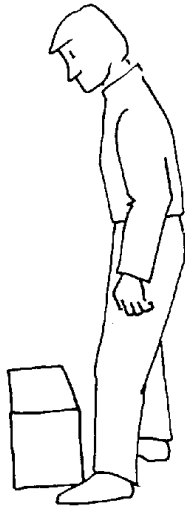
### **SAFE LIFTING**

- Keep the test certificate for all lifting machinery and tackle showing its safe working load, and the fourteen or six-monthly examination reports.
- Use only certified lifting equipment (marked with its safe working load) which is not overdue for examination
- Never exceed the safe working load of equipment or tackle. Remember that the load in the legs of a sling increases as the angle between the legs increases.
- Do not lift a load if you doubt its weight or the adequacy of the equipment.
- Before lifting an unbalanced load find out its Centre of gravity. Raise it slightly off the ground and pause – there will be little harm if it drops.
- Never use makeshift, damaged or badly worn equipment – chains shortened with knots, kinked or twisted wire ropes, frayed or rotted fibre ropes.
- Provide suitable packing to protect slings from damage by sharp edges of loads and do not allow tackle to be damaged by being dropped or dragged from under a load.
- Take care to avoid snatch or sudden loads, particularly in cold weather.
- Cranes should have the correct counter weight, load radius indicator and/or automatic safe load indicator. Have a responsible slinger or banksman and use a recognised signalling system.
- Make sure that people or loads can't fall from a high level when using lifting equipment like lifts, hoists or cranes.
- Have properly interlocked or key-controlled access to motor rooms and service pits of hoists and lifts.

### **SAFE STACKING**

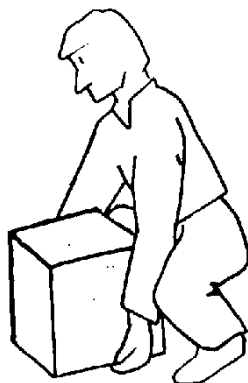
- Chock objects which may roll, such as drums and keep heavy articles near floor level.
- Inspect pallets, containers and racks regularly for damage.
- Prevent damage from fork-lift trucks and other vehicles.
- Stack palletised goods vertically on a level floor so they won't overbalance.

- “Key” stacked packages of uniform size like a brick wall so no tier is independent of another.
  - Use a properly constructed rack where possible – and secure it to a wall or floor.
  - Do not allow items to protrude from stacks or bins into gangways.
  - Never climb racks to reach upper shelves – use a ladder or steps.
1. Never lean heavy stacks against structural walls.
  2. Never de-stack by throwing down from the top or pulling out from the bottom.
  3. Exceed the safe loading of racks, shelves or floors.

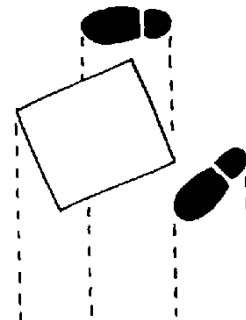


**2. Place the feet.** Feet apart, giving a balanced and stable base for lifting (tight skirts and unsuitable footwear made this difficult). Leading as far forward as is comfortable.

**3. Adopt a good posture.** Bend the knees so that the hands when grasping the load are as nearly level with the waist as possible. But do not kneel or overflex the knees. Keep the back straight (tucking in the chin helps). Lean forward a little over the load if necessary to get a good grip. Keep shoulders level and facing in the same direction as the hips.



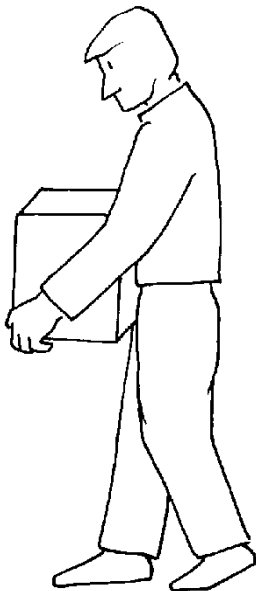
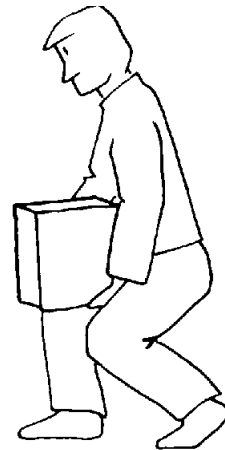
**1. Stop and think.** Plan the lift. Where is the load going to be placed? Use appropriate handling aids if possible. Do you need help with the load? Remove obstructions such as discarded wrapping materials. For a long lift – such as floor to shoulder height – consider resting the load mid-way on a table or bench in order to change grip.



**4. Get a firm grip.** Try to keep the arms within the boundary formed by the legs. The optimum position and nature of the grip depends on the circumstances and individual preference, but it must be secure. A hook grip is less fatiguing than keeping the fingers straight. If it is necessary to vary the grip as

the lift proceeds, do this as smoothly as possible.

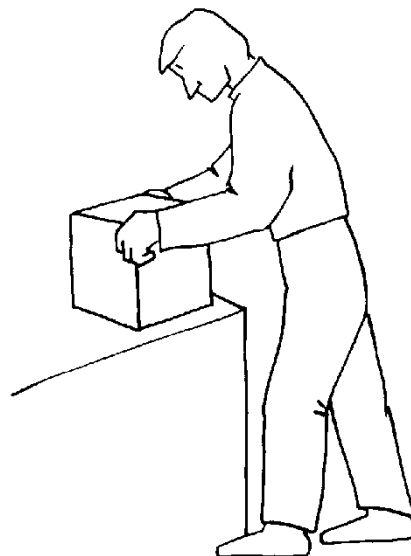
**5. Don't jerk.** Carry out the lifting movement smoothly, keeping control of the load.



**5. Move the feet.** Don't twist the trunk when turning to the side.

**6. Keep close to the load.** Keep the load close to the trunk for as long as possible. Keep the heaviest side of the load next to the trunk. If a close approach to the load is not possible try sliding it towards you before attempting to lift it.

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



## **CODE OF PRACTICE COVERING OFFICES**

### **Furniture & Fittings**

- Office fitments (floor coverings, electrical fittings, heating, lighting and ventilation systems) and office equipment (desks, chairs, drawers and filing cabinets) must be selected for the task for which they are intended. Careful selection reduces the risk that unsuitable fitments or equipment will be brought into use on the premises.

### **Layout of Workplace**

- The layout of the office area is critical for its safe use.
- Position all office equipment so as to avoid risks, falls or collisions when in use.
- Position all power cables where possible so as to avoid risks of trips or falls. Tape or fasten all phone lines, cables and extensions under the desk or along the base boards. A cable cover is fitted when it is absolutely necessary that a cable run across a passageway.
- Provide adequate means of access to, and exit from, the workplace including adequate means of escape in case of a fire (which must be clearly marked).

### **Housekeeping**

- The removal of hazards to safety and health in the office depends greatly on the maintenance of appropriate standards of housekeeping. See separate Code of Safe Working Practice Covering Good Housekeeping in this regard.

### **Smoking**

- Strict restrictions and regulations are in force covering this activity. These must be complied with literally. Where smoking is permitted, comply with the following: -
- Avoid or reduce smoking to the minimum. Ensure that adequate supplies of clean, fresh air are always available.
- Use proper ashtrays. Never use waste bins for disposal of cigarette ends, cigarette ash, burnt matches and the like.
- Clean ashtrays regularly.
- Do not deposit spent gas lighters in internal waste bins, containers or incinerators.

### **Installation of equipment**

- Equipment must be positioned in a well ventilated area away from doorways. The main isolating switch must be accessible at all times. The manufacturer's manual is available at all times.

### **Minor repairs**

- Minor repairs, such as removing blockages from the photocopier, may be carried out by office staff where clear instructions exist and the action presents no hazard. Whilst equipment may be fitted with interlocking systems to prevent electrocution, they still must be switched off and unplugged before gaining access to the interior. Care is needed to avoid hot surfaces. Under no circumstances should office staff use screwdrivers or any other article to tamper with the inside of equipment.

**Major faults**

- Major faults, including any electrical faults, frayed wires etc., must be reported to the departmental manager or supervisor. No attempt should be made by office staff to repair electrical faults. In such cases, isolate the machine until repaired by a qualified electrician.

**Maintenance**

- Qualified maintenance personnel carry out basic maintenance of equipment. This includes replenishment of toner and silicone oil. Where replacement of toner involves more than cartridge replacement, rubber gloves must be worn. A First Aider is called in the event of accidental inhalation, swallowing or entry into eyes.

**Filing Cabinets**

- Do not use defective cabinets.
- Ensure cabinets are placed on even and secure supports.
- Use only one drawer at a time. Close each drawer prior to extracting another one.
- Do not overfill drawers.
- Do not leave drawers pulled out and unattended.
- Use mechanical means to move or transport empty and full cabinets.
- Store heavier items in the bottom drawer.
- Fill the bottom drawer first.
- Always use the drawer handles to open and close drawers.

**Miscellaneous**

- Do not use chairs, desks or other unsuitable means to access heights. Use only step ladders or purpose built stairs or platforms.
- Avoid storing files, office supplies and other equipment on overhead open-sided shelves.
- The temporary depositing or storage of used cups and containers on or close to electrical appliances is prohibited because of the risk of electrical shock caused by spillage.
- Report any breakage's, floor obstructions, or other hazards to your supervisor immediately on becoming aware of them.
- Ensure that bulk supplies of stationery, adhesives and other combustible material are stored in an orderly way and preferably in a self-contained non-combustible area.

**CODE OF PRACTICE COVERING ACCESS & EGRESS**

- Ensure the site is kept clean and free from obstructions.
- Ensure external / emergency lighting is provided and adequately maintained.
- The car park must identify employee and visitor parking areas.
- Assembly points in an emergency must be clearly marked and free from obstructions.
- External fire fighting equipment i.e. hydrants, must be conspicuously marked and again free from obstructions.
- No Parking signs must be clearly identifiable on site.

- A system should be in place for “all visitors must report to reception” and a sign displaying this message posted prominently on site.
- The site surface must be even with no dangerous pot holes, slopes etc.
- The site must be well drained.
- Ensure swinging gates, doors, windows, barriers, signs and the like do not create an additional hazard.
- Authorised personnel should only be permitted to enter the likes of transformer rooms, storage tanks, confined spaces, electrical switchrooms etc. A sign must be prominently displayed ensuring this.

## **CODE OF PRACTICE COVERING FIRE SAFETY**

Fire is the largest single exposure to the safety of personnel and the continued operation of a business. Key matters of concern are fire prevention, control of ignition sources, training, emergency procedures, fire equipment and housekeeping.

## **FIRE PREVENTION & CONTROL OF IGNITION SOURCES**

### **Control Measures:**

- Physical isolation of heaters, boilers and burners
- Maintenance of Electrical fixed installation and portable equipment
- Maintenance of Centre & Machinery
- Housekeeping
- Inspections / Audits
- Smoking Controls
- Maintenance / Contractor Activities especially Hot Work.
- Waste management
- Storage and use of fuels and flammable gases / liquids
- Others

### **Contents**

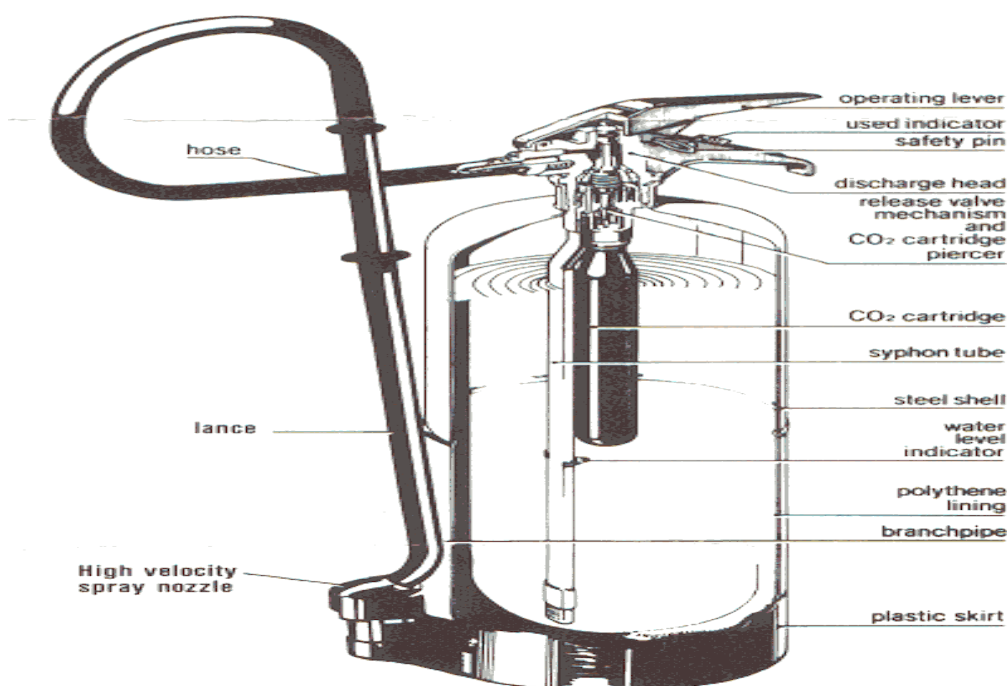
- Fire Equipment
- Inspection & Maintenance of fire equipment
- Construction – Fire Legislation
- Emergency Planning
- Fire Training

### **1. FIRE EQUIPMENT**

#### *Purpose*

- To alert occupants to emergency
- To facilitate emergency response
- To enable occupants extinguish small fires
- To ensure a defined and visible route of escape.
- To ensure the constant supply of fire fighting water.

## a. FIRE EXTINGUISHERS






Fire Extinguishers are portable device used to put out fires of limited size. Such fires are grouped into four classes, according to the type of material that is burning. Class A fires include those in which ordinary combustibles such as wood, cloth, and paper are burning. Class B fires are those in which flammable liquids, oils, and grease are burning. Class C fires are those involving live electrical equipment. Class D fires involve combustible metals such as magnesium, potassium, and sodium. Each class of fire requires its own type of fire extinguisher.

Each extinguisher is rated as to both type and size of the fire extinguished. For example, a 20-B extinguisher should extinguish a flammable-liquids fire that is 20 times the size of a fire that an extinguisher rated 1-B would extinguish. Extinguishers that cannot extinguish the minimum size test fires are not listed or rated. Some extinguishers will put out only one class of fire; others are used for two or even three classes; none is suitable for all four classes.

Fire extinguishers may go unused for many years, but they must be maintained in a state of readiness. For this reason, periodic inspection and servicing are required, and that responsibility rests with the owner. Your local Fire Officer checks at periodic intervals to see that extinguishers are present where required by law and that they have been serviced within the specified time period.

Extinguishers should be located in conspicuous positions, on brackets or stands (with the extinguisher carrying handle about 1m from the floor) and should be sited such that no point on the floor is more than 30m travelling distance from the nearest suitable extinguisher. Where a specific hazard or hazardous area can be identified, suitable extinguishers should be sited in a prominent position near to the hazard or area concerned but they should not be so close as to be inaccessible in the event of fire. If a specific hazard is contained in a confined space it is generally advisable to position the extinguishers outside that space.



<b>FIRE TYPE</b>	<b>NOTES</b>
<b>Extinguishers for Class A Fires</b> 	<p>Class A fire extinguishers are usually water based. Water provides a heat-absorbing (cooling) effect on the burning material to extinguish the fire. Stored-pressure extinguishers use air under pressure to expel water. Pump-tank extinguishers are operated by a hand pump. Carbon Dioxide or normal (BC-rated*) dry chemical extinguishers are not to be used on class A fires.</p>
<b>Extinguishers for Class B Fires</b> 	<p>Class B fires are put out by excluding air, by slowing down the release of flammable vapours, or by interrupting the chain reaction of the combustion. Three types of extinguishing agents—carbon dioxide gas, dry chemical, and foam—are used for fires involving flammable liquids, greases, and oils. Carbon dioxide is a compressed gas agent that prevents combustion by displacing the oxygen in the air surrounding the fire. The two types of dry chemical extinguishers include one that contains ordinary sodium or potassium bicarbonate, urea potassium bicarbonate, and potassium chloride base agents; the second, multipurpose, type contains an ammonium phosphate base. The multipurpose extinguisher can be used on class A, B, and C fires. Most dry chemical extinguishers use stored pressure to discharge the agent, and the fire is extinguished mainly by the interruption of the combustion chain reaction. Foam extinguishers use an aqueous film forming foam (AFFF) agent that expels a layer of foam when it is discharged through a nozzle. It acts as a barrier to exclude oxygen from the fire.</p>
<b>Extinguishers for Class C Fires</b> 	<p>The extinguishing agent in a class C fire extinguisher must be electrically non-conductive. Both carbon dioxide and dry chemicals can be used in electrical fires. An advantage of carbon dioxide is that it leaves no residue after the fire is extinguished. When electrical equipment is not energised, extinguishers for class A or B fires may be used.</p>
<b>Extinguishers for Class D Fires</b>	<p>A heat-absorbing extinguishing medium is needed for fires in combustible metals. Also, the extinguishing medium must not react with the burning metal. The extinguishing agents, known as dry powders, cover the burning metal and provide a smothering blanket.</p>





The extinguisher label gives operating instructions and identifies the class, or classes, of fire on which the extinguisher may be used safely. Approved extinguishers also carry the labels of the laboratories at which they were tested.

**Before starting to fight the fire, be sure to take these steps:**

- Sound fire alarm if available and make sure the fire brigade has been called
- Make sure everyone has left, or is leaving the building
- Be sure that the fire is confined to a small area and is not spreading
- Plan an unobstructed escape route to which the fire will not spread
- Know how to properly use a fire extinguisher
- Make sure the fire extinguisher is the proper one for the job
- Be sure the fire extinguisher is fully charged and able to extinguish the fire

**FIGHTING THE FIRE UNDER ANY OTHER CIRCUMSTANCES IS  
DANGEROUS!!! LEAVE THE AREA IMMEDIATELY AND MAKE SURE IT IS  
SEALED OFF!!!**

**FIGHTING THE FIRE:** Keep **P.A.S.S.** in mind:

	<p><b>P</b>ull the pin: This action will unlock the operating lever on the extinguisher, allowing you to discharge the fire fighting medium. Some extinguishers are equipped with other seals or tamper indicators.</p>
	<p><b>A</b>im low: Point the extinguisher nozzle or hose at the base of the fire. Fires burn upwards so all of the flammable material will be at the base of the fire.</p>
	<p><b>S</b>queeze the lever above the handle: This will discharge the fire extinguishing medium. Releasing the lever will stop the discharge. Some fire extinguishers are equipped with a button instead of a lever.</p>
	<p><b>S</b>weep from side to side: Move slowly and carefully toward the fire, keeping the extinguisher aimed at the base of the fire. Sweep the nozzle or hose back and forth until the flames appear to be out. Watch the fire are to be sure re-ignition does not occur. If so, repeat the process.</p>

**WHEN NOT TO FIGHT A FIRE**

- If the fire could block your only exit!
- If the fire is spreading too quickly!
- If the type or size of the extinguisher is wrong!
- If the fire is too large!
- If you don't know how to use your fire extinguisher!

**If any of the above conditions exist, leave immediately!!!**

**CODE OF PRACTICE COVERING WELFARE FACILITIES**

**This Code of Practice gives guidance on:**

- First Aid including First Aid Equipment
- Sanitary Provisions
- Rest Rooms
- Pregnant Women & Nursing Mothers
- Supply of Drinking Water
- Shelters
- Toilet Facilities
- Facilities for Meals
- Cloakrooms
- Waste Disposal
- Health Surveillance

## **FIRST AID INCLUDING FIRST AID EQUIPMENT**

- Trained first aid personnel are responsible for the upkeep of first aid boxes.
- First aid personnel must be continuously available in the workplace.
- Records of all first aid measures and treatments must be kept in the workplace.
- The names, telephone extensions and location of all first aiders must be prominently displayed in the workplace.
- Emergency contact lists must be placed in each first aid box and include details on first aiders, doctors, local hospitals etc.
- First aiders should be trained in artificial respiration techniques, particularly for electricians on site.
- If chemicals are commonly used on site, then special provisions such as safety showers, eye wash units etc. should be provided.
- First aiders must be trained in the use of resuscitation equipment in the workplace.
- Specialist first aid training should be given to occupational first aiders in places of work with special identifiable risks: meat factories, woodworking factories, risks from biological and chemical exposure, mining etc.
- Distance to medical services.
- Staff and Volunteers working away from the employer's premises.

An occupational first aider must hold a certificate in first aid, issued in the past three years by a person who is recognised as an occupational first aider instructor.

## **First Aid Kits & Boxes**

- First aid kits or boxes, as appropriate, should be provided at the workplaces
- The minimum contents of first aid kits and boxes should comply with guidance issued by HSA.
- First aid kits and boxes should not contain anything besides material for first aid in emergencies.
- First aid kits and boxes should contain simple and clear instructions to be followed.
- First aid kits, should be in the charge of a responsible person who is qualified to render first aid.
- The contents of every first aid box should be inspected regularly by the person in charge of it, and the box should be kept stocked.

## **PREGNANT WOMEN & NURSING MOTHERS**

- Pregnant women and nursing mothers must be able to lie down to rest in appropriate conditions.
- Additional risk assessments must be carried out in accordance with the 2005 Regulations.

## **CODE OF SAFE WORKING PRACTICE COVERING CHEMICALS & DANGEROUS SUBSTANCES**

Controlling chemical hazards primarily depends on the nature of the actual hazard. The following are general guidelines for those using chemicals.

- Use the safest chemical possible for the job to be done. Compare potential hazards of the various chemical options available.
- Read the label and the Material Safety Data Sheet (MSDS) before opening the packaging. Note any hazard symbols and if necessary seek clarification.

- Take the special measure prescribed on the MSDS before starting to use the chemical and know the emergency measures in case of accidents. Handle all chemicals with care especially those classified as hazardous.
- Avoid the inhalation of vapours and dusts by using ventilation or extraction equipment or by working outdoors. This is especially important for toxic, harmful or irritant chemicals. The vapours of flammable chemicals must also be contained.
- Prevent contact with eyes, where there is any risk of eye contact wear protective goggles. This is especially important for corrosive or irritant chemicals.
- Prevent contact with the skin and use suitable protective gloves. This is especially important for corrosive, toxic, harmful or irritant chemicals. Solvents may penetrate protective gloves following prolonged contact.
- Do not eat, drink or smoke when working with chemicals and do not let chemicals come in contact with food. This is especially important for explosive, oxidising, flammable, toxic or harmful chemicals.
- Avoid contacts with chemicals and clean yourself and your working clothing. Good hygiene is always recommended especially with toxic or harmful chemicals.
- Do not dump chemicals on the soil or into a sewer. All chemicals must be disposed of according to the manufacturer's recommendations.
- Store all chemicals in closed, labelled containers in cool ventilated conditions or as prescribed by the manufacturer. Segregate all incompatible chemicals to avoid hazardous consequences in case of accidental spillage.

### 1. Explosive:



May explode if subject to heat, shock or friction.

- Precautions:
- a) Store away from other materials.
  - b) Always observe recommendations for storage and use.

### 2. Oxidising:

Produces heat on reaction with other materials and creates a fire risk in contact with flammable or combustible materials.

- Precautions:
- a) Store away from other materials.
  - b) Always observe recommendations for storage and use.
  - c) Keep container tightly closed.



### 3. Highly Flammable



A gas solid or liquid with flash point below 0°C and a boiling point below or equal to 35°C.

- Precautions:
- a) Keep away from sources of ignition.
  - b) Do not smoke.
  - c) Store in a secure place.
  - d) Keep container tightly closed.

#### 3.(i) Flammable

A liquid having a flash point between 21°C and 55°C.

- Precautions:
- a) Keep away from sources of ignition.
  - b) Do not smoke.



### 4. Toxic or Very Toxic



May cause serious or extremely serious health risks or death if inhaled, swallowed or if it penetrates the skin.

- Precautions:
- a) Use exhaust ventilation system or full breathing apparatus to prevent exposure to dusts, vapours etc.
  - b) Wear protective clothing.
  - c) Do not eat, drink or smoke.
  - d) Wash hands thoroughly after use.

### 5. Corrosive

May cause chemical burns to skin and eyes, may also be corrosive to certain materials.

- Precautions:
- a) Wear protective clothing to avoid contact with skin, eyes and clothing.
  - b) Provide good ventilation. Specific chemicals may require the use of a protective face mask.





## 6. Harmful



May cause limited health risks if inhaled, swallowed or if it penetrates the skin.

- Precautions:
- a) Wear protective clothing to avoid contact with the skin and eyes.
  - b) Provide good ventilation or use protective face mask.
  - c) Do not eat, drink or smoke after use.

## 7. Irritant

Can cause irritation to skin eyes or breathing system if inhaled.

- Precautions:
- a) Wear protective clothing to avoid contact with skin and eyes.
  - b) Provide good ventilation or use protective face mask.



## 8. Dangerous for the Environment



All chemicals labelled as "Dangerous for the Environment" must be disposed of in accordance with current national guidelines. (This information should be provided by the suppliers of the chemical.)

- Precautions: Refer to the chemical data sheet for additional precautions.

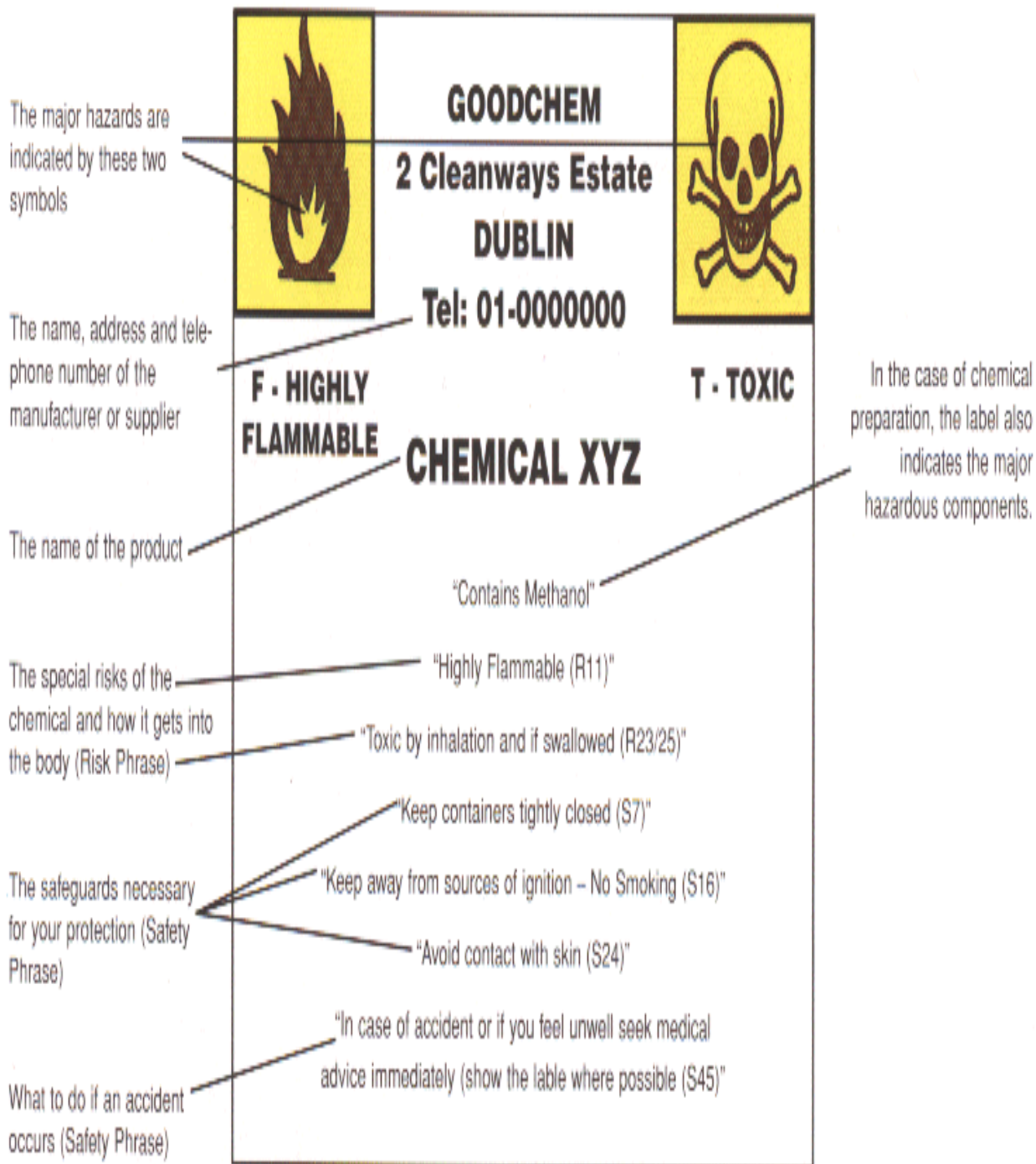
## STORAGE

Chemicals must be stored in accordance with the Manufacturers recommendations. General guidelines for many chemicals include keeping the containers tightly closed in a well ventilated area with no extremes of temperature.

Quantities must be kept to a minimum and stored in correctly labelled containers. Chemicals that are incompatible with one another must not be stored together in case of breakage, spillage or fire.

Where chemical are supplied in glass containers, e.g. bottles, winchester etc. suitable safety cages must be used to carry these containers. The use of safety cans is recommended when transferring flammable or hazardous chemicals from bulk storage.

### HOW TO READ A TYPICAL LABEL:



### CODE OF SAFE WORKING PRACTICE COVERING THE USE OF ELECTRICITY IN THE WORKPLACE

All of our electrical appliances and installations must comply with the following Code of Practice.

Use only electrical equipment which is:-

- Well constructed and designed.
- Installed to current standards.
- Well maintained.
- Protected against overloading.
- Used so as to prevent danger.
- Any electrical equipment which may be exposed to adverse or hazardous environments must be constructed, installed and so protected as to prevent danger arising from such exposure.
- All electrical equipment must be suitably identified where necessary to prevent danger.
- All electrical equipment other than cables must display the maker's name together with all ratings necessary to show that it is suitable for the purpose for which it is used.
- All live parts which may cause danger must:-
  - Be suitably covered with insulating material and protected as to minimise danger, or
  - Have such precautions taken in respect of them (including where appropriate their being suitably placed) as will prevent danger.
- Precautions must be taken, either by earthing the supply of electricity or other suitable means, to prevent danger arising where any exposed conductive part may become live.
- Circuits and sockets between 125 and 1000 volts which are intended to supply portable equipment must be protected by one or more residual current devices having a tripping current not exceeding 300 mille amperes.
- Portable equipment with a voltage exceeding 125 volts is not used in building operations, works of engineering construction or in damp or confined locations unless its rating exceeds 2 kilovolt amperes.
- Portable hand lamps supplied at a voltage exceeding 25 volts alternating in current or 50 volts direct current are not used in building operations, works of engineering construction, damp or confined locations.
- Transformers used to supply electricity to portable equipment at a voltage not exceeding 125 volts ac or a portable hand lamp at a voltage not exceeding 25 volts ac are of the
  - double wound type and the Centre point of the lower voltage or secondary winding is connected to earth.
- Every electrical joint and connection must be of adequate construction as regards conductants, insulation, mechanical strength and protection so as to prevent danger.
- Effective means suitably located must be provided to protect all electrical equipment and installations from over current so as to prevent danger.
- Adequate means must be available to switch off the electrical supply and to isolate all electrical equipment.
- All switches and isolators referred to above are suitably located, readily accessible and clearly marked to indicate the on and off positions unless these are otherwise self-evident.



- Adequate precautions must be taken to prevent the operation of any switch while carrying current where that switch is not capable of safely interrupting normal load current.
- Adequate precautions must be taken against electrical equipment which has been made dead becoming accidentally live.
- No work is carried out on electrical equipment which is live. All equipment must be disconnected and isolated in accordance with a separate Code of Safe Working Practice before any work commences on it. See separate "Lock-Out" Procedures.
- No work commences on electrical equipment unless there is adequate working space, adequate means of access and egress and adequate lighting.
- No person is permitted to carry out any work on electrical installations unless they are experienced and qualified to do so.
- Effective means must be provided in relation to every circuit to which high voltage is used to prevent danger arising from leakage currents to earth.
- All overhead lines are constructed, installed and maintained in a manner suitable for the work and conditions under which they are to be operated and for the prevention of danger.
- Immediately report any smoke/fire/sparks/noise in electrical equipment to your supervisor or to the maintenance department.
- Be particularly careful about overhead electric lines when using scaffolding, lifting tables or mobile equipment.

### **CODE OF PRACTICE COVERING PERSONAL PROTECTIVE EQUIPMENT**

Personal Protective Equipment (PPE) includes – eye, ear, head, respiratory, hand, arm, leg, foot and whole body protective equipment. PPE is intended to be used by a person to provide protection against risks to the health and safety of that person.

A definition of PPE include those intended to be worn or held by a person at work to protect them against one or more risks to health or safety, and any addition or accessory designed to meet that objective.

PPE should only be used as a last resort. An employer must have first considered all other ways of controlling the risks i.e. elimination, substitution, engineering controls etc.

The PPE must comply with recognised standards i.e. IS, BS etc. The manufacturer's recommendations of suitability and use must be complied with.

Before choosing PPE, an assessment should be undertaken to determine which type of equipment is best for protecting the person. The assessment must consist of:

- (a) An analysis and assessment of the risks present which cannot be avoided by other means.
- (b) Define the characteristics of the PPE.
- (c) Ensure the PPE does not present additional risks itself.

Where it is necessary for an employee to use PPE, the employer shall determine the conditions of use of such equipment, on the basis of

- (a) The seriousness of the risk (noise levels between 85dB and 90dB).
- (b) The frequency of the exposure to the risk (once a day or once a month).
- (c) The characteristics of the workstation of each worker (workstations may differ by design).
- (d) The period for which it is worn (fatigue, stress etc).

Personal protective equipment must be used only for the purposes specified, except in specific and exceptional circumstances. Where it is necessary for an employee to wear more than one item of PPE, his employer must ensure that such items of personal protective equipment are compatible with each other and continue to be effective against the risks involved.

### **Maintenance and Replacement**

The employer must ensure that all PPE provided is maintained in good working order and satisfactory hygienic condition, by means of any necessary storage, maintenance, repair or replacement.

The employer must normally ensure that the use of an item of PPE provided by him is normally confined to one employee. If PPE has to be shared by more than one employee or more than the employer must ensure that the PPE does not create health or hygiene problems for any user.

### **Information, Training and Instruction**

All Staff and Volunteers issued with PPE must be:

- (a) Informed of the risks against which the wearing of the equipment protects them.
- (b) Provided with adequate information on the personal protective equipment provided.
- (c) Provided with instruction on the use of such personal protective equipment.
- (d) Trained with appropriate demonstrations in the wearing of such equipment.

## **CODE OF PRACTICE COVERING BULLYING IN THE WORKPLACE**

### **Introduction.**

Bullying is widely regarded as being a health and safety issue and has links with harassment and sexual harassment (please refer to separate Code of Practice's covering Harassment / Sexual Harassment and the Centre's Anti-Bullying, Harassment and Sexual Harassment Policy). Among the possible human hazards listed by the HSA is bullying. For this reason, when the Centre is carrying out risk assessments, we check if bullying is a hazard.

### **Definition**

*'Workplace bullying is repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behaviour*

*described in this definition may be an affront to dignity at work, however as a once off incident is not considered to be bullying’.*

(This definition is taken from the Task Force Report on the Prevention of Workplace Bullying and is cited in both the HSA’s Code and the Labour Relations Commission’s Code of practice.)

Bullying is characterised by the misuse and abuse of power causing the target of bullying to be especially vulnerable. This power imbalance is pinpointed by researchers as a common feature of bullying. Being bullied is noted to be a traumatic and emotional experience for any individual. The bullied feel helpless, powerless and isolated. Reluctance to report is exacerbated by fear of the consequences. The target is afraid of being labelled a troublemaker, or of being accused of lying.

As with Harassment, the Centre believes that prevention is the best policy. The Centre recognises that bullying, when repeated or significant enough could lead to harmful effects. The Centre is committed to a workplace free from bullying in any form, and all our Staff and Volunteers have the right to be treated with dignity at work. Complaints will be treated with fairness and sensitivity and in as confidential a manner as possible, and any form or harassment, be it by employers, Staff and Volunteers or non-Staff and Volunteers will not be tolerated and could lead to disciplinary action.

### **Forms of Bullying**

Bullying experts have identified five different types of bullying:

- Pressure Bullying: when negative interaction is due to the stress of the moment but this does not constitute workplace bullying.
- Corporate Bullying: when the employer feels free to bully because measures of accountability are ineffective or absent.
- Serial Bullying: when the perpetrator targets one person after another.
- Pair Bullying: when the serial bully conspires with a colleague and one person usually becomes more dominant than the other.
- Gang Bullying: when a serial bully encourages others to join in the bullying over a period of time.

The following list, though not exhaustive, indicates types of bullying behaviour:

- Undermining an individual’s right to dignity at work
- Humiliation
- Intimidation
- Verbal abuse
- Victimisation
- Exclusion and Isolation

- Intrusion by pestering, spying and stalking
- Repeated unreasonable assignments to duties, which are obviously unfavourable to one individual
- Repeated requests giving impossible deadlines or impossible tasks
- Implied threats

### **Consequences of Bullying at Work.**

#### **1. Effects on the Individual.**

Exposure to bullying can be short in duration but extremely intense. It can also be less intense but stretched out over a long period of time. Bullying need not last long to cause severe stress and anxiety. Stress and ill health have been found to become part of the daily life of individuals who are bullied. Lack of intervention can put victims at risk of nervous breakdown and suicide.

Physiological symptoms can include:

- Headaches / migraines; Sweating / shaking; Feeling / being sick; Disturbed sleep; Loss of energy; Loss of appetite.
- Anxiety / Worry / Fear; Panic attacks; Depression; Loss of confidence / self esteem.
- Behavioural Changes:
- Becoming aggressive; becoming irritable; becoming hypersensitive to criticism; becoming emotionally drained.

#### **2. The effects on the organisation as a whole can include:**

Bullying should not be considered as merely the problem of the individuals involved, research throughout Europe has shown that it affects not only those directly involved but the workplace as a whole. It is well known that people working in a climate of fear and resentment do not perform to their optimal level.

Signs of workplace bullying in any organised setting include:

- Reduced efficiency;
- Reduced quality and quality control
- Low morale among staff
- Atmosphere of tension
- High rates of absenteeism
- Drop in productivity and profits
- Lack of creativity and initiative
- Increase in cases taken to court

### **CODE OF PRACTICE COVERING PREGNANT STAFF AND VOLUNTEERS** **LEGISLATIVE GUIDE**

This Code of Practice covers the main requirements of the Safety, Health & Welfare at Work (Pregnant Employee) Regulations 2000 as well as the applicable requirements set out in the Maternity Protection Act 1994.

It is important to note some definitions when dealing with the requirements of these Regulations:

- "**employee**" means a pregnant employee, an employee who is breastfeeding or an employee who has recently given birth.
- "**employee who is breastfeeding**" means an employee who, having given birth not more than twenty six weeks previously, is breastfeeding.
- "**employee who has recently given birth**" means an employee who gave birth not more than fourteen weeks previously.
- "**pregnant employee**" means an employee who is pregnant.

*The provisions of these Regulations apply as soon as the employee advises the employer that they are pregnant.* The employer may request written confirmation to be supplied from a medical practitioner.

Schedule 1 of the 2000 Regulations lists a non-exhaustive list of agents, processes and working conditions:

**Physical Agents:** Physical agents where these are regarded as agents causing foetal lesions or likely to disrupt placental attachment (or both), and in particular:

- Shocks, vibration or movement.
- Handling of loads entailing risks, particularly of a dorsolumbar nature.
- Noise.
- Ionising radiation.
- Non-ionising electromagnetic radiation.
- Extremes of heat or cold.
- Working at heights
- Working in Hyperbarbic atmospheres
- Movement and postures, travelling, either inside or outside the place of work, mental and physical fatigue and other physical burdens connected with the activity of the employee.

**Biological Agents:** Those agents listed in risk groups 2, 3 and 4 in the Safety, Health and Welfare at Work (Biological Agents) Regulations 1994 – which include: Legionella, Ecoli, Ebola, Hepatitis, Leptospirious, Streptococcus, Brucella abortis, Lassa virus, Toxoplasma, Rubella virus, Orf, Food Handling, Hygiene, Water etc..

**Chemical Agents:** The following listed chemical agents, insofar as is known, can endanger the health of pregnant Staff and Volunteers and the unborn child:

- A substance labelled R40, R45, R46, R61, R63 and R64 under the European Communities (Classification, Packaging, Labelling and Notification of Dangerous Substances) Regulations 1994.
- Chemical agents listed in the First Schedule to the Safety, Health and Welfare at Work (Carcinogens) Regulations 1993.
- Mercury and mercury derivatives.

- Cytotoxic drugs.
  - Carbon monoxide.
  - Chemical agents of known and dangerous percutaneous absorption.
1. Processes: Industrial processes listed in the First Schedule to the Safety, Health and Welfare at Work (Carcinogens) Regulations 2006.
  2. Working Conditions: Underground mining work.

## **RISK ASSESSMENT**

On receiving notification that an employee is pregnant the employer must carry out a thorough risk assessment of the workplace risks which may have the potential to effect the safety and health of such Staff and Volunteers or the unborn child. A substantial part of this assessment is based on the provisions of the Chemical Agents Regulations 1994 and the Occupational Exposure Limits (OELs) laid down in the approved Codes of Practice.

These risk assessments must take account of the changes throughout the course of the pregnancy, and thus it may be necessary to carry out 3 risk assessments for the relevant trimestres (1<sup>st</sup> – weeks 1-12, 2<sup>nd</sup> weeks 13-28 and 3<sup>rd</sup> 29-40).

When carrying out a risk assessment it is necessary to identify and assess all risks that may have the potential to cause adverse health and safety to such Staff and Volunteers.

Such risks include exposure to chemicals, viruses, the physical demands and agents such as lifting, hot or cold environments or even such diverse aspects as night work.

The employer needs to determine the nature, degree and duration of an employee's exposure to such agents, processes or working conditions and to take the preventive / protective measures necessary to ensure the safety and health of such Staff and Volunteers.

Where specific or specialised risks are involved it may be necessary to appoint the services of a competent person i.e. ergonomist, chemist etc.

The assessment may reveal that the employee should not work if exposed to the following:

### Pregnant Staff and Volunteers

1. Agents
  - (a) Physical Agents - Work in hyperbaric atmosphere, such as in pressurised enclosures and underwater diving.
  - (b) Biological Agents –Toxoplasma, Rubella Virus etc, unless the pregnant employee is proven to be adequately protected against such agents by immunisation.
  - (c) Chemical Agents – Lead and lead derivatives insofar as these agents are capable of being absorbed by the human organism.
2. Working Conditions - Underground mining work.

### Staff and Volunteers who are Breastfeeding

1. Chemical Agents – As above.
2. Working Conditions - Underground mining work.

If such risk exists, then protective and preventive measures need to be implemented. This can usually take the form of a 3 step process:

STEP 1 – Temporarily adjust the working conditions and/or the hours of work of the employee concerned. *If this does not remove the risk then*

STEP 2 – Provide suitable alternative work - it may be necessary to provide the concerned employee with a different role in the Centre. *If this is not possible then*

STEP 3 – The employer, having undertaken the risk assessment, identified occupational risks to the employee and unable to find alternative solutions should give the employee safety and health leave under section 18 of the Maternity Protection Act 1994.

### **Duration of Health and Safety Leave**

An employee will remain on Health and Safety Leave up until:

1. the employee becomes entitled to maternity leave **or**
2. 14 weeks after the date of birth (for women who have recently given birth and are at risk) **or**
3. 26 weeks following the date of birth (in the case of breastfeeding mothers who are at risk) **or**
4. the date on which a fixed term contract expires **or**
5. the risk no longer exists **or**
6. the employee is no longer vulnerable to the risk **or**
7. suitable alternative work becomes available.

### **Health and Safety Benefit**

The employee is entitled to be paid by her employer for the first 21 calendar days of the health and safety leave. Thereafter a social welfare benefit applies.

