

Health & Safety Procedures

Subject	Paragraph
ADMINISTRATION	1
Management & responsibility	1.1
Employee and volunteer responsibilities	1.2
Visitors	1.3
INFORMATION, INSTRUCTION & TRAINING	2
Information	2.1
Instructions	2.2
Training	2.3
GENERAL H&S PRECAUTIONS	3
Safety hazards and risk assessments	3.1
Health and safety awareness	3.2
Clothing and equipment	3.3
Working environment (including buildings)	3.4
Access for people with disabilities	3.5
HEALTH & SAFETY PROCEDURES	4
Introduction	4.1
Lone working	4.2
Working with vulnerable people	4.3
New & expectant mothers	4.4
Children & young people under 18	4.5
Waste disposal	4.6
Smoking	4.7
Alcohol or substance abuse	4.8
Work-related stress	4.9
Violence, harassment or bullying	4.10
Equipment	4.11
Manual handling and lifting	4.12
Working at height	4.13
Use of vehicles	4.14
Electrical safety	4.15
Electricity-related injury	4.16
COSHH	4.17
Emergency food	4.18
Rodent control	4.19
Management and handling of cash money	4.20
FIRE PRECAUTIONS & PROCEDURES	5
Fire precautions	5.1
In the event of a fire	5.2
Fire extinguishers	5.3
BOMB OR TERRORIST THREAT	6
EMERGENCY FIRST AID	7
REPORTING OF ACCIDENTS AND SERIOUS INCIDENTS	8

Health & Safety Procedures

1. ADMINISTRATION

1.1 Management & responsibility

The responsibility for the management of health and safety within Medway foodbank is as follows:

- 1.1.1 Directing the preparation and review of health and safety policy and procedures and overall responsibility for its application is: Project Manager - Ruth Lindsay
- 1.1.2 Preparation of procedures, the identification of risks, the conduct of risk assessments, the development of safe working practices, the provision of health and safety information and training, and the day-to-day supervision of health and matters is by the designated Health and Safety Officers: Project Manager - Ruth Lindsay and the Warehouse Manager - Kevin Jennings, with support from the Fundraising and Policy Manager - Lorraine Schulze
- 1.1.3 Daily supervision of safe working, carrying out risk assessments and developing safe procedures, and the reporting of incidents is the responsibility of the Project Manager - Ruth Lindsay, and the Office and Warehouse Managers - Sue Lauder, Sharon Wicker and Kevin Jennings.

1.2 Employees' and volunteers' responsibilities

- 1.2.1 Each has a duty to take reasonable care for their own safety and that of others who may be affected by their actions or omissions. All are to be familiar with the provisions dealing with emergencies, fire precautions, first aid, evacuation and safe working.
- 1.2.2 All have a duty to comply with the foodbank health and safety policy and procedures, and not to misuse or recklessly interfere with anything provided. Failure to do so may result in disciplinary action.
- 1.2.3 All are required to report anything they suspect may represent a safety hazard to their line manager or the foodbank Health & Safety Officer.
- 1.2.4 Those with disabilities or conditions, whether permanent or temporary, which they suspect may represent a potential risk should inform their line manager or Health & Safety Officer, so that safe procedures can be applied.

1.3 Visitors

- 1.3.1 The responsibility for visitors, rests with the person that invited them and they should be escorted whenever practical and reasonable.
- 1.3.2 Visitors should be given such fire, evacuation and safety information, instruction or training as may be necessary or appropriate.
- 1.3.3 Visitors also have a duty to comply with the foodbank health and safety policy and procedures, and not to misuse or recklessly interfere with anything provided.
- 1.3.4 Visitors to the foodbank are to be booked in and out of the building so they can be accounted for in case of fire.