### **Night Work.**

In this Regulation "night work" means work in the period between the hours of 11 p.m. on any day and 6 a.m. on the following day, and where the employee works at least three hours or 25% of their monthly working time between this period. If a registered medical practitioner certifies that such Staff and Volunteers should not perform night work during pregnancy or for 14 weeks following childbirth then the employer must comply with this. In such cases, the employer shall transfer the employee to daytime work or where applicable grant the employee leave or extend the period of maternity leave.

### **Information.**

After the results of such assessment the Staff and Volunteers concerned or their safety representative (where applicable) should be informed of:

- the results of the assessment and

- the control measures to be taken to protect the Staff and Volunteers' safety and health.

In conjunction with this Code of Practice is a template Hazard Identification Audit “Pregnant Staff and Volunteers” which should be used for such an assessment.

### **CODE OF PRACTICE COVERING HARASSMENT / SEXUAL HARASSMENT**

Management fully supports the aims and provisions of the Employment Equality Act 1998, and adopts the principles outlined in the Equality Authority’s Code of Practice on Sexual Harassment and Harassment at Work (SI 78/02). (Please refer to the Centre Anti-Bullying, Harassment and Sexual Harassment Policy).

#### **Definition**

Sexual harassment is defined in the Equality Authority Code by reference to the Employment Equality Act, which the Authority has summarised. The definition notes that

‘sexual harassment includes an act of physical intimacy, request for sexual favours, and / or other act or conduct including spoken words, gestures or the production, display or circulation of written words, pictures or other material that is unwelcome and could be reasonably regarded as sexually offensive, humiliating or intimidating’.

The Code states that prevention is the best policy. It provides that employers should adopt, implement and monitor a comprehensive, effective and accessible policy dealing with the issues of sexual harassment and harassment.

Employers are liable for the acts of Staff and Volunteers carried out in the course of employment, whether or not the acts were done with the employer's knowledge. An employer is also liable for agents of the Centre.

The Centre recognises sexual harassment as unwelcome or offensive sexual behaviour that when repeated or significant enough could lead to harmful effects. This can make the victim of such harassment feel angry, anxious, embarrassed, fearful, frustrated, guilty, and vulnerable. The Centre is committed to a workplace free from sexual harassment / harassment, and all our Staff and Volunteers have the right to be treated with dignity at work. Complaints will be treated with fairness and sensitivity and in as confidential a manner as possible, and any form of harassment, be it by employers, Staff and Volunteers or non-Staff and Volunteers will not be tolerated and could lead to disciplinary action.

Sexual harassment is against the law. If you are being subjected to sexual harassment and you have been unable to stop it, contact a senior member of management, a supervisor, the Equality Authority or if necessary the Gardai.

#### **How to deal with Harassment at Work:**

If you feel you are being bullied there are a number of steps that you can take to deal with it.

- Do not blame yourself. The fault lies with the ‘Harasser’.



- Keep calm under verbal attack, respond quietly and coherently.
- Do not hide the fact you are being harassed. Ask colleagues if they have the same problem. It helps if you can take joint action.
- Keep a written record of all the things said and done to you. It is a good idea to keep confidential notes about the harassment. Write down your own feelings as well as dates, times, circumstances and any witnesses.
- Confront the harasser and tell them to stop. This has proven to be the most effective way of countering the problem. (This can be difficult, as people who bully, tend to deny their actions. They may also counter attack, accusing you of harassing them or they may play the victim.
- Write a letter or memo to the 'harasser' if you are unable to confront him or her. Keep copies of all correspondence.
- Speak to someone in higher authority whom you trust and ask for help.
- Request a trained third party, mediator.
- Contact your trade union representative, if you have one.
- Enquire about the Centre's code of conduct and policy on bullying.
- If all efforts fail consider taking legal action.

Your employer has a duty to make sure that sexual harassment does not happen in your workplace. If you think you are being sexually harassed at work, or have been in the past, you can do something about it.

You should expect to be listened to carefully and treated with sensitivity by your employer or contact person if you choose to complain.

### **Why you should act**

1. You don't have to put up with sexual behaviour that you don't like.
2. Sexual harassment is often repeated unless action is taken.
3. Sexual harassment may affect your ability to work.
4. Sexual harassment can lower self-esteem.
5. Other people in your situation may have experienced similar behaviour, but felt unable to act.

### **Victimisation**

It is unlawful to penalise an employee for taking action pursuant to the enforcement of the legislation, for example, referring an equality claim or giving evidence in proceedings under equality legislation.

## RISK ASSESSMENT AND ACTION LIST

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### **RISK ASSESSMENT**

RISK ASSESSMENTS WILL BE CARRIED OUT IN CONSULTATION WITH EMPLOYEES, HAVING REVIEWED THE WORKPLACE AND WORK PRACTICES, BOTH IDENTIFYING THE HAZARDS THAT EXIST AND ASSESSING THE RISKS ARISING FROM THE HAZARDS.

- WHERE ADDITIONAL CONTROLS ARE REQUIRED TO AVOID OR REDUCE THE RISK, THEY WILL BE IDENTIFIED ON THE RISK ASSESSMENT ACTION LIST AND WILL BE IMPLEMENTED BY THE RESPONSIBLE PERSON
- EVERY REASONABLE EFFORT WILL BE MADE TO GIVE PRIORITY TO THE IMPLEMENTATION OF CONTROLS FOR THOSE HAZARDS OF MOST CONCERN
- WHERE THE NECESSARY COMPETENCE TO CARRY OUT PARTICULAR RISK ASSESSMENTS IS NOT AVAILABLE IN-HOUSE, ADDITIONAL EXPERTISE WILL BE OBTAINED
- WHEN A PROCESS, TASK OR ACTIVITY SIGNIFICANTLY CHANGES OR A NEW ONE IS INTRODUCED:
- THE EXISTING RISK ASSESSMENT WILL BE REVIEWED AND AMENDED AS REQUIRED; OR
- A NEW RISK ASSESSMENT WILL BE CARRIED OUT
- THIS WILL BE DONE IN CONSULTATION WITH EMPLOYEES.

### **ACTION LIST**

FOLLOWING THE CENTREION OF THE RISK ASSESSMENT, AN ACTION LIST WAS GENERATED. THIS IS A LIST OF CONTROLS IDENTIFIED DURING THE RISK ASSESSMENT PROCESS THAT ARE REQUIRED TO BE IMPLEMENTED IN ORDER TO REDUCE THE RISK OF ACCIDENT/ILL-HEALTH IN MY/OUR WORKPLACE. YOU SHOULD:

- ASSIGN A RESPONSIBLE PERSON TO CENTREE EACH TASK?
- ASSIGN A REALISTIC GOAL DATE AND THE RESOURCES REQUIRED TO CARRY OUT EACH ACTION
- FOLLOW UP TO ENSURE SATISFACTORY CENTREION.

YOU CAN CENTREE THIS ACTION LIST BY PRINTING AND FILLING IT OUT BY HAND OR YOU CAN RETURN TO THE 'MANAGE ACTIO

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**PART B1 – RISK ASSESSMENTS**

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**Completed Risk Assessments**

1.	Electricity	103 - 104
2.	Fire	105 -
3.	Slips, Trips and Falls	
4.	Manual Handling	
5.	Chemicals	
6.	Work at Height	
7.	Workplace Transport	
8.	Display Screen Equipment	
9.	Maintenance	
10.	Driving for Work	
11.	Access to Drugs and Medicines	
12.	Contaminated Waste Disposal	
13.	Dishwasher / Glass Washer	
14.	General Equipment	
15.	Grill / Griddle	
16.	Handling Raw Meat	
17.	Heating Ventilation and Air Conditioning Systems	
18.	Hot Objects	
19.	Knives and Sharp Objects	
20.	Microwave	
21.	Mixer	
22.	Oven / Range	
23.	Tumble Dryer	
24.	Washing Machine	

<b>Hazard: Electricity</b> Contact with electrical installations or electrical equipment can cause burns, electrocution and other serious injuries to you, your employees and / or visitors
<b>Current Controls</b>
<b>All new electrical installations and all extensions are tested and certified as safe, by a competent qualified electrician</b>
<b>Electrical installations are checked regularly by a competent qualified electrician</b>  <i>Refer to the 'Guidance-Note on Periodic Inspection and Testing of Electrical Installations' in 'Learn More' for more information</i>
<b>Testing, certifying and repairs are carried out in accordance with appropriate E.T.C.I. (Electro Technical Council of Ireland) standards</b>
<b>Enclosures / covers are in place to prevent contact with live electrical equipment / parts</b>
<b>Damaged extension leads are repaired or removed from use</b>
<b>Means of cutting off power (e.g. fuses, trip switches) to electrical installations and equipment are provided and employees are aware of their locations</b>
<b>Work on live electrical equipment is avoided where reasonably practicable</b>  <i>Work on live electrical equipment might be necessary to check the presence of electricity. In such cases it should only be carried out by a competent person</i>
<b>Fire extinguishers that are suitable for fighting electrical fires are provided</b>
<b>All circuits supplying socket outlets are protected by an RCD (Residual Current Device)</b>  <i>Residual Current Devices save lives. They are or should be in almost every workplace in Ireland. An RCD protects you against serious electric shock if there is an electrical fault in your workplace</i>
<b>Operation of the RCD ( ) is tested regularly in accordance with the manufacturer's instructions</b>  <i>A special test button is provided to trip out the RCD. Be aware this will cause a loss of power to electrical equipment</i>
<b>Electrical equipment and fittings are suitable for the work environment (e.g. Suitable IP-rated for protection against water or dust; EX-rated. Refer to E.T.C.I. standards)</b>

<b>Where electrical portable appliances are subject to on-going wear and tear, they are inspected and tested</b>
<b>Any scorch marks associated with an electrical appliance or electrical wiring is checked urgently by a competent person</b>
<b>Electrical cable reels are uncoiled during prolonged use and when using high-power items (e.g. power-hose, large lighting circuit etc)</b>  <i>Heat can build up in coiled-up cables causing them to melt which can lead to fires or electrocutions. Electrical cable reels should only be connected to small electrical loads when coiled up; when using higher powered items make sure the cable is uncoiled</i>
<b>Additional Controls or Information You Added</b>
<div></div>

<p><b>Hazard: Fire</b></p> <p>Fire can cause smoke inhalation, burns and other serious injuries to you, your employees and/or visitors</p>
<p><b>Current Controls</b></p> <p><b>Sources of oxygen and ignition are controlled, amounts of flammable materials are minimised and waste is removed daily (Keep workplace clean and tidy)</b></p> <p><i>Sources of ignition; e.g. naked flames, sparks from welding or grinding, overloaded / damaged electrical cables or sockets. Flammable materials; e.g. petrol, paper, flammable gases. If oxygen is used check the equipment is not leaking</i></p>
<p><b>Fire alarm, manual call points and smoke / heat detectors are in place where necessary, kept in good working order and checked regularly (e.g. Daily and weekly checks by the user and three monthly and annual checks by a competent person)</b></p> <p><i>You may need an automatic detection system linked to an automatic warning system (with back up battery supply) and manual call points on escape routes &amp; at final exits. Servicing, maintenance &amp; repair must be done by a competent person. Keep records</i></p>
<p><b>Emergency routes and exits are clearly marked, kept clear at all times and lead directly outside or to a safe area</b></p> <p><i>Escape routes must be adequate for the various types of people likely to use them. The number and types of persons likely to be present must be known. Emergency exit doors must always be available for use i.e. not locked when the building is occupied</i></p>
<p><b>Emergency lights are installed on escape routes where necessary, at and outside exits and near call points / fire fighting equipment and are tested regularly (e.g. Weekly checks by the user and three monthly checks and annual tests by a competent person)</b></p> <p><i>Emergency lights must have a back-up power source. They may be lit all the time or only light in the event of a power outage. Full standby lighting must be provided in swimming pools and high risk areas such as commercial kitchens</i></p>
<p><b>Fire extinguishers are accessible, kept in good working order and inspected regularly</b></p> <p><i>Firefighting equipment is for use in the early stages of a fire without exposing anyone to danger. It should be checked weekly and serviced annually by a competent person and records must be kept. Refer to the fire safety checklist in Learn More</i></p>
<p><b>Employees are trained in how to raise the alarm, what to do in the event of an alarm sounding, emergency evacuation procedures and in the use of fire extinguishers</b></p>
<p><b>Emergency evacuation procedures are in place</b></p> <p><i>Emergency procedures must take account, where necessary, of persons who have reduced mobility and / or understanding and may require help</i></p>

**Fire drills are held regularly**

**Appropriate signs (e.g. assembly point, fire point) are in place**

*Each fire point should be signed and have a copy of the evacuation strategy displayed. The assembly point(s) should be in a safe location away from any fire hydrant and moving traffic*

Additional Controls or Information You Added	

<p><b>Hazard: Slips, Trips and Falls</b></p> <p>Slips, Trips and Falls due to stairs and steps, wet slippery surfaces and trip hazards can cause serious injury to you, your employees and / or visitors</p>
<p><b>Current Controls</b></p> <p><b>Stairs and steps are clearly visible, handrails are suitable, and distractions are avoided</b></p> <p><i>Adequate lighting, visually clear step edges and handrails, handrails that permit a power grip, no distractions such as posters on walls, mobile phones not used</i></p>
<p><b>Problem stairs and steps (e.g. slippery, short or irregular steps) are identified and extra precautions are in place</b></p> <p><i>Examples of extra precautions include slip-resistant step edges and highlighting surprise or irregular steps</i></p>
<p><b>Pedestrian routes (including entrances and exits) are slip resistant, kept clear and clean and are properly maintained</b></p> <p><i>Repair damaged flooring, keep outside pathways free of moss, leaves etc. Have procedures in place for dealing with ice and snow e.g. gritting or salting</i></p>
<p><b>Slippery surfaces have been identified and have been replaced, treated or improved</b></p> <p><i>e.g. floor deep cleaned, spills controlled, floor mats used, slip-resistant footwear used or floor may need to be treated with an abrasive technique, acid etched, coated, or other method and new slip-resistance checked</i></p>
<p><b>Floors around entrances are slip resistant when wet</b></p> <p><i>Wet footprints inside an entrance show that water is entering the building and if the flooring is not slip-resistant there is a risk of persons slipping</i></p>
<p><b>Floors are wet cleaned when the workplace is closed or quiet and wet areas are cordoned off until dry</b></p> <p><i>Remove wet floor signs when floors are dry</i></p>
<p><b>Suitable slip resistant footwear is provided and worn where necessary</b></p> <p><i>Choose footwear with a tread pattern and sole that will grip what is underfoot e.g. liquids, loose solids, ice. Consult with employees and trial the footwear in your workplace. 'Watch your Step—Choosing Slip-resistant Footwear' Info Sheet is in Learn More</i></p>
<p><b>Adequate lighting is provided and is appropriate for the work being carried out</b></p> <p><i>Identify and consider where there is movement from high to low light work areas e.g. moving from inside to outside a building</i></p>



<p><b>Spills are cleaned up immediately and absorbent materials and warning signs are available</b></p> <p><i>Use absorbent material to soak up spills. Have these materials near areas where spills are likely</i></p>
<p><b>Trailing cables and leads are re-routed, removed or secured and other good-housekeeping practices are in place to avoid trip hazards</b></p>
<p><b>Additional Controls or Information You Added</b></p>

<p><b>Hazard: Manual Handling</b></p> <p>Manual Handling means the lifting, putting down, pushing, pulling, carrying or moving of a load which involves risk of injury due to risk factors such as: Load is too heavy, large, awkward or is carried away from the body. Load is lifted too high or carried too far / too often or involves bending and / or twisting. Inadequate space, uneven floor or steps / ramps</p>
<p><b>Current Controls</b></p> <p><b>Each manual handling task is assessed (Using the risk factors) and measures put in place where needed to avoid or reduce the risks</b></p> <p><i>Risk Factors: Load is too heavy / large / awkward or carried with arms outstretched. Load is lifted above shoulder height, lowered to floor level or carried too far. Moving the load involves bending /twisting of body or is done more than 30 times per hour</i></p>
<p><b>Task is organised to allow the use of mechanical aids (e.g. hoist, forklift, stairlift, gantry crane, winch, goods lift, pallet truck, trolley) to avoid or reduce the need for manual handling</b></p> <p><i>Maintain the equipment in good working order and make sure staff are trained in its correct use. Lifting equipment such as hoists and lifts must be examined every 6 or 12 months by a competent person. Keep records</i></p>
<p><b>Task is organised so that handling is carried out between waist and shoulder height</b></p> <p><i>Where possible heavy loads should be stored at waist height and lighter loads stored at a higher level</i></p>
<p><b>Heavy or large or unwieldy loads are broken down into more manageable weights or sizes or suitable mechanical aids / team lifts are used</b></p> <p><i>Load weight should be reduced where possible for safe handling e.g. source a 10kg bag of material instead of 20kg. A two people or team lift may be appropriate but mechanical handling aids, e.g. trolleys, should be used where possible for loads above 25kg</i></p>
<p><b>Work is planned to prevent handling over long distances or frequent repetitions</b></p> <p><i>Where repetitive tasks cannot be eliminated, it is good practice to rotate staff. Efforts could be made to reduce carry distances by changing the layout of a work area or by using simple handling aids to reduce the long carrying distances</i></p>
<p><b>Bending, twisting and unstable postures are avoided</b></p> <p><i>Organise the workplace: good housekeeping, clear routes, adequate space and suitable equipment can allow the safe handling / movement of loads and prevent twisting postures. Storing materials at waste height can reduce bending and unstable postures</i></p>
<p><b>Employees receive relevant manual handling training where necessary</b></p>

<i>The control measures to be put in place may still require employees to carry out some manual handling. Employees need instruction on how to assess and lift loads safely and instruction is recommended to be delivered by a trained manual handling instructor</i>
<b>Additional Controls or Information You Added</b>

<b>Hazard: Chemicals</b> Exposure to chemicals can cause fires, explosions, skin and eye irritation, cancer, ill health and other serious injuries to you, your employees and/or visitors
<b>Current Controls</b>
<b>A list (inventory) of all chemicals used in the workplace has been prepared</b>
<b>Chemical labels (Label applied to containers of dangerous chemicals to indicate the risk and precautions to be taken) and Safety Data Sheets are available for each chemical and the associated hazards of each chemical has been identified</b>  <i>A Safety Data Sheet (SDS) is a document to be provided with all hazardous chemicals. It gives information on the chemical hazards, advice on safe handling/use/storage &amp; emergency measures in case of an accident/spillage. Cosmetics do not require an SDS</i>
<b>Employees are trained in the safe use of chemicals</b>
<b>The number of employees and the exposure to chemicals is assessed and minimised</b>
<b>Less hazardous chemicals are used where possible</b>
<b>Adequate ventilation is provided</b>
<b>A wash hand basin, soap and disposable towels/hand dryer are available</b>
<b>All chemicals are used, stored and disposed of in accordance with the Safety Data Sheet or supplier recommendations</b>  <i>Consider the risk of spillage or leakage during storage and if an outer container or bund should be in place to contain the chemical</i>
<b>Eye, skin and respiratory protection (Device designed to protect the wearer from inhaling harmful, fumes, vapours, and/or gases) is provided and worn where appropriate and in accordance with the safety data sheet</b>

<b>Additional Controls or Information You Added</b>

<b>Hazard: Work at Height</b> Falls from a height or impact with falling objects can cause fractures, head injuries, death and other serious injuries to employees or visitors
<b>Current Controls</b>
<b>Work at height is avoided where possible</b>
<b>Appropriate barriers or work equipment (e.g. fixed railings, podium steps, mobile elevated working platforms, scaffolding) are used to prevent falls where work at height cannot be avoided</b>  <i>Risk assessments on podium steps, ladders, scaffolding etc are available within the browse hazard function of BeSMART.ie</i>
<b>Where falls cannot be prevented, work equipment (e.g. soft landing systems, safety nets, bean bags, airbags) which minimises the risk of injury is used</b>
<b>Equipment that protects all employees who work at height is used instead of equipment that only protects one employee at a time (e.g. safety nets or soft landing systems instead of safety harnesses)</b>
<b>Work at height activities are planned and supervised</b>
<b>Work areas / platforms at height are stable, strong and have a 1m high parapet or double handrails</b>
<b>Safe access to work at height area is provided</b>  <i>Avoid any gaps that employees have to step across and could fall through</i>
<b>The use of ladders is avoided or they are used only for light work of short duration</b>  <i>Ladders must be in good condition, used on a firm level surface and tied at the top or stabilised at the bottom. The work must be light and should not take longer than 30 minutes</i>
<b>Work equipment is inspected regularly and any defects found are repaired</b>

<i>All equipment for work at height has to be examined either every 6 or 12 months by a competent person</i>
<b>Materials are not stored at height or they are secured (e.g. by shrink wrapping)</b>  <i>Consider where materials are stored and how to safely retrieve them. Make sure you complete the 'Racking and Storage' risk assessment where relevant</i>
<b>Work areas at height are kept clear of loose materials and materials are prevented from falling (e.g. by using a toeboard or barrier at the edge)</b>
<b>Training is provided to employees on using equipment for work at height</b>
<b>Personal Protective Equipment (e.g. safety harness) is provided and employees are trained in its use</b>
<b>Additional Controls or Information You Added</b>

<p><b>Hazard: Workplace Transport</b></p> <p>Contact between people / property and moving vehicles, vehicles overturning or collapsing, people falling from vehicles, or collisions can cause damage, crush injuries and other serious injuries to you, your employees and / or visitors</p>
<p><b>Current Controls</b></p>
<p><b>Entry to the workplace is directed and controlled</b></p> <p><i>Traffic can be directed using signs and ground markings, and can be controlled using barriers or gates</i></p>
<p><b>All pedestrian and vehicle routes, crossing points, parking, loading and vehicle only areas are clearly marked and signposted</b></p>
<p><b>All routes are kept free of obstructions and any permanent obstructions (e.g. lamp posts) are marked and protected as necessary</b></p>
<p><b>People and vehicles are kept apart</b></p> <p><i>Separate vehicle and pedestrian entrances, footpaths and / or marked walkways can be used</i></p>
<p><b>Vehicle reversing is eliminated, where possible</b></p> <p><i>A one way system can be used. See 'Workplace Transport Safety - Reversing Vehicles' in 'Learn More' for more information</i></p>
<p><b>All work areas are well lit</b></p>
<p><b>Loading and unloading is carried out in a designated area away from overhead obstructions (e.g. overhead power lines)</b></p> <p><i>Contact with overhead electricity lines can kill. Don't allow high reach vehicles to load or unload near them</i></p>
<p><b>High visibility vests / jackets are provided and worn by people who work near vehicles</b></p>
<p><b>Speed limits and speed ramps / rumble strips etc. are used to control speed, as needed</b></p>



<p><b>Vehicles are maintained in good condition by a competent person as per the manufacturer's instructions</b></p> <p><i>Manufacturer's and operator's manuals supplied with every vehicle should always be kept and consulted for information on use, servicing and maintenance of the vehicle. Vehicle servicing will help prevent breakdowns and keep it in a safe working condition</i></p>
<p><b>All works vehicles have working amber beacons / hazard lights and reversing alarms</b></p>
<p><b>A defect reporting system is in place and defects are dealt with promptly</b></p>
<p><b>Drivers check vehicles daily before use and report any problems</b></p> <p><i>Driver Walk-Around Check Sheets, e.g. Pre-Checks, etc are available in 'Learn More'</i></p>
<p><b>Keys are not left in unattended vehicles</b></p>
<p><b>All drivers are instructed, trained and authorised to drive workplace vehicles</b></p>
<p><b>Driver's handbook is provided</b></p>
<p><b>Driver operates vehicle at appropriate speed</b></p>
<p><b>Seatbelts, where provided, are worn at all times</b></p>
<p><b>Additional Controls or Information You Added</b></p>

## Hazard: Display Screen Equipment

Poor workstation set up, prolonged display screen equipment (DSE) use and prolonged poor seating posture at DSE workstation can cause neck, back, shoulder or arm strain, eye strain or fatigue to you and your employees

## Current Controls

**An assessment of individual workstations is carried out**

*See Practical guide to DSE in Learn More. A trained assessor should go to the workstation of an individual & conduct an assessment to ensure it is set up correctly e.g. seating is adjustable, monitor set to correct height. Issues found should be corrected*

**Work tasks are varied to ensure that employees are not working at their computers for long periods of time**

*Plan work activities so that people do not spend long periods of time doing computer work. Try to ensure that other work activities are used to break up computer time, including attendance at meetings, phone calls or paperwork*

**Employees are given information and training on the hazards associated with computer use and the steps they can take to minimise the effect of these hazards**

*Give instruction to employees on how to maintain a good computer workstation set up e.g. advise employees to change posture frequently and show them how to adjust their seating*

### Employees who use computers are made aware of their right to eye tests

*The employer should make employees aware that they are entitled to an eye and eyesight test and the employee should consult with their employer to arrange an appointment*

### Additional Controls or Information You Added

<p><b>Hazard: Maintenance</b></p> <p>Unsafe maintenance activities can cause cuts, lacerations, eye injuries, amputations and other serious injuries to employees and / or visitors</p>
<p><b>Current Controls</b></p>
<p><b>Only trained and authorised employees carry out maintenance work</b></p> <p><i>Maintenance employees must have adequate training, knowledge and experience for the maintenance tasks. It should not be assumed that all specially skilled maintenance employees have full knowledge of all your machinery and equipment</i></p>
<p><b>Maintenance employees are trained in the use of work at height equipment, fire extinguishers, hot work permits and confined space entry as appropriate</b></p> <p><i>Maintenance which involves welding, work at height or a confined space requires special precautions. Make sure you complete the Work at Height risk assessment as needed. See Code of Practice 'Working in a Confined Space' in Learn More for more information</i></p>
<p><b>Where maintenance work may involve disturbing asbestos, all possible types and locations of asbestos are identified by a competent person and suitable control measures put in place before work commences</b></p> <p><i>Most asbestos-containing materials were installed in buildings between the 1960s and the mid 1980s with asbestos cement in use until 2000. See 'Safety with Asbestos' Information sheet in Learn More for more information</i></p>
<p><b>Maintenance employees are aware of all external gas, water and electricity cut off points</b></p> <p><i>Isolation of electricity, compressed air, gas, water etc. is crucial to safe maintenance work. Suitable labels should be placed at isolation points</i></p>
<p><b>Machines are isolated from electric, hydraulic and pneumatic power supplies before maintenance work starts</b></p> <p><i>Isolation may be by removing the plug from the socket but more steps may be required to prevent accidental / unintended start-up of a machine e.g. isolator locked in the off position and tested. Emergency stop must not be relied on as a means of isolation</i></p>
<p><b>Guards are only removed to the extent that work requires and are replaced as soon as maintenance is complete</b></p> <p><i>Machinery must not to be returned to use until all guards are in place</i></p>
<p><b>Machine adjustments, when parts are moving, are only carried out by maintenance employees and only when machine is at slow speed or under hold-to-run control</b></p> <p><i>Care should be taken when testing equipment after repairs or maintenance</i></p>
<p><b>Work areas are cordoned off to exclude unauthorised access where necessary</b></p>

<b>Workshop or storage areas used by maintenance employees are adequately lit, free from trip hazards and items are stored properly</b>
<b>Hazardous areas (e.g. high voltage switch room) are locked when not in use</b>
<b>Appropriate PPE (Personal Protective Equipment) is worn by maintenance employees and they have received training in its use</b>
<b>External maintenance workers report to a designated person</b>
<b>Tools used for maintenance are in good working order and properly guarded where necessary</b>  <i>Badly maintained tools are a potential source of accidents</i>
<b>Additional Controls or Information You Added</b>

<p><b>Hazard: Driving for Work</b></p> <p>Driving on the public road may result in collisions which may cause serious injuries to you, your employees and / or others</p>
<p><b>Current Controls</b></p>
<p><b>Employees have a full drivers licence, are competent, authorised and experienced and are familiar with the vehicle</b></p> <p><i>Valid driving license is carried and is appropriate to the vehicle being driven and any equipment being towed. Refer to the Road Safety Authority, <a href="http://www.rsa.ie">www.rsa.ie</a>, for information on licencing and other requirements for vehicles and towed machinery on the road</i></p>
<p><b>Vehicles are maintained in accordance with the manufacturer's instructions, in a roadworthy condition and fit for use</b></p> <p><i>Vehicle should be fully serviced and insured for business use. Servicing it as per the manual will help keep it in safe working order and prevent breakdowns. Keep the manual in the vehicle and consult it for information on use, checks and maintenance</i></p>
<p><b>A driving for work policy is in place and is communicated to all employees who drive for work</b></p> <p><i>For more information on a driving for work policy see driver's handbook and guidelines in 'Learn More'. The policy should cover all vehicle types driven for work purposes. Vehicles must never be operated by persons under the influence of alcohol or drugs</i></p>
<p><b>The use of hand held equipment (e.g. hand held phone or electronic device) is not allowed while driving</b></p> <p><i>Holding a mobile phone while driving, sending SMS/MMS messages or emails even if the phone or device is held in a cradle, are not allowed</i></p>
<p><b>Employees are trained in safe driving practices (e.g wearing of safety belts, speed, breaks and rest periods, use of dipped headlights during daylight hours, use of daily vehicle check list, actions in event of a collision)</b></p> <p><i>Drivers should do a quick walk around of the vehicle prior to driving e.g. check fuel level, tyres, wipers, washers, lights, indicators, warning devices, load security. See Walk-Around Check Sheets, posters and information in 'Learn More'</i></p>
<p><b>Safe practices and suitable aids (e.g. where it is safe to reverse, well positioned mirrors, use of reversing alarms etc) are used for reversing and aids are kept in good working order</b></p> <p><i>Improve the driver's ability to see around the vehicle / load where required by providing extra aids such as convex mirrors or CCTV. Refer to the Workplace Transport Safety Reversing Vehicles guidance in 'Learn More' for more information</i></p>
<p><b>Adequate rest breaks are planned and taken, and adequate time is allowed for journeys, taking account of road, traffic and weather conditions</b></p>

<p><i>During daylight hours it is recommended to take a 15 minute break after 2 hours of driving. In the hours of darkness it is recommended to take rest breaks more frequently, about every 1.5 hours</i></p>
<p><b>Records are kept of drivers' licences, authorisation, training, collisions, incidents, vehicle checks, maintenance, NCT / DOE and insurance</b></p>
<p><b>Vehicles are parked safely and legally</b></p> <p><i>Vehicles should not be parked in such a way that they are liable to cause an obstruction to traffic or others e.g. vulnerable road users, pedestrians, cyclists or motorcyclists</i></p>
<p><b>Work equipment carried in the vehicle is secured for travel (e.g. using bulkheads, roof racks, boot)</b></p>
<p><b>Plans are in place for dealing with vehicle breakdown and collisions, and employees are trained</b></p> <p><i>Make sure employees know how to deal with incidents and to whom and how they must be reported. Breakdown cover and a breakdown kit, containing warning triangle, torch, high visibility clothing, fire extinguisher and first aid kit, should be provided</i></p>
<p><b>In the event of breakdown the vehicle is safely stopped, hazard warning lights are activated and warning triangle is used where appropriate (Try to park in as safe a place as possible. Avoid stopping on bends, narrow road sections or where there is reduced visibility)</b></p> <p><i>On motorways and high speed roads employees should exit the vehicle by the non-traffic side, remain clear of the vehicle and not attempt repairs. Warning triangle should not be used on motorways</i></p>
<p><b>Additional Controls or Information You Added</b></p>

<b>Hazard: Access to Drugs and Medicines</b> Contact with drugs or medicines can cause ill health which may cause serious injuries to you, your employees and/or visitors
<b>Current Controls</b>
<b>An inventory (a list) of medicines in the workplace has been prepared and is kept up to date</b>
<b>A policy on misuse of drugs is available and implemented</b>
<b>Product labels and Data sheets are available for each medicine and the associated hazards of handling each medicine have been identified</b>  <i>A Safety Data Sheet (SDS) is a document to be provided with all hazardous chemicals, giving info on how e.g. to handle it safely. SDSs are not required for all medicines but Product Data Sheets and Summary of Product Characteristics (SPCs) are available</i>
<b>Only trained and authorised employees have access to, handle or dispense medicines</b>
<b>All medicines are handled, stored, dispensed, labelled and disposed of in accordance with the supplier's Data sheet and in accordance with legal requirements where relevant</b>
<b>Medicines are stored safely, protected from unauthorised access and controlled drugs are kept in a locked cabinet or container</b>
<b>Procedures are in place for immediate clean up of spills of medicines, in accordance with the supplier's recommendations and PPE (Personal protective equipment) and materials for clean-up are readily available</b>
<b>Additional Controls or Information You Added</b>

**Hazard: Contaminated Waste Disposal**

Exposure to or contact with contaminated waste can cause infection and other serious injuries to you, your employees and/or visitors

## Current Controls

**All materials used for cleaning potentially contaminated areas, are confined for use to that area**

**Bins with foot pedals are used and disposable gloves are provided and worn**

**All containers of contaminated waste are appropriately labelled**

*Containers should be secure, leak proof and contents identified*

**Contaminated waste is segregated from other waste and securely stored for collection**

**Waste is collected and disposed of by a licensed contractor**

Additional Controls or Information You Added



<b>Hazard: Dishwasher / Glass Washer</b> Contact with dishwasher/glass washer can cause scalds, cuts and other serious injuries to you, your employees and/or visitors
<b>Current Controls</b>
<b>Machine is installed, used and maintained in accordance with the manufacturer's manual</b>  <i>Always keep the instruction manual that comes with every piece of new equipment and consult it for information re use, cleaning and maintenance of the equipment.</i>
<b>Hot water cycle stops automatically if door is opened</b>
<b>Employees are trained in the use of the dish/glass washer and operator's manual is available</b>
<b>Warning signs are in place</b>
<b>Baskets are not overloaded</b>
<b>Additional Controls or Information You Added</b>

<b>Hazard: General Equipment</b> Use of defective equipment or wrong use of equipment may cause cuts, bruises, electric shock, back, crush or other serious injuries to you, your employees and/or visitors
<b>Current Controls</b>
<b>Equipment is used and maintained in accordance with the manufacturer's instructions</b> <i>Examples of general equipment: beds, chairs, lockers, tables, fridge/freezer, trolley</i>
<b>Equipment is maintained in good condition, reported defects are dealt with promptly and unsafe equipment is taken out of use</b> <i>A regular visual inspection of equipment should be carried out to check for defects</i>
<b>Employees are trained in the safe operation of equipment</b>
<b>Additional Controls or Information You Added</b>
Empty space for additional controls or information

<b>Hazard: Grill / Griddle</b> Using a grill or griddle can result in contact with gas, electricity, hot surfaces or fires which may cause asphyxiation, electrocution, burns, scalds or other serious injuries to you, your employees and / or visitors
<b>Current Controls</b>
<b>Grill / griddle is installed, used and maintained in accordance with the manufacturer's manual</b>
<b>Employees are instructed on the safe operation of the grill / griddle</b>
<b>Grill / griddle is kept in good working order, reported defects are dealt with promptly and unsafe equipment is taken out of use</b> <i>Regularly check for obvious signs of wear, tear and damage of electrical cords and plugs, gas controls etc</i>
<b>Grill / griddle is turned off and allowed to cool before cleaning or maintenance work</b> <i>Make sure any gas jets are kept clear</i>
<b>Heat resistant gloves are provided and worn</b>
<b>Additional Controls or Information You Added</b>

<b>Hazard: Handling Raw Meat</b> Handling raw meat can result in infection or ill health to you, your employees and / or visitors
<b>Current Controls</b>
<b>Employees are trained in good hygiene practices</b> <i>Hands are washed and work surfaces are thoroughly cleaned after handling raw meat to prevent the spread of germs</i>
<b>Washing and welfare facilities are provided</b> <i>One sink should be designated solely for hand washing</i>
<b>Raw meat waste is stored in closed containers</b> <i>Waste buckets should be cleaned and disinfected every time they are emptied</i>
<b>Cuts are thoroughly cleaned and covered with a food-grade plaster or dressing</b>
<b>Additional Controls or Information You Added</b>

<b>Hazard: Heating Ventilation and Air Conditioning Systems</b> Poorly maintained systems can result in serious illness to you, your employees and/or visitors
<b>Current Controls</b>
<b>All ventilation, heating and air conditioning systems are used and maintained in accordance with the manufacturer's instructions</b>  <i>Equipment should be serviced regularly by a competent person and records kept</i>
<b>Only trained employees operate heating, ventilation and air conditioning systems and operators manuals are available</b>
<b>Ventilation filter units are cleaned as part of general maintenance in accordance with the manufacturer's instructions</b>
<b>Accessible hot pipework is lagged as required</b>
<b>Equipment is kept in good working order, reported defects are dealt with promptly and unsafe equipment is taken out of use</b>  <i>Consider the use of a carbon monoxide alarm where relevant and maintain it in good working order</i>
<b>Additional Controls or Information You Added</b>

<b>Hazard: Hot Objects</b> Contact with hot objects, surfaces and products can cause burns and scalds to you, your employees and/or visitors
<b>Current Controls</b> Ovens, radiators and piping are insulated, guards are provided or temperature is controlled
Warning signs are in place
Care is taken when moving hot objects or liquids around the workplace  <i>Organise work to minimise the amount and distances hot items are carried</i>
Heat resistant gloves are provided and worn where relevant
<b>Additional Controls or Information You Added</b>

<b>Hazard: Knives and Sharp Objects</b> Contact with knives and sharp objects can cause cuts, lacerations and amputations to you, your employees and / or visitors
<b>Current Controls</b>
Use of knives and sharp objects is minimised and they are stored safely (e.g. safe location, knife block, blade retracted or housed in a holster or sheath)
Safe work practices are in place for the use, cleaning and sharpening of knives and sharp objects and employees are trained  <i>Training in safe cutting and use e.g. cutting away from the body, not leaving knives / blades in areas where others may not be aware of them e.g. in a sink or other areas</i>
Knives and sharp objects are checked (e.g. blade seating, blade and overall condition of knife) before use, reported defects are dealt with promptly and unsafe equipment is taken out of use
Knives or sharp object used are suitable (e.g. blade size, type of blade, holder / sheath, rounded edges, functionality and ergonomic use) for the job  <i>Typical catagories of utility knives include bladeless cutters, concealed blades, spring loaded blade retraction, manual blade retraction, automatic blade retraction</i>
Blades are kept sharp and replaced as needed
PPE (Personal Protective Equipment e.g. cut resistant gloves, aprons) is provided and worn as required
<b>Additional Controls or Information You Added</b>

<b>Hazard: Microwave</b> Working with a microwave can cause burns, scalds and other serious injuries to you, your employees and/or visitors
<b>Current Controls</b>
Microwave is used and maintained in accordance with the manufacturers manual
Metal is never placed in the microwave
Reported defects are dealt with promptly and unsafe equipment is taken out of use
Containers used are suitable for use in the microwave
Heat resistant gloves/cloths are provided and used when handling hot containers
<b>Additional Controls or Information You Added</b>



<b>Hazard: Mixer</b> Contact with the moving beater (blade / whisk / hook) of a mixer can cause entanglement, lacerations, fractures, amputation and other serious injuries to you, your employees or visitors
<b>Current Controls</b>
<p><b>Mixer is used and maintained in accordance with the manufacturer's instructions and safety devices (e.g. larger mixers will be supplied with a bowl cover and will not start if the moving part or cover is raised or the bowl is not in position) and warning signs are in place</b></p> <p><i>Do not use bowl extension rings. If the machine was supplied prior to 1995 (not CE marked) review to see if the risks can be further reduced e.g. by improving the guarding. 'Guidance on the Purchase of New Machinery' Info Sheet is available in <a href="#">Learn More</a></i></p>
<p><b>Employees are trained in the use of the mixer</b></p> <p><i>Have the operators manual available</i></p>
<p><b>Power to the mixer is disconnected (e.g. switch off and unplug/turn off at isolator) when cleaning and when mixer is not in use</b></p>
<p><b>Mixer is positioned safely (e.g. so that the gear or clutch lever cannot fall or be knocked into gear; clear work space)</b></p>
<p><b>Reported defects are dealt with promptly and unsafe equipment is taken out of use</b></p>
<p><b>Loose clothing, dangling jewellery and unsecured long hair are avoided when using the mixer</b></p>
<b>Additional Controls or Information You Added</b>

<b>Hazard: Oven / Range</b> Working with ovens or ranges can cause fire, burns, scalds and other serious injuries to to you, your employees and / or visitors
<b>Current Controls</b>
Oven/range is installed, used and maintained in accordance with the manufacturer's instructions
Handles of pots/pans are secure and they do not project beyond the edge of the hob or range
Ladles or spoons are not left in saucepans on hotplates or rings
Heat resistant gloves are provided and used
Oven is not used if the fan guard is not in place
Reported defects are dealt with promptly and unsafe equipment is taken out of use
Bottom-hinged oven doors are not left open
<b>Additional Controls or Information You Added</b>

<b>Hazard: Tumble Dryer</b> Using a tumble dryer can cause fires, entanglement, burns, fractures and other serious injuries to you, your employees and/or visitors
<b>Current Controls</b>
<b>Tumble dryers are installed, used and maintained in accordance with the manufacturer's instructions and safety guards and warning signs are in place</b>
<b>Employees are trained on the use of tumble dryers and operator's manuals are available</b>
<b>Tumble dryers are isolated from the power supply prior to maintenance work (e.g. dealing with faults) and maintenance is only carried out by those who are trained and authorised</b>  <i>Make sure you complete the 'Maintenance' Risk Assessment</i>
<b>Tumble dryers are regularly checked, reported defects are dealt with promptly and unsafe equipment is taken out of use</b>  <i>e.g. check that any emergency stops fitted are working. Check that the door interlock is working i.e. door cannot be opened when in use or machine stops tumbling when door is opened</i>
<b>Tumble dryers are only used to dry suitable materials and are not overloaded</b>  <i>Do not tumble dry materials with a low melting point e.g. foam rubber and do not put items contaminated with flammables in the dryer e.g. solvents, oils, fats - prewash them with detergent in hot water</i>
<b>Tumble dryer's cool down cycle is adequate to reduce the temperature of the items</b>  <i>Hot items could cause a fire risk so should not be left in the tumble dryer or stacked / piled</i>
<b>Lint filters in tumble dryers are cleaned before use and lint is not allowed to accumulate</b>
<b>Additional Controls or Information You Added</b>

<b>Hazard: Washing Machine</b> Contact with moving parts of a washing machine can cause entanglement, lacerations, fractures and other serious injuries to you, your employees and / or visitors
<b>Current Controls</b>
Washing machines are installed, used and maintained in accordance with the manufacturer's instructions
Employees are trained on the use of washing machines and operator's manuals are available
Washing machines are isolated from the power supply prior to maintenance work (e.g. dealing with faults) and maintenance is only carried out by those who are trained and authorised  <i>Make sure you complete the 'Maintenance' Risk Assessment</i>
Washing machine is regularly checked, reported defects are dealt with promptly and unsafe equipment is taken out of use  <i>e.g. check that any emergency stops fitted are working. Check that the door interlock is working i.e. that the door cannot be opened while the machine is running</i>
<b>Additional Controls or Information You Added</b>



## **SECTION M**

## **APPENDICES**

**ACCIDENT REPORT FORMS**  
**To be completed for all accidents**

<b>To be completed by nurse / first aider / safety officer.</b>		Accident No.			
Name of Employee					
Address					
Date accident occurred				Time	
Date accident reported to employer				Time	
Date injured person ceased work due to accident				Time	
Date injured person returned to work				Time	
To whom was accident reported					
On what work was injured person engaged at time of accident					
Where exactly on premises did accident occur					
Provide injured person's description of how accident occurred					
Name of Witness					

**INJURY**

Part of body injured	
Nature of injury	
Details of immediate medical treatment provided and by whom	
Was injured person referred to Doctor or sent to Hospital	
NAME/ADDRESS of Doctor/Hospital	

DATE: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_ TITLE: \_\_\_\_\_

**TO BE COMPLETED BY PERSONNEL DEPARTMENT**

Clock No		PRSI No/NI No.		Occupation	
Age		Sex		Marital Status	
When was injured person first employed by you					
Was the injured person's employment permanent or casual					
Previous accident record, if available					

**CLASSIFICATION (See Next Page) P.S. Please complete Accident Tick Form.**

Anatomy	Injury Type	Cause of Injury	Accident Location	Occupation
(A to G)	(A to H)	(A to J)	(A to E)	(A to G)

DATE: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_ TITLE: \_\_\_\_\_

<u><b>ANATOMY</b></u>		
<b>A</b>	Eye	
<b>B</b>	Back	
<b>C</b>	Arm, Wrist & Shoulder	
<b>D</b>	Hand and Fingers	
<b>E</b>	Torso Abdomen	
<b>F</b>	Foot/Leg/Ankle/Knee	
<b>G</b>	Head/Face (Exl. Eye) (Inc. Respiratory)	

<u><b>TYPE OF INJURY</b></u>		
<b>A</b>	Strain, Jerk or Drag Injury	
<b>B</b>	Cut, Abrasion, Graze or Prod Wound	
<b>C</b>	Bruise or Soft Tissue Injury	
<b>D</b>	Break, Fracture or Dislocation	
<b>E</b>	Irritation, Skin Disorder, Respiratory, Infection	
<b>F</b>	Sprain	
<b>G</b>	Burns, Scalding, Flashburns, Splash	
<b>H</b>	Foreign Body – Dust, nails, dirt etc.	

<u><b>CAUSE</b></u>		
<b>A</b>	Lifting, Pushing or Pulling	
<b>B</b>	Machinery including Tools	
<b>C</b>	Falling Object, Hitting Obstructions etc.	
<b>D</b>	Incorrect Work Practice	
<b>E</b>	Heat including Steam or Hot Liquids	
<b>F</b>	Housekeeping - Trip/Slip or Fall	
<b>G</b>	Third Party Negligence	
<b>H</b>	Chemical Handling and Lagging	
<b>I</b>	Welding, Drilling, Blasting or Grinding	
<b>J</b>	Forklift	

<u><b>LOCATION</b></u>		
<b>A</b>	Offices	
<b>B</b>	Factory	
<b>C</b>	Away from Premises	
<b>D</b>	Warehouse	
<b>E</b>	Yard	

<u><b>OCCUPATION</b></u>		
<b>A</b>	General Worker	
<b>B</b>	Craft - Fitter, Elect. etc	
<b>C</b>	Apprentice	
<b>D</b>	Manager/Foreman	
<b>E</b>	Administration/Clerical	
<b>F</b>	Drivers	
<b>G</b>	Seasonal/Temporary	

## ACCIDENT TICK FORM

# EMPLOYEE TRAINING RECORD

**Name of Employee:** \_\_\_\_\_

Start Date: \_\_\_\_\_

Position: \_\_\_\_\_

Department: \_\_\_\_\_

Supervisor/Manager: \_\_\_\_\_

[illegible]



## Safe and Comfortable Computer Use - Self-Assessment Checklist

- This checklist should be completed and returned to the Safety Officer or other appropriate person within 1 week
- The Safety Officer or other appropriate person should then discuss the answers with the individual and ensure any problems highlighted are resolved.
- Actions taken should be noted on the checklist.
- The checklist should then be kept as a record and used again should there be a significant change in the workstation or job requirements.

<b>NAME:</b>		<b>DATE:</b>				
	<u><b>EQUIPMENT</b></u>	<u>Circle as applicable</u> N/A = not applicable D/K = don't know				<u>Comments</u>
1.	<b>TRAINING</b>					
	Have you received and understood the Safe and Comfortable Computer Use training?	Yes	No	N/A	D/K	
2.	<b>GENERAL</b>					
	Does it appear to be electrically safe?	Yes	No	N/A	D/K	
3.	<b>CHAIR</b>					
	Is it stable with 5 star base on castors/glides?	Yes	No	N/A	D/K	
	Does it swivel?	Yes	No	N/A	D/K	
	Is the seat pan adjustable in height?	Yes	No	N/A	D/K	
	If you are not able to rest your feet flat on the floor, is a footrest available?	Yes	No	N/A	D/K	
	Does the backrest adjust in height and tilt to give support to the lower back?	Yes	No	N/A	D/K	
	Are the mechanisms for adjustments easy to operate from the sitting position?	Yes	No	N/A	D/K	
	If there are arm rests, can they be adjusted to a comfortable position and do they allow you to sit as close to the desk as required?	Yes	No	N/A	D/K	
4.	<b>SCREEN</b>					
	Is the top of screen at or just below eye level?	Yes	No	N/A	D/K	
	Can you adopt a satisfactory 'square-on' arrangement of body to keyboard and screen?	Yes	No	N/A	D/K	
	Is the screen at a comfortable viewing distance?	Yes	No	N/A	D/K	
	Will it tilt and swivel?	Yes	No	N/A	D/K	
	Is the size compatible with the task?	Yes	No	N/A	D/K	
	Does it have brightness/contrast control?	Yes	No	N/A	D/K	
	Are the characters legible and stable?	Yes	No	N/A	D/K	
	Is the screen free from reflections and contrast glare?	Yes	No	N/A	D/K	
5.	<b>KEYBOARD</b>					
	Is it detachable or moveable?	Yes	No	N/A	D/K	
	Is it light but stable?	Yes	No	N/A	D/K	
	Has it got a shallow keyboard slope?	Yes	No	N/A	D/K	
	Does it have non-reflective keys and surround?	Yes	No	N/A	D/K	
	Is there a minimum space in front for resting palms whilst not typing?	Yes	No	N/A	D/K	

	<b><u>EQUIPMENT</u></b>	<u>Circle as applicable</u> N/A = not applicable D/K = don't know				<u>Comments</u>
6.	<b>MOUSE</b>					
	Can it be positioned within close reach and be operated with wrist straight and forearm supported on the desk?	Yes	No	N/A	D/K	
7.	<b>DESK</b>					
	Is there sufficient room beneath and around the desk permitting mobility changes of position for legs at both knee and foot level?	Yes	No	N/A	D/K	
	Is the surface area sufficient to provide space for equipment, documents etc for the work tasks?	Yes	No	N/A	D/K	
	Is the depth of the surface adequate to accommodate the screen and allow variable positioning of the keyboard?	Yes	No	N/A	D/K	
	Is it free from trailing cables that may constitute a tripping hazard?	Yes	No	N/A	D/K	
8.	<b>DOCUMENT HOLDER</b>					
	Is one available?	Yes	No	N/A	D/K	
	Is it moveable?	Yes	No	N/A	D/K	
	Is it adjustable in height?	Yes	No	N/A	D/K	
	Does it tilt and swivel?	Yes	No	N/A	D/K	
	Is it able to hold a variety of documents firmly in place?	Yes	No	N/A	D/K	
9.	<b>LIGHTING</b>					
	Is additional lighting required at the desk?	Yes	No	N/A	D/K	
	Can the lighting level be controlled as required using blinds or curtains?	Yes	No	N/A	D/K	
10.	<b>TEMPERATURE</b>					
	Is the temperature ordinarily acceptable?	Yes	No	N/A	D/K	
11.	<b>WORK ORGANISATION</b>					
	Are there sufficient natural breaks in your VDU work to avoid continuous periods of VDU work?	Yes	No	N/A	D/K	
	Do you have sufficient discretion over your work that you can plan-in breaks from continuous VDU work?	Yes	No	N/A	D/K	
12.	<b><u>PROBLEMS</u></b>					
	Have you been free from any ill health conditions which you feel could be attributed to your work at your VDU workstation?	Yes	No	N/A	D/K	
	Are you free from any eye/sight condition, or other health conditions, which might present special difficulties with VDU work?	Yes	No	N/A	D/K	

<b>Staff member:</b>	<b>Date:</b>
<b>Line management or other appropriate person:</b>	<b>Date:</b>

## HEALTH & SAFETY INSPECTION SHEET

**Location:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Assessed by:** \_\_\_\_\_

<b>1 HOUSEKEEPING</b>	<b>COMMENTS</b>
Are all areas clean and tidy	
Is waste removed regularly – end of working shift/day	
Is waste kept clear of buildings and in closed metal containers	
Are smoking restrictions applied and signs clearly visible	
Is there evidence of careless disposal of smoking materials	
<b>2 CONTRACTORS</b>	
Are there formal/written procedures for contractors working on site	
Are permit systems/operations checked	
<b>5 FIRE FIGHTING</b>	
Are fire exit routes clear of obstruction	
Are fire doors in good condition, operating and clear of obstruction	
Are fire extinguishers and hose reels accessible / maintained	
Are hydrants accessible & readily identifiable	
Are all/new employees trained in emergency action	
Is re-fresher training provided.	
<b>6 FIRE DETECTION</b>	
Are there any areas needing detection	
Are systems / alarms tested weekly and maintained	

<b>8 SECURITY</b>	
Are doors and windows in good condition and secure	
Do intruder systems cover all necessary areas	
Are access controls adequate	
Is lighting adequate & in good condition	
<b>10 HEATING</b>	
Are heating appliances suitable / maintained	
Are boiler houses clean with no storage of combustibles	
Is there adequate clearance around heaters	
Are safety devices in good condition ie fusible link / fire valves	
<b>13 ELECTRICAL SYSTEMS</b>	
Are electrical transformers / switch gear regularly inspected / tested	
Are switch gear / electrical panels / clear of combustibles	
Are distribution systems regularly inspected / tested (thermographic)	
Are wiring / connections in good condition	
Are portable appliances regularly inspected / tested	
Are suitable electrics installed where flammables use/storage areas	
Are lightning conductor systems in good condition/earthing checked	

## LONE WORKING RISK ASSESSMENT

<b>RISK ASSESSMENT CHECKLIST &amp; RECORD</b>		
<b>ASSESSOR:</b>	<b>DATE:</b>	<b>RECORD NO.</b>
<b>TASK:</b>          (briefly describe the task or occasion this assessment relates to)	<b>ONE-OFF?FREQUENT</b>          (note if the assessment is for a one off assessment, or a frequent task or occasion, where a generic assessment may be applicable)	
<b>INDIVIDUAL OR GROUP</b>          (note who is to carry the task where it is a one off task, note the group or individual to which the assessment applies if it is a generic assessment)		
<b>SPECIFY RISKS THAT MAY EXIST</b>	<b>ARE EXISTING CONTROL MEASURES ADEQUATE</b>	<b>ARE ADDITIONAL CONTROL MEASURES REQUIRED</b>

## LONE WORKING RISK ASSESSMENT (Continued)

<b>THE WORKPLACE AND WORK RISKS</b>			
(any question where a box with an astrix is ticked should also have comments added)			
QUESTION	YES	NO	COMMENTS
Does the workplace present any special risks to a person working alone?			
Can any manual handling that maybe carried out be safely done by a lone person?			
Is there a risk of violence?			
Are young workers (under 18 years of age) at a higher risk due to their lack of experience knowledge etc.?			
Are women working alone at a higher risk?			
<b>EMERGENCY ARRANGEMENTS</b>			
QUESTION	YES	NO	COMMENTS
Are adequate first aid facilities available?			
Is there a need to train the lone worker in first aid?			
In an emergency can help easily find the lone worker?			
Are there arrangements for regular contact between the lone worker and a colleague?			
<b>THE LONE WORKER</b>			
Does the lone worker have any medical condition making them unsuitable for lone work?			
Is the lone worker sufficiently trained and experienced?			
Is the lone worker trained to allow them to deal with any foreseeable circumstances?			

**I have read and understand the contents of this safety statement and agree to carry out its requirements.**

[illegible]



**NAME:** Northside Family Resource Centre Ltd

**ADDRESS:** Clonconnane Road  
Ballananty  
Limerick City  
Ireland

**TEL:** 061 326623

**E-MAIL:** Ciarakane@Northisefrc.ie

**WEB:**

**This Safety Statement has been reviewed and approved by:**

**1. Colum McCarthy**                      **Date:** 15 / 12 /2018

Treaty Fire and Safety Ltd





**This Safety Statement is based upon a  
Safety Inspection carried out in**

**December 2018**

Any change to work equipment, work procedures, structure of the building, changes in legislation occurring after the date are not taken into account by this Safety Statement.

Revised following Safety Inspection & Risk Assessment.  
Review to take into consideration changes in staff, new equipment, new procedures etc.

# IMPORTANT CONTACT NUMBERS

---

SERVICE	NAME	TELEPHONE NO
Emergency	Switch Board	999 / 112
Hospital	Regional, Limerick	061 301 111
Hospital	St. John's, Limerick	061 415 822
	Orthopaedic, Croom	061 397 276
Poison Centre	Poison Centre, Cork	021 546 400
Fire Brigade	Switch Board	999 / 112
Garda Station	Henry Street, Limerick	999 / 061 212 400
Centre CEO	Ciara Kane	061 326623
Childcare Coordinator FRC	AlisonDore	061 326623
Childcare Coordinator KICC	Steve Goode	061 326623
Safety Officer	Alison Dore	061 326623
Safety Officer	Mark Ryan	061 326623
Treaty Fire & Safety Ltd	Colum McCarty	087 648 7556
HSA Local Office	Inspectors	061 419 900
First Aiders	30% of FRC & KICC staff	
TUSLA	Early Year Preschool Services	

**NOTE:** When using the emergency telephone number identify the service required.  
When the service is contacted calmly and clearly give all the relevant information.

**N.B.** Stay on the line until you are satisfied that all the information has been understood.



# **HEALTH SAFETY & WELFARE STATEMENT**



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### **OUR SAFETY AND HEALTH GOAL**

**TO STRIVE, THROUGH A PROCESS OF CONTINUOUS IMPROVEMENT,  
TO ACHIEVE ZERO ACCIDENTS AND THEREBY PROTECT THE SAFETY,  
HEALTH AND WELFARE OF OUR STAFF AND VOLUNTEERS, OR OTHER  
PERSONS INVOLVED IN THE ACTIVITIES OF NORTHSIDE FAMILY  
RESOURCE CENTRE LTD**

### **OBJECTIVES:**

- Measure and quantify accidents.
- Reduce accidents and near misses.
- Raise Health and Safety Awareness through training and education.
- Nurture and encourage an environment where safety in the workplace will be seen as an intrinsic part of every task we perform.



## **Section A**

# **Safety Policy Statement**





## **SAFETY POLICY STATEMENT**

Northside Family Resource Centre Ltd recognises its responsibility to ensure, as far as is reasonably practicable, the safety, health and welfare at work of its Staff and Volunteers, customers, visitors and members of the public who may be affected by its operation.

The Centre fully recognises its obligations, under the Safety, Health & Welfare Act 2005, General Application Regulations 2007, Child Care Act 1991, (Early Years Services) Regulations 2016, The Youth Work Act 2001 and all associated Regulations to provide and maintain: -

- A safe place of work, by identifying hazards
- Safe access and egress
- Safe systems of work
- Appropriate information, instruction, training and supervision
- Suitable protective clothing and equipment where hazards cannot be eliminated
- A healthy workplace
- Appropriate welfare and hygiene facilities
- A competent resource in the form of independent experts, external to the Centre, where the requisite expertise is not available in-house, to advise and assist in securing the safety, health and welfare objectives of the Centre.

It is the policy of Northside Family Resource Centre Ltd to comply with all legal requirements as a minimum standard, and with relevant Codes of Practice, Guidelines and Standards as appropriate. All policy statements will be reviewed and revised as necessary to take account of new legislation, changes in work processes or procedures and on a yearly basis as a minimum.

It is the responsibility of The Centre CEO and Coordinators of Services to bring this Safety Statement to the attention of all persons under his/her control and to ensure that all Staff and Volunteers have access to and are aware of the contents of the statement.

Signed : \_\_\_\_\_

Signed : \_\_\_\_\_

**Centre CEO**

**Safety Officer**

## **REGULATORY COMPLIANCE**

### **Purpose**

To make provision for compliance with all applicable Regulatory requirements, regarding the safety, health and welfare of Staff and Volunteers, children, parents, visitors, contractors or other persons who may be affected by our operations.

### **Scope**

This policy refers to Irish and E.U. Legislation that pertains to safety, health and welfare at work & Child Care (Pre-School) Facilities.

### **Identification of Requirements**

The Centre and its operations/processes are subject to the requirements of the *Safety, Health and Welfare at Work Act 2005*, *Child Care Act 1991*, *(Early Years Services) Regulations 2016* which places a duty on the Centre to provide:-

- A safe place of work.
- Safe accesses and egress.
- Safe Centre and machinery.
- Safe systems of work.
- Appropriate information, instruction and training.
- A healthy workplace.
- Appropriate welfare facilities.
- Competent advice and expertise as necessary.

The Acts are supported by a wide range of Regulations which are based on E.U. Directives which widen the scope and range of the enabling legislation. The main Regulations covering the Centre's activities are:

*Safety, Health and Welfare at Work Act 2005*, *Child Care Act 1991*, *(Early Years Services) Regulations 2016* & *The Safety Health and Welfare at Work General Application Regulations 2007* covering:

- Workplace.
- Work Equipment.
- Personal Protection Equipment.
- Manual Handling of Loads.
- Display Screen Equipment.
- First Aid.
- Accident and Dangerous Occurrence Reporting.
- Electricity.
- Prevention of Workplace Bullying

**OTHER IMPORTANT AND RELEVANT STATUTES ARE:**

- Safety, Health & Welfare at work (noise regulations) 2006
- Safety Health and Welfare at Work (Miscellaneous Welfare Provisions) Regulations 1995.
- Safety Health and Welfare at Work (Protection of Pregnant Staff and Volunteers) Regulations 2000 and the Maternity Protection (Amendment) Act 2004
- Safety Health and Welfare at Work (Construction Regulations) 2013.
- Safety, Health and Welfare at Work (Chemical Agents) Regulations, 2006
- Fire Services Act 1981.
- Environmental Protection Act.
- Child Care Act 1991
- Early Years Services Regulations 2016
- Youth Work Act 2001 provides the legal framework for the provision of Youth Work programmes and services by the Minister for Education and Science and the Vocational Education Committees.

**Compliance**

The main legal requirement is to prepare a Safety Statement which lays down the hazards, risks and controls which are in place in the Centre, and to communicate and monitor the controls on an ongoing basis. The Centre Safety Statement is reviewed on an annual basis and includes reference to supporting information and safe systems of work. The Manager of Northside Family Resource Centre Ltd is responsible for compliance and may seek any necessary external advice and support as appropriate. The main regulatory requirements are dealt with separately under each section of this Safety Statement, as appropriate.

**Policy**

The policy of Northside Family Resource Centre Ltd is set out in Section I of the Safety Statement and is clearly posted at strategic locations throughout the Centre's facilities. The policy is reviewed on an annual basis or following any change in Legislation.

**Responsibilities:**

The Centre CEO and Coordinators of Services is responsible for overall compliance with regulatory requirements and will fulfill the responsibilities assigned to him in Section B of the Safety Statement.

The Centre CEO and Coordinators of Services is responsible for the development, implementation, communication, monitoring and auditing of compliance with Statutory and Corporate safety and health requirements. He will specifically ensure that:

- The Safety Statement is reviewed on an annual basis to take account of any changes in Legislation, or Corporate Policy, or following the introduction of any new process or procedure.
- All new Legislation or Corporate Policy changes are competently dealt with by and any alterations in procedures executed in a timely manner and communicated.
- All Statutory requirements regarding training, inspections, testing certification and notifications are complied with.
- The Health & Safety Officer receives any necessary training and information to meet competency requirements.
- Ongoing communications are maintained with all Staff and Volunteers and that the provisions for monitoring communications, as detailed in Section C of the Safety Statement, are adhered to and audited.
- The Centre CEO and Coordinators of Services fulfills the responsibilities assigned to him/her in Section B of the Safety Statement.
- Coordinators of Services, Staff and Volunteers are responsible for the day to day implementation of safety and health procedures and for the responsibilities assigned to them in Section B of the Safety Statement.

### **Policy Review**

The Centre CEO and Coordinators of Services will review this policy on an annual basis or following any change in Legislation or Corporate Policy.

### **Auditing**

Regulatory compliance will be audited as part of all site inspections and audits.



## **Section B**

# **Organisation & Responsibilities**

## **ORANISATION**

- The overall building
- Coordinators of Services, Staff and Volunteers
- Centre CEO

## **THE CENTRE CEO RESPONSIBILITIES**

The Centre CEO is responsible for the establishment and maintenance of an ongoing and effective policy for Health and Safety by:

- Taking a direct interest in the policy and positively supporting any person whose function it is to carry it out.
- Ensuring that all Personnel implement the policy in areas under their control.
- Periodically appraising the effectiveness of the policy.
- Ensuring that their own responsibilities, and those of other persons concerned with the effectiveness of the policy, are reviewed on a yearly basis or as circumstances dictate.
- Ensuring that all Coordinators of Services, Staff and Volunteers are held accountable for their performance in relation to Health and Safety. This is reviewed on a yearly basis.
- Providing the necessary resources for the effective implementation of the policy and ensuring that such resources are reviewed on a yearly basis.

## **THE SAFETY REPRESENTATIVE**

The Safety Representative has the following responsibilities

To make representation to the relevant department Coordinators of Services on matters pertaining to the safety, health and welfare of Coordinators of Services, Staff and Volunteers, children, parents, customers, visitors and members of the public who may be affected by its operation.

- To carry out safety inspections.
- To encourage the Coordinators of Services, Staff and Volunteers to co-operate fully with the safety and health procedures and practices and ensure that all new employees receive this statement during induction.
- To report any breach of Health & Safety procedures to relevant Coordinators of Services and to instruct Staff and Volunteers to adhere to safety practices.

## **DUTIES OF STAFF AND VOLUNTEERS**

- To take reasonable care of their own safety, health and welfare and that of any other person that may be affected by their acts or omissions while at work.
- Co-operate with the Centre to such an extent as to enable it comply with all duties as stipulated in the relevant Statutory provisions.
- Use in such a manner, so far as to provide the protection intended, any suitable appliance, protective clothing, convenience, equipment or other means so provided for your safety, health or welfare.
- Observe the safety and health procedures as detailed to you in training courses.

- Report to the relevant Coordinators of Services without unreasonable delay any defect in the Centre, equipment place of work or system of work which might endanger safety, health and welfare of which you become aware.
- No person shall intentionally or recklessly interfere with or misuse any appliance, protective clothing, convenience, equipment, or other means or thing provided in pursuance of any of the relevant Statutory provisions or otherwise, for securing the safety, health and welfare of persons arising out of work activities.
- Use correct tools and equipment for the job.
- The Coordinators of Services of Services, Staff and Volunteers are encouraged to make suggestions, or raise concerns and are hereby consulted initially on health and safety matters.
- Develop a personal concern for safety for yourselves and for others.
- To avoid any action which would be a source of danger to you and/or others.
- Staff and Volunteers must not carry out any tasks which they feel they are not competent to carry out or which involves unreasonably high risks.
- Check, prior to use, all equipment and machinery for signs of defects.



## **Section C**

# **Policy Implementation & Review**



## **GENERAL POLICY IMPLEMENTATION AND REVIEW**

The Management of Northside Family Resource Centre Ltd recognises the importance of maintaining an active and dynamic process, which ensures the ongoing implementation and review of the controls specified in this Safety Statement, and which involves managers and employee representatives in a joint approach to the identification of hazards and risks and the development of suitable controls to mitigate against such risks. To facilitate this process and to ensure compliance with the provisions of *Safety, Health & Welfare Act 2005, General Application Regulations 2007, Child Care Act 1991, (Early Years Services) Regulations 2016* & the following measures are in place:

## **AUDITING POLICY**

The Centre recognises that the health and safety policy and procedures require regular review and auditing to ensure effective implementation, throughout the entire workforce, and will therefore maintain a series of audits which are designed to measure performance on a predetermined basis.

### **Purpose**

- To ensure compliance with the requirements of *Safety, Health & Welfare Act 2005, General Application Regulations 2007, Child Care Act 1991, (Early Years Services) Regulations 2016*, and associated Regulations, regarding the monitoring of policy and procedures pertaining to the protection of persons who may be affected by the Centre's operations.
- To ensure compliance with the requirements of the Northside Family Resource Centre Ltd Safety Statement regarding safety performance and accountability.
- To audit the effective implementation of safety management systems, policies and procedures.
- To highlight hazards and risks.
- To demonstrate senior management commitment to safety and health.

## **INSPECTIONS**

It is policy of Northside Family Resource Centre Ltd to carry out on-going and structured inspections as part of its commitment to continuous improvement regarding the identification of hazards, and risks, and the protection of all persons who may be affected by its operations.

### **Purpose**

The purpose of this policy is to provide for formal and informal inspections of the Centre with the objective of:

- Identifying potential hazards.
- Identifying equipment deficiencies.
- Identifying unsafe practices.
- Identifying the effects of change.
- Identifying inadequacies in remedial actions.
- Demonstrating an ongoing commitment to safety and health.

## **Responsibilities**

The Centre CEO, Coordinators of Services and the Health & Safety Officer is responsible for:

- The identification of target - inspection needs.
- Ensuring that inspection teams, and relevant Staff and Volunteers have copies of the relevant checklists.
- Approving any modifications to checklists.
- Filing all records of inspections.
- Ensuring that all checklists are signed off.

The Centre CEO and Coordinators of Services and the Health & Safety Officer is responsible for ensuring that all inspections are carried out in the correct time period, that all action points are dealt with and that records of inspections are filed. They will ensure that the Audit and Inspection Checklist is revised and updated following the introduction of new equipment, substances or work practices and that the H&S Officer approves any such changes.

## **Inspection**

Inspections are based on Continual Inspections

### **Machine Preventative Maintenance Inspections:**

Once a year The Centre CEO and Coordinators of Services will instigate a Centree assessment of all equipment, which will include a Centree check on all safety and protective features of all equipment. A record of the inspections will be retained and monitored on an ongoing basis by The Centre CEO and Coordinators of Services

### **Fire Equipment Inspections:**

Fire extinguishers are inspected regularly for signs of damage, use or obstruction.

Competent contractors are appointed to inspect, test and maintain all fire protection equipment as follows:

Fire Alarm and Detection Equipment	-	To IS3218 on a quarterly basis.
Emergency Lighting	-	To IS3217 on a quarterly basis
Fire Fighting Equipment	-	To IS291 on a yearly basis

Certificates of tests are issued, by the contractor, in accordance with the relevant standard and retained by The Centre CEO and Coordinators of Services as proof of compliance with statutory duties.

### **Continuing Inspections**

Apart from the formal inspection process, a program of ongoing workplace inspections will be carried out on a regular basis

### **Corrective Action**

The Centre CEO, Coordinators of Services and Health & Safety Officer will track all corrective action to Centreion and ensure that this procedure is adhered.

### **JOB SAFETY ANALYSIS**

#### **Purpose**

- To comply with the requirements of the *Safety, Health & Welfare Act 2005, General Application Regulations 2007, Child Care Act 1991, (Early Years Services) Regulations 2016*, and associated Regulations.
- To comply with Northside Family Resource Centre Ltd Safety Statement.
- To identify all hazards and risks associated with new equipment and to introduce adequate controls to mitigate against identified risks.
- To prevent accidents or ill health arising out of work activities.

#### **Policy**

In conformance with Statutory and corporate requirements in undertaking detailed and documented job related risk assessments on new equipment. The Supplier and Manufacturer is responsible for carrying out the Job Safety Analysis with the key objective of eliminating hazards, or reducing risk associated with hazards, to the safest level that is reasonably practicable. Once Centree, the Job Safety Analysis Report can be used as part of the training process when,

- New Staff and Volunteers are receiving orientation training.
- Existing Staff and Volunteers are being retrained in a new process/equipment following transfer.
- Coordinators of Services are being trained in safety observation accident investigation and day to day safety management.
- Annual refresher training is carried out.

#### **Implementation**

It is the responsibility of The Centre CEO and Coordinators of Services, to ensure that Job Safety Analysis's are carried out for all new equipment. The JSA is conducted by the Supplier/Manufacturer, prior to installation.

The equipment/process is then approved by The Centre CEO and Coordinators of Services and retained for future reference.

#### **Responsibilities**

The Centre CEO and Coordinators of Services is responsible for the ongoing development, implementation, communication and auditing of the J. S.A. process. They will specifically ensure that:

- All critical tasks are identified.
- Job safety analysis is carried out on all new equipment.
- Staff and Volunteers are encouraged to participate in the process.

- Recommendations from Staff and Volunteers are considered and implemented where feasible.
- All necessary records are maintained and made available as necessary.
- The provision of expert guidance to persons engaged in the J.S.A process.
- The provision of training, when necessary to Staff and Volunteers engaged in the J. S.A. process
- The retention of records of all J.S.A.
- Liaise with the Staff and Volunteers, regarding the outcome of the process and the implementation of the controls.

The Centre CEO and Coordinators of Services is responsible for ensuring that:

- All new equipment and tasks are subject to J.S.A.
- Information requested as part of the process is provided
- Staff and Volunteers engaged in J.S.A are supported with all necessary resources
- All control procedures are put in place and audited on an ongoing basis.
- J.S.A s are readily available to all Staff and Volunteers

All Staff and Volunteers are responsible for assisting in the J.S.A process and reporting any breach of procedure to The Centre CEO and Coordinators of Services

### **Training**

It is the responsibility of The Centre CEO and Coordinators of Services to ensure that all persons carrying out Job Safety Analysis's are trained in the correct methods. The Centre CEO and Coordinators of Services will facilitate in the design and monitor the training process.

## **INFORMATION MANAGEMENT**

### **General Policy**

It is the policy of Northside Family Resource Centre Ltd to comply with all Legal requirements regarding the management of information. The Centre will provide all necessary resources, in the form of clerical support, information technology, filing facilities etc. to ensure that all relevant information is recorded and accessible.

### **Responsibilities**

The Centre CEO and Coordinators of Services is responsible for the development, implementation, monitoring and auditing of information management policy and procedures. They will ensure that:

- All information management needs are identified.
- The department, have adequate resources to enable them to record and retain the information referred to in this policy.
- All support staff, are trained in computer skills and information management.
- Monthly accident statistical reports are produced, reviewed, and communicated to all Staff and Volunteers.

## **REGULATORY REPORTING**

The Centre CEO and Coordinators of Services is responsible for the central filing of all records and information. They will carry out a monthly analysis of accident data including accident incident rates, lost time, accident costs and other relevant information. He will ensure that the following are specific records are retained:

### **Training**

- Employee training records.
- Assessment records.
- Course content.
- Information on dates, attendance and tutors.

### **Accidents and Dangerous Occurrences**

- Copies of reports of notifiable accidents and dangerous occurrence reports sent to the Health and Safety Authority.
- Copies of reports of accidents and accident report book.
- Accident investigation reports.
- Insurance claim forms.

### **Medical and Health Records**

- Copies of ill health reports
- Medical reports following accidents or ill health.
- Employee absence reports.
- Health surveillance records.
- Periodic medical assessment records.

### **Inspections / Auditing**

- Equipment inspections.
- External/ Internal Audits

### **Risk Assessments**

- Equipment assessments.
- Material safety data sheets.
- Occupational hygiene survey reports.
- Work process assessments.
- Ergonomic assessments.



## **Section D**

# **Consultation & Provision Of Information**

## **CONSULTATION & THE PROVISION OF INFORMATION**

### **PURPOSE**

The purpose of this policy is to make provision for the development, implementation, monitoring and auditing of procedures, and programs, which maximize the involvement of all Staff and Volunteers in the safety and health process. The main objectives of this policy are:-

- Compliance with the requirements of the Safety, Health and Welfare at Work Act 2005 regarding employee involvement and communication.
- To provide for ongoing two-way communications between Staff , Volunteers and Coordinators of Services.
- To involve Staff and Volunteers in an interactive process of hazard identification and control.

### **SCOPE**

This policy refers to all Staff and Volunteers of the Centre including temporary workers.

### **GENERAL POLICY**

In accordance with the requirements of *The Safety, Health & Welfare Act 2005, General Application Regulations 2007, Child Care Act 1991, (Early Years Services) Regulations 2016*, Northside Family Resource Centre Ltd operate an active policy of consultation and participation which, recognises the positive role of staff interface and lays emphasis on the need to communicate with all Staff and Volunteers, on an ongoing basis, regarding all aspects of health and safety.

### **RESPONSIBILITIES**

The Centre CEO and Coordinators of Services will oversee the implementation of this policy by:

- Signing off the Safety Policy Statement and ensuring that it is displayed in strategic locations.
- Ensuring that all persons charged with the implementation of this policy have adequate resources available to them.
- The Safety Statement and General Policy Statement are located in strategic areas of the Centres.
- The analysis of employee communication and involvement requirements is reviewed on a monthly basis as part of the Safety Committee meetings.
- That all changes in policy or communication procedures are communicated to all Staff and Volunteers by way of the Bulletin Boards and Team Briefings.
- Staff and Volunteers are involved in all joint committees or teams.
- All Managers, encourage Staff and Volunteers to raise safety and health issues via the Team Briefings or on a one to one basis with the Department Managers.
- Staff and Volunteers and teams are recognised, for positive safety performance, by written feedback and where appropriate, rewards.

## **IMPLEMENTATION**

**The Centre CEO and The Safety Officer** is responsible for ensuring the implementation:

- Bulletin Boards are updated with information, which includes the minutes of Safety Committee meetings, Safety Alerts, performance summaries and general safety promotional material.
- That all recommendations from the Safety Representatives, or Staff and Volunteers, which require corrective action, are attended to.
- The provision of information and promotional
- The development of Safety Alerts based on the safety observation process, accident and near miss incidents and other suitable sources and the communication of the alerts via the Safety Boards and Team Briefings.
- The Centre CEO and the Health & Safety Officer will be given access to any information in the possession of the Centre that pertains to the safety, health and welfare of Staff and Volunteers, subject to the exclusion of information relating to an individual, information pertaining to taking or defending a legal action or information which may not be disclosed without contravening a legal prohibition. **The Centre CEO and the H&S Officer will be immediately informed when an inspector of the Health and Safety Authority visits** and will be facilitated in every possible way with the discharge of the function, under Section M of the Act, and will not suffer any disadvantage in fulfilling the role.





## **Section E**

## **Training**

## **TRAINING**

### **PURPOSE**

The purpose of this policy is to make provision for the development, implementation and monitoring of training on an ongoing basis.

### **SCOPE**

This policy refers to both Statutory training, and that required by Policy, and covers all Staff and Volunteers including temporary Staff and Volunteers and any contractor who may require training, in order to ensure that adequate information is made available, and understood regarding control measures which are in place to prevent accidents and ill health.

### **GENERAL POLICY**

**The Centre recognises its obligations, under the The Safety, Health & Welfare Act 2005, General Application Regulations 2007, Child Care Act 1991, (Early Years Services) Regulations 2016, The Youth Work Act 2001** to provide adequate and relevant training to all Staff and Volunteers and Managers, including part-time Staff and Volunteers, to ensure that they fully understand the hazards of the processes of their work and the necessary controls which are in place to eliminate or reduce the risks attached to each hazard.

### **RESPONSIBILITIES**

Training needs will be identified by The Centre CEO following consultation with the Coordinators of Services and will as a minimum ensure compliance with statutory requirements. A training schedule will be developed by the Safety Officer, and revised every year, following a revision process which will include: -

- The adoption of any new Legislation introduced in the previous year.
- Training deficiencies highlighted during accident investigations.
- Training deficiencies highlighted during safety inspections or as a result of reports received from Coordinators of Services.

It is the responsibility of the Centre CEO and the Coordinators of Services to ensure that Staff and Volunteers are released for training as scheduled; staff will report any unsafe behavior or specific job deficiencies, to the relevant Coordinators of Services, thereby ensuring that corrective action, including training, can be put in place without undue delay.

### **Training programmes**

Training will be provided to all Staff and Volunteers and Managers to provide them with the necessary skills and knowledge thereby enabling them to work to the required safety standard. Formal training programs will be established covering the following 5 key headings:

#### **Safety Orientation /Safety Awareness**

Provided to all Staff and Volunteers and Coordinators of Services upon taking up employment with the Centre, and prior to any reassignment to a different work process.

### **Specific Task Training**

Provided to Staff and Volunteers and Coordinators of Services detailing the specific safety controls and procedures for defined tasks and processes. Specific areas for attention are referred to on an individual basis throughout this Safety Statement.

### **Specialised Training**

Where necessary and following the identification of special needs, training will be provided to any relevant employee or Coordinators of Services to enable them carry out their work in a safe and healthy manner. Specialised training will include:

- First Aid.
- Manual Handling Instruction.
- Ergonomics.
- Safety Management.

### **Management Training**

Provided to all Managers to enable them to comply with Legislation, and Centre Policy, in terms of hazard identification, risk assessment, accident investigation and behavioral monitoring.

### **Refresher Training**

Provided as required by Legislation or as determined during the yearly review.

Apart from the development of formal training programs, a strong emphasis will also be placed on informal training, which will include the following:

Team Briefing, Emergency Drills, Promotional Material, Safety Alerts.

It is the responsibility of the Coordinators of Services to ensure that safety and health issues are dealt with at each staff/team briefing.

## **RESOURCES**

The Centre recognises that successful training results depend on adequate resources being available and is committed to providing finance, accommodation, equipment and competent trainers to ensure the success of this policy. The level of resources necessary will depend on the location, duration and mode of presentation of each programme and the Personnel Department will determine the level of resources as part of individual course development. All training programs will include well-presented written material and visual aids as appropriate.

## **EVALUATION & MEASUREMENT**

Regular Centre inspections and behavioral observation, on a day by day basis, is regarded as the most effective means of evaluating the effectiveness of safety training, however other methods must also be employed which measure the effectiveness of the various programs and the training methods used. Some programs such as occupational first aid and forklift trucks are required to have an examination and certification, while other programs carry no such requirement. Irrespective of this statutory requirement all training programs will have an assessment process included, which measures the amount of information retained, the effectiveness of the training method used and the ability of the trainer to communicate the programme.



## **Section F**

### **Safe Driving for work**

## **SAFE DRIVING FOR WORK**

This policy applies to anyone who drives as part of their work, whether driving their own vehicle or one provided by the company.

To reduce vehicle incident and at-fault work related road collision costs and injuries by [determine an achievable figure and add it here] over three years by promoting a safe driving culture within the organisation.

### **PURPOSE**

To make drivers aware of the main risks they face or create when driving for work

- To make sure that employees who drive vehicles in the course of their work demonstrate safe, efficient driving skills and other good road safety habits at all times.
- To maintain all company vehicles in a safe, clean and roadworthy condition to ensure the maximum safety of the drivers, occupants and other road users, and reduce the impacts of company vehicles on the environment – this also applies to personal vehicles used for work purposes.

### **Code of conduct**

The code of conduct for FRC states: “While driving company or own vehicles for work purposes, employees must comply with traffic legislation, be conscious of road safety and demonstrate safe driving and other good road safety habits.”

The following actions in company vehicles will be viewed as serious breaches of conduct and dismissal may be a consequence

- Drinking or being under the influence of drugs while driving
- Driving while disqualified or not correctly licensed
- Reckless or dangerous driving causing death or injury
- Failing to stop after a collision
- Acquiring penalty points leading to suspension of license
- Any actions that warrant the suspension of a license

## **RESPONSIBILITIES FOR DRIVERS OF COMPANY VEHICLES**

- Make sure they hold a current driver licence for the category of vehicle they are driving and this licence is carried when driving a company vehicle
- Immediately notify their supervisor or manager if their driver licence has been suspended or cancelled, or has had limitations placed upon it
- Take time to familiarise themselves with the vehicle’s handbook
- Be responsible and accountable for their actions when operating a company vehicle or driving for the purposes of work
- Carry out a full daily walk around check prior to using the vehicle
- Display the highest level of professional conduct when driving a company vehicle
- Regularly check the oil, tyre pressures, radiator and battery levels of company vehicles they regularly use

- Comply with the Rules of The Road and the safe Driving for Work Handbook at all times
- Assess hazards while driving and anticipate ‘what if’ scenarios
- Drive within the legal speed limits, including driving to the conditions
- Wear a seat belt and make sure all occupants wear their seat belt at all times
- Only drive when fit to do so – never drive under the influence of alcohol or drugs, including prescription and over the counter medication if they cause drowsiness
- Avoid distraction when driving if you need to, adjust or set sat-navs / car stereos / mirrors before setting off. If you need to re-adjust whilst driving pull over safely in order to do so
- Report any near-misses, crashes and scrapes, including those that do not result in injury, and follow the collision procedures outlined in this policy
- Report vehicle defects before the next vehicle use
- Never carry any hazardous substances without the prior approval of the line manager. Hazardous goods may only be carried in full compliance with relevant legislation

**In addition, it is required that all drivers:**

- Take regular and adequate rest breaks, at least every two hours, stop when tired
- Plan their journeys, taking into account pre-journey work duties, the length of the trip and post-journey commitments
- Stay overnight if driving time and non-driving duties exceed 10 hours in one day

**Drivers using their own car for work**

If an employee is driving their own vehicle for work, the same policies apply.

- The employee must seek the employer’s agreement before using their vehicle for work
- The car must be legally registered, authorised and insured for the purposes of work – the employee must show evidence of this on request
- The employee must not carry loads for which the vehicle is unsuited, nor may they carry more passengers than there are seat belts
- The vehicle must not be used in conditions for which it was not designed (such as off-road)

**Responsibilities as an employer**

The employer will take all steps to ensure company vehicles are as safe as possible and will not require employees to drive under conditions that are unsafe or likely to create an unsafe environment, physical distress or fatigue.

**Vehicle selection and procurement**

Giving priority to safety features when selecting new vehicles, including:

- Only buying and hiring vehicles that rate four or more stars on the Euro NCAP (European New Car Assessment Program) tests
- Choosing vehicles with ESC (Electronic Stability Control), ABS brakes and side head-protecting airbags
- Only buying and hiring vehicles that are light coloured

- Fitting all vehicles with a first aid kit, a securely fitted fire extinguisher, a high visibility jacket for each seat in the vehicle, a torch and an emergency triangle

### **Vehicle maintenance**

The Coordinators of Services will ensure all vehicles are well maintained and that the equipment promotes driver, operator and passenger safety by:

- Servicing the vehicles according to manufacturers' recommendations
- Setting up procedures where employees check their vehicle's oil, water, tyre pressures and general cleanliness on a monthly basis, then record the inspections on a pre-use check sheet
- Keeping maintenance schedules in the glove boxes of all vehicles, which are Centreed each time the vehicles are serviced in any way
- Following the maintenance schedules in the vehicles' manuals
- Setting up a procedure to identify and rectify all defects no how matter how small, as soon as practicable

### **Data on collisions and incidents**

The Coordinator of Services will collect and collate statistics on incidents, collisions and their causes, including:

- The number of collisions
- Who was thought to be at fault
- The probable causes of the collisions and other contributors, such as unrealistic work schedules
- The financial cost of all collisions
- The number of prosecutions
- The number of near-miss events
- Other costs, such as downtime, compensation claims, temporary workers and lost productivity

### **Driving time and driver hours**

The Coordinator of Services will monitor and manage work schedules to ensure they do not encourage unsafe driving practices by: requiring professional drivers of Heavy commercial and light commercial vehicles and buses to comply with both drivers hours regulations and Driver CPC requirements (if applicable) requiring taxi drivers to comply with taxi operation regulations requiring non-commercial drivers to take 15-minute breaks every two hours of driving

The Coordinator of Services will take into account individual drivers' needs by requiring employees to keep driving logs that are regularly checked by the Centre CEO.

### **DRIVER TRAINING**

The Coordinator of Services will Identifying driver training needs and arranging appropriate training or refresher training, including providing:

- A thorough induction to the company's road safety policies and procedures

- Driver training opportunities to all employees
- Driver assessment and required training as part of all employees inductions
- Training aimed at managing the driving risk or specific practical training as required and identified
- Regular employee seminars or refresher meetings on safety features, fatigue, driver responsibility, drink-driving and fuel-efficient driving
- Driver training log updates on personnel files

### **SAFE DRIVER BEHAVIOUR**

The Coordinator of Services will encourage safe driving behaviour by:

- Not paying employees' speeding or other infringement fines
- Forbidding the use of mobile phones in vehicles while driving (including hands-free)
- Encouraging regular breaks while driving
- Providing taxis and designated drivers to and from work social events
- Providing food and non-alcoholic drinks at work functions
- Encouraging the use of public transport, taxis and buses whenever possible
- Making sure the employer is informed if existing employees become unlicensed

### **Fuel Efficiency**

The Coordinator of Services will encourage better fuel efficiency by:

- Setting up and promoting a car pool scheme for work car use
- Setting up and promoting a workplace travel plan
- Providing training on, circulating information about, travel planning, efficient driving habits
- Encouraging the use of other transport or remote conferencing whenever practical

### **What to do in the event of an incident in a company vehicle**

Immediately stop your vehicle at the scene or as close to it as possible, making sure you are not obstructing traffic.