Health & Safety Procedures

2. INFORMATION, INSTRUCTION AND TRAINING

2.1 Information

Health and safety information is readily available from a wide range of sources, particularly the Health & Safety Executive web site. General health and safety leaflets are available from the Health & Safety officer, and leaflets specific to issues that are considered a risk by the foodbank are prominently displayed in work areas and used in health and safety instruction or training.

2.2 Instructions

2.2.1 All employees and volunteers are to receive instruction from line management or the Health & Safety Officer before using any equipment provided by the foodbank, using Manufacturer's Instructions where appropriate.

2.2.2 If, subsequently, they are in any doubt about their familiarity with the equipment or its safe use they have a duty not to use the equipment until they are satisfied they can use it safely.

2.3 Training

2.3.1 Initial health and safety training covering fire, evacuation, and other key safety procedures for all employees and volunteers is to be carried out during induction by the Health & Safety Officer or project supervisors, and signed off.

2.3.2 Work process and related equipment training is to be carried out by line managers, and recorded where appropriate.

2.3.3 Induction and training records are to be kept centrally, in the volunteer records folder in the foodbank office by the Volunteer coordinator.

3. GENERAL HEALTH & SAFETY PRECAUTIONS

3.1 Safety hazards and risk assessments

The foodbank has carried out risk assessments of the hazards identified in the work place and at foodbank activities carried out elsewhere, and has put in place procedures to reduce the risk to a reasonable level. Any new activity or change in procedure or environment which is likely to present a hazard should be reported to the Health & Safety Officer immediately.

3.2 Health and safety awareness

All employees and volunteers should be aware of health and safety matters and contribute to the overall safety of our work environment, and participate in the risk assessment process.

3.3 Clothing and equipment

Health & Safety Procedures

The foodbank will provide all equipment (including safety equipment) and safety/work clothing necessary to carry out the employee's or volunteer's role. Equipment training will be provided. Employees are to use equipment or clothing provided appropriately, and report any failures or deficiencies promptly to their line manager, who will rectify the issue. No personal equipment can be brought into the foodbank without the approval of the Health & Safety Officer and mandatory safety checks being carried out.

3.4 Working environment (including buildings)

- 3.4.1 The foodbank has carried out a full check of the buildings leased and ensured that they are compliant with current fire safety requirements (Fire Precautions Workplace Regulations) and they have been checked by the Kent Fire & Rescue Service. Fire safety and evacuation procedures must be rigorously implemented with attention to the prevention of fire and the provision of safe evacuation routes, which must be kept clear at all times.
- 3.4.2 Working areas have been designed to ensure adequate space, light, temperature and ventilation for reasonable comfort and safety.
- 3.4.3 Corridors and working spaces must be kept clear of rubbish, equipment, cables or any other item that might constrain evacuation routes or present a tripping or other hazard.

3.5 Access for people with disabilities

The foodbank, in conjunction with the building owners will provide access to (and evacuation from) the building and disabled toilet (not currently fully compliant) for wheelchair users and others with restricted capabilities. Employees or volunteers with specific disabilities requiring special support will be individually assessed and appropriate and reasonable provision made.

4 HEALTH AND SAFETY PROCEDURES

4.1 Introduction

These safety procedures have been compiled following risk assessments of likely hazards arising from the building, environment and activities carried out by the foodbank. When new processes, activities or changes occur, additional assessments should be made and these procedures amended.

4.2 Lone working

Volunteers must never be left to work alone in the building and, where practical, permanent staff should not be left working alone. Where this is unavoidable the following procedures should be employed:

- Another member of staff must be available on the phone and informed who is working alone, and how long they will be working alone.
- The person working alone must have a phone to hand, remain behind locked doors and not allow anyone unknown to them to enter the building.
- If there is any risk of danger, phone the police and then advise your colleague.

Health & Safety Procedures

- Where there are 2 people working in widely separated parts of the building, keep in regular contact.

4.3 Working with vulnerable people

Every effort should be made that vulnerable people are not placed at risk or pose a risk to others. Supported volunteers must never be left to work alone, but properly supervised always by their support worker. Vulnerable persons are not to be left alone with one other person other than their appointed support worker, for protracted periods of time.