- Apply the handbrake and switch off the engine.
- Switch on the vehicle's hazard warning lights.
- Ensure your own safety first, put on your hi-vis vest before exiting the vehicle.
- Ensure any passengers put their hi-vis vest on before getting out.
- If the vehicle is on fire – get out immediately if it is safe to do so.
- Help any injured people and call for assistance if needed.
- Try to get the following information: details of the other vehicle and registration number, name, address of the other vehicle owner and driver, name and address of any witness, name of insurer and give your name and address and company details.



If you damage another vehicle that is unattended, leave a note on the vehicle with your contact details.

**Contact the Gardaí:**

- If there are injuries
- If there is a disagreement over the cause of the crash
- If you damage property other than your own
- If damage to the vehicle looks to be substantial.

**Only move the vehicle if:**

- Instructed to do so by a member of the emergency services
- It would be more dangerous to others keep it at its current location
- You know that the Gardaí have not been called to the scene
- Any damage is only slight and leaving the vehicle where it was would cause serious inconvenience to other road users
- It is safe to do so and you have already provided your name and address as well as the name and address of the vehicle's owner, registration and insurance details.

**IMPORTANT**

If the vehicle cannot be driven arrangements must be made for its removal. All valuables should be secured. Follow-up with line Coordinator of Services If there is an injury or major damage, report the crash to your manager as soon as you can.

**Breakdowns**

In the event of a breakdown do not try to repair the vehicle. Contact the breakdown assistance provider (details should be kept in the vehicle's glove-box)

- Ensure nothing is done to endanger yourself or others
- Make sure you and other passengers wear the hi-vis vests
- Move passengers to the safest location – on motorways or other busy roads passengers should be taken onto the embankment as far away from the traffic as possible
- Move the vehicle off the carriageway (onto the hard shoulder on a motorway) and switch off the engine
- Switch on the vehicle's hazard warning lights
- Phone the emergency services or breakdown service as appropriate. Make sure to give accurate location details. If on a Motorway use the emergency SOS telephone to call for help – this will accurately inform the Gardaí of your location

**How the success of the policy will be measured**

The success of this policy will be measured by the increase or decrease in:

- The number of collisions involving company vehicles
- The number of avoidable collisions involving company vehicles
- The number of traffic infringements received
- The costs of repairs and maintenance
- Other financial costs associated with vehicle use
- The average cost of vehicle-related employee compensation claims.



## **Section G**

### **Hazard Identification**

### **Risk Assessment**

**&**

### **Summary of Controls**

<b>Hazard</b>	<b>Risks</b>	<b>Control</b>	<b>Person Responsible</b>
VDU Screens	Eye Strain	<ul style="list-style-type: none"> <li>Staff working on VDU screens to be offered an eye examination every 5 year.</li> </ul>	Centre CEO
Manual Handling	Fitness for task Assessment of manual handling activities	<ul style="list-style-type: none"> <li>Assessment of fitness levels every 3 years</li> <li>Training</li> <li>Minimise / eliminate the need for manual handling</li> </ul>	Centre CEO
Noise	Ear damage	<ul style="list-style-type: none"> <li>N/A</li> </ul>	Centre CEO
<u>General equipment operation</u>	Entanglement Eye Injury Electrocution	<ul style="list-style-type: none"> <li>Do not carry tools/knives or sharp points in pockets.</li> <li>Ensure all equipment guards are in position.</li> <li>Ensure that you are familiar with the safety aspects of the equipment</li> <li>Do not touch moving parts.</li> <li>Isolate machine before making adjustments.</li> <li>Do not use broken or defective equipment.</li> <li>Keep all electrical equipment clean and dry.</li> </ul>	Centre CEO
<u>Poor housekeeping</u>	Slips, trips, falls.	<ul style="list-style-type: none"> <li>Keep area clean and tidy/free from obstruction.</li> <li>Make sure surfaces are clean / proper shoe wear</li> </ul>	Centre CEO
<u>Floors / Stairways</u>	Slips, trips and falls	<ul style="list-style-type: none"> <li>Good housekeeping</li> <li>Regular cleaning and inspections</li> <li>Non-slip flooring and steps</li> </ul>	Centre CEO
<u>Chemical handling</u>	Eye injury Burns / Skin irritation Respiratory effects.	<ul style="list-style-type: none"> <li>N/A</li> </ul>	Centre CEO
<u>Working Area</u>	Slips, trips and falls	<ul style="list-style-type: none"> <li>Non-slip surface</li> <li>Good housekeeping policies</li> <li>Cleaning schedules.</li> </ul>	Centre CEO
<u>Working at Heights.</u>	Trips Slips Falls while accessing	<ul style="list-style-type: none"> <li>Fixed ladders.</li> <li>Secure walkways.</li> <li>Training</li> </ul>	Centre CEO

		<ul style="list-style-type: none"> <li>• Supervision.</li> </ul>	
<u>Housekeeping</u>	Slips / Falls.	<ul style="list-style-type: none"> <li>• Waste removed daily.</li> <li>• Drains provided.</li> <li>• Safe storage provided.</li> <li>• Training/Supervision.</li> <li>• Cleaning schedules.</li> </ul>	Manager All Staff and Volunteers
<u>Fire</u>	Burns Smoke inhalation	<ul style="list-style-type: none"> <li>• Fire safety procedures</li> <li>• Means of escape provided</li> </ul>	Centre CEO
<u>Electricity</u>	Electrocution Electric Shock	<ul style="list-style-type: none"> <li>• Equipment wired and installed by competent persons.</li> <li>• Certified installations</li> <li>• Maintenance by competent persons.</li> <li>• Only authorised personnel to work on electrical equipment.</li> </ul>	Centre CEO
<u>Electrical Control Panels</u>	Electrocution	<ul style="list-style-type: none"> <li>• Panels secured/locked</li> <li>• Access to electrical staff only.</li> </ul>	Centre CEO
<u>Knives</u>	Cuts	<ul style="list-style-type: none"> <li>• Always cut away from yourself.</li> <li>• Shield knives when not in use.</li> </ul>	Centre CEO
<u>Spills</u>	Slips Trips Falls	<ul style="list-style-type: none"> <li>• All spills to be cleaned up immediately.</li> </ul>	Centre CEO
<u>Access and Egress</u>	Trips Falls Traffic accidents	<ul style="list-style-type: none"> <li>• Access doors provided for pedestrians</li> <li>• Access and egress routes kept free from obstruction.</li> <li>• Fire exits free from obstruction.</li> <li>• Supervision.</li> <li>• Training.</li> </ul>	Centre CEO
<u>Poor Lighting Levels</u>	Eye Strain Falls Trips	<ul style="list-style-type: none"> <li>• Design and maintenance schedule to conform to C113SE Code for interior lighting.</li> </ul>	Centre CEO
<u>Office Furniture</u>	Falls Strains	<ul style="list-style-type: none"> <li>• All furniture to be safe by design</li> <li>• Maintenance schedule</li> <li>• Do not lean back on chairs</li> <li>• Do not climb onto furniture.</li> </ul>	Centre CEO



## **Section H**

# **Safe Working & Health Practices**

## **SAFE WORKING AND HEALTH PRACTICES**

### **HOUSEKEEPING PRACTICES**

#### **General Policy**

The purpose of this policy is to make provision for good housekeeping practices which will:

- Assist in accident prevention and fire safety control.

Ensure compliance with the requirements of **The Safety, Health & Welfare Act 2005, General Application Regulations 2007, Child Care Act 1991, (Early Years Services) Regulations 2016, The Youth Work Act 2001 and associated Regulations.**

#### **Scope**

The controls and procedures referred to below cover all activities of the Centre and shall be applied to the Centree Centre including all external site areas. This policy also covers all activities carried out by external contractors.

#### **Responsibilities**

It is the responsibility of all Staff and Volunteers at Northside Family Resource Centre Ltd to maintain their work area in a clean and tidy manner to ensure that accidents involving slips, trips and falls are avoided, and to reduce the risk of fire to the lowest acceptable level. The Centre CEO and Coordinators of Services will ensure that all requirements for good housekeeping practices, as contained in this Safety Statement, and other safety instructions, are strictly adhered to especially regarding the following:

- The maintenance of clean and tidy work areas.
- The removal on a daily basis of all waste materials, etc.
- The use of the correct containers for waste collection.
- The maintenance of clear walkways by the safe location of product, packaging
- The immediate removal of all damaged equipment to the designated storage area.
- The storage of materials in the correct and designated facilities.
- The storage of equipment in the correct and designated locations.

The Centre CEO and Coordinators of Services shall ensure that all work areas are maintained in a clean and tidy condition and that all chemicals and flammable liquids are stored in the designated locations. That adequate provision is made for the daily removal of waste from the Centre and that all statutory provisions regarding waste disposal are adhered to.

**The Centre CEO and Health and Safety Officer** will provide, and monitor, suitable spill kits for use on small spillages of chemicals, oils, water etc. The Centre will provide training to all Staff and Volunteers likely to be involved in spillages, especially, in the production area, maintenance workshop and laboratories. When spillages occur, the Health and Safety Officer will provide adequate means of identifying the area affected. They will ensure that checklists are provided to the Coordinators of Services

## **General Controls**

- All work areas are to be kept clean and tidy.
- Waste materials to be placed in the containers provided and waste removed daily.
- The storage of equipment, materials etc. along designated walkways, on stairways, under landings or in any non-designated area is strictly prohibited.
- The wash rooms, toilets and locker rooms must be kept clean and tidy.
- Smoking outside the designated area is strictly prohibited.
- Housekeeping standards will be formally inspected on a monthly basis.

## **Training**

Housekeeping practices will be included in all safety orientation training, and supported by reinforcement training during team briefings or as a result of deficiencies highlighted during safety observations or inspections.

## **Auditing**

The daily maintenance of good housekeeping practices will be monitored by the relevant Coordinators of Services. The Coordinators of Services will also ensure that housekeeping standards are inspected during inspections including Job Safety Observations. Housekeeping policy and procedures will be audited as part of the Centre Audit.

## **LOCK OUT PROCEDURE**

### **General Policy**

The purpose of this policy is to define Centre procedures with respect to the isolation of energy sources where:

- Working on electrical equipment or circuits requires safe working procedures as defined in the Safety, Health and Welfare at Work General Application Regulations 1993 amended 2007.
- Risks to the safety and health of Staff and Volunteers may be present as a consequence of work where energy sources have to be temporarily isolated.

### **Scope**

These procedures apply to all situations where work is undertaken on equipment, switching equipment or circuits or any equipment powered by electrical, mechanical or hydraulic sources.

### **Responsibilities**

It is the responsibility of The Centre CEO and Coordinators of Services to ensure that all the following requirements are strictly adhered to when any risk of exposure to hazardous energy exists. They will ensure that the following specific requirements are fully adhered to and that:

- All equipment and equipment are identified and assessed regarding the application of lock out equipment.

**The Centre CEO and The Health and Safety Officer** is responsible for the development, in consultation with the Staff and Volunteers, of the required programme in Lock Out Procedures.

## **Risk Assessment**

The relevant Coordinators of Services, will identify and document a full list of all equipment and equipment to which the Lock Out Procedures apply, and develop machine specific procedures for all identified equipment and Centre.

## **Usage of Lock Out Procedures**

- When maintenance is being done. (Maintenance is defined as cleaning, oiling, greasing and replacement of parts.)
- When there is more than one staff member working simultaneously on equipment.
- If a mechanical or electrical fault develops and there is waiting time for technical assistance.
- When working on equipment.
- Set up: if more than one staff member is involved in a set up.

## **PERSONAL PROTECTIVE EQUIPMENT**

### **General Policy**

The purpose of this policy is to put into place a personal protective equipment programme in Local Employment Service which:

- Ensures the protection of our Staff and Volunteers, and other persons working in, or visiting our Centre.
- Complies with the requirements of the *Safety, Health and Welfare at Work Act 2005, and associated Regulations, including the S.H.W General Application Regulations 1993 amended 2007 and the Safety, Health and Welfare at Work Construction Regulations 2013.*
- Complies with all requirements of this Safety Statement.
- Provides for the ongoing assessment of risks and the provision of the correct personal protective equipment.
- Defines responsibilities for the development, monitoring, implementation and auditing of policy.
- The Centre recognises the limitations placed on the provision of personal protective equipment and will only employ this strategy where engineering controls, or other preventative strategies are not practicable.

### **Scope**

This policy covers all activities listed below and refers to work carried out by Staff and Volunteers, or contractors, throughout the site

### **Protective Clothing**

Protective clothing is provided to all Staff and Volunteers and must be worn as designated during issue. Protective clothing is also provided to all Staff and Volunteers in duties for both hygiene purposes and thermal protection.

### **Safety Gloves**

To be used when handling chemicals and inks.



## **MACHINE SAFEGUARDING**

### **General Policy.**

The purpose of this policy is to ensure that all machinery employed by the Centre:-

- Complies with the requirements of the *European Communities (Machinery) Regulations 1994 as amended by S.I. No. 372 of 1995.*
- Complies with the requirements of the *Safety, Health and Welfare at Work General Application (Work Equipment) Regulations 1993 amended 2007.*
- Operated by trained and competent Staff and Volunteers
- Maintained and repaired by competent persons with safe working procedures fully in place.

### **Scope**

This policy identifies the hazards and risk associated with equipment, employed by Northside Family Resource Centre Ltd and describes the safe working procedures which are in place to eliminate risks and prevent accidents arising out of the use, care, maintenance and relocation of machinery.

### **Definition**

Machinery is defined as any apparatus for producing or applying power, having fixed or moving parts each with definite functions. A full inventory of all equipment will be retained by The Centre CEO and Coordinators of Services.

### **Risk Assessment**

The main risks associated with machinery used within the Centre can be summarised as follows:-

- Contact with power sources.
- Contact or entanglement with the machinery.

### **Responsibilities**

**The Centre CEO and Coordinators of Services** is responsible for ensuring:

- That all Statutory requirements regarding policy development, implementation and auditing is adhered to and documented
- That all safeguards required by Statute are assessed on existing equipment, new equipment, or any modified or relocated machine.
- That all necessary training is provided to operators, affected Staff and Volunteers, maintenance staff and relevant Coordinators of Services.
- That all specified inspections and audits are carried out and recorded. That all machine guards are provided and maintained.
- Those emergency stop facilities are provided at each machine.
- That an updated machine inventory is kept.
- That safe working procedures are developed for each machine including all foreseeable maintenance/adjustment operations.

**The Centre CEO and Coordinators of Services** is responsible for ensuring that all new or modified equipment are risk assessed, prior to operation, that they carry the C.E.Mark and are located safely to prevent striking accidents. He/She will also ensure that the Lock Out Procedure is employed fully in compliance with this Safety Statement.

The Centre CEO and the Health and Safety Officer will develop safety policy with regard to equipment and ensure that any changes in policy are communicated to all relevant Coordinators of Services and Staff and Volunteers. They will also develop suitable training programs and ensure that records of training are retained.

### **Operator Instructions**

All machine operators will be instructed and trained to observe the following operational rules:

- Never operate any equipment if the guards are removed.
- The removal of guards, unless by an authorised person, is strictly prohibited.
- Operators shall report any defects, to their Coordinators of Services, immediately
- Isolate power to equipment, before cleaning.
- Keep working area around equipment clean and free from obstruction at all times.
- Loose clothing, long hair, and jewelry must be covered over or removed prior to working near moving machinery.
- All specified personal protective equipment must be worn.
- Only Staff and Volunteers who have been authorised, instructed, trained and understand the safety aspects of the machine

### **Training**

It is the responsibility of The Centre CEO and Coordinators of Services to ensure that statutory training requirements are met in the provision of training for Staff and Volunteers on equipment safety. Documented training shall be provided to:

- Affected Staff and Volunteers

All training provided shall be documented and reviewed, by the Health and Safety Officer in conjunction with The Centre CEO and Coordinators of Services and records of training retained.

## **ELECTRICAL SAFETY**

### **General Policy**

This policy makes provision for the safe installation, use and maintenance of electrical appliances and wiring in conformance with:-

- *The Safety Health and Welfare at Work General Application Regulations 1993 amended 2007 ammended 2007 (part 8 Electricity).*
- *The Safety, Health and Welfare at Work Act 2005. -The Fire Services Act 1981.*
- *The Building Regulations.*
- *The National Rules for Electrical Installations.*

### **Scope**

This policy refers to all electrical installations throughout the Centre.

### **Risk Assessment**

The main risks associated with electricity are electrocution, electric shock, fire, explosion, burns and striking injuries following shock

## **MANUAL HANDLING**

### **General Policy**

It is policy of Northside Family Resource Centre Ltd to eliminate, where practical, the manual handling of loads in conformance with the requirements of The Safety, Health & Welfare at Work General Applications Regulations 1993 amended 2007, and to assess all manual handling operations with a view to reducing or eliminating any risks.

### **Scope**

This policy refers to all situations where Staff and Volunteers lift, move or carry loads within the Centre.

### **Risk Assessment**

Staff and Volunteers are engaged in lifting containers, boxes, cartons, children and other loads which may put them at risk of injury such as:

- Back strain or slipped disk.
- Hernias.
- Lacerations.
- Injuries to toes and feet.
- Various sprains, strains etc.

These risks are significantly reduced where mechanical aids have been provided.

### **Responsibilities**

It is the responsibility of The Centre CEO and Coordinators of Services, to carry out an ongoing assessment of the work site to identify all manual lifting hazards and to specify suitable controls. They will ensure that a written risk assessment, as per ***The Safety Health and Welfare at Work General Application Regulations 1993 amended 2007***, is carried out each year, to assess the level of risk associated with each handling task and retain records of such assessments.

On the basis of the risk assessments The Centre CEO and Coordinators of Services will introduce any recommended engineering controls to mitigate against such risks and monitor their effectiveness.

The Centre CEO and Coordinators of Services, will ensure that manual lifting operations are carried out as per training and that assistance is provided as requested.

All Staff and Volunteers shall adhere to the safe systems of work, covering manual lifting, as detailed in training or as specified by their The Centre CEO and Coordinators of Services. Staff and Volunteers are not to attempt to lift or move, on their own, articles or materials which may result in an injury to them. Certain basic details should be considered before an object is lifted-namely:

- Is it of a size which can be handled comfortably by the lifter.
- Is its weight within the physical strength of the lifter.
- Is there enough room in which to carry out the lifting and handling, i.e. no obstruction or movement.
- Will the lifter be able see over the object when it is in the carrying position.
- Can mechanical aids be used.

If any employee/child carer is unable to answer these questions in the affirmative then help should be sought for the task.

Pregnant Staff and Volunteers must inform The Centre CEO and their Coordinators of Services of their condition to enable a risk assessment to be carried out.

**Remember.**

- Inform your manager if you are pregnant.
- A sudden jerk or lift could result in back injury.
- Safety equipment must be worn if issued to you.
- Always store goods in the correct locations.
- Use mechanical lifting devices where provided.

**General Control Measures**

- Where practicable manual handling will be avoided by the use of suitable mechanical devices.
- The Centre CEO and Coordinators of Services will ensure that the general principles of safe manual handling are adhered to.
- All Staff and Volunteers will receive training in safe handling techniques.
- Staff and Volunteers shall not attempt to lift, push, pull or carry any load which they feel are too heavy, big, awkward etc.
- The Centre CEO and Coordinators of Services will observe all handling operations, on a daily basis, and provide assistance, whether physical or mechanical, where required
- Personal protection such as safety gloves and footwear are provided and shall be worn when necessary.

**Training**

The H&S Officer, is responsible for ensuring that all Staff and Volunteers receive training in safe manual handling techniques, prior to commencing work and at intervals thereafter including assignment to different work duties. Refresher training will be provided as appropriate especially as a result of problems highlighted during inspections, audits, safety observation, job safety analysis and during regular team briefings.

## **Review**

The Centre CEO and Coordinators of Services will review this policy in line with any changes in Legislation, Corporate Policy or following any change in processes or procedures.

## **CHEMICAL SAFETY**

### **General Policy**

The purpose of this policy is to define responsibilities and procedures for the safe operation of chemical processes. The main objectives of this policy are to:

- Ensure compliance with the requirements of *The Safety Health and Welfare at Work Act 2005, and associated Regulations*
- Prevent accidents and ill health arising from exposure to chemical agents.
- Ensure that all chemicals entering the site are risk assessed and Material Safety Data Sheets obtained.

### **Scope**

This policy refers to the handling, dispensing, storage and use of chemicals in all parts of the Centre.

### **Risk Assessment**

The Centre utilises small quantities of chemical/Detergents in the kitchen area. The main risks associated with the use of the chemical agents are:

- Skin contact with corrosive substances and solvents.
- Eye damage resulting from splashes of corrosive substances or solvents.
- Fire resulting from uncontrolled used of flammable liquids.
- Inhalation or ingestion of chemicals during handling or dispensing.
- Accidental spills of chemicals.

### **Responsibilities**

It is Centre policy to comply with the requirements of *The Safety, Health and Welfare at Work General Application Regulations, The S.H.W. Act 2005*, regarding the storage use and handling of chemical agents. All relevant Coordinators of Services are responsible for the effective implementation of this policy and will ensure that:

- Only trained and authorised Staff and Volunteers handle, store, transport or dispense chemicals,
- A full inventory of all chemicals used is maintained and available for inspection.
- All new chemicals agents are subject to a risk assessment and the relevant Material Safety Data Sheet made available to all affected Staff and Volunteers.
- Containers of chemical agents are clearly labeled in conformance with E.U. Directives
- Provide a suitable emergency spill kits, train Staff and Volunteers in its safe use and ensure that it is maintained on an ongoing basis
- Chemicals are stored in the designated storage Centre.

The Centre CEO and Coordinators of Services is responsible for monitoring chemical hygiene and will:

- Ensure that employee exposure to chemicals is assessed on an annual basis.
- Coordinate the provision of engineering controls where shown to be necessary following any assessment.
- Monitor the implementation of this policy on an ongoing basis.
- Oversee and manage the provision of a central chemical storage Centre on site.

Staff and Volunteers will follow all safety procedures as detailed in training, use all personal protective equipment as provided and report any defects in equipment or processes to their Coordinator of Services.

### **Training**

Centre CEO is responsible for the provision of adequate training to affected Staff and Volunteers on chemical safety and emergency procedures. This training will be repeated annually.

### **LONE WORKERS**

#### **Are people legally allowed to work alone?**

Yes. There is nothing specific in general legislation that prohibits a person from working alone. Section 19 of the Safety, Health and Welfare at Work Act 2005 requires the employer to undertake a risk assessment, and so this shall determine whether or not an employee may work alone. Therefore, in general, an employer must assess whether an employee is at significantly higher risk when working alone. However, employers must be aware of any specific legislation on lone working, which may be applicable to their specific industry, e.g. supervision in diving operations, vehicles carrying explosives.

#### **Who are lone workers?**

Lone workers are those who work by themselves without close or direct supervision. Anybody who works alone, including contractors, self-employed people and employee, is classed as a lone worker. Lone workers include:

- People in fixed establishments where only one person works on the premises, e.g. in small workshops, kiosks, petrol stations, shops and home-workers
- People work separately from others, e.g. in factories, warehouses, some research and training establishments, leisure centres or fairgrounds
- People who work outside normal hours, e.g. cleaners, security, special production, maintenance or repair staff, etc.
- People who work working away from their fixed base, e.g. on construction, Centre installation, maintenance and cleaning work, electrical repairs, lift repairs, painting and decorating, vehicle recovery, etc.
- Agricultural and forestry workers
- Service workers, e.g. rent collectors, postal staff, social workers, home helps, district nurses, pest control workers, drivers, engineers, architects, estate agents, sales representatives and similar professionals visiting domestic and commercial premises.

**What kind of hazards might lone workers be exposed to?**

- Accidents or emergencies arising out of the work, including inadequate provision of first aid
- Sudden illnesses
- Anadequate provision of rest, hygiene and welfare facilities
- Physical violence from members of the public and/or intruders

**What responsibilities do lone workers have?**

The employer holds the main responsibility for protecting the safety and health of lone workers. Nonetheless, lone workers themselves have a responsibility to help their employer fulfil this duty, and so they must:

- Take reasonable care to look after their own safety and health
- Safeguard the safety and health of other people affected by their work
- Co-operate with their employer's safety and health procedures
- Use tools and other equipment properly, in accordance with any relevant safety instructions and training they have been given
- Not misuse equipment provided for their safety and health
- Report all accidents, injuries, near-misses and other dangerous occurrences

**What happens if the risk assessment shows that it is not possible for the work to be carried out safely by a lone worker?**

If the risk assessment shows that it is not possible for the work to be done safely by a lone worker, arrangements for providing help or backup should be put in place. Where a lone worker is working at another employer's workplace, that employer should inform the lone worker's employer of any risks and the control measures to be taken. This also helps the lone worker's employer to assess the risks.

**What control measures could be implemented to minimise the risk to lone workers?**

The risk assessment should prescribe control measures to be implemented in order to eliminate/minimise the identified risks. Such control measures may include:

- Communication is very important: mobile phone, telephone or radio
- Controlled periodic checks
- Automatic warning devices, e.g. panic alarms, no movement alarms, automatic distress message systems, i.e. pre recorded message sent if not actively cancelled by operative, etc.
- Instruction and training in proper procedures, e.g. code words for potentially violent situations when combined with mobile phone communication.
- Use of Personal Protective Equipment (PPE)
- Health surveillance
- First-aid kits and training
- Implementing Standard Operating Procedures (SOP's)
- locking and securing place of work
- Implementing correct incident reporting procedures
- Provision of counselling

## **What issues should the employer address when planning safe working arrangements for lone workers?**

When establishing safe working arrangements for lone workers, employers need to know the law and standards that may apply to their specific work activity. They must then assess if the requirements of that work activity can be met by people working alone. Issues that need to be addressed when planning such safe working arrangements are:

### **1. Can the risks of the job be adequately controlled by one person?**

Lone workers should not be at more risk than other employees. This may require extra risk control measures. Precautions should take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and accidents. Employers should identify situations where people work alone and ask questions such as:

- Does the workplace present a special risk to the lone worker?
- Is there a safe way in and a way out for one person? Can any temporary access equipment that is necessary, such as portable ladders or trestles, be safely handled by one person?
- Can all the Centre, substances and goods involved in the work be safely handled by one person?
- Consider whether the work involves lifting objects too large for one person or whether more than one person is needed to operate essential controls for the safe running of equipment.
- Is there a risk of violence?
- Are women especially at risk if they work alone?
- Are young workers especially at risk if they work alone?

### **2. Is the person medically fit and suitable to work alone?**

Check that lone workers have no medical conditions which may make them unsuitable for working alone. Seek medical advice if necessary. Consider both routine work and foreseeable emergencies, which may impose additional physical and mental burdens on the individual.

### **3. What training is required to ensure competency in safety matters?**

Training is particularly important where there is limited supervision to control, guide and help in situations of uncertainty. Training may be critical to avoid panic reactions in unusual situations. Lone workers need to be sufficiently experienced and to understand the risks and precautions fully. Employers should set the limits to what can and cannot be done while working alone. They should ensure employees are competent to deal with circumstances that are new, unusual or beyond the scope of training, e.g. when to stop work and seek advice from a supervisor and how to handle aggression.

### **4. How will the person be supervised?**

Although lone workers cannot be subject to constant supervision, it is still an employer's duty to ensure their safety and health at work. Supervision can help to ensure that employees understand the risks associated with their work and that the necessary safety precautions are carried out. Supervisors can also provide guidance in situations of uncertainty. Supervision of safety and health can often be carried out when checking the progress and quality of the work; it may take the form of periodic site visits combined with discussions in which health and safety issues are raised.



The extent of supervision required depends on the risks involved and the ability of the lone worker to identify and handle safety and health issues. Employees new to a job, undergoing training, doing a job which presents special risks, or dealing with new situations may need to be accompanied at first. The level of supervision required is a management decision, which should be based on the findings of risk assessment, i.e. the higher the risk, the greater the level of supervision required. It should not be left to individuals to decide whether they require assistance.

#### **What provisions should be in place for lone workers in the case of an emergency?**

- Lone workers should be capable of responding correctly to emergencies. Risk assessment should identify foreseeable events.
- Emergency procedures should be established and employees trained in them.
- Information about emergency procedures and danger areas should be given to lone workers who visit your premises.
- Lone workers should have access to adequate first-aid facilities and mobile workers should carry a first-aid kit suitable for treating minor injuries.
- Occasionally, the risk assessment may indicate that lone workers need training in first aid.

#### **Are there special factors to be considered for lone workers working at a remote location or/and in isolation?**

For a lone worker at a remote location, the following factors must be considered:

- How long should the work take and how frequently should the worker report in
- Has the worker a safe means of travel to and from the location, especially out of normal hours
- Is there access to adequate rest, hygiene, refreshment, welfare and first aid facilities
- Can emergency services approach the location without hindrance. Procedures for responding to 'worst-case' emergencies should be in place

#### **What if I am a lone worker, working from home?**

An employer has the same responsibility for the safety and health of employees who work from home as for any other employees. This covers the provision of supervision, education and training and the implementation of sufficient control measures to protect the homeworker. The employer should accept liability for accident or injury of a homeworker as for any other employee.

For additional information relating to lone workers, refer to HSE publication '*Working Alone in Safety; Controlling the risks of solitary work*'



## **Section I**

# **Accident and Dangerous Occurrence Reporting & Investigation**

## **ACCIDENT / DANGEROUS OCCURRENCE REPORTING AND INVESTIGATION**

### **General Policy**

It is Centre policy to comply with all requirements of the Safety, Health and Welfare at Work General Application Regulations 1993 amended 2007 with regard to the reporting, and investigation, of all accidents and dangerous occurrences. The purpose of investigating and reporting of accidents is to identify all causative factors and instigate controls to prevent reoccurrence. In order to ensure effective reactions to accidents and dangerous occurrences, it is imperative that incidents be reported:

- In a timely manner.
- With accurate and precise information.

### **DEFINITIONS**

#### **Accident**

Any unplanned event, or series of events, resulting in death, injury, damage or near miss. The following are examples of accidents which shall be reported with immediate effect:

- Fatalities.
- Serious injuries.
- Minor injuries.
- Near miss events including where protective equipment prevented injury.
- Third party accidents including contractors.
- Property damage.

#### **Dangerous Occurrences**

The following are examples of dangerous occurrences which shall be reported with immediate effect:

- Any electrical short circuit or overload.
- All fire incidents.
- Any chemical spill or release from a vessel.
- The failure of any interlock or machine guarding control.

#### **Occupational Illness**

Any illness resulting from work activities shall be reported with immediate effect, including any illness resulting from exposure to environmental factors. Diseases, both acute and chronic, resulting from the inhalation, ingestion or skin absorption of any chemical agent or substance shall also be reported.

### **RESPONSIBILITIES**

The Centre CEO and Coordinators of Services is responsible for the coordination of all procedures relating to accident / dangerous occurrence/ill health reporting and investigation.



## **Section J**

### **Fire Prevention**

**&**

### **Evacuation Procedure**

## **FIRE PREVENTION AND CONTROL**

### **General Policy**

It is the policy of Northside Family Resource Centre Ltd to provide and maintain an active policy of loss control through the ongoing attention to fire prevention and control within the Centre. The Centre will meet, as a minimum, the requirements of the *Fire Services Act 1981* in relation to the safety of Children, Parents, Staff and Volunteers and our operations. All managers and Staff and Volunteers are responsible for ensuring that fire prevention and control procedures are implemented on an ongoing basis and that rules covering the control of sources of ignition are adhered to at all times.

### **Scope**

This policy refers to fire prevention, and control, throughout the entire Centre and associated properties.

### **Responsibilities**

The Centre CEO and Coordinators of Services is responsible for the co-ordination of all fire prevention and control procedures and will specifically ensure that:

- Records of the test and maintenance of fire control equipment are retained.
- Notices prohibiting smoking and other sources of ignition are erected.
- Fire prevention and control are included in all Centre audits.
- All Staff and Volunteers are trained and instructed in fire prevention and action to be taken should a fire occur.
- All fire risks are identified and adequate controls put in place.
- Adequate provision is made for the supply of fire control equipment.

The Centre CEO and Coordinators of Services is responsible for ensuring that:

- All sources of ignition are identified and documented.
- Electrical and mechanical equipment listed as a source of ignition are maintained on a pre-determined basis
- Fire control equipment, including fire extinguishers, hose reels, fire alarms and emergency lighting are maintained in accordance with relevant standards as specified in this policy.
- Safe storage is provided for flammable liquids and gases.
- The Centre CEO and Coordinators of Services are responsible for the day-to-day management of fire prevention throughout their areas. They will ensure that waste combustibles are stored safely and removed from the Centre by an approved disposal agent on a regular basis and that flammable liquids and gases and oxidising agents are stored, handled, transported and used safely at all times. They will also ensure that materials are not stored adjacent to fire equipment and all fire protection equipment is unobstructed.

### **Sources of Ignition**

The following sources of ignition have been identified:

### **Electrical Sources**

The Centre is dependent on electrical power for all operations thus the risk of fire from electrical sources is constantly present.

- Faulty conditions leading to overheating of circuits.
- Contact between combustible fuels and hot surfaces.
- Ignition of chemicals from static electricity discharges.

### **Controls**

- All equipment and wiring installed and maintained in accordance with E.T.C.I. Rules for Electrical Installations.
- Combustibles and flammable liquids/gases stored away from electrical sources of ignition.
- Fire control equipment provided and maintained.
- Safe Operating Procedures and storage of chemicals are adhered.
- Training and instruction provided to all Staff and Volunteers and The Centre CEO and Coordinators of Services.
- Predetermined audits carried out.

### **Mechanical Sources**

Many of the operations in the Centre are designed to run hot in normal use, including boilers, equipment, and general workshop processes.

The primary causes of fires from mechanical sources are:

- Hot sparks or debris coming into contact with combustible or flammable fuels.
- Overheating of equipment due to malfunction or incorrect use.

### **Controls**

- All mechanical equipment maintained in accordance with manufacturers' instruction.
- Combustible or flammable fuels prohibited from workshops, where practicable.
- Training and instruction provided to all Staff, Volunteers and The Centre CEO and Coordinators of Services.
- Thermostats or other thermal limiting devices provided on machinery.
- Fire control equipment provided.

Predetermined audits carried out.

### **Chemical and Others**

Chemical sources of ignition include self-ignition of waste,

### **Controls**

Bins are provided for disposal of waste, and are removed from the Centre daily. Controls are audited on a pre-determined basis.

### **General Controls**

Smoking is prohibited except in designated area. Rubbish is removed from the Centre daily. Security is provided in the form of manned security, physical alarms on entrance doors and strict access procedures.

### **Fire Control Equipment**

#### **Fire Extinguishers**

Installed to I.S 291 and maintained annually by competent contractor. Checked for obstructions and faults by The Centre CEO and Coordinators of Services on weekly basis and as part of Audit.

### **Training**

The Centre CEO and Coordinators of Services is responsible for the provision of fire prevention, and control training, to all Staff and Volunteers, as part of induction training. The Centre CEO and Coordinators of Services will re-enforce this training during Team Briefings and fire drills.

### **Policy Review**

The Centre CEO and Coordinators of Services will review this policy on an annual basis, or following any observed breach in procedures. This policy will also be reviewed following any change in Legislation, or Corporate policy. Any alterations to this policy will be brought to the attention of all The Centre CEO and Coordinators of Services and Staff and Volunteers.

### **Auditing / Inspection**

The effective implementation of this policy will be monitored on a regular basis by The Centre CEO and Coordinators of Services and formally inspected as part of the Centre Inspection/Audit.

### **When You Discover a Fire**

If you discover a fire you should;

- Raise the alarm by operating the nearest break. glass unit.
- Deal with the fire if safe to do so.
- Evacuate to your assembly point.

### **When You Hear the Alarm Sound**

- Switch off your machine / make safe your place of work.
- Move in an orderly fashion to the nearest exit, which are clearly marked in the Centre.
- Do not go to the locker room.
- Assemble at your pre-determined assembly point for a head count
- Do not re-enter the Centre until the fire warden has given the all clear.
- Provide assistance when requested by trained personnel.
- Remember the first priority in any emergency is to save lives. Do not panic as this could be the greatest hazard.

### **Fire Drill**

Fire drills are held regularly and as you participate in these drills you should know the exact location in the grounds where you are to assemble on evacuation in the case of fire. If you are in any doubt, ask you immediate The Centre CEO and Coordinators of Services.

### **Fire Fighting Equipment**

The Centre provides a number of different types of fire fighting equipment including extinguishers and fire hoses, etc.

**Do not, under any circumstances, abuse or interfere unnecessarily with firefighting equipment.**

Keep the areas around firefighting equipment **clear at all times**. If you have any cause to use firefighting equipment, inform The Centre CEO and Coordinators of Services. All fire extinguishers should be recharged after use, even for short periods. Inform The Centre CEO and Coordinators of Services if you find one not full.

Remember it is important that all firefighting equipment in the Centre be serviceable at all times and any misuse or undue **interference with firefighting equipment will subject the offender to disciplinary action.**

In your work area you will notice three main types of fire extinguishers:

- **Red - which contains water (pressurised)**

<u>For Use Generally On</u>	<u>Not To Be Used On</u>
Wood	Electrical Fire
Paper	Burning Liquids
Textile Fabric & Similar Materials	Flammable Metal
  
- **Red (blue label) - which contains powder (standard)**

<u>For Use Generally On</u>	<u>Not To Be Used On</u>
Burning Liquids	Flammable Metal
Electrical Fires	
  
- **Red (black label) - which contains carbon dioxide (CO<sub>2</sub>)**

Carbon Dioxide (CO<sub>2</sub>) is an asphyxiant - it does not support life. It therefore displaces oxygen, leading to a situation where combustion will not occur, thus eliminating fire. It is also a colorless and odorless gas.

Where Carbon Dioxide has been used in confined areas, care should be taken that the place is ventilated to make is safe to enter.

Plans showing the location of fire exits and fire doors in the Centre will be displayed at the main entrance door in the factory. The Centre also pinpoints the exact location of all firefighting equipment in the Centre.

### **Fire Wardens**

Receptionists act as Fire wardens.



### **GENERAL EVACUATION ALL EMERGENCIES INCLUDING FIRE**

The emergency evacuation procedure shall be observed and followed by all Staff and Volunteers whenever a threat to the safety of human life exists.

### **ALARM BELLS**

The sounding of alarm bells or the use of any other suitable means of alarm should be taken as an indication of the existence of such a threat,



## **Section K**

## **Welfare Facilities**

## **WELFARE FACILITIES**

### **General Policy**

The Centre recognises its duties under *The Safety, Health & Welfare at Work Act 2005* and associated regulations to provide adequate welfare Facilities, for its Staff and Volunteers, children, visitors & members of the public and to maintain the facilities in a clean and healthy condition on an ongoing basis. It is the responsibility of the Centre CEO and Coordinators of Services to ensure that all welfare facilities are monitored and cleaned on a daily basis and to provide for the replenishment of stocks of cleaning materials and disposable toilet and hygiene products. It is the responsibility of all Staff and Volunteers to leave welfare facilities in a clean and tidy condition and not to abuse or damage any facilities provided for their welfare.

### **General Provisions**

- Toilets and urinals are provided, separate from each other, for both male and female Staff and Volunteers in compliance with *The Safety, Health & Welfare at Work General Applications Regulations 2007*.
- Washing facilities are provided with hot and cold running water and with soap and drying facilities.
- Hygiene disposal units are provided for female Staff and Volunteers.
- All welfare facilities are cleaned on a daily basis.
- Facilities are provided for changing of clothing and securing clothing not in use.

### **Policy Review**

The Centre CEO and Coordinators of Services will review the welfare facilities and policy each year.

### **Auditing**

Welfare facilities will be monitored on an ongoing basis and formally inspected as part of the Centre Audit/Inspections.

### **Workplace Stress**

“Stress may be defined as a state of imbalance between the demands experienced by individuals and their capacity to adjust to those demands. It is both the pressures on an individual and the individual’s response to it”. (SFA Law Employment Guidelines, 1999).

A systematic approach to stress management is the most effective approach, this involves being pro-active as opposed to reactive in the event of the above situation arising, it should include the following steps;

- Actions to prevent problems developing, i.e. tackle the cause not the symptom.
- Action to deal with the problem that has developed, i.e. to accept that stress is a problem.
- Action to help staff return to work, i.e. tackle attitudes, all staff must realise that admitting the problem is not a weakness.

It is very important therefore that The Centre CEO and Coordinators of Services be alerted to the stressors in the work environment. The Centre CEO and Coordinators of Services is a vital component of the interaction equation. A good management system tries to inject challenge into the work environment because challenge can often produce enhanced performance but this can result with positive (employee strives) or negative (stress) effects sometimes. It is therefore necessary that Limerick Regeneration Agencies have a **stress management policy** for staff to refer to.

### DIGNITY & RESPECT AT WORK POLICY

Management is committed to implementing and promoting measures to protect the dignity of Staff and Volunteers and to encourage respect for others at work. We will do this by creating a work environment free from bullying, harassment and other disrespectful behavior and by dealing effectively with any complaints of such conduct as they arise.

#### Procedure

We have a detailed procedure for dealing with complaints of bullying/harassment or disrespectful behaviour and copies are available from your Manager. The procedure covers:

- How to make a complaint
- How the informal and formal procedure is structured
- How the matter will be investigated
- Staff and Volunteers rights to representation
- Requirement for confidentiality
- Sanctions which may be invoked where bullying or harassment or other unacceptable behaviour has taken place.

#### What is Harassment or Bullying?

Harassment, bullying, or other disrespectful behavior takes many forms and can be verbal, physical or visual in nature.

**Bullying** is defined as “repeated, inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise conducted by one or more persons against another or others at the place of work and/or in the course of employment which could reasonably be regarded as undermining the employee’s right to dignity at work”.

An isolated incident of the behaviour described may be an affront to dignity at work, but, as a once off incident, is not considered to be bullying.

Complaints relating to instructions issued by The Centre CEO and Coordinators of Services, assignment of duties, terms and conditions of employment or other matters, which are appropriate for referral under the normal Grievance Procedure, do NOT constitute bullying. These complaints usually relate to a specific issue or incident. Bullying on the other hand is repeated inappropriate behaviour, which is specifically targeted at the recipient in order to undermine their dignity.

**Harassment** is any form of unwanted conduct towards another person, which has purpose of violating a person's dignity and creating an intimidatory, hostile, degrading, humiliating or offensive environment for the person. Harassment can take place on grounds of gender, marital status, family status, race, age, religious belief, sexual orientation, disability or membership of the traveller community

### **Behaviours that constitute Bullying**

The following are examples of the types of behaviour that may constitute bullying. This list is not exhaustive:

- Ignoring others or showing hostility through sustained unfriendly contact or exclusion
- Constantly criticising others' work efforts
- Ignoring the views of others
- Withholding information that affects other people's jobs
- Humiliating or ridiculing others about their work
- Spreading rumours or gossip
- Making insulting or offensive comments about others
- Shouting at and being abusive towards others
- Pointing your finger, invading personal space, shoving, blocking or barring the way of others
- Suggesting that others should resign
- Being hostile to others
- Playing practical jokes on people you don't like
- Making false allegations against others
- Threatening violence to others
- Using malicious or insulting language
- Constantly picking on a person when things go wrong even when he/she is not responsible

**Lack of respect** can be shown by direct comments, sarcasm, snide remarks, inappropriate jokes or banter directed towards a colleague. It can also arise where colleagues are ignored, overlooked, avoided or shunned without good reason and in a manner likely to be hurtful and disrespectful. Jokes or comments directed at or referring to a colleague could be thought amusing by others but unpleasant, uncomfortable or hurtful to that colleague **No form of bullying/harassment or disrespectful behavior will be condoned at work or outside of work if it has a bearing on the working relationship.**

### **Positive Work Behaviours**

The kind of behaviours that will help to protect dignity and respect at work include:

- Saying thank you whenever a colleague is helpful
- Making sure no-one is left out in a discussion or social event
- Welcoming new Staff and Volunteers and helping them to join in
- Being co-operative when working on a project/task with a colleague.