4.4 New and expectant mothers

The foodbank is to comply with current regulations in respect of new or expectant mothers, providing maternity leave, conditions of work, and work procedures that are both reasonable and practical for the health and safety of mother and child. In particular:

- An individual risk assessment is to be carried out and procedures or work patterns or hours reasonably adjusted to provide for safe working.
- Lifting food boxes or other heavy items is prohibited.

4.5 Children and young persons under 18

Employees are only permitted to bring their children to work in exceptional circumstances. In this case they are required to supervise them personally and ensure that their behaviour does not put themselves or others at risk.

NO UNDER 18s ARE TO VOLUNTEER IN THE WAREHOUSE.

- 4.5.1 Children and young people may only volunteer for specific activities in support of the foodbank appropriate to their age and experience whilst supervised by parents, or family member with permission from parent, and once checked with the charity's insurance company. A record is to be kept of their attendance and activity, who is supervising them, and appropriate instruction & training carried out. A child should never be left alone with a single adult other than their own parent.

The types of acceptable volunteering are:

- Simple administrative tasks including mails shots etc.
- Helping parents at supermarket collection days, sorting food into boxes and handing out leaflets

4.6 Waste disposal

All waste is to be disposed of in appropriate containers (cardboard, paper, cloth, food and rubbish). Cardboard, paper, and general rubbish is to be bagged and disposed of weekly through the council services. Clothes should be bagged, separately stored where they cannot become a rodent or other safety hazard and disposed of weekly or monthly.

Health & Safety Procedures

4.7 Smoking

The foodbank operates a No Smoking policy throughout the premises. Smokers must ensure that they dispose of materials safely and sensibly.

4.8 Alcohol or substance abuse

4.8.1 Alcohol, drugs and certain other substances (including medication) may have a detrimental effect on an individual's health and safety at work and may place other employees at risk. Employees and volunteers must NOT consume such substances whilst at work or beforehand if the effects may have a detrimental effect on them at work. If you have been prescribed medication which has a detrimental effect on you, you must discuss this with your line manager so a decision can be made whether you may attend work, and what work you can safely carry out.

4.8.2 Employees who know they have an alcohol, drug or related problem should voluntarily seek help, advice, diagnosis and treatment.

4.8.3 National organisations which can help are:

- Alcoholics Anonymous - 0845 769 7555
- Narcotics Anonymous - 0207 730 0009
- Addaction - 0207 251 5880
- Your GP

4.9 Work-related stress

4.9.1 Although some stress at work may be unavoidable and may even have a positive effect, the foodbank will take all reasonable measures to prevent all work-related psychiatric illness or stress. Employees and volunteers are encouraged to be open about issues relating to stress so that the foodbank can take steps to reduce the risk of stress related illness, by, for example, adjusting working conditions or workload, and providing support.

4.10 Violence, harassment and bullying

4.10.1 All reasonable security precautions have been and will continue to be taken to prevent the risk of violence against foodbank employees and volunteers. The foodbank welcomes suggestions to improve security and protection, and will implement these where reasonable and practicable.

4.10.2 The foodbank does not accept violence, bullying or harassment of its employees or volunteers under any circumstance and disciplinary action will be taken against any employee or volunteer responsible for such acts. Anyone subject to this is encouraged to report this at once to any member of staff they feel comfortable to address, at the earliest opportunity. This information should be passed to line managers and dealt with promptly.

4.10.3 All complaints will be taken seriously and the foodbank will investigate these matters fully, promptly and objectively, and disciplinary action, including immediate dismissal, shall be taken against offending employees or volunteers if merited. As far as is reasonably practical, the nature of complaint and identities of those involved will be kept confidential.