- Offering to help others when they are overworked
- Being considerate to less experienced Staff and Volunteers and respect their willingness to learn
- Being truthful, honest and open in your communications with others
- Apologising when you have done something wrong
- Accepting an apology from a colleague and move on
- If you are finding it difficult to get on with a colleague try and find a way to work constructively with them
- Where a colleague or a manager is causing distress or embarrassment to one or more people then bring this to their attention.
- Challenging disrespectful behaviour in others

### **Contact Persons**

The following Staff and Volunteers have volunteered to act as “Contact Persons” for Staff and Volunteers who wish to speak in confidence about bullying or disrespectful behaviour that they have been subjected to.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

The role of the “Contact Person” will be to discuss, confidentially, the nature of the behaviour, which has caused the upset, and to help the employee(s) identify the most appropriate action for their circumstances. The “Contact Persons” will consult with the other “Contact Persons” before advising the employee of possible solutions to the issue.

We will be providing the “Contact persons” with training to help them fulfil their role.

### **Review**

We will regularly review the effectiveness of this policy and accompanying procedure to ensure they promote the dignity of the employee whilst at work through the use of surveys and other in-house feedback mechanisms.

In the meantime if you have any questions in relation to the above please feel free to contact any member of the Management Team, or one of the “Contact Persons” listed above

### **What to do if you believe you are being harassed or bullied?**

Please speak to your manager or one of the “Contact Persons” listed above.

### **DIGNITY & RESPECT AT WORK PROCEDURE**

## **INTRODUCTION**

Management are committed to implementing and promoting measures to protect the dignity of Staff and Volunteers and to encourage respect for others at work. We will do this by creating a work environment free from bullying, harassment and other disrespectful behaviour and by dealing effectively with any complaints of such conduct as they arise.

No form of bullying/harassment or disrespectful behaviour will be condoned at work or outside of work if it has a bearing on the working relationship.

## **KEY POINTS**

Complainants will be handled sensitively and discreetly and complainants will be protected from victimisation.

Persons against whom allegations have been made will also be treated discreetly and sensitively whilst investigations are underway.

Disciplinary action appropriate to the circumstances will be taken against offenders and also against anyone abusing this procedure by making spurious or malicious claims. In serious cases, offenders may be dismissed.

The Centre will monitor the application of this policy and keep it under review.

## **SCOPE**

The procedure applies to Staff and Volunteers both in the workplace and at work associated events such as meetings, conferences and work related social events, whether on the premises or off site.

It covers bullying/harassment/disrespectful behaviour not only by fellow Staff and Volunteers but also by a client, customer or other business contact to which an employee might reasonably expect to come into contact with in the course of their employment and vice versa.

## **Employee Responsibilities**

- To treat others with respect and dignity
- To challenge inappropriate behaviour in others
- To deal with conflict constructively

## **Manager Responsibilities**

- To explain the Dignity & Respect at Work Policy and Procedure to all team members and to new Staff and Volunteers
- To promote ongoing awareness of the policy amongst their teams
- To be vigilant for signs of bullying and harassment and intervene before a problem escalates
- To respond sensitively to any employee who makes a complaint of bullying or harassment
- To respond promptly to requests from Staff and Volunteers to intervene and work to resolve the matter informally where appropriate

## **Centre responsibilities**

- Protect the dignity of all our Staff and Volunteers
- Ensure that there are appropriate procedures, systems and campaigns in place to promote the dignity of the employee at work
- Educate all Staff and Volunteers on their personal responsibility to behave in a way that respects the dignity of fellow workers
- Raise awareness of the Dignity & Respect at Work Policy and Procedure by making training and education available to all levels in the organisation
- To audit and review the extent of adherence to the Dignity at Work standards
- To be open and constructive in our communications
- To prevent acts of exclusion, unfair treatment or other negative or demeaning behaviours
- To educate the workforce in the development of positive behaviours
- To provide appropriate awareness training to all Staff and Volunteers

## **PROCEDURES**

### **The Informal Procedure**

Sometimes an offender may not be aware that a type of behaviour is considered offensive. In these circumstances it may be that simply advising the offender that the behaviour is unacceptable and requesting that it be stopped is sufficient.

If an employee is unable to approach the harasser/bully on his/her own, they could ask a colleague to speak to the offender on their behalf, or to accompany them when approaching the harasser/bully in order to make it clear that the behaviour is not acceptable. Staff and Volunteers are advised to make a written note of any behaviour considered to be bullying/harassment, the date on which it happened and what steps (if any) taken to deal with it.

Staff and Volunteers may seek the support of a manager/supervisor at this stage however; their role during the informal stage can only be one of support or assistance. Please also be aware that:

- 1) A formal investigation and possible disciplinary action can only take place if the complaint is investigated under the formal procedure.
- 2) A written record of the action taken will be made by the Manager receiving the complaint to assist with any formal proceedings, which may arise if the behaviour does not stop. However, a failure to maintain such a record will not invalidate proceedings at the formal stage.
- 3) All reported incidents of bullying/harassment will be monitored by the Manager/Supervisor and in the event of any patterns emerging management may wish to initiate its own formal investigation and take remedial action where this proves to be necessary.

### **The Formal Procedure**

There may well be situations in which the target of the harassment/bullying finds it difficult or impossible to tell the offender to stop, or situations where the type of harassment/bullying is so serious that an informal approach would not be appropriate. In these circumstances, or if the harassment/bullying continues after the informal procedures have been used, it will be appropriate to use the formal procedure.

### **N.B. Staff and Volunteers do not have to try an informal approach before making a formal complaint.**

The Centre CEO and Coordinators of Services will be responsible for proceedings at the formal stage. Staff and Volunteers may raise a complaint with their Coordinator of Services or, if the Coordinator of Services is connected with the complaint, any other member of management.

The Centre CEO and Coordinators of Services will be assigned to carry out an investigation into the complaint. Managers carrying out investigations at the formal stage will not be connected with the allegation that has been made.

A representative from the Human Resource department (or other management representative) will assist throughout the procedure. He/she will attend meetings and maintain a written record of all proceedings including the investigation and any outcome. The manager conducting the investigation will check all records to ensure accuracy.

The following outlines each stage of the procedure to be adopted and also the recommended time limits for Centreion of each stage. Where these time limits are not possible, all parties should be informed of the revised time limits.

### **Making a complaint.**

Complaints should be raised as soon as possible following an act or acts of alleged harassment/bullying so that the matter can be investigated swiftly and decisively.

It is preferable that a complaint is made in writing to the Centre CEO, or whichever manager it is chosen to raise the complaint with. However, an investigation can still take place even if the complaint is made verbally.

The Centre CEO will acknowledge receipt of the complaint and will endeavour to arrange a meeting with the complainant **within 3 working days**.

The Centre CEO will notify the HR department at this stage.

### **Initial meeting with the Complainant**

The manager will meet with the complainant to:

- Clarify and formally record the nature of the complaint
- Clarify that the complaint is being handled under the formal procedure
- Ensure the complainant is aware of the next stage of the procedure, i.e., a formal investigation.
- Stress the importance of maintaining confidentiality



When making a complaint, full details of the behaviour being complained about should be provided and an explanation as to why it is believed the behaviour amounts to bullying/harassment. The complainant has the right to be accompanied/represented by a colleague or Trade Union representative at this initial meeting and at future investigatory meetings.

### **Avoiding contact between Complainant and Alleged Harasser/Bully**

Before informing the alleged harasser/bully of the complaint, The Centre CEO and Coordinators of Services in charge of the investigation will consider the issue of avoiding contact between the alleged bully/harasser and the complainant.

The alleged bully/harasser may be placed on paid leave from the Centre in the case of an allegation of serious harassment/bullying. An individual who is going to be put on paid leave must be formally advised of this at a meeting with The Centre CEO and Coordinators of Services concerned. They will be entitled to have a trade union representative or a work colleague present at this meeting. **The purpose of this paid leave is to allow for a speedy investigation to be carried out. It is not a penalty against the alleged bully/harasser.**

In all other cases, both parties will be advised that there should be no communication, directly or indirectly, in relation to the complaint.

### **Informing the Alleged Bully/Harasser**

The Centre CEO and Coordinators of Services will meet with the alleged bully/harasser as soon as is practical and: outline the nature of the complaint, confirm that it is being handled under the formal procedure ensure that the individual is aware of the next stages of the procedure, i.e., a full investigation. Stress the importance of maintaining confidentiality. The alleged bully/harasser is entitled to be accompanied/represented at this meeting and future investigatory meetings, by a trade union representative or work colleague.

### **The Investigation**

A full investigation will then be carried out in order to establish the facts. This will involve formal meetings with the complainant, the alleged harasser/bully and anyone else who may be able to assist. Each individual will be asked to outline what happened.

Both the complainant and alleged bully/harasser may be represented by a trade union representative or work colleague. They may not be accompanied by the same person. All others giving information during the investigation will do so privately and not in the presence of any other person involved in the alleged incident. A record of all meetings will be kept. All evidence provided to assist with the investigation will be treated as confidential to the investigation, subject to any statutory requirements.

The investigation may also look at whether there is any history of previous conflict between the complainant and the alleged bully/harasser and/or with other parties.

The complainant and alleged bully/harasser will be treated with discretion and sensitivity at all times.

The investigation should be Centreed within **15 working days** of receiving the formal complaint. Where this is not possible, both parties will be informed of the revised time scale

### **Making a decision**

Having obtained all information possible, the Centre will consider whether the complaint of bullying/harassment is substantiated. The Centre CEO will prepare a written report of their findings and recommended action. Where the Centre CEO has not the authority to take appropriate action, the complaint will be reported to the board.

### **The actions which may be taken are:**

- To initiate the Centre's disciplinary procedure against any party, as appropriate.
- To take appropriate management action e.g., the provision of training or counselling
- To take no further action

Where a complaint is upheld a disciplinary hearing will take place. Should a case of bullying/harassment be proven then the organisation will take appropriate disciplinary action. The disciplinary action to be taken will be in line with the Centre's disciplinary policy. This may include transfer or other appropriate action up to and including dismissal. Records of any warnings for bullying/harassment will remain in the employee's file and will be used if any further offences of the same or similar nature occur in the future.

Regular checks will be made by the Centre CEO and Coordinators of Services investigating the complaint to ensure that the bullying/harassment has stopped and that there is no victimisation. Retaliation of any kind against an employee for complaining or taking part in an investigation concerning bullying or harassment at work will be treated as a serious disciplinary offence.

### **Communicating the decision**

Having made the decision on the most appropriate course of action, this will be communicated in writing to both the person who has complained of bullying/harassment and the person against whom the complaint was made. The decision will be communicated within **20 working days** of receipt of the formal complaint. Where this is not possible, both parties will be informed of the revised time scale.

Training and/or counselling will be considered for both the person who has been bullied/harassed and to the bully/harasser. Training may also be offered where a complaint has not been upheld.

## **Dignity & Respect at Work Policy and Procedure**

### **Guidelines for Managers**

#### **DO**

- ❑ Explain the Dignity at Work Policy to all your team members and ensure understanding of the definitions of bullying and harassment and how the complaints procedures works
- ❑ Explain the Policy and complaints procedure to new Staff and Volunteers as part of their induction process
- ❑ Promote ongoing awareness of the policy amongst your team
- ❑ Set a good example by treating all Staff and Volunteers and any other person with whom you come into contact with in the workplace with courtesy and respect
- ❑ Be vigilant for signs of bullying and harassment and intervene before a problem escalates
- ❑ Respond sensitively to any employee who makes a complaint of bullying or harassment
- ❑ Respond promptly to requests from Staff and Volunteers to intervene and work to resolve the matter informally where appropriate

#### **DON'T**

- ❑ Assume that no complaints means no problems
- ❑ Try to dissuade Staff and Volunteers from making complaints
- ❑ Don't assume that complainants are over sensitive or trouble makers
- ❑ Accept "I didn't mean any harm" as an excuse for harassment
- ❑ Allow retaliation or victimisation of an employee who has brought a complaint



## **Section L**

# **Occupational Health**

**&**

# **Hygiene**

## OCCUPATIONAL HEALTH AND HYGIENE

### CHEMICAL SAFETY COMMUNICATION

#### General Policy

The purpose of this policy is to define procedures, and responsibilities, for the implementation of safe working practices regarding the use of chemicals within the Centre.

The Centre recognises its duties under the Safety, Health & Welfare at Work Act 2005 and associated regulations to control all chemical substances brought into the workplace which may be hazardous to health. The main policy regarding harmful substances is to source a less harmful substitute where practicable. The objectives of this policy are to:

- Ensure compliance with the requirements of the Safety, Health and Welfare at Work (Chemical Agents) Regulations 2006.
- Prevent accidents or ill health arising out of the use of chemical agents.
- Make provision for the communication of relevant information, and training, to all Managers and Staff and Volunteers.

#### Responsibilities

The Centre CEO and Coordinators of Services is responsible for ensuring that a documented review is carried out for all new chemicals **prior to introduction** into the centre. He/she will ensure that the following review process is carried out:

- Only the smallest quantities practicable are brought into the building.
- All containers are correctly labeled prior to entry.
- All waste is disposed of safely by a competent contractor.

The Centre CEO and Coordinators of Services is responsible for ensuring that the review information and risk assessments are documented.

- All necessary control procedures are in place and documented.
- The risks and control procedures are communicated to all affected Staff and Volunteers.
- All necessary personal protection equipment is provided.
- All affected Staff and Volunteers are trained regarding identification and control of the risks.
- The risk assessment is reviewed at least 6 monthly.



## **SECTION M**

# **CODES OF PRACTICE**

## **CODE OF PRACTICE COVERING ERGONOMICS**

Much pain and suffering and many accidents and injuries are caused by incorrect body mechanics and posture. Work can involve pushing, shoving, pulling and lifting and a basic knowledge of body mechanics and posture can either avoid the difficulties associated with these activities or substantially reduce them. The following are recommended:-

- Where possible, the worker should maintain an upright and forward facing posture.
- Where vision is a requirement of the task, the necessary work points must be adequately visible with the head and trunk upright or with just the head inclined slightly forward.
- Where possible, arrange your work activities so that you can adopt several different, but equally healthy and safe postures, without reducing capability to do the work.
- Where possible, arrange your work so that you can choose to do it in either a seated or standing position. When seated you should be able to use the back rest of the chair at will without necessitating a change of movements.
- The weight of the body when standing should be carried equally on both feet.
- Work activities should be performed with the joints at about the mid point of their range of movement. This applies particularly to the head, trunk and upper limbs.
- Where muscular force has to be exerted, it should be by the largest appropriate muscle groups available and in a direction collinear with the limbs concerned.
- Work should not be performed consistently at or above the level of the heart; even the occasional performance where force is exerted above heart level should be avoided. Where light hand-work must be performed above the heart level, rests for the upper arms are required.
- Where force has to be exerted repeatedly, it should be possible to exert it with either of the arms or either of the legs without adjustment to the equipment.
- Rest pauses should allow for all loads experienced at work including environmental and information loads and the length of the work period.

## **CODE OF SAFE WORKING PRACTICE COVERING MANUAL HANDLING**

It is the policy of the Centre that no person is expected to lift a load that would be likely to cause him/her injury. Furthermore the Centre minimises the risk of injury to Staff and Volunteers by meeting legal requirements in this area.

Mechanical lifting equipment (pallet trucks, hand trucks and trolleys) are available. These must be utilised in preference to manual handling where it is feasible to do so. The wearing of safety footwear is compulsory for Staff and Volunteers involved in activities where they are exposed to risks from heavy objects, chemical or hot substances. Safety gloves are also used as a protection against metal staples, wire and the like.

Every employee must be familiar with the correct lifting techniques. These are attached in diagram form but they may be summarised as follows:

- Lift in easy stages - floor to knee then from knee to carrying position.
- Hold weights close to body.
- Don't jerk, shove or twist body.
- Grip load with palms - not fingertips.

- Don't let the load obstruct your view.

The risk of injury from manual handling is further reduced by having each employee ensure that the working environment is maintained in a safe condition. This includes gangways and floors being kept in a good condition and free from obstruction.

### **ADDITIONAL PRECAUTIONS**

- Only manually lift loads which you know you can lift easily, comfortably and safely. If in doubt ask a colleague for assistance.
- Examine the load before lifting. The obscure sides could contain exposed and dangerous staples, wire, and other objects which could cut or puncture the skin.
- Factors which could make manual lifting dangerous are as follows:-

#### **Characteristics of the load**

The manual handling of a load may present a risk, particularly of back injury if it is:

- Too heavy or too large.
- Unwieldy or difficult to grasp.
- Unstable or has contents likely to shift.
- Positioned in a manner requiring it to be held or manipulated at a distance from the trunk, or with a bending or twisting of the trunk, or likely, because of its contours or consistency (or both) to result in injury to Staff and Volunteers, particularly in the event of a collision.

#### **Physical effort required**

A physical effort may present a risk particularly of back injury if it is:

- Too strenuous.
- Only achieved by a twisting movement of the trunk.
- Likely to result in a sudden movement of the load.
- Made with the body in an unstable posture.

#### **Characteristics of the Working Environment**

The characteristics of the work environment may increase a risk, particularly of back injury if:

- There is not enough room, in particular vertically, to carry out the activity.
- The floor is uneven, thus presenting tripping hazards, or is slippery in relation to the employee's footwear.
- The place of work or the working environment prevents the handling of loads at a safe height or with a good posture by the employee.
- There are variations in the level of the floor or the working surface, requiring the load to be manipulated on different levels.
- The floor, or footrest, is unstable.
- The temperature, humidity or ventilation is unsuitable.

#### **Requirements of the Activity**



The activity may present a risk, particularly of back injury, if it entails one or more of the following requirements:

- Over-frequent or over-prolonged physical effort involving in particular the spine.
- An insufficient bodily rest or recovery period.
- Excessive lifting, lowering or carrying distances.
- A rate of work imposed by a process which cannot be altered by the employee.

### **Personal Factors**

The employee may be at risk if he/she:

- Is physically unsuited to carry out the task in question.
- Is wearing unsuitable clothing, footwear or other personal effects.
- Does not have adequate or appropriate knowledge or training.

If you have reason to believe that any of these factors are relevant in any circumstance, refer the matter to your Supervisor before attempting to Centree a lift.

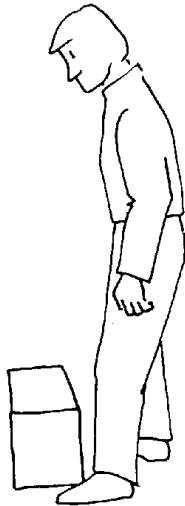
### **SAFE LIFTING**

- Keep the test certificate for all lifting machinery and tackle showing its safe working load, and the fourteen or six-monthly examination reports.
- Use only certified lifting equipment (marked with its safe working load) which is not overdue for examination
- Never exceed the safe working load of equipment or tackle. Remember that the load in the legs of a sling increases as the angle between the legs increases.
- Do not lift a load if you doubt its weight or the adequacy of the equipment.
- Before lifting an unbalanced load find out its Centre of gravity. Raise it slightly off the ground and pause – there will be little harm if it drops.
- Never use makeshift, damaged or badly worn equipment – chains shortened with knots, kinked or twisted wire ropes, frayed or rotted fibre ropes.
- Provide suitable packing to protect slings from damage by sharp edges of loads and do not allow tackle to be damaged by being dropped or dragged from under a load.
- Take care to avoid snatch or sudden loads, particularly in cold weather.
- Cranes should have the correct counter weight, load radius indicator and/or automatic safe load indicator. Have a responsible slinger or banksman and use a recognised signalling system.
- Make sure that people or loads can't fall from a high level when using lifting equipment like lifts, hoists or cranes.
- Have properly interlocked or key-controlled access to motor rooms and service pits of hoists and lifts.

### **SAFE STACKING**

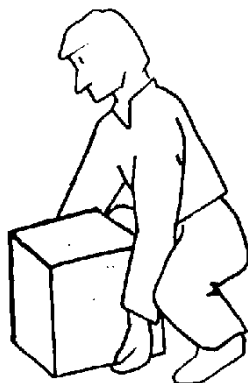
- Chock objects which may roll, such as drums and keep heavy articles near floor level.
- Inspect pallets, containers and racks regularly for damage.
- Prevent damage from fork-lift trucks and other vehicles.
- Stack palletised goods vertically on a level floor so they won't overbalance.

- “Key” stacked packages of uniform size like a brick wall so no tier is independent of another.
  - Use a properly constructed rack where possible – and secure it to a wall or floor.
  - Do not allow items to protrude from stacks or bins into gangways.
  - Never climb racks to reach upper shelves – use a ladder or steps.
1. Never lean heavy stacks against structural walls.
  2. Never de-stack by throwing down from the top or pulling out from the bottom.
  3. Exceed the safe loading of racks, shelves or floors.

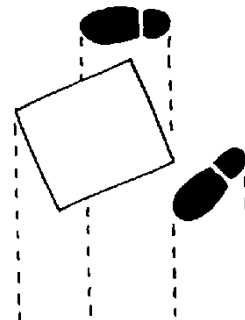


**2. Place the feet.** Feet apart, giving a balanced and stable base for lifting (tight skirts and unsuitable footwear made this difficult). Leading as far forward as is comfortable.

**3. Adopt a good posture.** Bend the knees so that the hands when grasping the load are as nearly level with the waist as possible. But do not kneel or overflex the knees. Keep the back straight (tucking in the chin helps). Lean forward a little over the load if necessary to get a good grip. Keep shoulders level and facing in the same direction as the hips.



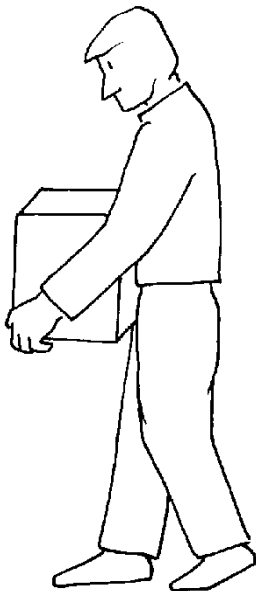
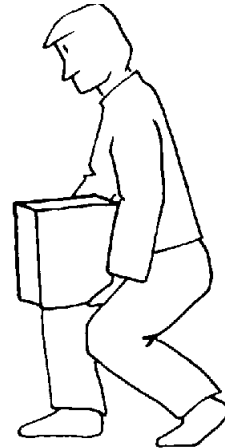
**1. Stop and think.** Plan the lift. Where is the load going to be placed? Use appropriate handling aids if possible. Do you need help with the load? Remove obstructions such as discarded wrapping materials. For a long lift – such as floor to shoulder height – consider resting the load mid-way on a table or bench in order to change grip.



**4. Get a firm grip.** Try to keep the arms within the boundary formed by the legs. The optimum position and nature of the grip depends on the circumstances and individual preference, but it must be secure. A hook grip is less fatiguing than keeping the fingers straight. If it is necessary to vary the grip as

the lift proceeds, do this as smoothly as possible.

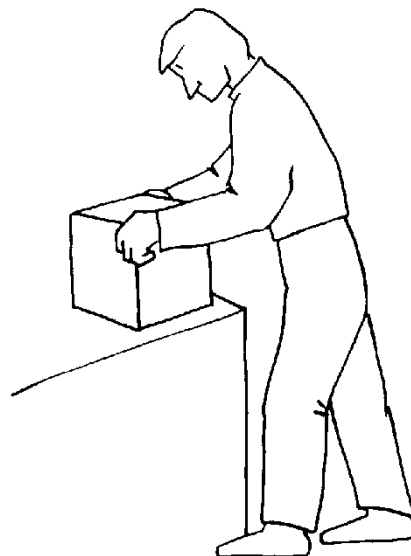
**5. Don't jerk.** Carry out the lifting movement smoothly, keeping control of the load.



**5. Move the feet.** Don't twist the trunk when turning to the side.

**6. Keep close to the load.** Keep the load close to the trunk for as long as possible. Keep the heaviest side of the load next to the trunk. If a close approach to the load is not possible try sliding it towards you before attempting to lift it.

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



## **CODE OF PRACTICE COVERING OFFICES**

### **Furniture & Fittings**

- Office fitments (floor coverings, electrical fittings, heating, lighting and ventilation systems) and office equipment (desks, chairs, drawers and filing cabinets) must be selected for the task for which they are intended. Careful selection reduces the risk that unsuitable fitments or equipment will be brought into use on the premises.

### **Layout of Workplace**

- The layout of the office area is critical for its safe use.
- Position all office equipment so as to avoid risks, falls or collisions when in use.
- Position all power cables where possible so as to avoid risks of trips or falls. Tape or fasten all phone lines, cables and extensions under the desk or along the base boards. A cable cover is fitted when it is absolutely necessary that a cable run across a passageway.
- Provide adequate means of access to, and exit from, the workplace including adequate means of escape in case of a fire (which must be clearly marked).

### **Housekeeping**

- The removal of hazards to safety and health in the office depends greatly on the maintenance of appropriate standards of housekeeping. See separate Code of Safe Working Practice Covering Good Housekeeping in this regard.

### **Smoking**

- Strict restrictions and regulations are in force covering this activity. These must be complied with literally. Where smoking is permitted, comply with the following: -
- Avoid or reduce smoking to the minimum. Ensure that adequate supplies of clean, fresh air are always available.
- Use proper ashtrays. Never use waste bins for disposal of cigarette ends, cigarette ash, burnt matches and the like.
- Clean ashtrays regularly.
- Do not deposit spent gas lighters in internal waste bins, containers or incinerators.

### **Installation of equipment**

- Equipment must be positioned in a well-ventilated area away from doorways. The main isolating switch must be accessible at all times. The manufacturer's manual is available at all times.

### **Minor repairs**

- Minor repairs, such as removing blockages from the photocopier, may be carried out by office staff where clear instructions exist and the action presents no hazard. Whilst equipment may be fitted with interlocking systems to prevent electrocution, they still must be switched off and unplugged before gaining access to the interior. Care is needed to avoid hot surfaces. Under no circumstances should office staff use screwdrivers or any other article to tamper with the inside of equipment.

**Major faults**

- Major faults, including any electrical faults, frayed wires etc., must be reported to the departmental manager or supervisor. No attempt should be made by office staff to repair electrical faults. In such cases, isolate the machine until repaired by a qualified electrician.

**Maintenance**

- Qualified maintenance personnel carry out basic maintenance of equipment. This includes replenishment of toner and silicone oil. Where replacement of toner involves more than cartridge replacement, rubber gloves must be worn. A First Aider is called in the event of accidental inhalation, swallowing or entry into eyes.

**Filing Cabinets**

- Do not use defective cabinets.
- Ensure cabinets are placed on even and secure supports.
- Use only one drawer at a time. Close each drawer prior to extracting another one.
- Do not overfill drawers.
- Do not leave drawers pulled out and unattended.
- Use mechanical means to move or transport empty and full cabinets.
- Store heavier items in the bottom drawer.
- Fill the bottom drawer first.
- Always use the drawer handles to open and close drawers.

**Miscellaneous**

- Do not use chairs, desks or other unsuitable means to access heights. Use only step ladders or purpose built stairs or platforms.
- Avoid storing files, office supplies and other equipment on overhead open-sided shelves.
- The temporary depositing or storage of used cups and containers on or close to electrical appliances is prohibited because of the risk of electrical shock caused by spillage.
- Report any breakage's, floor obstructions, or other hazards to your supervisor immediately on becoming aware of them.
- Ensure that bulk supplies of stationery, adhesives and other combustible material are stored in an orderly way and preferably in a self-contained non-combustible area.

**CODE OF PRACTICE COVERING ACCESS & EGRESS**

- Ensure the site is kept clean and free from obstructions.
- Ensure external / emergency lighting is provided and adequately maintained.
- The car park must identify employee and visitor parking areas.
- Assembly points in an emergency must be clearly marked and free from obstructions.
- External fire fighting equipment i.e. hydrants, must be conspicuously marked and again free from obstructions.
- No Parking signs must be clearly identifiable on site.

- A system should be in place for “all visitors must report to reception” and a sign displaying this message posted prominently on site.
- The site surface must be even with no dangerous pot holes, slopes etc.
- The site must be well drained.
- Ensure swinging gates, doors, windows, barriers, signs and the like do not create an additional hazard.
- Authorised personnel should only be permitted to enter the likes of transformer rooms, storage tanks, confined spaces, electrical switchrooms etc. A sign must be prominently displayed ensuring this.

## **CODE OF PRACTICE COVERING FIRE SAFETY**

Fire is the largest single exposure to the safety of personnel and the continued operation of a business. Key matters of concern are fire prevention, control of ignition sources, training, emergency procedures, fire equipment and housekeeping.

## **FIRE PREVENTION & CONTROL OF IGNITION SOURCES**

### **Control Measures:**

- Physical isolation of heaters, boilers and burners
- Maintenance of Electrical fixed installation and portable equipment
- Maintenance of Centre & Machinery
- Housekeeping
- Inspections / Audits
- Smoking Controls
- Maintenance / Contractor Activities especially Hot Work.
- Waste management
- Storage and use of fuels and flammable gases / liquids
- Others

### **Contents**

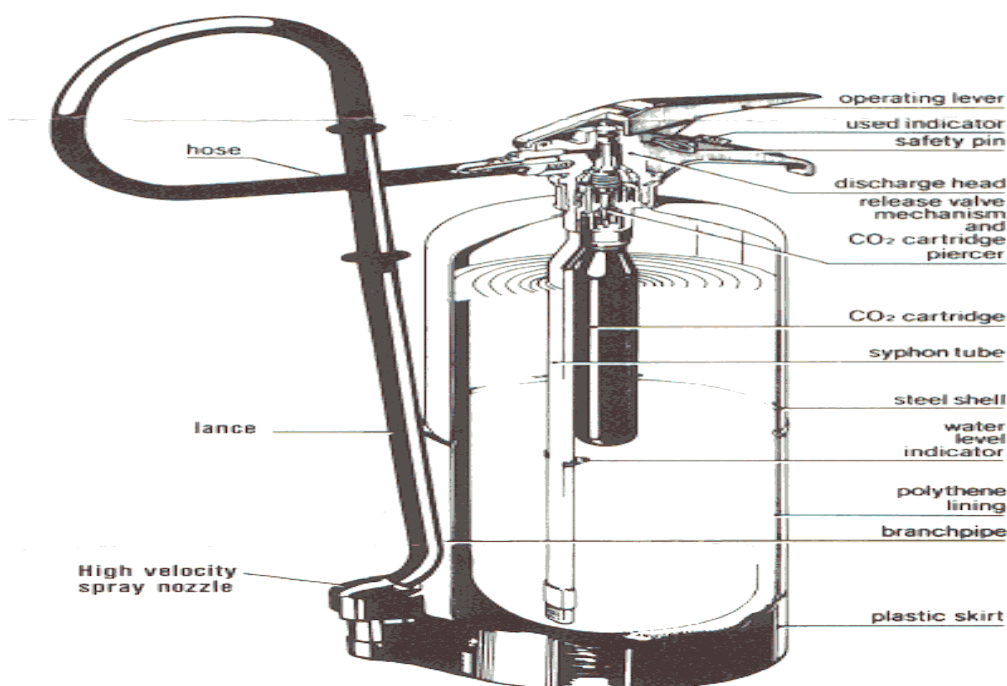
- Fire Equipment
- Inspection & Maintenance of fire equipment
- Construction – Fire Legislation
- Emergency Planning
- Fire Training

### **1. FIRE EQUIPMENT**

#### *Purpose*

- To alert occupants to emergency
- To facilitate emergency response
- To enable occupants extinguish small fires
- To ensure a defined and visible route of escape.
- To ensure the constant supply of fire fighting water.

## a. FIRE EXTINGUISHERS






Fire Extinguishers are portable device used to put out fires of limited size. Such fires are grouped into four classes, according to the type of material that is burning. Class A fires include those in which ordinary combustibles such as wood, cloth, and paper are burning. Class B fires are those in which flammable liquids, oils, and grease are burning. Class C fires are those involving live electrical equipment. Class D fires involve combustible metals such as magnesium, potassium, and sodium. Each class of fire requires its own type of fire extinguisher.

Each extinguisher is rated as to both type and size of the fire extinguished. For example, a 20-B extinguisher should extinguish a flammable-liquids fire that is 20 times the size of a fire that an extinguisher rated 1-B would extinguish. Extinguishers that cannot extinguish the minimum size test fires are not listed or rated. Some extinguishers will put out only one class of fire; others are used for two or even three classes; none is suitable for all four classes.

Fire extinguishers may go unused for many years, but they must be maintained in a state of readiness. For this reason, periodic inspection and servicing are required, and that responsibility rests with the owner. Your local Fire Officer checks at periodic intervals to see that extinguishers are present where required by law and that they have been serviced within the specified time period.

Extinguishers should be located in conspicuous positions, on brackets or stands (with the extinguisher carrying handle about 1m from the floor) and should be sited such that no point on the floor is more than 30m travelling distance from the nearest suitable extinguisher. Where a specific hazard or hazardous area can be identified, suitable extinguishers should be sited in a prominent position near to the hazard or area concerned but they should not be so close as to be inaccessible in the event of fire. If a specific hazard is contained in a confined space it is generally advisable to position the extinguishers outside that space.

<b>FIRE TYPE</b>	<b>NOTES</b>
<b>Extinguishers for Class A Fires</b> 	Class A fire extinguishers are usually water based. Water provides a heat-absorbing (cooling) effect on the burning material to extinguish the fire. Stored-pressure extinguishers use air under pressure to expel water. Pump-tank extinguishers are operated by a hand pump. Carbon Dioxide or normal (BC-rated*) dry chemical extinguishers are not to be used on class A fires.
<b>Extinguishers for Class B Fires</b> 	Class B fires are put out by excluding air, by slowing down the release of flammable vapours, or by interrupting the chain reaction of the combustion. Three types of extinguishing agents—carbon dioxide gas, dry chemical, and foam—are used for fires involving flammable liquids, greases, and oils. Carbon dioxide is a compressed gas agent that prevents combustion by displacing the oxygen in the air surrounding the fire. The two types of dry chemical extinguishers include one that contains ordinary sodium or potassium bicarbonate, urea potassium bicarbonate, and potassium chloride base agents; the second, multipurpose, type contains an ammonium phosphate base. The multipurpose extinguisher can be used on class A, B, and C fires. Most dry chemical extinguishers use stored pressure to discharge the agent, and the fire is extinguished mainly by the interruption of the combustion chain reaction. Foam extinguishers use an aqueous film forming foam (AFFF) agent that expels a layer of foam when it is discharged through a nozzle. It acts as a barrier to exclude oxygen from the fire.
<b>Extinguishers for Class C Fires</b> 	The extinguishing agent in a class C fire extinguisher must be electrically non-conductive. Both carbon dioxide and dry chemicals can be used in electrical fires. An advantage of carbon dioxide is that it leaves no residue after the fire is extinguished. When electrical equipment is not energised, extinguishers for class A or B fires may be used.
<b>Extinguishers for Class D Fires</b>	A heat-absorbing extinguishing medium is needed for fires in combustible metals. Also, the extinguishing medium must not react with the burning metal. The extinguishing agents, known as dry powders, cover the burning metal and provide a smothering blanket.

The extinguisher label gives operating instructions and identifies the class, or classes, of fire on which the extinguisher may be used safely. Approved extinguishers also carry the labels of the laboratories at which they were tested.





**Before starting to fight the fire, be sure to take these steps:**

- Sound fire alarm if available and make sure the fire brigade has been called
- Make sure everyone has left, or is leaving the building
- Be sure that the fire is confined to a small area and is not spreading
- Plan an unobstructed escape route to which the fire will not spread
- Know how to properly use a fire extinguisher
- Make sure the fire extinguisher is the proper one for the job
- Be sure the fire extinguisher is fully charged and able to extinguish the fire



**FIGHTING THE FIRE UNDER ANY OTHER CIRCUMSTANCES IS  
DANGEROUS!!! LEAVE THE AREA IMMEDIATELY AND MAKE SURE IT IS  
SEALED OFF!!!**

**FIGHTING THE FIRE:** Keep **P.A.S.S.** in mind:

	<p><b>P</b>ull the pin: This action will unlock the operating lever on the extinguisher, allowing you to discharge the fire fighting medium. Some extinguishers are equipped with other seals or tamper indicators.</p>
	<p><b>A</b>im low: Point the extinguisher nozzle or hose at the base of the fire. Fires burn upwards so all of the flammable material will be at the base of the fire.</p>
	<p><b>S</b>queeze the lever above the handle: This will discharge the fire extinguishing medium. Releasing the lever will stop the discharge. Some fire extinguishers are equipped with a button instead of a lever.</p>
	<p><b>S</b>weep from side to side: Move slowly and carefully toward the fire, keeping the extinguisher aimed at the base of the fire. Sweep the nozzle or hose back and forth until the flames appear to be out. Watch the fire are to be sure re-ignition does not occur. If so, repeat the process.</p>

**WHEN NOT TO FIGHT A FIRE**

- If the fire could block your only exit!
- If the fire is spreading too quickly!
- If the type or size of the extinguisher is wrong!
- If the fire is too large!
- If you don't know how to use your fire extinguisher!

**If any of the above conditions exist, leave immediately!!!**

**CODE OF PRACTICE COVERING WELFARE FACILITIES**

**This Code of Practice gives guidance on:**

- First Aid including First Aid Equipment
- Sanitary Provisions
- Rest Rooms
- Pregnant Women & Nursing Mothers
- Supply of Drinking Water
- Shelters
- Toilet Facilities
- Facilities for Meals
- Cloakrooms
- Waste Disposal
- Health Surveillance

## **FIRST AID INCLUDING FIRST AID EQUIPMENT**

- Trained first aid personnel are responsible for the upkeep of first aid boxes.
- First aid personnel must be continuously available in the workplace.
- Records of all first aid measures and treatments must be kept in the workplace.
- The names, telephone extensions and location of all first aiders must be prominently displayed in the workplace.
- Emergency contact lists must be placed in each first aid box and include details on first aiders, doctors, local hospitals etc.
- First aiders should be trained in artificial respiration techniques, particularly for electricians on site.
- If chemicals are commonly used on site, then special provisions such as safety showers, eye wash units etc. should be provided.
- First aiders must be trained in the use of resuscitation equipment in the workplace.
- Specialist first aid training should be given to occupational first aiders in places of work with special identifiable risks: meat factories, woodworking factories, risks from biological and chemical exposure, mining etc.
- Distance to medical services.
- Staff and Volunteers working away from the employer's premises.

An occupational first aider must hold a certificate in first aid, issued in the past three years by a person who is recognised as an occupational first aider instructor.

## **First Aid Kits & Boxes**

- First aid kits or boxes, as appropriate, should be provided at the workplaces
- The minimum contents of first aid kits and boxes should comply with guidance issued by HSA.
- First aid kits and boxes should not contain anything besides material for first aid in emergencies.
- First aid kits and boxes should contain simple and clear instructions to be followed.
- First aid kits, should be in the charge of a responsible person who is qualified to render first aid.
- The contents of every first aid box should be inspected regularly by the person in charge of it, and the box should be kept stocked.

## **PREGNANT WOMEN & NURSING MOTHERS**

- Pregnant women and nursing mothers must be able to lie down to rest in appropriate conditions.
- Additional risk assessments must be carried out in accordance with the 2005 Regulations.

## **CODE OF SAFE WORKING PRACTICE COVERING CHEMICALS & DANGEROUS SUBSTANCES**

Controlling chemical hazards primarily depends on the nature of the actual hazard. The following are general guidelines for those using chemicals.

- Use the safest chemical possible for the job to be done. Compare potential hazards of the various chemical options available.
- Read the label and the Material Safety Data Sheet (MSDS) before opening the packaging. Note any hazard symbols and if necessary seek clarification.

- Take the special measure prescribed on the MSDS before starting to use the chemical and know the emergency measures in case of accidents. Handle all chemicals with care especially those classified as hazardous.
- Avoid the inhalation of vapours and dusts by using ventilation or extraction equipment or by working outdoors. This is especially important for toxic, harmful or irritant chemicals. The vapours of flammable chemicals must also be contained.
- Prevent contact with eyes, where there is any risk of eye contact wear protective goggles. This is especially important for corrosive or irritant chemicals.
- Prevent contact with the skin and use suitable protective gloves. This is especially important for corrosive, toxic, harmful or irritant chemicals. Solvents may penetrate protective gloves following prolonged contact.
- Do not eat, drink or smoke when working with chemicals and do not let chemicals come in contact with food. This is especially important for explosive, oxidising, flammable, toxic or harmful chemicals.
- Avoid contacts with chemicals and clean yourself and your working clothing. Good hygiene is always recommended especially with toxic or harmful chemicals.
- Do not dump chemicals on the soil or into a sewer. All chemicals must be disposed of according to the manufacturer's recommendations.
- Store all chemicals in closed, labelled containers in cool ventilated conditions or as prescribed by the manufacturer. Segregate all incompatible chemicals to avoid hazardous consequences in case of accidental spillage.

### 1. Explosive:



May explode if subject to heat, shock or friction.

- Precautions:
- a) Store away from other materials.
  - b) Always observe recommendations for storage and use.

### 2. Oxidising:

Produces heat on reaction with other materials and creates a fire risk in contact with flammable or combustible materials.

- Precautions:
- a) Store away from other materials.
  - b) Always observe recommendations for storage and use.
  - c) Keep container tightly closed.



### 3. Highly Flammable



A gas solid or liquid with flash point below 0°C and a boiling point below or equal to 35°C.

- Precautions:
- a) Keep away from sources of ignition.
  - b) Do not smoke.
  - c) Store in a secure place.
  - d) Keep container tightly closed.

#### 3.(i) Flammable

A liquid having a flash point between 21°C and 55°C.

- Precautions:
- a) Keep away from sources of ignition.
  - b) Do not smoke.



### 4. Toxic or Very Toxic



May cause serious or extremely serious health risks or death if inhaled, swallowed or if it penetrates the skin.

- Precautions:
- a) Use exhaust ventilation system or full breathing apparatus to prevent exposure to dusts, vapours etc.
  - b) Wear protective clothing.
  - c) Do not eat, drink or smoke.
  - d) Wash hands thoroughly after use.

### 5. Corrosive

May cause chemical burns to skin and eyes, may also be corrosive to certain materials.

- Precautions:
- a) Wear protective clothing to avoid contact with skin, eyes and clothing.
  - b) Provide good ventilation. Specific chemicals may require the use of a protective face mask.



## 6. Harmful



May cause limited health risks if inhaled, swallowed or if it penetrates the skin.

- Precautions:
- a) Wear protective clothing to avoid contact with the skin and eyes.
  - b) Provide good ventilation or use protective face mask.
  - c) Do not eat, drink or smoke after use.

## 7. Irritant

Can cause irritation to skin eyes or breathing system if inhaled.

- Precautions:
- a) Wear protective clothing to avoid contact with skin and eyes.
  - b) Provide good ventilation or use protective face mask.



## 8. Dangerous for the Environment



All chemicals labelled as "Dangerous for the Environment" must be disposed of in accordance with current national guidelines. (This information should be provided by the suppliers of the chemical.)

- Precautions: Refer to the chemical data sheet for additional precautions.

## STORAGE

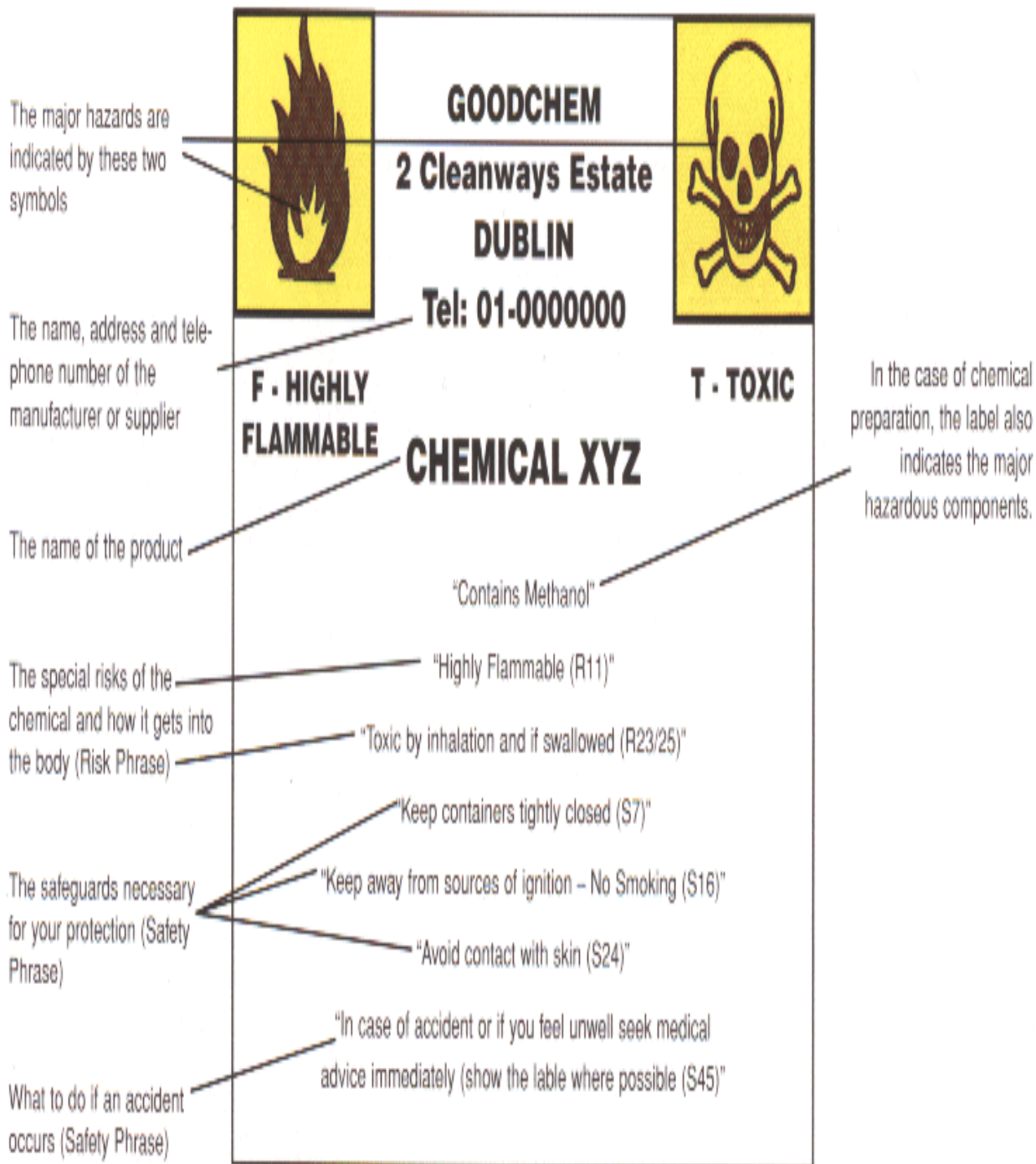
Chemicals must be stored in accordance with the Manufacturers recommendations. General guidelines for many chemicals include keeping the containers tightly closed in a well ventilated area with no extremes of temperature.

Quantities must be kept to a minimum and stored in correctly labelled containers. Chemicals that are incompatible with one another must not be stored together in case of breakage, spillage or fire.



Where chemical are supplied in glass containers, e.g. bottles, winchester etc. suitable safety cages must be used to carry these containers. The use of safety cans is recommended when transferring flammable or hazardous chemicals from bulk storage.

### HOW TO READ A TYPICAL LABEL:



### CODE OF SAFE WORKING PRACTICE COVERING THE USE OF ELECTRICITY IN THE WORKPLACE

All of our electrical appliances and installations must comply with the following Code of Practice.

Use only electrical equipment which is:-

- Well constructed and designed.
- Installed to current standards.
- Well maintained.
- Protected against overloading.
- Used so as to prevent danger.
- Any electrical equipment which may be exposed to adverse or hazardous environments must be constructed, installed and so protected as to prevent danger arising from such exposure.
- All electrical equipment must be suitably identified where necessary to prevent danger.
- All electrical equipment other than cables must display the maker's name together with all ratings necessary to show that it is suitable for the purpose for which it is used.
- All live parts which may cause danger must:-
  - Be suitably covered with insulating material and protected as to minimise danger, or
  - Have such precautions taken in respect of them (including where appropriate their being suitably placed) as will prevent danger.
- Precautions must be taken, either by earthing the supply of electricity or other suitable means, to prevent danger arising where any exposed conductive part may become live.
- Circuits and sockets between 125 and 1000 volts which are intended to supply portable equipment must be protected by one or more residual current devices having a tripping current not exceeding 300 mille amperes.
- Portable equipment with a voltage exceeding 125 volts is not used in building operations, works of engineering construction or in damp or confined locations unless its rating exceeds 2 kilovolt amperes.
- Portable hand lamps supplied at a voltage exceeding 25 volts alternating in current or 50 volts direct current are not used in building operations, works of engineering construction, damp or confined locations.
- Transformers used to supply electricity to portable equipment at a voltage not exceeding 125 volts ac or a portable hand lamp at a voltage not exceeding 25 volts ac are of the
  - double wound type and the Centre point of the lower voltage or secondary winding is connected to earth.
- Every electrical joint and connection must be of adequate construction as regards conductants, insulation, mechanical strength and protection so as to prevent danger.
- Effective means suitably located must be provided to protect all electrical equipment and installations from over current so as to prevent danger.
- Adequate means must be available to switch off the electrical supply and to isolate all electrical equipment.
- All switches and isolators referred to above are suitably located, readily accessible and clearly marked to indicate the on and off positions unless these are otherwise self-evident.

- Adequate precautions must be taken to prevent the operation of any switch while carrying current where that switch is not capable of safely interrupting normal load current.
- Adequate precautions must be taken against electrical equipment which has been made dead becoming accidentally live.
- No work is carried out on electrical equipment which is live. All equipment must be disconnected and isolated in accordance with a separate Code of Safe Working Practice before any work commences on it. See separate "Lock-Out" Procedures.
- No work commences on electrical equipment unless there is adequate working space, adequate means of access and egress and adequate lighting.
- No person is permitted to carry out any work on electrical installations unless they are experienced and qualified to do so.
- Effective means must be provided in relation to every circuit to which high voltage is used to prevent danger arising from leakage currents to earth.
- All overhead lines are constructed, installed and maintained in a manner suitable for the work and conditions under which they are to be operated and for the prevention of danger.
- Immediately report any smoke/fire/sparks/noise in electrical equipment to your supervisor or to the maintenance department.
- Be particularly careful about overhead electric lines when using scaffolding, lifting tables or mobile equipment.

### **CODE OF PRACTICE COVERING PERSONAL PROTECTIVE EQUIPMENT**

Personal Protective Equipment (PPE) includes – eye, ear, head, respiratory, hand, arm, leg, foot and whole body protective equipment. PPE is intended to be used by a person to provide protection against risks to the health and safety of that person.

A definition of PPE include those intended to be worn or held by a person at work to protect them against one or more risks to health or safety, and any addition or accessory designed to meet that objective.

PPE should only be used as a last resort. An employer must have first considered all other ways of controlling the risks i.e. elimination, substitution, engineering controls etc.

The PPE must comply with recognised standards i.e. IS, BS etc. The manufacturer's recommendations of suitability and use must be complied with.

Before choosing PPE, an assessment should be undertaken to determine which type of equipment is best for protecting the person. The assessment must consist of:

- (a) An analysis and assessment of the risks present which cannot be avoided by other means.
- (b) Define the characteristics of the PPE.
- (c) Ensure the PPE does not present additional risks itself.



Where it is necessary for an employee to use PPE, the employer shall determine the conditions of use of such equipment, on the basis of

- (a) The seriousness of the risk (noise levels between 85dB and 90dB).
- (b) The frequency of the exposure to the risk (once a day or once a month).
- (c) The characteristics of the workstation of each worker (workstations may differ by design).
- (d) The period for which it is worn (fatigue, stress etc).

Personal protective equipment must be used only for the purposes specified, except in specific and exceptional circumstances. Where it is necessary for an employee to wear more than one item of PPE, his employer must ensure that such items of personal protective equipment are compatible with each other and continue to be effective against the risks involved.

### **Maintenance and Replacement**

The employer must ensure that all PPE provided is maintained in good working order and satisfactory hygienic condition, by means of any necessary storage, maintenance, repair or replacement.

The employer must normally ensure that the use of an item of PPE provided by him is normally confined to one employee. If PPE has to be shared by more than one employee or more than the employer must ensure that the PPE does not create health or hygiene problems for any user.

### **Information, Training and Instruction**

All Staff and Volunteers issued with PPE must be:

- (a) Informed of the risks against which the wearing of the equipment protects them.
- (b) Provided with adequate information on the personal protective equipment provided.
- (c) Provided with instruction on the use of such personal protective equipment.
- (d) Trained with appropriate demonstrations in the wearing of such equipment.

## **CODE OF PRACTICE COVERING BULLYING IN THE WORKPLACE**

### **Introduction.**

Bullying is widely regarded as being a health and safety issue and has links with harassment and sexual harassment (please refer to separate Code of Practice's covering Harassment / Sexual Harassment and the Centre's Anti-Bullying, Harassment and Sexual Harassment Policy). Among the possible human hazards listed by the HSA is bullying. For this reason, when the Centre is carrying out risk assessments, we check if bullying is a hazard.

### **Definition**

*'Workplace bullying is repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behaviour*

*described in this definition may be an affront to dignity at work, however as a once off incident is not considered to be bullying’.*

(This definition is taken from the Task Force Report on the Prevention of Workplace Bullying and is cited in both the HSA’s Code and the Labour Relations Commission’s Code of practice.)

Bullying is characterised by the misuse and abuse of power causing the target of bullying to be especially vulnerable. This power imbalance is pinpointed by researchers as a common feature of bullying. Being bullied is noted to be a traumatic and emotional experience for any individual. The bullied feel helpless, powerless and isolated. Reluctance to report is exacerbated by fear of the consequences. The target is afraid of being labelled a troublemaker, or of being accused of lying.

As with Harassment, the Centre believes that prevention is the best policy. The Centre recognises that bullying, when repeated or significant enough could lead to harmful effects. The Centre is committed to a workplace free from bullying in any form, and all our Staff and Volunteers have the right to be treated with dignity at work. Complaints will be treated with fairness and sensitivity and in as confidential a manner as possible, and any form or harassment, be it by employers, Staff and Volunteers or non-Staff and Volunteers will not be tolerated and could lead to disciplinary action.

### **Forms of Bullying**

Bullying experts have identified five different types of bullying:

- Pressure Bullying: when negative interaction is due to the stress of the moment but this does not constitute workplace bullying.
- Corporate Bullying: when the employer feels free to bully because measures of accountability are ineffective or absent.
- Serial Bullying: when the perpetrator targets one person after another.
- Pair Bullying: when the serial bully conspires with a colleague and one person usually becomes more dominant than the other.
- Gang Bullying: when a serial bully encourages others to join in the bullying over a period of time.

The following list, though not exhaustive, indicates types of bullying behaviour:

- Undermining an individual’s right to dignity at work
- Humiliation
- Intimidation
- Verbal abuse
- Victimisation
- Exclusion and Isolation

- Intrusion by pestering, spying and stalking
- Repeated unreasonable assignments to duties, which are obviously unfavourable to one individual
- Repeated requests giving impossible deadlines or impossible tasks
- Implied threats

### **Consequences of Bullying at Work.**

#### **1. Effects on the Individual.**

Exposure to bullying can be short in duration but extremely intense. It can also be less intense but stretched out over a long period of time. Bullying need not last long to cause severe stress and anxiety. Stress and ill health have been found to become part of the daily life of individuals who are bullied. Lack of intervention can put victims at risk of nervous breakdown and suicide.

Physiological symptoms can include:

- Headaches / migraines; Sweating / shaking; Feeling / being sick; Disturbed sleep; Loss of energy; Loss of appetite.
- Anxiety / Worry / Fear; Panic attacks; Depression; Loss of confidence / self esteem.
- Behavioural Changes:
- Becoming aggressive; becoming irritable; becoming hypersensitive to criticism; becoming emotionally drained.

#### **2. The effects on the organisation as a whole can include:**

Bullying should not be considered as merely the problem of the individuals involved, research throughout Europe has shown that it affects not only those directly involved but the workplace as a whole. It is well known that people working in a climate of fear and resentment do not perform to their optimal level.

Signs of workplace bullying in any organised setting include:

- Reduced efficiency;
- Reduced quality and quality control
- Low morale among staff
- Atmosphere of tension
- High rates of absenteeism
- Drop in productivity and profits
- Lack of creativity and initiative
- Increase in cases taken to court

### **CODE OF PRACTICE COVERING PREGNANT STAFF AND VOLUNTEERS** **LEGISLATIVE GUIDE**

This Code of Practice covers the main requirements of the Safety, Health & Welfare at Work (Pregnant Employee) Regulations 2000 as well as the applicable requirements set out in the Maternity Protection Act 1994.

It is important to note some definitions when dealing with the requirements of these Regulations:

- "**employee**" means a pregnant employee, an employee who is breastfeeding or an employee who has recently given birth.
- "**employee who is breastfeeding**" means an employee who, having given birth not more than twenty six weeks previously, is breastfeeding.
- "**employee who has recently given birth**" means an employee who gave birth not more than fourteen weeks previously.
- "**pregnant employee**" means an employee who is pregnant.

*The provisions of these Regulations apply as soon as the employee advises the employer that they are pregnant.* The employer may request written confirmation to be supplied from a medical practitioner.

Schedule 1 of the 2000 Regulations lists a non-exhaustive list of agents, processes and working conditions:

**Physical Agents:** Physical agents where these are regarded as agents causing foetal lesions or likely to disrupt placental attachment (or both), and in particular:

- Shocks, vibration or movement.
- Handling of loads entailing risks, particularly of a dorsolumbar nature.
- Noise.
- Ionising radiation.
- Non-ionising electromagnetic radiation.
- Extremes of heat or cold.
- Working at heights
- Working in Hyperbarbic atmospheres
- Movement and postures, travelling, either inside or outside the place of work, mental and physical fatigue and other physical burdens connected with the activity of the employee.

**Biological Agents:** Those agents listed in risk groups 2, 3 and 4 in the Safety, Health and Welfare at Work (Biological Agents) Regulations 1994 – which include: Legionella, Ecoli, Ebola, Hepatitis, Leptospirious, Streptococcus, Brucella abortis, Lassa virus, Toxoplasma, Rubella virus, Orf, Food Handling, Hygiene, Water etc..

**Chemical Agents:** The following listed chemical agents, insofar as is known, can endanger the health of pregnant Staff and Volunteers and the unborn child:

- A substance labelled R40, R45, R46, R61, R63 and R64 under the European Communities (Classification, Packaging, Labelling and Notification of Dangerous Substances) Regulations 1994.
- Chemical agents listed in the First Schedule to the Safety, Health and Welfare at Work (Carcinogens) Regulations 1993.
- Mercury and mercury derivatives.

- Cytotoxic drugs.
  - Carbon monoxide.
  - Chemical agents of known and dangerous percutaneous absorption.
1. Processes: Industrial processes listed in the First Schedule to the Safety, Health and Welfare at Work (Carcinogens) Regulations 2006.
  2. Working Conditions: Underground mining work.

## **RISK ASSESSMENT**

On receiving notification that an employee is pregnant the employer must carry out a thorough risk assessment of the workplace risks which may have the potential to effect the safety and health of such Staff and Volunteers or the unborn child. A substantial part of this assessment is based on the provisions of the Chemical Agents Regulations 1994 and the Occupational Exposure Limits (OELs) laid down in the approved Codes of Practice.

These risk assessments must take account of the changes throughout the course of the pregnancy, and thus it may be necessary to carry out 3 risk assessments for the relevant trimestres (1<sup>st</sup> – weeks 1-12, 2<sup>nd</sup> weeks 13-28 and 3<sup>rd</sup> 29-40).

When carrying out a risk assessment it is necessary to identify and assess all risks that may have the potential to cause adverse health and safety to such Staff and Volunteers.

Such risks include exposure to chemicals, viruses, the physical demands and agents such as lifting, hot or cold environments or even such diverse aspects as night work.

The employer needs to determine the nature, degree and duration of an employee's exposure to such agents, processes or working conditions and to take the preventive / protective measures necessary to ensure the safety and health of such Staff and Volunteers.

Where specific or specialised risks are involved it may be necessary to appoint the services of a competent person i.e. ergonomist, chemist etc.

The assessment may reveal that the employee should not work if exposed to the following:

### Pregnant Staff and Volunteers

1. Agents
  - (a) Physical Agents - Work in hyperbaric atmosphere, such as in pressurised enclosures and underwater diving.
  - (b) Biological Agents –Toxoplasma, Rubella Virus etc, unless the pregnant employee is proven to be adequately protected against such agents by immunisation.
  - (c) Chemical Agents – Lead and lead derivatives insofar as these agents are capable of being absorbed by the human organism.
2. Working Conditions - Underground mining work.

### Staff and Volunteers who are Breastfeeding

1. Chemical Agents – As above.
2. Working Conditions - Underground mining work.

If such risk exists, then protective and preventive measures need to be implemented. This can usually take the form of a 3 step process:

STEP 1 – Temporarily adjust the working conditions and/or the hours of work of the employee concerned. *If this does not remove the risk then*

STEP 2 – Provide suitable alternative work - it may be necessary to provide the concerned employee with a different role in the Centre. *If this is not possible then*

STEP 3 – The employer, having undertaken the risk assessment, identified occupational risks to the employee and unable to find alternative solutions should give the employee safety and health leave under section 18 of the Maternity Protection Act 1994.

### **Duration of Health and Safety Leave**

An employee will remain on Health and Safety Leave up until:

1. the employee becomes entitled to maternity leave **or**
2. 14 weeks after the date of birth (for women who have recently given birth and are at risk) **or**
3. 26 weeks following the date of birth (in the case of breastfeeding mothers who are at risk) **or**
4. the date on which a fixed term contract expires **or**
5. the risk no longer exists **or**
6. the employee is no longer vulnerable to the risk **or**
7. suitable alternative work becomes available.

### **Health and Safety Benefit**

The employee is entitled to be paid by her employer for the first 21 calendar days of the health and safety leave. Thereafter a social welfare benefit applies.

### **Night Work.**

In this Regulation "night work" means work in the period between the hours of 11 p.m. on any day and 6 a.m. on the following day, and where the employee works at least three hours or 25% of their monthly working time between this period. If a registered medical practitioner certifies that such Staff and Volunteers should not perform night work during pregnancy or for 14 weeks following childbirth then the employer must comply with this. In such cases, the employer shall transfer the employee to daytime work or where applicable grant the employee leave or extend the period of maternity leave.

### **Information.**

After the results of such assessment the Staff and Volunteers concerned or their safety representative (where applicable) should be informed of:

- the results of the assessment and

- the control measures to be taken to protect the Staff and Volunteers' safety and health.

In conjunction with this Code of Practice is a template Hazard Identification Audit “Pregnant Staff and Volunteers” which should be used for such an assessment.

### **CODE OF PRACTICE COVERING HARASSMENT / SEXUAL HARASSMENT**

Management fully supports the aims and provisions of the Employment Equality Act 1998, and adopts the principles outlined in the Equality Authority’s Code of Practice on Sexual Harassment and Harassment at Work (SI 78/02). (Please refer to the Centre Anti-Bullying, Harassment and Sexual Harassment Policy).

#### **Definition**

Sexual harassment is defined in the Equality Authority Code by reference to the Employment Equality Act, which the Authority has summarised. The definition notes that

‘sexual harassment includes an act of physical intimacy, request for sexual favours, and / or other act or conduct including spoken words, gestures or the production, display or circulation of written words, pictures or other material that is unwelcome and could be reasonably regarded as sexually offensive, humiliating or intimidating’.

The Code states that prevention is the best policy. It provides that employers should adopt, implement and monitor a comprehensive, effective and accessible policy dealing with the issues of sexual harassment and harassment.

Employers are liable for the acts of Staff and Volunteers carried out in the course of employment, whether or not the acts were done with the employer's knowledge. An employer is also liable for agents of the Centre.

The Centre recognises sexual harassment as unwelcome or offensive sexual behaviour that when repeated or significant enough could lead to harmful effects. This can make the victim of such harassment feel angry, anxious, embarrassed, fearful, frustrated, guilty, and vulnerable. The Centre is committed to a workplace free from sexual harassment / harassment, and all our Staff and Volunteers have the right to be treated with dignity at work. Complaints will be treated with fairness and sensitivity and in as confidential a manner as possible, and any form of harassment, be it by employers, Staff and Volunteers or non-Staff and Volunteers will not be tolerated and could lead to disciplinary action.

Sexual harassment is against the law. If you are being subjected to sexual harassment and you have been unable to stop it, contact a senior member of management, a supervisor, the Equality Authority or if necessary the Gardai.

#### **How to deal with Harassment at Work:**

If you feel you are being bullied there are a number of steps that you can take to deal with it.

- Do not blame yourself. The fault lies with the ‘Harasser’.

- Keep calm under verbal attack, respond quietly and coherently.
- Do not hide the fact you are being harassed. Ask colleagues if they have the same problem. It helps if you can take joint action.
- Keep a written record of all the things said and done to you. It is a good idea to keep confidential notes about the harassment. Write down your own feelings as well as dates, times, circumstances and any witnesses.
- Confront the harasser and tell them to stop. This has proven to be the most effective way of countering the problem. (This can be difficult, as people who bully, tend to deny their actions. They may also counter attack, accusing you of harassing them or they may play the victim.
- Write a letter or memo to the 'harasser' if you are unable to confront him or her. Keep copies of all correspondence.
- Speak to someone in higher authority whom you trust and ask for help.
- Request a trained third party, mediator.
- Contact your trade union representative, if you have one.
- Enquire about the Centre's code of conduct and policy on bullying.
- If all efforts fail, consider taking legal action.

Your employer has a duty to make sure that sexual harassment does not happen in your workplace. If you think you are being sexually harassed at work, or have been in the past, you can do something about it.

You should expect to be listened to carefully and treated with sensitivity by your employer or contact person if you choose to complain.

### **Why you should act**

1. You don't have to put up with sexual behaviour that you don't like.
2. Sexual harassment is often repeated unless action is taken.
3. Sexual harassment may affect your ability to work.
4. Sexual harassment can lower self-esteem.
5. Other people in your situation may have experienced similar behaviour, but felt unable to act.

### **Victimisation**

It is unlawful to penalise an employee for taking action pursuant to the enforcement of the legislation, for example, referring an equality claim or giving evidence in proceedings under equality legislation.



## RISK ASSESSMENT AND ACTION LIST

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### **RISK ASSESSMENT**

RISK ASSESSMENTS WILL BE CARRIED OUT IN CONSULTATION WITH EMPLOYEES, HAVING REVIEWED THE WORKPLACE AND WORK PRACTICES, BOTH IDENTIFYING THE HAZARDS THAT EXIST AND ASSESSING THE RISKS ARISING FROM THE HAZARDS.

- WHERE ADDITIONAL CONTROLS ARE REQUIRED TO AVOID OR REDUCE THE RISK, THEY WILL BE IDENTIFIED ON THE RISK ASSESSMENT ACTION LIST AND WILL BE IMPLEMENTED BY THE RESPONSIBLE PERSON
- EVERY REASONABLE EFFORT WILL BE MADE TO GIVE PRIORITY TO THE IMPLEMENTATION OF CONTROLS FOR THOSE HAZARDS OF MOST CONCERN
- WHERE THE NECESSARY COMPETENCE TO CARRY OUT PARTICULAR RISK ASSESSMENTS IS NOT AVAILABLE IN-HOUSE, ADDITIONAL EXPERTISE WILL BE OBTAINED
- WHEN A PROCESS, TASK OR ACTIVITY SIGNIFICANTLY CHANGES OR A NEW ONE IS INTRODUCED:
- THE EXISTING RISK ASSESSMENT WILL BE REVIEWED AND AMENDED AS REQUIRED; OR
- A NEW RISK ASSESSMENT WILL BE CARRIED OUT
- THIS WILL BE DONE IN CONSULTATION WITH EMPLOYEES.

### **ACTION LIST**

FOLLOWING THE CENTREION OF THE RISK ASSESSMENT, AN ACTION LIST WAS GENERATED. THIS IS A LIST OF CONTROLS IDENTIFIED DURING THE RISK ASSESSMENT PROCESS THAT ARE REQUIRED TO BE IMPLEMENTED IN ORDER TO REDUCE THE RISK OF ACCIDENT/ILL-HEALTH IN MY/OUR WORKPLACE. YOU SHOULD:

- ASSIGN A RESPONSIBLE PERSON TO CENTREE EACH TASK?
- ASSIGN A REALISTIC GOAL DATE AND THE RESOURCES REQUIRED TO CARRY OUT EACH ACTION
- FOLLOW UP TO ENSURE SATISFACTORY CENTREION.

YOU CAN CENTREE THIS ACTION LIST BY PRINTING AND FILLING IT OUT BY HAND OR YOU CAN RETURN TO THE 'MANAGE ACTIO

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**PART B1 – RISK ASSESSMENTS**

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**Completed Risk Assessments**

1.	Electricity
2.	Fire
3.	Slips, Trips and Falls
4.	Manual Handling
5.	Chemicals
6.	Work at Height
7.	Workplace Transport
8.	Display Screen Equipment
9.	Maintenance
10.	Driving for Work
11.	Access to Drugs and Medicines
12.	Contaminated Waste Disposal
13.	Dishwasher / Glass Washer
14.	General Equipment
15.	Grill / Griddle
16.	Handling Raw Meat
17.	Heating Ventilation and Air Conditioning Systems
18.	Hot Objects
19.	Knives and Sharp Objects
20.	Microwave
21.	Mixer
22.	Oven / Range
23.	Tumble Dryer
24.	Washing Machine

<b>Hazard: Electricity</b> Contact with electrical installations or electrical equipment can cause burns, electrocution and other serious injuries to you, your employees and / or visitors
<b>Current Controls</b>
<b>All new electrical installations and all extensions are tested and certified as safe, by a competent qualified electrician</b>
<b>Electrical installations are checked regularly by a competent qualified electrician</b>  <i>Refer to the 'Guidance-Note on Periodic Inspection and Testing of Electrical Installations' in 'Learn More' for more information</i>
<b>Testing, certifying and repairs are carried out in accordance with appropriate E.T.C.I. (Electro Technical Council of Ireland) standards</b>
<b>Enclosures / covers are in place to prevent contact with live electrical equipment / parts</b>
<b>Damaged extension leads are repaired or removed from use</b>
<b>Means of cutting off power (e.g. fuses, trip switches) to electrical installations and equipment are provided and employees are aware of their locations</b>
<b>Work on live electrical equipment is avoided where reasonably practicable</b>  <i>Work on live electrical equipment might be necessary to check the presence of electricity. In such cases it should only be carried out by a competent person</i>
<b>Fire extinguishers that are suitable for fighting electrical fires are provided</b>
<b>All circuits supplying socket outlets are protected by an RCD (Residual Current Device)</b>  <i>Residual Current Devices save lives. They are or should be in almost every workplace in Ireland. An RCD protects you against serious electric shock if there is an electrical fault in your workplace</i>
<b>Operation of the RCD ( ) is tested regularly in accordance with the manufacturer's instructions</b>  <i>A special test button is provided to trip out the RCD. Be aware this will cause a loss of power to electrical equipment</i>
<b>Electrical equipment and fittings are suitable for the work environment (e.g. Suitable IP-rated for protection against water or dust; EX-rated. Refer to E.T.C.I. standards)</b>

<b>Where electrical portable appliances are subject to on-going wear and tear, they are inspected and tested</b>
<b>Any scorch marks associated with an electrical appliance or electrical wiring is checked urgently by a competent person</b>
<b>Electrical cable reels are uncoiled during prolonged use and when using high-power items (e.g. power-hose, large lighting circuit etc)</b>  <i>Heat can build up in coiled-up cables causing them to melt which can lead to fires or electrocutions. Electrical cable reels should only be connected to small electrical loads when coiled up; when using higher powered items make sure the cable is uncoiled</i>
<b>Additional Controls or Information You Added</b>
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<p><b>Hazard: Fire</b></p> <p>Fire can cause smoke inhalation, burns and other serious injuries to you, your employees and/or visitors</p>
<p><b>Current Controls</b></p> <p><b>Sources of oxygen and ignition are controlled, amounts of flammable materials are minimised and waste is removed daily (Keep workplace clean and tidy)</b></p> <p><i>Sources of ignition; e.g. naked flames, sparks from welding or grinding, overloaded / damaged electrical cables or sockets. Flammable materials; e.g. petrol, paper, flammable gases. If oxygen is used check the equipment is not leaking</i></p>
<p><b>Fire alarm, manual call points and smoke / heat detectors are in place where necessary, kept in good working order and checked regularly (e.g. Daily and weekly checks by the user and three monthly and annual checks by a competent person)</b></p> <p><i>You may need an automatic detection system linked to an automatic warning system (with back up battery supply) and manual call points on escape routes &amp; at final exits. Servicing, maintenance &amp; repair must be done by a competent person. Keep records</i></p>
<p><b>Emergency routes and exits are clearly marked, kept clear at all times and lead directly outside or to a safe area</b></p> <p><i>Escape routes must be adequate for the various types of people likely to use them. The number and types of persons likely to be present must be known. Emergency exit doors must always be available for use i.e. not locked when the building is occupied</i></p>
<p><b>Emergency lights are installed on escape routes where necessary, at and outside exits and near call points / fire fighting equipment and are tested regularly (e.g. Weekly checks by the user and three monthly checks and annual tests by a competent person)</b></p> <p><i>Emergency lights must have a back-up power source. They may be lit all the time or only light in the event of a power outage. Full standby lighting must be provided in swimming pools and high risk areas such as commercial kitchens</i></p>
<p><b>Fire extinguishers are accessible, kept in good working order and inspected regularly</b></p> <p><i>Firefighting equipment is for use in the early stages of a fire without exposing anyone to danger. It should be checked weekly and serviced annually by a competent person and records must be kept. Refer to the fire safety checklist in Learn More</i></p>
<p><b>Employees are trained in how to raise the alarm, what to do in the event of an alarm sounding, emergency evacuation procedures and in the use of fire extinguishers</b></p>
<p><b>Emergency evacuation procedures are in place</b></p> <p><i>Emergency procedures must take account, where necessary, of persons who have reduced mobility and / or understanding and may require help</i></p>

**Fire drills are held regularly**

**Appropriate signs (e.g. assembly point, fire point) are in place**

*Each fire point should be signed and have a copy of the evacuation strategy displayed. The assembly point(s) should be in a safe location away from any fire hydrant and moving traffic*

Additional Controls or Information You Added	

<p><b>Hazard: Slips, Trips and Falls</b></p> <p>Slips, Trips and Falls due to stairs and steps, wet slippery surfaces and trip hazards can cause serious injury to you, your employees and / or visitors</p>
<p><b>Current Controls</b></p>
<p><b>Stairs and steps are clearly visible, handrails are suitable, and distractions are avoided</b></p> <p><i>Adequate lighting, visually clear step edges and handrails, handrails that permit a power grip, no distractions such as posters on walls, mobile phones not used</i></p>
<p><b>Problem stairs and steps (e.g. slippery, short or irregular steps) are identified and extra precautions are in place</b></p> <p><i>Examples of extra precautions include slip-resistant step edges and highlighting surprise or irregular steps</i></p>
<p><b>Pedestrian routes (including entrances and exits) are slip resistant, kept clear and clean and are properly maintained</b></p> <p><i>Repair damaged flooring, keep outside pathways free of moss, leaves etc. Have procedures in place for dealing with ice and snow e.g. gritting or salting</i></p>
<p><b>Slippery surfaces have been identified and have been replaced, treated or improved</b></p> <p><i>e.g. floor deep cleaned, spills controlled, floor mats used, slip-resistant footwear used or floor may need to be treated with an abrasive technique, acid etched, coated, or other method and new slip-resistance checked</i></p>
<p><b>Floors around entrances are slip resistant when wet</b></p> <p><i>Wet footprints inside an entrance show that water is entering the building and if the flooring is not slip-resistant there is a risk of persons slipping</i></p>
<p><b>Floors are wet cleaned when the workplace is closed or quiet and wet areas are cordoned off until dry</b></p> <p><i>Remove wet floor signs when floors are dry</i></p>
<p><b>Suitable slip resistant footwear is provided and worn where necessary</b></p> <p><i>Choose footwear with a tread pattern and sole that will grip what is underfoot e.g. liquids, loose solids, ice. Consult with employees and trial the footwear in your workplace. 'Watch your Step—Choosing Slip-resistant Footwear' Info Sheet is in Learn More</i></p>
<p><b>Adequate lighting is provided and is appropriate for the work being carried out</b></p> <p><i>Identify and consider where there is movement from high to low light work areas e.g. moving from inside to outside a building</i></p>

<p><b>Spills are cleaned up immediately and absorbent materials and warning signs are available</b></p> <p><i>Use absorbent material to soak up spills. Have these materials near areas where spills are likely</i></p>
<p><b>Trailing cables and leads are re-routed, removed or secured and other good-housekeeping practices are in place to avoid trip hazards</b></p>
<p><b>Additional Controls or Information You Added</b></p>



<p><b>Hazard: Manual Handling</b></p> <p>Manual Handling means the lifting, putting down, pushing, pulling, carrying or moving of a load which involves risk of injury due to risk factors such as: Load is too heavy, large, awkward or is carried away from the body. Load is lifted too high or carried too far / too often or involves bending and / or twisting. Inadequate space, uneven floor or steps / ramps</p>
<p><b>Current Controls</b></p> <p><b>Each manual handling task is assessed (Using the risk factors) and measures put in place where needed to avoid or reduce the risks</b></p> <p><i>Risk Factors: Load is too heavy / large / awkward or carried with arms outstretched. Load is lifted above shoulder height, lowered to floor level or carried too far. Moving the load involves bending /twisting of body or is done more than 30 times per hour</i></p>
<p><b>Task is organised to allow the use of mechanical aids (e.g. hoist, forklift, stairlift, gantry crane, winch, goods lift, pallet truck, trolley) to avoid or reduce the need for manual handling</b></p> <p><i>Maintain the equipment in good working order and make sure staff are trained in its correct use. Lifting equipment such as hoists and lifts must be examined every 6 or 12 months by a competent person. Keep records</i></p>
<p><b>Task is organised so that handling is carried out between waist and shoulder height</b></p> <p><i>Where possible heavy loads should be stored at waist height and lighter loads stored at a higher level</i></p>
<p><b>Heavy or large or unwieldy loads are broken down into more manageable weights or sizes or suitable mechanical aids / team lifts are used</b></p> <p><i>Load weight should be reduced where possible for safe handling e.g. source a 10kg bag of material instead of 20kg. A two people or team lift may be appropriate but mechanical handling aids, e.g. trolleys, should be used where possible for loads above 25kg</i></p>
<p><b>Work is planned to prevent handling over long distances or frequent repetitions</b></p> <p><i>Where repetitive tasks cannot be eliminated, it is good practice to rotate staff. Efforts could be made to reduce carry distances by changing the layout of a work area or by using simple handling aids to reduce the long carrying distances</i></p>
<p><b>Bending, twisting and unstable postures are avoided</b></p> <p><i>Organise the workplace: good housekeeping, clear routes, adequate space and suitable equipment can allow the safe handling / movement of loads and prevent twisting postures. Storing materials at waste height can reduce bending and unstable postures</i></p>
<p><b>Employees receive relevant manual handling training where necessary</b></p>

<i>The control measures to be put in place may still require employees to carry out some manual handling. Employees need instruction on how to assess and lift loads safely and instruction is recommended to be delivered by a trained manual handling instructor</i>
<b>Additional Controls or Information You Added</b>

<b>Hazard: Chemicals</b> Exposure to chemicals can cause fires, explosions, skin and eye irritation, cancer, ill health and other serious injuries to you, your employees and/or visitors
<b>Current Controls</b>
<b>A list (inventory) of all chemicals used in the workplace has been prepared</b>
<b>Chemical labels (Label applied to containers of dangerous chemicals to indicate the risk and precautions to be taken) and Safety Data Sheets are available for each chemical and the associated hazards of each chemical has been identified</b>  <i>A Safety Data Sheet (SDS) is a document to be provided with all hazardous chemicals. It gives information on the chemical hazards, advice on safe handling/use/storage &amp; emergency measures in case of an accident/spillage. Cosmetics do not require an SDS</i>
<b>Employees are trained in the safe use of chemicals</b>
<b>The number of employees and the exposure to chemicals is assessed and minimised</b>
<b>Less hazardous chemicals are used where possible</b>
<b>Adequate ventilation is provided</b>
<b>A wash hand basin, soap and disposable towels/hand dryer are available</b>
<b>All chemicals are used, stored and disposed of in accordance with the Safety Data Sheet or supplier recommendations</b>  <i>Consider the risk of spillage or leakage during storage and if an outer container or bund should be in place to contain the chemical</i>
<b>Eye, skin and respiratory protection (Device designed to protect the wearer from inhaling harmful, fumes, vapours, and/or gases) is provided and worn where appropriate and in accordance with the safety data sheet</b>

<b>Additional Controls or Information You Added</b>

<b>Hazard: Work at Height</b> Falls from a height or impact with falling objects can cause fractures, head injuries, death and other serious injuries to employees or visitors
<b>Current Controls</b>
<b>Work at height is avoided where possible</b>
<b>Appropriate barriers or work equipment (e.g. fixed railings, podium steps, mobile elevated working platforms, scaffolding) are used to prevent falls where work at height cannot be avoided</b>  <i>Risk assessments on podium steps, ladders, scaffolding etc are available within the browse hazard function of BeSMART.ie</i>
<b>Where falls cannot be prevented, work equipment (e.g. soft landing systems, safety nets, bean bags, airbags) which minimises the risk of injury is used</b>
<b>Equipment that protects all employees who work at height is used instead of equipment that only protects one employee at a time (e.g. safety nets or soft landing systems instead of safety harnesses)</b>
<b>Work at height activities are planned and supervised</b>
<b>Work areas / platforms at height are stable, strong and have a 1m high parapet or double handrails</b>
<b>Safe access to work at height area is provided</b>  <i>Avoid any gaps that employees have to step across and could fall through</i>
<b>The use of ladders is avoided, or they are used only for light work of short duration</b>  <i>Ladders must be in good condition, used on a firm level surface and tied at the top or stabilised at the bottom. The work must be light and should not take longer than 30 minutes</i>
<b>Work equipment is inspected regularly, and any defects found are repaired</b>

<i>All equipment for work at height has to be examined either every 6 or 12 months by a competent person</i>
<b>Materials are not stored at height or they are secured (e.g. by shrink wrapping)</b>  <i>Consider where materials are stored and how to safely retrieve them. Make sure you complete the 'Racking and Storage' risk assessment where relevant</i>
<b>Work areas at height are kept clear of loose materials and materials are prevented from falling (e.g. by using a toeboard or barrier at the edge)</b>
<b>Training is provided to employees on using equipment for work at height</b>
<b>Personal Protective Equipment (e.g. safety harness) is provided and employees are trained in its use</b>
<b>Additional Controls or Information You Added</b>

<p><b>Hazard: Workplace Transport</b></p> <p>Contact between people / property and moving vehicles, vehicles overturning or collapsing, people falling from vehicles, or collisions can cause damage, crush injuries and other serious injuries to you, your employees and / or visitors</p>
<p><b>Current Controls</b></p>
<p><b>Entry to the workplace is directed and controlled</b></p> <p><i>Traffic can be directed using signs and ground markings, and can be controlled using barriers or gates</i></p>
<p><b>All pedestrian and vehicle routes, crossing points, parking, loading and vehicle only areas are clearly marked and signposted</b></p>
<p><b>All routes are kept free of obstructions and any permanent obstructions (e.g. lamp posts) are marked and protected as necessary</b></p>
<p><b>People and vehicles are kept apart</b></p> <p><i>Separate vehicle and pedestrian entrances, footpaths and / or marked walkways can be used</i></p>
<p><b>Vehicle reversing is eliminated, where possible</b></p> <p><i>A one way system can be used. See 'Workplace Transport Safety - Reversing Vehicles' in 'Learn More' for more information</i></p>
<p><b>All work areas are well lit</b></p>
<p><b>Loading and unloading is carried out in a designated area away from overhead obstructions (e.g. overhead power lines)</b></p> <p><i>Contact with overhead electricity lines can kill. Don't allow high reach vehicles to load or unload near them</i></p>
<p><b>High visibility vests / jackets are provided and worn by people who work near vehicles</b></p>
<p><b>Speed limits and speed ramps / rumble strips etc. are used to control speed, as needed</b></p>

<p><b>Vehicles are maintained in good condition by a competent person as per the manufacturer's instructions</b></p> <p><i>Manufacturer's and operator's manuals supplied with every vehicle should always be kept and consulted for information on use, servicing and maintenance of the vehicle. Vehicle servicing will help prevent breakdowns and keep it in a safe working condition</i></p>
<p><b>All works vehicles have working amber beacons / hazard lights and reversing alarms</b></p>
<p><b>A defect reporting system is in place and defects are dealt with promptly</b></p>
<p><b>Drivers check vehicles daily before use and report any problems</b></p> <p><i>Driver Walk-Around Check Sheets, e.g. Pre-Checks, etc are available in 'Learn More'</i></p>
<p><b>Keys are not left in unattended vehicles</b></p>
<p><b>All drivers are instructed, trained and authorised to drive workplace vehicles</b></p>
<p><b>Driver's handbook is provided</b></p>
<p><b>Driver operates vehicle at appropriate speed</b></p>
<p><b>Seatbelts, where provided, are worn at all times</b></p>
<p><b>Additional Controls or Information You Added</b></p>



## Hazard: Display Screen Equipment

Poor workstation set up, prolonged display screen equipment (DSE) use and prolonged poor seating posture at DSE workstation can cause neck, back, shoulder or arm strain, eye strain or fatigue to you and your employees

## Current Controls

**An assessment of individual workstations is carried out**

*See Practical guide to DSE in Learn More. A trained assessor should go to the workstation of an individual & conduct an assessment to ensure it is set up correctly e.g. seating is adjustable, monitor set to correct height. Issues found should be corrected*

**Work tasks are varied to ensure that employees are not working at their computers for long periods of time**

*Plan work activities so that people do not spend long periods of time doing computer work. Try to ensure that other work activities are used to break up computer time, including attendance at meetings, phone calls or paperwork*

**Employees are given information and training on the hazards associated with computer use and the steps they can take to minimise the effect of these hazards**

*Give instruction to employees on how to maintain a good computer workstation set up e.g. advise employees to change posture frequently and show them how to adjust their seating*

**Employees who use computers are made aware of their right to eye tests**

*The employer should make employees aware that they are entitled to an eye and eyesight test and the employee should consult with their employer to arrange an appointment*

### Additional Controls or Information You Added

<p><b>Hazard: Maintenance</b></p> <p>Unsafe maintenance activities can cause cuts, lacerations, eye injuries, amputations and other serious injuries to employees and / or visitors</p>
<p><b>Current Controls</b></p>
<p><b>Only trained and authorised employees carry out maintenance work</b></p> <p><i>Maintenance employees must have adequate training, knowledge and experience for the maintenance tasks. It should not be assumed that all specially skilled maintenance employees have full knowledge of all your machinery and equipment</i></p>
<p><b>Maintenance employees are trained in the use of work at height equipment, fire extinguishers, hot work permits and confined space entry as appropriate</b></p> <p><i>Maintenance which involves welding, work at height or a confined space requires special precautions. Make sure you complete the Work at Height risk assessment as needed. See Code of Practice 'Working in a Confined Space' in Learn More for more information</i></p>
<p><b>Where maintenance work may involve disturbing asbestos, all possible types and locations of asbestos are identified by a competent person and suitable control measures put in place before work commences</b></p> <p><i>Most asbestos-containing materials were installed in buildings between the 1960s and the mid 1980s with asbestos cement in use until 2000. See 'Safety with Asbestos' Information sheet in Learn More for more information</i></p>
<p><b>Maintenance employees are aware of all external gas, water and electricity cut off points</b></p> <p><i>Isolation of electricity, compressed air, gas, water etc. is crucial to safe maintenance work. Suitable labels should be placed at isolation points</i></p>
<p><b>Machines are isolated from electric, hydraulic and pneumatic power supplies before maintenance work starts</b></p> <p><i>Isolation may be by removing the plug from the socket but more steps may be required to prevent accidental / unintended start-up of a machine e.g. isolator locked in the off position and tested. Emergency stop must not be relied on as a means of isolation</i></p>
<p><b>Guards are only removed to the extent that work requires and are replaced as soon as maintenance is complete</b></p> <p><i>Machinery must not to be returned to use until all guards are in place</i></p>
<p><b>Machine adjustments, when parts are moving, are only carried out by maintenance employees and only when machine is at slow speed or under hold-to-run control</b></p> <p><i>Care should be taken when testing equipment after repairs or maintenance</i></p>
<p><b>Work areas are cordoned off to exclude unauthorised access where necessary</b></p>

<b>Workshop or storage areas used by maintenance employees are adequately lit, free from trip hazards and items are stored properly</b>
<b>Hazardous areas (e.g. high voltage switch room) are locked when not in use</b>
<b>Appropriate PPE (Personal Protective Equipment) is worn by maintenance employees and they have received training in its use</b>
<b>External maintenance workers report to a designated person</b>
<b>Tools used for maintenance are in good working order and properly guarded where necessary</b>  <i>Badly maintained tools are a potential source of accidents</i>
<b>Additional Controls or Information You Added</b>

<p><b>Hazard: Driving for Work</b></p> <p>Driving on the public road may result in collisions which may cause serious injuries to you, your employees and / or others</p>
<p><b>Current Controls</b></p>
<p><b>Employees have a full drivers licence, are competent, authorised and experienced and are familiar with the vehicle</b></p> <p><i>Valid driving license is carried and is appropriate to the vehicle being driven and any equipment being towed. Refer to the Road Safety Authority, <a href="http://www.rsa.ie">www.rsa.ie</a>, for information on licencing and other requirements for vehicles and towed machinery on the road</i></p>
<p><b>Vehicles are maintained in accordance with the manufacturer's instructions, in a roadworthy condition and fit for use</b></p> <p><i>Vehicle should be fully serviced and insured for business use. Servicing it as per the manual will help keep it in safe working order and prevent breakdowns. Keep the manual in the vehicle and consult it for information on use, checks and maintenance</i></p>
<p><b>A driving for work policy is in place and is communicated to all employees who drive for work</b></p> <p><i>For more information on a driving for work policy see driver's handbook and guidelines in 'Learn More'. The policy should cover all vehicle types driven for work purposes. Vehicles must never be operated by persons under the influence of alcohol or drugs</i></p>
<p><b>The use of hand held equipment (e.g. hand held phone or electronic device) is not allowed while driving</b></p> <p><i>Holding a mobile phone while driving, sending SMS/MMS messages or emails even if the phone or device is held in a cradle, are not allowed</i></p>
<p><b>Employees are trained in safe driving practices (e.g wearing of safety belts, speed, breaks and rest periods, use of dipped headlights during daylight hours, use of daily vehicle check list, actions in event of a collision)</b></p> <p><i>Drivers should do a quick walk around of the vehicle prior to driving e.g. check fuel level, tyres, wipers, washers, lights, indicators, warning devices, load security. See Walk-Around Check Sheets, posters and information in 'Learn More'</i></p>
<p><b>Safe practices and suitable aids (e.g. where it is safe to reverse, well positioned mirrors, use of reversing alarms etc) are used for reversing and aids are kept in good working order</b></p> <p><i>Improve the driver's ability to see around the vehicle / load where required by providing extra aids such as convex mirrors or CCTV. Refer to the Workplace Transport Safety Reversing Vehicles guidance in 'Learn More' for more information</i></p>
<p><b>Adequate rest breaks are planned and taken, and adequate time is allowed for journeys, taking account of road, traffic and weather conditions</b></p>

<p><i>During daylight hours it is recommended to take a 15-minute break after 2 hours of driving. In the hours of darkness, it is recommended to take rest breaks more frequently, about every 1.5 hours</i></p>
<p><b>Records are kept of drivers' licences, authorisation, training, collisions, incidents, vehicle checks, maintenance, NCT / DOE and insurance</b></p>
<p><b>Vehicles are parked safely and legally</b></p> <p><i>Vehicles should not be parked in such a way that they are liable to cause an obstruction to traffic or others e.g. vulnerable road users, pedestrians, cyclists or motorcyclists</i></p>
<p><b>Work equipment carried in the vehicle is secured for travel (e.g. using bulkheads, roof racks, boot)</b></p>
<p><b>Plans are in place for dealing with vehicle breakdown and collisions, and employees are trained</b></p> <p><i>Make sure employees know how to deal with incidents and to whom and how they must be reported. Breakdown cover and a breakdown kit, containing warning triangle, torch, high visibility clothing, fire extinguisher and first aid kit, should be provided</i></p>
<p><b>In the event of breakdown, the vehicle is safely stopped, hazard warning lights are activated, and warning triangle is used where appropriate (Try to park in as safe a place as possible. Avoid stopping on bends, narrow road sections or where there is reduced visibility)</b></p> <p><i>On motorways and high-speed roads employees should exit the vehicle by the non-traffic side, remain clear of the vehicle and not attempt repairs. Warning triangle should not be used on motorways</i></p>
<p><b>Additional Controls or Information You Added</b></p>

<b>Hazard: Access to Drugs and Medicines</b> Contact with drugs or medicines can cause ill health which may cause serious injuries to you, your employees and/or visitors
<b>Current Controls</b>
<b>An inventory (a list) of medicines in the workplace has been prepared and is kept up to date</b>
<b>A policy on misuse of drugs is available and implemented</b>
<b>Product labels and Data sheets are available for each medicine and the associated hazards of handling each medicine have been identified</b>  <i>A Safety Data Sheet (SDS) is a document to be provided with all hazardous chemicals, giving info on how e.g. to handle it safely. SDSs are not required for all medicines but Product Data Sheets and Summary of Product Characteristics (SPCs) are available</i>
<b>Only trained and authorised employees have access to, handle or dispense medicines</b>
<b>All medicines are handled, stored, dispensed, labelled and disposed of in accordance with the supplier's Data sheet and in accordance with legal requirements where relevant</b>
<b>Medicines are stored safely, protected from unauthorised access and controlled drugs are kept in a locked cabinet or container</b>
<b>Procedures are in place for immediate clean-up of spills of medicines, in accordance with the supplier's recommendations and PPE (Personal protective equipment) and materials for clean-up are readily available</b>
<b>Additional Controls or Information You Added</b>

### Hazard: Contaminated Waste Disposal

Exposure to or contact with contaminated waste can cause infection and other serious injuries to you, your employees and/or visitors

## Current Controls

**All materials used for cleaning potentially contaminated areas, are confined for use to that area**

**Bins with foot pedals are used and disposable gloves are provided and worn**

**All containers of contaminated waste are appropriately labelled**

*Containers should be secure, leak proof and contents identified*

**Contaminated waste is segregated from other waste and securely stored for collection**

**Waste is collected and disposed of by a licensed contractor**

### Additional Controls or Information You Added

<b>Hazard: Dishwasher / Glass Washer</b> Contact with dishwasher/glass washer can cause scalds, cuts and other serious injuries to you, your employees and/or visitors
<b>Current Controls</b>
<b>Machine is installed, used and maintained in accordance with the manufacturer's manual</b>  <i>Always keep the instruction manual that comes with every piece of new equipment and consult it for information re use, cleaning and maintenance of the equipment.</i>
<b>Hot water cycle stops automatically if door is opened</b>
<b>Employees are trained in the use of the dish/glass washer and operator's manual is available</b>
<b>Warning signs are in place</b>
<b>Baskets are not overloaded</b>
<b>Additional Controls or Information You Added</b>



<b>Hazard: General Equipment</b> Use of defective equipment or wrong use of equipment may cause cuts, bruises, electric shock, back, crush or other serious injuries to you, your employees and/or visitors
<b>Current Controls</b>
<b>Equipment is used and maintained in accordance with the manufacturer's instructions</b> <i>Examples of general equipment: beds, chairs, lockers, tables, fridge/freezer, trolley</i>
<b>Equipment is maintained in good condition, reported defects are dealt with promptly and unsafe equipment is taken out of use</b> <i>A regular visual inspection of equipment should be carried out to check for defects</i>
<b>Employees are trained in the safe operation of equipment</b>
<b>Additional Controls or Information You Added</b>
Empty space for additional controls or information

<b>Hazard: Grill / Griddle</b> Using a grill or griddle can result in contact with gas, electricity, hot surfaces or fires which may cause asphyxiation, electrocution, burns, scalds or other serious injuries to you, your employees and / or visitors
<b>Current Controls</b>
<b>Grill / griddle is installed, used and maintained in accordance with the manufacturer's manual</b>
<b>Employees are instructed on the safe operation of the grill / griddle</b>
<b>Grill / griddle is kept in good working order, reported defects are dealt with promptly and unsafe equipment is taken out of use</b> <i>Regularly check for obvious signs of wear, tear and damage of electrical cords and plugs, gas controls etc</i>
<b>Grill / griddle is turned off and allowed to cool before cleaning or maintenance work</b> <i>Make sure any gas jets are kept clear</i>
<b>Heat resistant gloves are provided and worn</b>
<b>Additional Controls or Information You Added</b>

<b>Hazard: Handling Raw Meat</b> Handling raw meat can result in infection or ill health to you, your employees and / or visitors
<b>Current Controls</b>
<b>Employees are trained in good hygiene practices</b> <i>Hands are washed, and work surfaces are thoroughly cleaned after handling raw meat to prevent the spread of germs</i>
<b>Washing and welfare facilities are provided</b> <i>One sink should be designated solely for hand washing</i>
<b>Raw meat waste is stored in closed containers</b> <i>Waste buckets should be cleaned and disinfected every time they are emptied</i>
<b>Cuts are thoroughly cleaned and covered with a food-grade plaster or dressing</b>
<b>Additional Controls or Information You Added</b>

<b>Hazard: Heating Ventilation and Air Conditioning Systems</b> Poorly maintained systems can result in serious illness to you, your employees and/or visitors
<b>Current Controls</b>
<b>All ventilation, heating and air conditioning systems are used and maintained in accordance with the manufacturer's instructions</b>  <i>Equipment should be serviced regularly by a competent person and records kept</i>
<b>Only trained employees operate heating, ventilation and air conditioning systems and operators manuals are available</b>
<b>Ventilation filter units are cleaned as part of general maintenance in accordance with the manufacturer's instructions</b>
<b>Accessible hot pipework is lagged as required</b>
<b>Equipment is kept in good working order, reported defects are dealt with promptly and unsafe equipment is taken out of use</b>  <i>Consider the use of a carbon monoxide alarm where relevant and maintain it in good working order</i>
<b>Additional Controls or Information You Added</b>

<b>Hazard: Hot Objects</b> Contact with hot objects, surfaces and products can cause burns and scalds to you, your employees and/or visitors
<b>Current Controls</b> Ovens, radiators and piping are insulated, guards are provided, or temperature is controlled
Warning signs are in place
Care is taken when moving hot objects or liquids around the workplace  <i>Organise work to minimise the amount and distances hot items are carried</i>
Heat resistant gloves are provided and worn where relevant
<b>Additional Controls or Information You Added</b>

<b>Hazard: Knives and Sharp Objects</b> Contact with knives and sharp objects can cause cuts, lacerations and amputations to you, your employees and / or visitors
<b>Current Controls</b>
Use of knives and sharp objects is minimised and they are stored safely (e.g. safe location, knife block, blade retracted or housed in a holster or sheath)
Safe work practices are in place for the use, cleaning and sharpening of knives and sharp objects and employees are trained  <i>Training in safe cutting and use e.g. cutting away from the body, not leaving knives / blades in areas where others may not be aware of them e.g. in a sink or other areas</i>
Knives and sharp objects are checked (e.g. blade seating, blade and overall condition of knife) before use, reported defects are dealt with promptly and unsafe equipment is taken out of use
Knives or sharp object used are suitable (e.g. blade size, type of blade, holder / sheath, rounded edges, functionality and ergonomic use) for the job  <i>Typical catagories of utility knives include bladeless cutters, concealed blades, spring loaded blade retraction, manual blade retraction, automatic blade retraction</i>
Blades are kept sharp and replaced as needed
PPE (Personal Protective Equipment e.g. cut resistant gloves, aprons) is provided and worn as required
<b>Additional Controls or Information You Added</b>

<b>Hazard: Microwave</b> Working with a microwave can cause burns, scalds and other serious injuries to you, your employees and/or visitors
<b>Current Controls</b>
Microwave is used and maintained in accordance with the manufacturers manual
Metal is never placed in the microwave
Reported defects are dealt with promptly and unsafe equipment is taken out of use
Containers used are suitable for use in the microwave
Heat resistant gloves/cloths are provided and used when handling hot containers
<b>Additional Controls or Information You Added</b>

<b>Hazard: Mixer</b> Contact with the moving beater (blade / whisk / hook) of a mixer can cause entanglement, lacerations, fractures, amputation and other serious injuries to you, your employees or visitors
<b>Current Controls</b>
<p><b>Mixer is used and maintained in accordance with the manufacturer's instructions and safety devices (e.g. larger mixers will be supplied with a bowl cover and will not start if the moving part or cover is raised or the bowl is not in position) and warning signs are in place</b></p> <p><i>Do not use bowl extension rings. If the machine was supplied prior to 1995 (not CE marked) review to see if the risks can be further reduced e.g. by improving the guarding. 'Guidance on the Purchase of New Machinery' Info Sheet is available in <a href="#">Learn More</a></i></p>
<p><b>Employees are trained in the use of the mixer</b></p> <p><i>Have the operators manual available</i></p>
<p><b>Power to the mixer is disconnected (e.g. switch off and unplug/turn off at isolator) when cleaning and when mixer is not in use</b></p>
<p><b>Mixer is positioned safely (e.g. so that the gear or clutch lever cannot fall or be knocked into gear; clear work space)</b></p>
<p><b>Reported defects are dealt with promptly and unsafe equipment is taken out of use</b></p>
<p><b>Loose clothing, dangling jewellery and unsecured long hair are avoided when using the mixer</b></p>
<b>Additional Controls or Information You Added</b>



<b>Hazard: Oven / Range</b> Working with ovens or ranges can cause fire, burns, scalds and other serious injuries to to you, your employees and / or visitors
<b>Current Controls</b>
Oven/range is installed, used and maintained in accordance with the manufacturer's instructions
Handles of pots/pans are secure and they do not project beyond the edge of the hob or range
Ladles or spoons are not left in saucepans on hotplates or rings
Heat resistant gloves are provided and used
Oven is not used if the fan guard is not in place
Reported defects are dealt with promptly and unsafe equipment is taken out of use
Bottom-hinged oven doors are not left open
<b>Additional Controls or Information You Added</b>

<b>Hazard: Tumble Dryer</b> Using a tumble dryer can cause fires, entanglement, burns, fractures and other serious injuries to you, your employees and/or visitors
<b>Current Controls</b>
<b>Tumble dryers are installed, used and maintained in accordance with the manufacturer's instructions and safety guards and warning signs are in place</b>
<b>Employees are trained on the use of tumble dryers and operator's manuals are available</b>
<b>Tumble dryers are isolated from the power supply prior to maintenance work (e.g. dealing with faults) and maintenance is only carried out by those who are trained and authorised</b>  <i>Make sure you complete the 'Maintenance' Risk Assessment</i>
<b>Tumble dryers are regularly checked, reported defects are dealt with promptly and unsafe equipment is taken out of use</b>  <i>e.g. check that any emergency stops fitted are working. Check that the door interlock is working i.e. door cannot be opened when in use or machine stops tumbling when door is opened</i>
<b>Tumble dryers are only used to dry suitable materials and are not overloaded</b>  <i>Do not tumble dry materials with a low melting point e.g. foam rubber and do not put items contaminated with flammables in the dryer e.g. solvents, oils, fats - prewash them with detergent in hot water</i>
<b>Tumble dryer's cool down cycle is adequate to reduce the temperature of the items</b>  <i>Hot items could cause a fire risk so should not be left in the tumble dryer or stacked / piled</i>
<b>Lint filters in tumble dryers are cleaned before use and lint is not allowed to accumulate</b>
<b>Additional Controls or Information You Added</b>

<b>Hazard: Washing Machine</b> Contact with moving parts of a washing machine can cause entanglement, lacerations, fractures and other serious injuries to you, your employees and / or visitors
<b>Current Controls</b>
Washing machines are installed, used and maintained in accordance with the manufacturer's instructions
Employees are trained on the use of washing machines and operator's manuals are available
Washing machines are isolated from the power supply prior to maintenance work (e.g. dealing with faults) and maintenance is only carried out by those who are trained and authorised  <i>Make sure you complete the 'Maintenance' Risk Assessment</i>
Washing machine is regularly checked, reported defects are dealt with promptly and unsafe equipment is taken out of use  <i>e.g. check that any emergency stops fitted are working. Check that the door interlock is working i.e. that the door cannot be opened while the machine is running</i>
<b>Additional Controls or Information You Added</b>



## **SECTION M**

## **APPENDICES**

**ACCIDENT REPORT FORMS**  
**To be completed for all accidents**

<b>To be completed by nurse / first aider / safety officer.</b>		Accident No.		
Name of Employee				
Address				
Date accident occurred			Time	
Date accident reported to employer			Time	
Date injured person ceased work due to accident			Time	
Date injured person returned to work			Time	
To whom was accident reported				
On what work was injured person engaged at time of accident				
Where exactly on premises did accident occur				
Provide injured person's description of how accident occurred				
Name of Witness				

**INJURY**

Part of body injured	
Nature of injury	
Details of immediate medical treatment provided and by whom	
Was injured person referred to Doctor or sent to Hospital	
NAME/ADDRESS of Doctor/Hospital	

DATE: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_ TITLE: \_\_\_\_\_

**TO BE COMPLETED BY PERSONNEL DEPARTMENT**

Clock No		PRSI No/NI No.		Occupation	
Age		Sex		Marital Status	
When was injured person first employed by you					
Was the injured person's employment permanent or casual					
Previous accident record, if available					

**CLASSIFICATION (See Next Page) P.S. Please complete Accident Tick Form.**

Anatomy	Injury Type	Cause of Injury	Accident Location	Occupation
(A to G)	(A to H)	(A to J)	(A to E)	(A to G)
<div style="border: 1px solid black; width: 100px; height: 100px;"></div>	<div style="border: 1px solid black; width: 100px; height: 100px;"></div>	<div style="border: 1px solid black; width: 100px; height: 100px;"></div>	<div style="border: 1px solid black; width: 100px; height: 100px;"></div>	<div style="border: 1px solid black; width: 100px; height: 100px;"></div>

DATE: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_ TITLE: \_\_\_\_\_

<u><b>ANATOMY</b></u>		
<b>A</b>	Eye	
<b>B</b>	Back	
<b>C</b>	Arm, Wrist & Shoulder	
<b>D</b>	Hand and Fingers	
<b>E</b>	Torso Abdomen	
<b>F</b>	Foot/Leg/Ankle/Knee	
<b>G</b>	Head/Face (Exl. Eye) (Inc. Respiratory)	

<u><b>TYPE OF INJURY</b></u>		
<b>A</b>	Strain, Jerk or Drag Injury	
<b>B</b>	Cut, Abrasion, Graze or Prod Wound	
<b>C</b>	Bruise or Soft Tissue Injury	
<b>D</b>	Break, Fracture or Dislocation	
<b>E</b>	Irritation, Skin Disorder, Respiratory, Infection	
<b>F</b>	Sprain	
<b>G</b>	Burns, Scalding, Flashburns, Splash	
<b>H</b>	Foreign Body – Dust, nails, dirt etc.	

<u><b>CAUSE</b></u>		
<b>A</b>	Lifting, Pushing or Pulling	
<b>B</b>	Machinery including Tools	
<b>C</b>	Falling Object, Hitting Obstructions etc.	
<b>D</b>	Incorrect Work Practice	
<b>E</b>	Heat including Steam or Hot Liquids	
<b>F</b>	Housekeeping - Trip/Slip or Fall	
<b>G</b>	Third Party Negligence	
<b>H</b>	Chemical Handling and Lagging	
<b>I</b>	Welding, Drilling, Blasting or Grinding	
<b>J</b>	Forklift	

<u><b>LOCATION</b></u>		
<b>A</b>	Offices	
<b>B</b>	Factory	
<b>C</b>	Away from Premises	
<b>D</b>	Warehouse	
<b>E</b>	Yard	

<u><b>OCCUPATION</b></u>		
<b>A</b>	General Worker	
<b>B</b>	Craft - Fitter, Elect. etc	
<b>C</b>	Apprentice	
<b>D</b>	Manager/Foreman	
<b>E</b>	Administration/Clerical	
<b>F</b>	Drivers	
<b>G</b>	Seasonal/Temporary	

## ACCIDENT TICK FORM

# EMPLOYEE TRAINING RECORD

**Name of Employee:** \_\_\_\_\_

Start Date: \_\_\_\_\_

Position: \_\_\_\_\_

Department: \_\_\_\_\_

Supervisor/Manager: \_\_\_\_\_

[illegible]

## Safe and Comfortable Computer Use - Self-Assessment Checklist

- This checklist should be completed and returned to the Safety Officer or other appropriate person within 1 week
- The Safety Officer or other appropriate person should then discuss the answers with the individual and ensure any problems highlighted are resolved.
- Actions taken should be noted on the checklist.
- The checklist should then be kept as a record and used again should there be a significant change in the workstation or job requirements.

NAME:		DATE:				
	<u>EQUIPMENT</u>	<u>Circle as applicable</u> N/A = not applicable D/K = don't know				<u>Comments</u>
1.	<b>TRAINING</b>					
	Have you received and understood the Safe and Comfortable Computer Use training?	Yes	No	N/A	D/K	
2.	<b>GENERAL</b>					
	Does it appear to be electrically safe?	Yes	No	N/A	D/K	
3.	<b>CHAIR</b>					
	Is it stable with 5 star base on castors/glides?	Yes	No	N/A	D/K	
	Does it swivel?	Yes	No	N/A	D/K	
	Is the seat pan adjustable in height?	Yes	No	N/A	D/K	
	If you are not able to rest your feet flat on the floor, is a footrest available?	Yes	No	N/A	D/K	
	Does the backrest adjust in height and tilt to give support to the lower back?	Yes	No	N/A	D/K	
	Are the mechanisms for adjustments easy to operate from the sitting position?	Yes	No	N/A	D/K	
	If there are arm rests, can they be adjusted to a comfortable position and do they allow you to sit as close to the desk as required?	Yes	No	N/A	D/K	
4.	<b>SCREEN</b>					
	Is the top of screen at or just below eye level?	Yes	No	N/A	D/K	
	Can you adopt a satisfactory 'square-on' arrangement of body to keyboard and screen?	Yes	No	N/A	D/K	
	Is the screen at a comfortable viewing distance?	Yes	No	N/A	D/K	
	Will it tilt and swivel?	Yes	No	N/A	D/K	
	Is the size compatible with the task?	Yes	No	N/A	D/K	
	Does it have brightness/contrast control?	Yes	No	N/A	D/K	
	Are the characters legible and stable?	Yes	No	N/A	D/K	
	Is the screen free from reflections and contrast glare?	Yes	No	N/A	D/K	
5.	<b>KEYBOARD</b>					
	Is it detachable or moveable?	Yes	No	N/A	D/K	
	Is it light but stable?	Yes	No	N/A	D/K	
	Has it got a shallow keyboard slope?	Yes	No	N/A	D/K	
	Does it have non-reflective keys and surround?	Yes	No	N/A	D/K	
	Is there a minimum space in front for resting palms whilst not typing?	Yes	No	N/A	D/K	



	<b><u>EQUIPMENT</u></b>	<u>Circle as applicable</u> N/A = not applicable D/K = don't know				<u>Comments</u>
6.	<b>MOUSE</b>					
	Can it be positioned within close reach and be operated with wrist straight and forearm supported on the desk?	Yes	No	N/A	D/K	
7.	<b>DESK</b>					
	Is there sufficient room beneath and around the desk permitting mobility changes of position for legs at both knee and foot level?	Yes	No	N/A	D/K	
	Is the surface area sufficient to provide space for equipment, documents etc for the work tasks?	Yes	No	N/A	D/K	
	Is the depth of the surface adequate to accommodate the screen and allow variable positioning of the keyboard?	Yes	No	N/A	D/K	
	Is it free from trailing cables that may constitute a tripping hazard?	Yes	No	N/A	D/K	
8.	<b>DOCUMENT HOLDER</b>					
	Is one available?	Yes	No	N/A	D/K	
	Is it moveable?	Yes	No	N/A	D/K	
	Is it adjustable in height?	Yes	No	N/A	D/K	
	Does it tilt and swivel?	Yes	No	N/A	D/K	
	Is it able to hold a variety of documents firmly in place?	Yes	No	N/A	D/K	
9.	<b>LIGHTING</b>					
	Is additional lighting required at the desk?	Yes	No	N/A	D/K	
	Can the lighting level be controlled as required using blinds or curtains?	Yes	No	N/A	D/K	
10.	<b>TEMPERATURE</b>					
	Is the temperature ordinarily acceptable?	Yes	No	N/A	D/K	
11.	<b>WORK ORGANISATION</b>					
	Are there sufficient natural breaks in your VDU work to avoid continuous periods of VDU work?	Yes	No	N/A	D/K	
	Do you have sufficient discretion over your work that you can plan-in breaks from continuous VDU work?	Yes	No	N/A	D/K	
12.	<b><u>PROBLEMS</u></b>					
	Have you been free from any ill health conditions which you feel could be attributed to your work at your VDU workstation?	Yes	No	N/A	D/K	
	Are you free from any eye/sight condition, or other health conditions, which might present special difficulties with VDU work?	Yes	No	N/A	D/K	

<b>Staff member:</b>	<b>Date:</b>
<b>Line management or other appropriate person:</b>	<b>Date:</b>

## HEALTH & SAFETY INSPECTION SHEET

**Location:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Assessed by:** \_\_\_\_\_

<b>1 HOUSEKEEPING</b>	<b>COMMENTS</b>
Are all areas clean and tidy	
Is waste removed regularly – end of working shift/day	
Is waste kept clear of buildings and in closed metal containers	
Are smoking restrictions applied and signs clearly visible	
Is there evidence of careless disposal of smoking materials	
<b>2 CONTRACTORS</b>	
Are there formal/written procedures for contractors working on site	
Are permit systems/operations checked	
<b>5 FIRE FIGHTING</b>	
Are fire exit routes clear of obstruction	
Are fire doors in good condition, operating and clear of obstruction	
Are fire extinguishers and hose reels accessible / maintained	
Are hydrants accessible & readily identifiable	
Are all/new employees trained in emergency action	
Is re-fresher training provided.	
<b>6 FIRE DETECTION</b>	
Are there any areas needing detection	
Are systems / alarms tested weekly and maintained	

<b>8 SECURITY</b>	
Are doors and windows in good condition and secure	
Do intruder systems cover all necessary areas	
Are access controls adequate	
Is lighting adequate & in good condition	
<b>10 HEATING</b>	
Are heating appliances suitable / maintained	
Are boiler houses clean with no storage of combustibles	
Is there adequate clearance around heaters	
Are safety devices in good condition ie fusible link / fire valves	
<b>13 ELECTRICAL SYSTEMS</b>	
Are electrical transformers / switch gear regularly inspected / tested	
Are switch gear / electrical panels / clear of combustibles	
Are distribution systems regularly inspected / tested (thermographic)	
Are wiring / connections in good condition	
Are portable appliances regularly inspected / tested	
Are suitable electrics installed where flammables use/storage areas	
Are lightning conductor systems in good condition/earthing checked	

## LONE WORKING RISK ASSESSMENT

RISK ASSESSMENT CHECKLIST & RECORD		
<b>ASSESSOR:</b>	<b>DATE:</b>	<b>RECORD NO.</b>
<b>TASK:</b>          (briefly describe the task or occasion this assessment relates to)	<b>ONE-OFF?FREQUENT</b>          (note if the assessment is for a one off assessment, or a frequent task or occasion, where a generic assessment may be applicable)	
<b>INDIVIDUAL OR GROUP</b>          (note who is to carry the task where it is a one off task, note the group or individual to which the assessment applies if it is a generic assessment)		
<b>SPECIFY RISKS THAT MAY EXIST</b>	<b>ARE EXISTING CONTROL MEASURES ADEQUATE</b>	<b>ARE ADDITIONAL CONTROL MEASURES REQUIRED</b>

## LONE WORKING RISK ASSESSMENT (Continued)

<b>THE WORKPLACE AND WORK RISKS</b>			
(any question where a box with an astrix is ticked should also have comments added)			
QUESTION	YES	NO	COMMENTS
Does the workplace present any special risks to a person working alone?			
Can any manual handling that maybe carried out be safely done by a lone person?			
Is there a risk of violence?			
Are young workers (under 18 years of age) at a higher risk due to their lack of experience knowledge etc.?			
Are women working alone at a higher risk?			
<b>EMERGENCY ARRANGEMENTS</b>			
QUESTION	YES	NO	COMMENTS
Are adequate first aid facilities available?			
Is there a need to train the lone worker in first aid?			
In an emergency can help easily find the lone worker?			
Are there arrangements for regular contact between the lone worker and a colleague?			
<b>THE LONE WORKER</b>			
Does the lone worker have any medical condition making them unsuitable for lone work?			
Is the lone worker sufficiently trained and experienced?			
Is the lone worker trained to allow them to deal with any foreseeable circumstances?			

**I have read and understand the contents of this safety statement and agree to carry out its requirements.**

[illegible]

## Fire Drill Procedure

When fire alarm sounds the following procedures need to take place:

- The adult(s) in the room instructs the children to leave activities and to form a line by the nearest exit.
- The adult(s) in the room gathers the roll book.
- The adult(s) in the room checks the toilet to ensure no child is in there.
- The children and adult(s) calmly proceed to leave the room, and the adult closes the door once everyone is outside.
- The group will calmly walk to Assembly Point A.
- At Assembly Point A, a roll call is done to ensure all children present on the day is present at the assembly point.
- The group wait until advised it is safe to return or further instructions.

### Child Friendly Version:

**Step 1: Line up together**



**Step 2: Walk calmly**



**Step 3: Stay at green 'A' sign**



**Step 4: Roll call and wait**





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## RISK MANAGEMENT POLICY

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31/01/2018



# **CONTENTS**

1. Purpose
2. Scope
3. Commitment
4. Risk Responsibilities
5. Signature and Review History
6. Risk Management Sheets

**APPENDIX 1** Risk Reporting Structure

**APPENDIX 2** Risk Tolerance Statement

# **Risk Management Policy**

## **1. Purpose**

The purpose of this policy is to provide a framework for the Voluntary Board of Directors (VBODs) and core employees (with delegated tasks and responsibilities) to identify and assess operational risks, and to develop strategies to deal with and manage risks.

## **2. Scope**

This Risk Management Policy concerns operational risks, and relates to:

- An assessment of the overall operational risks within the FRC;
- What plan the Northside FRC has put in place to address those risks;
- Potential impact of each identified risk on Service Users, Employees, Volunteers, TUSLA and other funders etc.

The Risk Management Policy accompanies the FRC's Health & Safety Policy and Statement already in place.

## **3. Commitment of Northside Family Resource Centre**

This Risk Management Policy gives reasoned assurance to Northside Family Resource Centre (FRC) that strategic objectives will be achieved as best they can and that Northside FRC continues to be a sustainable, safe and ethical organisation going into the future. Our FRC is committed to risk management and planning, and to considering the potential impact of risk—whether it is external or internal—on our FRC's core activities, participants, supports and services, and how these risks could impact on the FRC in the short, medium and long term. The VBODs / oversight body will consider the FRC's exposure to risks at least 2 times per annum. See appropriate documents below:

- Risk Management Sheets;
- Appendix 1—Risk Reporting Structure;
- Appendix 2—Risk Tolerance Statement.

Northside Family Resource Centre, by understanding the overall level of risk that is embedded in the day to day operation of the Centre as well as the risks that are associated with the activities and supports that it provides, will prioritise significant risks and develop appropriate management strategies and actions in response. If an identified risk happens, the FRC will remedy the risk i.e. put in place a remediation plan that details how the FRC will minimise potential damage to the FRC.

Northside FRC recognises that risk management is not solely about managing risks, it is also about identifying and taking opportunities. This policy has the following benefits:

- Transparent processes and good practice; improved public accountability;
- Support for management decisions;
- Shows an ability to assess, forecast and adapt to new circumstances;
- Increased quality and efficiency in our processes;
- Positive attitude and confidence to implement risk controls;
- The Voluntary Board of Directors and employees are involved and informed of risk-related responsibilities and actions. The FRC will seek services, support, training and professional advice where necessary;
- Lastly, Northside FRC will monitor, review and evaluate the FRC's Risk Management Plan at least once a year to identify any new risks and update relevant policies and procedures.

#### **4. Risk Responsibilities**

Overall responsibility for the management of risk within the FRC lies with the Voluntary Board of Directors. The VBODs will delegate risk-related responsibilities and tasks, as it sees fit to the CEO, Line Managers and employees.

Risk Management is a permanent item agenda as part of the Management Team Meetings. The Management Team commits to circulating reports to the VBODs.

The VBODs will approve the FRC's Risk Management Policy and will make sure it is satisfied that fundamental risks are being managed appropriately.

The CEO and employees have overall responsibility for ensuring that procedures and processes are in place to enable adherence to this Risk Management Policy.

The CEO will ensure that key elements of this Risk Management Policy are communicated to VBODs, employees, volunteers and others where appropriate.

Northside FRC Risk Management Policy and associated documents (risk management sheets, register and statements etc.) were discussed, understood and agreed at a meeting of the VBODs on:

**Date:** \_\_\_\_\_

**Signed:** \_\_\_\_\_  
**Chairperson**

**Review History:**

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## SAMPLE RISK MANAGEMENT SHEETS (with examples)

RISK FACTOR H = high M = medium L = low

SECTION 1. Governance							
WHAT ARE THE RISKS?	WHO MIGHT BE HARMED?	RISK FACTOR			WHAT PROJECT IS CURRENTLY DOING? (Controls)	WHO IS RESPONSIBLE?	DATE OF NEXT REVIEW
		H	M	L			
1.1 Transparency and Accountability	The Organisation and its reputation.				<p>The project has all Board and sub-group minutes recorded;</p> <p>Robust internal financial checks in place through Financial Policies and Procedures;</p> <p>Ongoing promotion of the service takes place through the website / social media / newsletter;</p> <p>Clear policies in place for groups using the Centre / Complaints / for staff and volunteers.</p>	The VBOM and CEO	
1.2 Compliance with Charities	The Organisation and its reputation.				<p>The Project has access to legal advice at Board level;</p> <p>The Auditor advises the Board on their compliance issues;</p> <p>The Company Secretary and CEO looks after all Charities compliance issues</p>	The Company Secretary and CEO	

<b>1.3 Accountability and reporting to Funders</b>	The Organisation and its reputation.				<p>The Project has access to legal advice at Board level;</p> <p>The Auditor advises the Board on their compliance issues;</p> <p>The Company Secretary and CEO looks after all Charities compliance issues</p> <p>The Financial Coordinator and CEO are responsible for meeting all reporting requirements to funders and the VBOM oversee said reproting</p>	<b>The Treasurer, Secretary and CEO</b>		
<b>1.4 Access to legal advice</b>	VBOM				<p>The Project has access to legal advice at Board level;</p>	<b>The Company Secretary and CEO</b>		
<b>1.5 Understanding the role of the Board / compliant with constitution</b>	VBOM				<p>The Project has access to legal advice at Board level;</p> <p>The Project has access to governance advice through the support agencies and the Wheel</p> <p>The CEO is equipped to induct members onto the VBOM</p>	<b>Chairperson and CEO</b>		
<b>1.6 Code of Conduct</b>	VBOM, Staff and Volunteers				<p>The project has a Code of Conduct that is reviewed annually by the VBOM</p> <p>The Code is circulated to all existing staff and volunteers</p> <p>All new staff, volunteers and VBOM are required to sign a declaration of commitment</p>	<b>CEO, VBOM and staff</b>		

1.7 Recruitment and selection of new Directors				<p>A new strategy has been developed to recruit new members onto the Board</p> <p>Board membership is a permanent item on the Board of Management Committee Meetings</p>	CEO and VBOM		
1.8 Induction and training				<p>All staff and volunteers receive an induction, signed and posted to file</p> <p>All staff are required to attend core skills training programmes (child protection, manual handling etc)</p>	CEO and Coordinators		
1.9 Appropriate level of insurance				<p>The highest level of insurance is purchased and the schedule is reviewed in detail annually.</p>	CEO		
1.10 Conflicts of interest				<p>Members who sit in the Board cannot benefit financial from the activities of the FRC.</p> <p>In conflicts of interest are declared in advance of meetings and relevant persons are excluded from meetings.</p>	CEO and Chairperson		
1.11 Managing Decision making				<p>Strategic decisions are made through consensus.</p> <p>Operational decisions are made by the CEO with full transparency given to the Board members. Advisement is sought by the CEO from relevant Board members.</p>	Chairperson		

1.11 Ratification of policies					<p>Policies are presented to the relevant sub-group for consideration.</p> <p>Policies are circulated to Board members before Board meeting for ultimate ratification.</p>	CEO and Chairperson		
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## SECTION 2. Data Protection

WHAT ARE THE RISKS?	WHO MIGHT BE HARMED?	RISK FACTOR			WHAT PROJECT IS CURRENTLY DOING? (Controls)	WHO IS RESPONSIBLE?	DATE OF NEXT REVIEW	ADDITIONAL ACTIONS IDENTIFIED
		H	M	L				
2.1 Ensuring Compliance with Data Protection	The Organisation; A stakeholder, where data protection has been breached				<p>Co-ordinator and Directors are seeking training in new legislation.</p> <p>A part-time temporary administrator is being recruited to assist with compliance.</p> <p>Data Protection Policy is being up-dated and will be ratified by the Board in 2018</p> <p>Staff will be given internal training on this issue and on the Policy.</p>	CEO, administrator and coordinators		
2.2 Maintaining the 8 principles of Data Protection					<p>All part of new Policy.</p> <p>New systems will be developed and implemented and back-up system improved;</p>	VBOM / CEO		
2.3 Data Protection Policy includes policies about Accountability, Transparency, Types of					<p>Greater security implemented throughout the Organisation. IT systems upgraded in 2017.</p>			



Data and Legal Basis, Consent, Privacy Notices, Children's Data, Security Measures, Data Access Requests etc.								
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## SECTION 3. Managing Staff & Volunteers

WHAT ARE THE RISKS?	WHO MIGHT BE HARMED?	RISK FACTOR			WHAT PROJECT IS CURRENTLY DOING? (Controls)	WHO IS RESPONSIBLE?	DATE OF NEXT REVIEW	ADDITIONAL ACTIONS IDENTIFIED
		H	M	L				
3.1 Recruitment of suitable staff to match the job requirements	Candidates; Project's reputation				Clear and fair Recruitment Policy and Procedures  Financial projections are undertaken prior to any new recruitment process	CEO, recruitment administrator and HR Sub-group.		
3.2 Staff retention and sustainability	Staff of the organisation				Ongoing applications for funding to bring in enough resources to maintain current staff levels;  Not all within the Organisation's control / regular contact with funders to maintain positive working relationship;  Engage in opportunities arising from Commissioning.	CEO, HR Sub-group / VBOM		
3.3 Maintaining Terms and Conditions					A hierarchy of decisions regarding terms and conditions exist where all decisions go through the CEO	CEO and HR Sub-group		

				who consults with the HR sub-group regarding any changes.			
3.4 Staff development				<p>Staff are encouraged to access training and support.</p> <p>The organisation seeks funding for training and development.</p>	Line managers and CEO		
3.5 Staff accountability and supervision				<p>Staff are accountable to the Board of Management through their line manager and CEO. This accountability is named in employment contracts.</p>	Line managers, CEO and VBOM		
3.6 Maintaining clarity of roles / job descriptions				<p>Staff are met monthly where review of their roles and duties take place.</p> <p>Meetings are documented and placed on HR file.</p> <p>Busy periods impact the ability to meet regularly.</p>	CEO and Line Managers		
3.7 Dealing with complaints about staff from Service Users				<p>A complaints policy is available to all members of the public.</p> <p>Complaints against CEO are directed to the Chair.</p> <p>All complaints go to the Board of Management.</p>	CEO and VBOM		
3.8 Dealing with Grievance and Disciplinary issues				<p>CEO handles all grievances with the support of HR consultant.</p>	CEO and VBOM		

				Appeals go excluded members of the Board			
3.9 Managing redundancies				CEO and HR Subgroup follow statutory requirements and best practice.	CEO and VBOM		
3.10 Managing volunteers and Student Placements				<p>Department heads/Coordinators follow strict guidelines in the recruitment of volunteers.</p> <p>Volunteers are offered training and development in line with employees.</p> <p>Volunteers received regular support and supervision.</p>	Coordinators		
3.12 Dealing with HR issues				CEO support Coordinators to deal with HR issues. HR consultant sits at subgroup and Board level to support CEO	Coordinators, CEO and HR consultant		

## SECTION 4: Health & Safety Risks

WHAT ARE THE RISKS?	WHO MIGHT BE HARMED?	RISK FACTOR	WHAT PROJECT IS CURRENTLY DOING?	WHO IS RESPONSIBLE?		
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		H	M	L	(Controls)		DATE OF NEXT REVIEW	ADDITIONAL ACTIONS IDENTIFIED
<b>1.1 Ensuring all stakeholders are aware of the Organisation's Health and Safety Policies</b>	Project User; Volunteer; Member of staff; Visitor; Reputation of the Organisation				<p>Has a comprehensive Health and safety Document in place updated by annually;</p> <p>Fire regulations are all maintained and adhered to;</p> <p>Policy is available to all;</p> <p>H &amp; S Statement and Policy is in reception area;</p> <p>Up-dated by annually;</p> <p>All staff, volunteers and Directors are given an induction and made aware of H&amp;S in the organisation.</p>	<b>VBOM</b>  <b>Co-ordinator and/or Health and Safety Officer for ensuring this is promoted throughout the organisation</b>		
<b>1.1 Bullying and harassment</b>	The Board Staff / Volunteers / Students Service users				<p>Employee Hand Book has Bullying and Harassment Policy;</p> <p>Policies also in place for Volunteers and Students;</p> <p>Ethical Values in Plan;</p> <p>All staff, Board and volunteers have an induction process.</p>	<b>VBOM and Co-ordinator / relevant Line Managers</b>		
<b>1.2 Preventing discrimination and inequality</b>	Staff Service users				<p>Equality Policy in place and all staff have read and discussed the Policy;</p> <p>Values written into the Workplan;</p> <p>Participation in training as it arises.</p>	<b>VBOM / Co-ordinator / Staff</b>		

<b>1.3 Building maintenance / Physical Health &amp; Safety</b>	Staff Service Users							
<b>1.4 Fire Safety</b>								
<b>1.5 Working Alone and Safety</b>								
<b>1.6 Driving for Work and Safety</b>								
<b>1.7 Use of mobile phones</b>								
<b>1.7 Visits to other Projects / Agencies</b>								
<b>1.8 Stress in the workplace</b>								
<b>1.9 Protection of Children and Vulnerable Adults</b>								
<b>ADD IN OTHERS AS YOU SEE FIT</b>								

## SECTION 5: Premises

WHAT ARE THE RISKS?	WHO MIGHT BE HARMED?	RISK FACTOR			WHAT PROJECT IS CURRENTLY DOING? (Controls)	WHO IS RESPONSIBLE?	DATE OF NEXT REVIEW	ADDITIONAL ACTIONS IDENTIFIED
		H	M	L				
5.1 Appropriate insurance / maintaining health and safety standards	The Organisation Staff, Service Users, volunteers or visitors				<p>Appropriate insurance in place;</p> <p>Health and Safety Checks carried out Quarterly;</p> <p>Fire safety drills carried out on .....basis</p> <p>All staff aware of who to report concerns to re health and safety issues;</p> <p>All staff and volunteers aware of health and safety regulations.</p>	Health and Safety Officer / Co-ordinator/ VBOM		
5.2 Building maintenance and cleaning								
5.3 Fit for purpose								
ADD IN OTHERS AS YOU SEE FIT								

## SECTION 6: Strategic Planning & Evaluation

WHAT ARE THE RISKS?	WHO MIGHT BE HARMED?	RISK FACTOR			WHAT PROJECT IS CURRENTLY DOING? (Controls)	WHO IS RESPONSIBLE?	DATE OF NEXT REVIEW	ADDITIONAL ACTIONS IDENTIFIED
		H	M	L				
6.1 Long term planning	The organisation				XXX FRC does have all relevant information on the FRC that can be utilized in other funding applications;	Funders		
6.2 Annual Planning	The organisation / Service Users				Annual Planning procedures are in place with funders at local level through annual meetings.	Funders and FRC		
6.3 Planning in relation to Funders requirements								
6.4 Review and Evaluation								
6.5 Monitoring of quality of work								
ADD IN OTHERS AS YOU SEE FIT								

## SECTION 7: Financial Management

WHAT ARE THE RISKS?	WHO MIGHT BE HARMED?	RISK FACTOR			WHAT PROJECT IS CURRENTLY DOING? (Controls)	WHO IS RESPONSIBLE?	DATE OF NEXT REVIEW	ADDITIONAL ACTIONS IDENTIFIED
		H	M	L				
4.1 Financial management and accountability to funders.	The organisation should anything go wrong				<p>Clear financial Policies and Procedures in Place</p> <p>Financial Sub-group in place with TOR</p> <p>Excellent internal checks in place for verification</p> <p>Monthly reports to the Board on Financial Situation</p> <p>Reports sent to funders on accountability for funding received</p> <p>Accounts Externally Audited</p>	Co-ordinator / Administrator / Finance Sub-group		
4.2 Financial sustainability / Fundraising / applying for funding								
4.3 Forward planning / Projections / dealing with funding cuts								
4.4 Financial Sub-group								
4.5 Reserves Policy								
ADD IN OTHERS AS YOU SEE FIT								

## SECTION 8: Communications & Reputation



WHAT ARE THE RISKS?	WHO MIGHT BE HARMED?	RISK FACTOR			WHAT PROJECT IS CURRENTLY DOING? (Controls)	WHO IS RESPONSIBLE?	DATE OF NEXT REVIEW	ADDITIONAL ACTIONS IDENTIFIED
		H	M	L				
8.1 Representing the organisation	The organisation				Policy in place re representation of organisation under different circumstances  Any media comments to be passed by the Board prior to submission	The VBOM		
8.2 Communication systems	The organisation Service users				Clear communication policy in place outlining confidentiality procedures / data protection / professional use of emails / calls and social media.	Co-ordinator / the VBOM / all staff		
8.3 IT Systems security and back-up								
8.4 Promoting the organisation through website / social media etc.								
8.5 Consulting with the Community								
8.6 Protecting the reputation of the Organisation.								
ADD IN OTHERS AS YOU SEE FIT								

## SECTION 8: Ethos and Culture

WHAT ARE THE RISKS?	WHO MIGHT BE HARMED?	RISK FACTOR			WHAT PROJECT IS CURRENTLY DOING? (Controls)	WHO IS RESPONSIBLE?	DATE OF NEXT REVIEW	ADDITIONAL ACTIONS IDENTIFIED
		H	M	L				
8.1 Vision Mission and Guiding Principles	The organisation				Vision, Mission and Guiding Principles in place and reviewed every 3 years	The VBOM		
8.2 Promoting an inclusive organisation based on anti-discrimination, equality and human rights.	The organisation Service users				Policies in place to ensure the organisation remains an inclusive organisation; Complaints, grievance and disciplinary procedures in place; Staff have received training in anti-discrimination and equality.	Co-ordinator/ the VBOM / all staff		
ADD IN OTHERS AS YOU SEE FIT								

## APPENDIX 1:

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### SAMPLE RISK REPORTING STRUCTURE

RISK AREA AND IDENTIFIED RISKS	XXX FRC MUST REPORT A RISK, IF IT HAPPENS, IMMEDIATELY TO THE FOLLOWING	RISK ESCALATION  Note: This needs to include details of risks that must be escalated and/or reported immediately to nominated Tusla contact
	Name/Role/Details	
GOVERNANCE		
DATA PROTECTION		
MANAGING STAFF AND VOLUNTEERS		
HEALTH AND SAFETY		
PREMISES		
STRATEGIC PLANNING & EVALUATION		
FINANCIAL MANAGEMENT		
COMMUNICATIONS AND REPUTATION		
ETHOS AND CULTURE		

## APPENDIX 2:

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### SAMPLE RISK TOLERANCE STATEMENT

The FRC considers the identified risks—their ‘high’, ‘medium’, ‘low’ level of threat or their opportunity—and how much or how little the FRC can tolerate a risk if this risk were to potentially happen. This is a brief statement.

RISK AREA	RISK TOLERANCE STATEMENT
GOVERNANCE	For example: “Non-compliance with legislative requirements is a risk that simply cannot be tolerated because its potential consequences are too alarming and unacceptable”
DATA PROTECTION	
MANAGING STAFF AND VOLUNTEERS	
HEALTH AND SAFETY	
PREMISES	
STRATEGIC PLANNING AND EVALUATION	
FINANCIAL MANAGEMENT	
COMMUNICATIONS AND REPUTATION	
ETHOS AND CULTURE	

Child Care Act 1991 (Early Years Services) Regulations 2016 (Síolta Standard 9: Health and Welfare, Síolta Standard 15: Legislation & Regulation) (National Standard 17: Premises, National Standard 18: Facilities, National Standard 20: Safety)

### **Statement of Intent:**

To ensure the health, safety and welfare of all children and adults on the premises or while engaged in offsite activities. Risk will be managed through a range of assessments:

- Annual/Quarterly/Monthly Risk Assessment, as appropriate, of the entire building and operations.
- Daily Risk assessment of classrooms, sanitary areas, sleep areas and outdoors.
- The risk assessment following any accident or incident.
- The risk assessment of outings and/or travel.
- The risk assessment of children with specific illnesses, conditions and allergies through the development of medical care plans.
- The risk assessment of pregnant employees.
- The risk assessment of any Garda vetting disclosures.

### **Safety:**

#### **Employees Shall:**

- Take reasonable care of their own Safety, Health and Welfare and that of any other person or children in their care that may be affected by their acts or omissions while at work.
- Familiarise themselves with and always conform to, the organisation's Safety, Health and Welfare policies.
- Observe all safety rules and co-operate with their employers to comply with any of the relevant statutory regulations and directives.
- Use any suitable appliance, protective clothing, convenience or equipment in such a manner as to provide the protection intended for securing their Safety, Health and Welfare while at work.
- Conform to all instructions given by the management, and others who have a responsibility for Safety, Health and Welfare.
- Use only as intended the correct equipment for the jobs, with all appropriate safety devices and keep tools in good condition.

- Direct any suggestions or concerns on matters of Safety, Health and Welfare to the Health and Safety Officer.
- Report to the Health & Safety Officer, without delay, all accidents, damage, defects or issues of safety. This includes accidents or near misses, whether persons are injured or not.
- Carry out hazard checks in their own area of work daily.
- Participate in statutory training as required (Paediatric First Aid, Manual Handling, Food Hygiene and Fire Safety).

#### **Employees shall not:**

- Intentionally or recklessly interfere with, or misuse any appliance, protective clothing, convenience, equipment or other means or things provided in pursuance of any of the relevant statutory provisions or otherwise, for securing the Safety, Health and Welfare of persons arising out of work activities.
- Carry out any tasks, which they feel they are not competent to carry out, or which involves unreasonably high risks.
- Be under the influence of any intoxicants likely to affect their ability to work safely or to supervise children. **Please report any medical issue likely to affect your safety or that of the children or your colleagues as soon as possible to management.**

#### **What is a Risk Assessment?**

Risk Assessment is where you examine the service to find out what could cause harm to children, workers or visitors. The purpose is to identify the risks and then eliminate or control the risk:

- STEP 1: Identify the risks
- STEP 2: Decide who might be harmed
- STEP 3: Evaluate the risks and decide on precautions
- STEP 4: Record your findings
- STEP 5: Review and update

When thinking about risk assessment, remember:

- A **hazard** is anything that can cause harm for example;
  - Sockets left uncovered
  - No first aider on premises
  - A worker lifting sleep mattresses against manual handling advice
  - Food being served without gloves
- A **Risk** is the chance (high or low) that the hazard will cause harm.

**Identify Hazards:**

- Walk around the service (outside and inside).
- Use a risk assessment checklist.
- Ask employees in each room if they can identify hazards as they may have noticed something.
- Check manufacturer's instructions to ensure workers are using equipment or materials properly.
- Check accident and incident forms – you may identify hazards this way.

**What to do when you identify risk:**

- Get rid of hazard (e.g. removing a mat that is a tripping hazard).
- Control the risk so that harm is unlikely (e.g. covering a socket).

**Risk Assessment of Employees, volunteers and others.**

We have in place comprehensive recruitment, selection and Garda vetting procedures plus staff absence, training and staff ratio policies.



# **NORTHSIDE FRC'S**

## Safeguarding Statement

VERSION 3: UPDATES 14TH APRIL 2021



## CHILD SAFEGUARDING STATEMENT

<b>Document Title:</b>	<b>Child Safeguarding Statement</b>
<b>Unique Reference Number:</b>	<b>013A</b>
<b>Revision Number:</b>	<b>2</b>
<b>Document Author:</b>	<b>Mary Mulcahy</b>
<b>Document Approved:</b>	<b>Ciara Kane</b>
<b>Date the Document is Effective From:</b>	<b>March 2021</b>
<b>Scheduled Review Date:</b>	<b>February 2023</b>
<b>Number of Pages:</b>	<b>7</b>

The purpose of Northside FRC is to provide a range of services for children aged birth to 18 years. We open 50 weeks per year and daily from 8:00 AM – 21:00 PM Monday to Friday.

<b>Opening Hours:</b>	8:00 AM – 21:00 PM
<b>No of Weeks per year opened:</b>	50
<b>Capacity:</b>	Variable by service
<b>Age Range:</b>	Birth to 18 years
<b>Ratios:</b>	As per regulations
<b>Curriculum:</b>	Play-based
<b>Address:</b>	Clonconnane Road, Ballynanty, Co Limerick
<b>Phone Number:</b>	061 326623
<b>Email:</b>	ciarakane@northsidefc.ie

## 1.0 Key Personnel: In-House

Manager (Person in charge):	<b>Ciara Kane, CEO</b>
Deputy in the absence of Manager:	Alison Dore – Sunshine Childcare Service Stephan Goode – Kings Island Creche Yvonne Wold – Afterschool and Youth Work Services Mary Mulcahy – Community and Family Services Mark Ryan – Older People’s Services
Health and Safety Officer:	Alison Dore
Fire Officer:	Alison Dore and Mark Ryan
First Aid Co-ordinator:	Aisling Ryan
Designated Liaison Officer:	Ciara Kane
Deputy Designated Liaison Officer:	Mary Mulcahy, Yvonne Wold
Data Controller:	Ciara Kane

## 2.0 Nature of service and principles to safeguard children from harm

Northside Family Resource Centre provide the following services to children/young people:

- Baby Massage/ Reflexology
- Parent and Toddler Groups
- Early Years services
- After School Services
- Summer Camps
- Therapeutic services for under 18’s
- Youth Work
- One-to-One Support and Advocacy
- Family and Community Events

We Believe protecting children and young people is everyone’s responsibility. The welfare of the child is paramount to us. Therefore, we want to make sure the children participating in services are protected and kept safe from harm. We will mitigate against risk by ensuring:

- Our staff, volunteers and students are carefully selected, trained and supervised.
- Procedures are in place to recognise, respond to and report concerns about children’s protection and welfare.
- All Staff and Volunteers are Garda vetted prior to engagement
- Clear codes of behaviour for management, staff, volunteers and students are in place.
- A procedure to respond to accidents and incidents is in place.
- Parents/guardians, children and workers have information about what we do and what to expect from us.
- Parents/guardians and children know how to voice their concerns or complain if there is anything they are not happy about. While having a procedure to respond to these complaints.
- A clear reporting procedure is followed should a staff member have a concern about a child

with regard to *Children First (2017)* and *The Children First Act 2015*

- A procedure to respond to allegations of abuse and neglect against staff members is robustly in place.
- All children and young people have an equal right to attend a service that respects them as individuals and encourages them to reach their potential, regardless of their background.
- We are committed to upholding the rights of every child and young person who attends our service, including the right to be kept safe and protected from harm, listened to and heard.
- The Child and Adult Protection policy will be reviewed every 24 months by the Board of Management.

### 3.0 Risk Assessment

We have carried out an assessment of any potential for harm to a child while availing of our services. Below is a list of the areas of risk identified and the list of procedures for managing these risks.

RISK IDENTIFIED	PROCEDURES IN PLACE TO MANAGE RISK
Poor supervision of Indoor and Outdoor Play	Risk Assessments, Supervision Indoor and Outdoor Policy, Outside Play Policy
Child not Collected.  Unauthorised collection	Collections Policy, Parental Agreement, Child Registration Form
Cleaning material are kept in a locked cupboard away from the children	Safety policy - risk assessment in safety statement
Allergies - potential threat of anaphylaxis	Risk assessment in safety statement – Medicine policy any potential threat is removed from settings
Medications kept on the premises	Administration of medication policy & safety statement risk assessment
Fire Safety	Policy on Fire Safety - Safety Statement and risk assessment

	Risk of harm in relation to a child as defined in the Children First Act (2015)	Procedure in place to manage identified risk
1	<p>Risk of harm of a child by a member of staff/volunteers. Examples of risk include, but are not limited to:</p> <ul style="list-style-type: none"> <li>- Rough handling of children by staff in a way that causes harm to a child</li> <li>- Staff/volunteers shouting at or chastising children to the extent that it causes harm to a child.</li> <li>- On-going provision of inadequate food and/or nutrition to the extent that it causes harm to a child</li> </ul>	<ul style="list-style-type: none"> <li>- Recruitment Policy and Procedures which includes: Staff Induction and Code of Behaviour for all persons</li> <li>- Garda Vetting Procedure/Policy</li> <li>- Complaints Policy including allegation of abuse against Staff/Students/Volunteers</li> <li>- Promoting Positive Behavior Policy</li> <li>- Staff Training Policy</li> <li>- Child Safeguarding Policy and Procedure</li> <li>- Child Safeguarding Training Policy</li> </ul>
2	Risk of staff/volunteers not being aware of indicators of abuse or correct	<ul style="list-style-type: none"> <li>- Staff Training Policy</li> <li>- Staff Support and Supervision Policy</li> </ul>

	reporting/safeguarding procedures which may result in children coming to harm	<ul style="list-style-type: none"> <li>- Child Safeguarding Policies and Procedures which includes all reporting procedures.</li> <li>- Complaints Procedure/Policy which includes allegations of abuse against Staff/Students/Volunteers Procedure/Policy</li> <li>- Code of Behavior for staff and volunteers</li> <li>- Procedure/Policy on Promoting Positive behaviour</li> </ul>
3	<p>Risk of harm from peer-to-peer abuse. Examples of risk include, but are not limited to:</p> <ul style="list-style-type: none"> <li>- Repeated, extreme acts of bullying (i.e. verbal, psychological or physical aggression between children)</li> <li>- Children using social media platforms to post derogatory comments or pictures of other children</li> </ul>	<ul style="list-style-type: none"> <li>- Child Safeguarding Policies and Procedures</li> <li>- Anti-bullying Policy</li> <li>- Supervision of Children Policy</li> <li>- Complaints Policy</li> <li>- Staff Training Policy</li> <li>- Staff Induction Policy</li> </ul>
4	Risk of abuse on trips away or overnight stays	<ul style="list-style-type: none"> <li>- Overnight and trips away policy</li> <li>- Recruitment procedure</li> <li>- Complaints Policy which includes reporting</li> <li>- Code of behaviour for staff/volunteers</li> <li>- Training Policy for staff and volunteers</li> </ul>
5	<p>Risk of abuse while providing 1:1 working. Examples of risk include, but are not limited to:</p> <ul style="list-style-type: none"> <li>- An incident of sexual abuse by a staff member/ student/volunteer, for example, during nappy changing or intimate care routines.</li> <li>- An incident of physical abuse by a staff member/ student/volunteer during one-to-one work.</li> <li>- Emotional abuse by a staff member/ student/volunteer taking place during one-to-one work.</li> </ul>	<ul style="list-style-type: none"> <li>- Staff Training Policy</li> <li>- Staff Support and Supervision Policy</li> <li>- CCTV Policy</li> <li>- Recruitment Policy and Procedures</li> <li>- Garda Vetting Policy and Procedures</li> <li>- Child Safeguarding Policy and Procedures which includes reporting</li> <li>- Personal and Intimate Care Policy and Procedures</li> <li>- Inclusion Policy and Procedures</li> <li>- Code of Behaviour for Staff/Students/Volunteers Procedure/Policy</li> </ul>
6	<p>Risk of harm of a child through social media/ internet use or by use of unauthorised photography. Examples of risk include, but are not limited to:</p> <ul style="list-style-type: none"> <li>- Poor management of images or recordings of children, including those shared publicly or on social media</li> </ul>	<ul style="list-style-type: none"> <li>- Code of behaviour procedure for young people</li> <li>- Supervision of young people policy</li> <li>- Use of multi-media devices policy</li> <li>- Social Media Policy</li> <li>- Retention of Records Policy (GDPR Policy)</li> <li>- Complaints procedure including how to report</li> <li>- Training Policy for staff and volunteers</li> <li>- Induction and training procedure</li> <li>- Staff and volunteer support and supervision policy</li> </ul>
7	<p>Risk of harm from unannounced visitors to services (e.g. maintenance/ repairs/deliveries). Examples of risk include, but are not limited to:</p> <ul style="list-style-type: none"> <li>- Risk of children absconding from services due to procedures for entering and exiting buildings not being adhered to.</li> <li>- Risk of physical, sexual or emotional abuse to children from visitors</li> <li>- Children placed at risk of harm due to inadequate supervision</li> </ul>	<ul style="list-style-type: none"> <li>- Staff Absences Policy</li> <li>- Risk Management Policy</li> <li>- Supervision of Children Policy</li> <li>- Visitor Signing in Policy</li> <li>- Safety Statement</li> </ul>

## 4.0 Procedures

Our Child Safeguarding Statement has been developed in line with requirements under the Children First Act 2015, the *Children First: National Guidance*, and Tusla's *Child Safeguarding: A Guide for Policy, Procedure and Practice*. In addition to the procedures listed in our risk assessment, the following procedures support our intention to safeguard children while they are availing of our service:

- Procedure for the management of allegations of abuse or misconduct against workers/volunteers of a child availing of our service *See Child & Adult Protection Policy*.
- Procedure for the safe recruitment and selection of workers and volunteers to work with children *See Recruitment and Selection Policy, Garda Vetting Policy, Student and Volunteer Policy*.
- Procedure for the provision of information and where necessary instructions and training to members of staff in relation to the identification of the occurrence of harm. *See Staff Training Policy, Child and Adult Protection Policy*
- Procedure for the reporting of child protection or welfare concerns to Tusla *Child and Adult Protection Policy*
- Procedure for maintaining a list of the persons (if any) in the relevant service who are mandated persons. *See Child and Adult Protection Policy APPENDIX 9*
- Procedure for appointing a relevant person *See Child and Adult Protection Policy 'Designated Liaison Person'*
- Full and comprehensive Policies and Procedures, Safety Statement and Risk Assessments are periodically reviewed and updated as appropriate.

All procedures listed are available upon request.

## 5.0 Implementation

We recognise that implementation is an ongoing process. Our service is committed to the implementation of this Child Safeguarding Statement and the procedures that support our intention to keep children safe from harm while availing of our service. This Child Safeguarding Statement will be reviewed every *twenty-four months* or as soon as practicable after there has been a material change in any matter to which the statement refers.

Signed:  ..... Date. 14/04/21 .....

Name. Ciara Kane ..... Tel. 061 326623 .....

Relevant Person under the Children First Act 2015

Name. Ciara Kane ..... Tel. 061 326623 .....

## ELDER PROTECTION POLICY

**Title** Responding to Elder Abuse Concerns

**Prepared By** Ciara Kane, CEO

**Policy Status** Third Draft

**Approved By** Northside Family Resource Centre's Board of Management

**Date** 09/07/2021

Designated Officers: Mark Ryan & Ciara Kane

### **1. Policy Statement**

Northside Family Resource Centre has a commitment to the wellbeing and protection of older people and vulnerable adults who are in contact with our services. Elder Abuse or the abuse of a vulnerable adult can be identified by any member of staff or volunteer who is in contact with older and vulnerable people across all of our services. This policy acknowledges that all staff and volunteers involved with Services for Older People have a responsibility in their positions to intervene where an older person's well-being is at risk. The Family Resource Centre is committed to the independence and human rights of Older People and Vulnerable Adults and respects their individuality and dignity. Therefore, any intervention by NFRC will be done with the person being always aware of our actions and using open and honest communication. Any referrals made to the HSE the criteria are for 65 years and over or if the vulnerable person is dependent on others for their care. It is the duty of the Designated Officer for Elder Protection to ensure procedures are carried out which reflect the principles set out in this policy.

### **2. Underlying Principles**

To promote good practice this policy has been developed to ensure that staff are aware of their responsibilities when working with older people and vulnerable adults. The Family Resource Centre has a Grant Aid Agreement with the HSE to have a policy and procedure in place for Elder Protection under Section 39 Health Act 2004. Other significant policies and documents informing this policy are:

- Abuse, Neglect and Mistreatment of Older People: An Exploratory Study". National Council for Ageing and Older People (1998)
- Establishment by DOH of Working Group on Elder Abuse
- "Protecting our Future". Report of the Working Group on Elder Abuse (2002)
- HSE Elder Abuse Service established (2007)

- HSE Elder Abuse Policy (2007 & 2012)
- HSE Elder Abuse Service Reports published annually 2008 – 2014
- Safeguarding Vulnerable Persons at Risk of Abuse, National Policy & Procedures, (December 2014) – replaces elder abuse policy
- Safeguarding & Protection Teams in each Community Healthcare Organisation established (2015)

The aforementioned reports made recommendations on how Elder abuse should be identified and managed and Northside Family Resource Centre are committed to these recommendations which are as follows:

- Act in a way that supports the rights of the individuals to lead an independent life based on self determination.
- Recognise people that are unable to make their own decisions and/or to protect themselves, their assets and their bodily integrity and to ensure adequate protection for them.
- Recognise that the right to self-determination can involve risk and ensure that such risk is recognised and understood by all concerned and is minimised whenever possible
- Although intervention may in some cases, compromise the individual, older persons right to independence and choice, the principal of “ least alternative” should apply at all times
- Ensure that the law on statutory requirements are known and used appropriately so that older people receive the protection of the law and access to the judicial process

Northside Family Resource Centre Board of Management, staff and Volunteers have all supported the development of this policy.

### **3. Definition and Categories of Elder Abuse**

***“A Single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person or violates their human and civil rights” (Protecting Our Future, The Working Group Report on Elder Abuse 2002)***

Cases of self-neglect are also part of Northside Family Resource Centre’s Elder Protection Policy. Abuse or crimes committed by strangers against the older person are not included.



## **Categories of Abuse**

### **Physical Abuse**

Physical Abuse is any form of non-accidental injury or injury which results in the wilful or neglectful failure to protect the Older Person. Examples of physical abuse include:

- Hitting;
- Slapping;
- Kicking;
- Pushing;
- Misuse of medication; and
- Restraint or inappropriate sanctions.

### **Sexual Abuse**

Sexual abuse occurs when an older person has not consented nor could not consent, or where he or she was compelled to consent. Examples of sexual abuse include

- Rape;
- Sexual assault; and
- Sexual actions.

### **Psychological and Emotional Abuse**

Emotional abuse is normally found in familial relationship rather than a specific event or pattern of events. Unless other forms of abuse are present, it is rarely manifested in terms of physical signs or symptoms. Psychological and emotional abuse occurs when an Older Person's experiences the following:

- being put down and constantly criticised
- damage to property
- being referred to using derogatory language
- being threatened with loss of independence
- threats of harm or abandonment

- deprivation of contact
- humiliation
- blaming and controlling behaviour
- intimidation and coercion
- harassment
- verbal abuse
- isolation or withdrawal from services or supportive networks.

### **Financial or Material Abuse**

Financial abuse is a form of Elder Abuse in which money is used as a means to control the Older Person in order to gain power. Such abuse includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

### **Neglect and acts of omission**

Neglect can be defined in terms of an omission, where the Older Person suffers significant harm by ignoring medical or physical care needs. Other examples of neglect include failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating and failing to provide appropriate equipment.

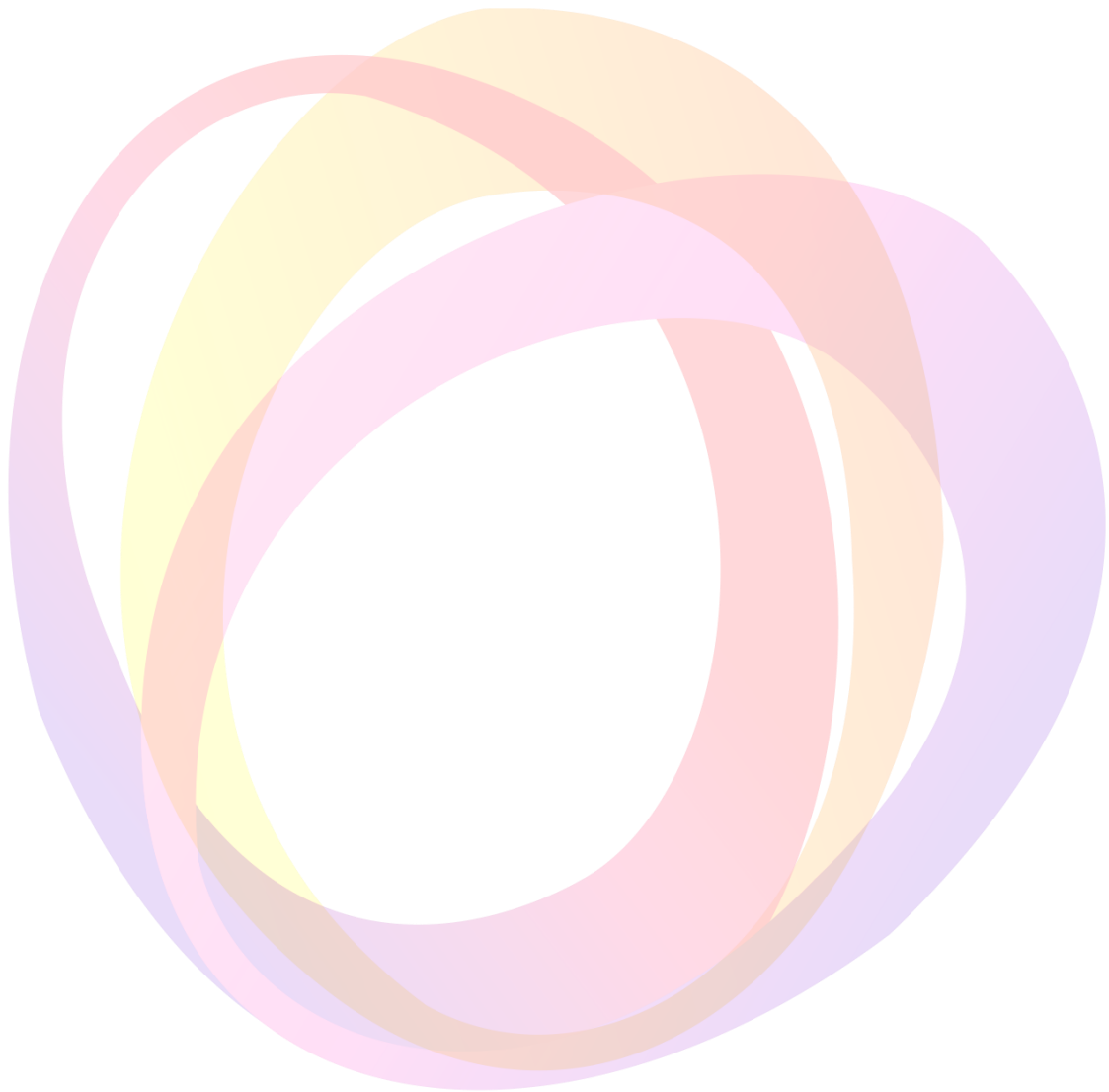
### **Discriminatory**

Includes ageism, racism, sexism, that based on a person's disability, and other forms of harassment, slurs or similar treatment. Examples would include Shunned by individuals, family or society because of age, race or disability. Assumptions about a person's abilities or inabilities. Indicators of abuse include isolation from family or social networks.

### **Recognising signs and symptoms of Elder Abuse**

## Northside Family Resource Centre

In order to equip the staff and volunteers of Northside Family Resource Centre to identify signs and symptoms of abuse the following are some of the possible indicators.



**Possible Indicators of Elder Abuse (taken from 'Protecting our Future', the report of the Working Group on Elder Abuse, published in September 2002)**

Psychological	Neglect	Financial	Physical	Sexual
Demoralisation	Dehydration	Unexplained or sudden inability to pay bills	Bruises or cuts, particularly to mouth, lips, gums, eyes, ears)	Trauma about the genitals, breasts, rectum, mouth
Depression	Malnutrition	Unexplained or sudden withdrawal of money from accounts	Abrasions	Injury to face, neck, chest, abdomen, thighs, buttocks
Feelings of hopelessness / helplessness	Inappropriate clothing	Funds diverted for someone else's use	Scratches	Presence of sexually transmitted disease
Disrupted appetite / sleeping pattern	Poor hygiene	Being charged for unsolicited work or significantly overcharged for work done	Burns (inflicted by cigarettes, matches, rope, iron, immersion in hot water)	
Tearfulness	Unkempt appearance	Unexplained disappearance of possessions	Sprains	
Excessive fears	Under/over medicated	No funds for food, clothes, services	Dislocations	
Agitation	Unattended medical needs	Refusal to spend money	Fractures	
Resignation	Exposure to danger / lack of supervision	Disparity between living conditions and assets	Hair loss (possible hair-pulling)	
Confusion	Absence of required aids, including reading glasses, dentures	Extraordinary interest by family member in person's assets	Missing teeth	
Unexplained paranoia	Pressure sores	Making dramatic financial decisions	Eye injuries e.g. black eye	

#### **4. Roles and Responsibilities**

##### **Coordinator of Services for Older People or line manager**

- Should ensure procedures are developed which reflect the principles of this policy
- Ensure that all staff and volunteers they supervise are aware of the procedures and their obligations
- Receive reports of Elder Abuse
- Ensure documentation is completed as required
- In cases where there is significant risk that the Coordinator of the Family Resource Centre or immediate line manager are informed
- Ensure staff attendance at training in Elder Abuse
- Liaise with other agencies (including An Garda Síochána)
- Take part if a 'Case conference' if arranged by an outside agency

**Staff at the Family Resource Centre** are responsible for becoming aware of these procedures and to ensure that allegations of Elder Abuse are responded to. This may involve:

- Noting and recording possible allegations of abuse
- Informing their line manager of suspected abuse/allegations
- Sharing information when it is appropriate, whilst maintaining confidentiality and sensitivity
- Seek and attend training on Elder Abuse

#### **6. Procedure**

##### **Staff reporting a concern – Inform line manager**

1. All reports and suspicions of elder abuse should be taken seriously and all FRC workers and volunteers have a responsibility to inform their line-manager/Coordinator of Services for Older People.
2. Any incident or suspected incident of abuse or an ongoing abusive situation should be reported to the line-manager immediately. If it is believed the older person is at an immediate and serious risk of harm then the Gardai should be contacted immediately.
3. All staff must understand that failure to record, disclose and share information is a breach of contract. A report must state whether the older person is at immediate and serious risk of abuse and

describe any actions that have been taken. The report must also establish the wishes of the older person if these have been sought.

4. If the staff member feels uncomfortable reporting the matter to their line manager or believes that the line manager has taken inappropriate or insufficient action, then they should report the matter to a more senior member of management which would be the CEO of the Family Resource Centre or centre Administrator in the Coordinators absence.

#### **Coordinator of Services for Older People – line manager**

Once the Coordinator of Services for Older People has received a report from a member of staff verbally or written the following actions must be taken;

1. Establish whether the older person is an immediate and serious risk, and if so then must ensure that the relevant agencies are contacted such as the Gardai.
2. Arrange a private meeting with the staff member to collate the following information to make a detailed report, but it is important to remember that it is not the role of the Coordinator of Services or staff member to investigate the case;
  - a) The facts of the situation
  - b) The wishes of the Older Person
  - c) Other agencies and or people working with the older person
3. If the concern is very serious then the Coordinator of the Family Resource Centre should be informed where appropriate and a course of action should be agreed.
4. If the concern is not serious then the Coordinator may take measure to address the issue in partnership with relevant agencies
5. The Coordinator of services should consider if it is appropriate to inform the older person of the concern and that the H.S.E are to be contacted as this may be needed to ensure that the older person is treated with respect and honesty.
6. The Coordinator of Services must contact the **Senior Case Worker for Elder Abuse** for the Local Health Office at the H.S.E to report the issue and send relevant information. The Senior Case Worker

for Elder Abuse in the H.S.E is responsible for the investigation and management of incidents of Elder Abuse in the Local Health Office Area. This is done by recording, assessing, managing and coordinating the response to Elder Abuse. The Senior Case Worker will also provide advice and guidance to anyone raising concerns of Elder Abuse.

7. The Family Resource Centre and staff member will continue to be involved when necessary and may be required to participate in the investigation or the ongoing monitoring of the case.
8. At anytime the Senior Case Worker may be contacted for advice and guidance when staff are uncertain about appropriateness of the concerns raised and criteria for referral.

### **Designated Person(s)**

The designated person's for reporting of concerns will be the CEO and Coordinator of Older Peoples Services.

### **Self Neglect**

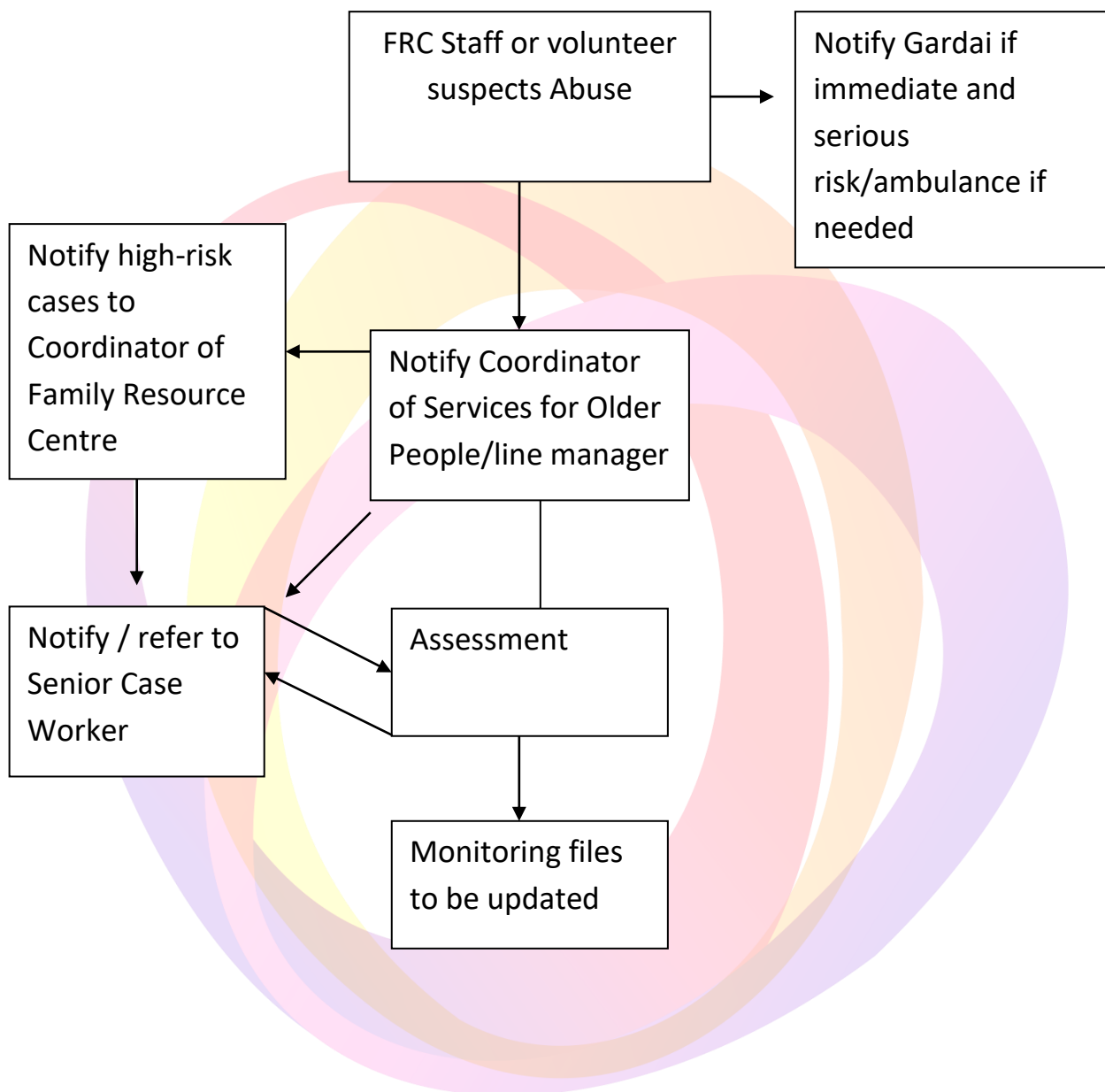
This policy may be followed in circumstances where the concern has arisen due to the older person seriously neglecting their own care and welfare and putting themselves or others at serious risk.

### **Anonymous allegations**

Anonymous allegations should be treated seriously and follow the same actions in accordance with this policy. Anonymous allegations concerning FRC staff members should be recorded and investigated through the FRC Grievance Disciplinary Policy.

## Reporting Allegations of Elder Abuse

### FLOW DIAGRAM



### Alleged abuse by an employee of the Family Resource Centre

If an allegation is against a staff member of the Family Resource Centre the line manager of that person should be informed immediately and the allegation should be investigated in accordance with the 'Disciplinary policy'.

### Alleged abuse by a staff member in another organisation (HSE, home help, nursing home)



If there has been an allegation made about a member of staff in another organisation committing elder abuse then the line manager should inform a senior manager of that organisation and provide a written report. It may be necessary to inform the H.S.E of the allegation so that an investigation can be carried out.

### **Complaints Procedure**

Allegations of abuse may arise as a complaint. In this situation the procedures in this policy should be followed.

### **Working with An Garda Siochana?**

Local procedures should have been developed in consultation with the local Gardai to agree on joint working practices.

### **Refusing Assistance/protection measures**

In accordance with the principles at the beginning of this policy it is recognised that older people have the right to self-determination and to make decisions, even if this means that they remain at risk. Where there is significant risk it is important to work closely with the **Senior Case Worker for Elder Abuse** to decide on the best course of action. This also applies when there are concerns regarding the diminished capacity and a specialist assessment maybe carried out by the H.S.E to determine the person's decision-making capacity.

### **The Law and the Protection of an Older Person**

Where all efforts have been made to resolve or manage the risk of an older person, and the person remains at significant risk the H.S.E may consider legal measures to safeguard the person. Local procedures maybe used such as Ward of Court, Domestic Violence. This would be outside of the remit of the staff/volunteers of the Family Resource Centre.

### **Record Keeping**

It is essential to keep detailed and accurate records of allegations of Elder Abuse and of any subsequent actions taken by staff. A template at the end of this policy has been designed to assist record keeping.

### **Confidentiality**

Please note that all information concerned with the reporting and subsequent assessment of an allegation of abuse is subject to the FRC policy on confidentiality. In addition, note that where a person has capacity, their consent should be sought before disclosing information to another agency. However, confidential information can be shared with the H.S.E staff and the Gardai, when that information is shared in accordance with this policy.

### **Statement of Northside Family Resource Centre Confidentiality Policy**

- Any information with Elder Abuse implications will be shared with relevant individuals / agencies on a need to know basis in the best interests of the older person.

- No undertakings regarding secrecy can be given and this will be made clear to all parties involved.
- Ethical and statutory codes concerned with confidentiality and data protection provide general guidance. The giving of information to others for the protection of an older person is not a breach of confidentiality.
- Information gathered for one purpose must not be used for another without consulting the person who provided that information.
- All staff and volunteers will be trained in Northside Family Resource Centre confidentiality statement.

I understand that I have read the Elder Abuse Policy and Centre confidentiality and understand my obligations as a member of staff of Northside Family Resource Centre.

Staff signature

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Date

---

**Record of Allegation of suspected Elder Abuse**

Name of Staff

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Name of Older person

---

Address of older person

---

Date of birth

---

Other relevant contact information

---

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Other known agencies involved and contact information

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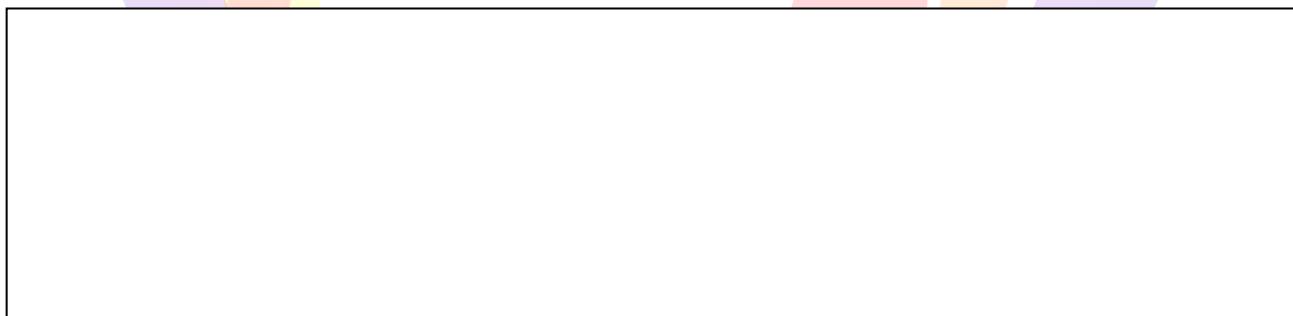
Date of incident/disclosure made/concern



Description of concerns/incident in staff member's words



Action taken by Line manager



**SAFETY STATEMENT**

Northside Family Resource Centre Ltd recognises its responsibility to ensure, as far as is reasonably practicable, the safety, health and welfare at work of its Staff and Volunteers, customers, visitors and members of the public who may be affected by its operation.

The Centre fully recognises its obligations, under the Safety, Health & Welfare Act 2005, General Application Regulations 2007, Child Care Act 1991, (Early Years Services) Regulations 2016, The Youth Work Act 2001 and all associated Regulations to provide and maintain: -

- A safe place of work, by identifying hazards
- Safe access and egress
- Safe systems of work
- Appropriate information, instruction, training and supervision
- Suitable protective clothing and equipment where hazards cannot be eliminated
- A healthy workplace
- Appropriate welfare and hygiene facilities
- A competent resource in the form of independent experts, external to the Centre, where the requisite expertise is not available in-house, to advise and assist in securing the safety, health and welfare objectives of the Centre.

It is the policy of Northside Family Resource Centre Ltd to comply with all legal requirements as a minimum standard, and with relevant Codes of Practice, Guidelines and Standards as appropriate. All policy statements will be reviewed and revised as necessary to take account of new legislation, changes in work processes or procedures and on a yearly basis as a minimum.

It is the responsibility of The Centre CEO and Coordinators of Services to bring this Safety Statement to the attention of all persons under his/her control and to ensure that all Staff and Volunteers have access to and are aware of the contents of the statement.

Centre CEO Signed : 

Date: 22/03/21

Safety Officer Signed : 

Date: 22/03/21





## Important Memo to Staff, Volunteers and Service Users

In line with current legislation the following is effective immediately and without exception:

1. **Smoking is strictly prohibited** within the Centre at all times. Any person found to be smoking in or at an exit to the Centre will be reported to Gardaí and subject to a **€3,000 fine**.
2. **No adult** is permitted to **smoke** in view of impressionable **children and young people** as per the most recent guidelines from the Department of Health. That means no person is permitted to smoke **outdoors**, in the front of the building at any time. Smoking is only permitted in the designated smoking area.
3. Staff and volunteers directly responsible for children and young people must cover clothing when smoking and remove same clothing when in contact with children. Hands must be thoroughly washed before any contact with children.
4. Staff and volunteers with direct contact with food must cover clothing when smoking and remove same clothing when in contact with food. Hands must be thoroughly washed before any contact with food.

**The use of e-cigarettes and its equivalent is strictly prohibited and is subject to the same conditions as outlined above.**

Ensuring a smoke free environment is the responsibility of users of the building and your cooperation is essential to a safe and secure environment for all users especially children and young people.

Northside Family Resource Centre  
Clonconnane Road, Ballynanty  
Limerick

T. 061 326 623  
info@northsidefrc.ie  
www.northsidefrc.ie