Health & Safety Procedures

4.11 Equipment

- 4.11.1 The foodbank will provide all equipment necessary for employees or volunteers to carry out the tasks given to them. No private equipment may be brought in and used without the express permission of the Health & Safety Officer, who will then ensure the equipment is safe to use and people are trained properly in its use.
- 4.11.2 All equipment held by the foodbank will be registered, maintained in a safe condition and in good repair. Equipment is to be regularly checked for safety in accordance with current regulations, and records kept.
- 4.11.3 Employees and volunteers are not to use equipment they have not been trained to use. Equipment is to be used only for its due purpose, and used correctly. Careless or incorrect use can result in personal injury and/or damage to the equipment.
- 4.11.4 Employees and volunteers are required to report any defects in the equipment, safety device or protective equipment they are issued and are not to use any defective equipment. Defective equipment must be removed from service and clearly labelled with instruction not to use.

4.12 Manual handling and lifting

Much of the work at the foodbank involves lifting and manual handling. Simple rules have been put in place to prevent back injuries through lifting and manual handling as follows:

All employees and volunteers must:

- Be given lifting instruction during the induction process in accordance with the health and safety guide for Manual Handling.
- Inform line management if they have a history of back problems or injuries which may affect their ability in lifting objects.
- Not lift items above 20kg without using equipment or sharing the load.
- Work in pairs if they are small in stature/physique.
- Not lift full food boxes or heavy items on to shelves above waist height.
- Use the lifting equipment provided in a safe manner, as instructed.
- Not over-reach or twist even when lifting.
- Refer to the manual handling posters, which are prominently displayed.
- Take care when loading / unloading vehicles.

4.13 Working at height

- 4.13.1 Loading or removing food from store shelving is the only activity routinely involving working at height. The following procedures apply to all employees or volunteers working in the foodbank:

Health & Safety Procedures

- The mobile step ladder only must be used to load or remove food boxes from shelves. The steps must be checked before use.
- All warehouse staff must be trained in these procedures.
- Only employees and volunteers under supervision may use the purpose-built mobile step ladder with safety rail to stack and remove food boxes. This is a 2-person job, one on the steps, the other passes boxes up/down.
- Boxes to be limited to one layer of tins/maximum est. weight of 20kg.
- Industrial shelving to be secure and maximum limits displayed and applied.

4.13.2 Other occasions where a ladder is needed, the following procedures apply:

- Only ladders registered and checked by foodbank staff are to be used. A record of ladder safety checks must be kept in the H&S folder.
- Before use the ladder is to be checked for safety in accordance with the leaflet secured by the ladder storage location. The ladder must be undamaged and have serviceable rubber footings.
- The ladder is to be returned to its place and secured after use.
- To prevent the ladder slipping it must be placed securely at a 75 degree angle (bottom to be 25cms away for every 1m in height).
- Ladders longer than 3 metres are to be fixed or held by a second person.
- Over-reaching and carrying of loads should be avoided.
- If a fluorescent light in the foodbank needs changing, an A-ladder of the appropriate height is to be hired, and one person is to secure that ladder from tipping as the second completes the task.

4.14 Use of Vehicles

- 4.14.1 Foodbank vehicles are only to be driven by qualified permanent employees or authorised volunteers as directed by the Project Manager or Warehouse Manager.
- 4.14.2 Drivers must be over the age of 25, hold a full driving licence with no more than 3 penalty points, and have at least 5 years driving experience. Driving licence checks will be carried out.
- 4.14.3 The vehicle is to be maintained in accordance with the Manufacturers Instructions, and full records kept. The Warehouse Manager is to carry out the driver's checks in the handbook, ensuring the vehicle is kept clean and in a roadworthy condition, and arrange for its servicing and MOT testing.
- 4.14.4 Drivers are not to drive under the influence of drugs (including prescribed medications if they influence the driver's capabilities) or alcohol (consumed alcohol within 8 hours of commencing driving).
- 4.14.5 Drivers are to exercise due caution and common sense when driving, and fully comply with all legal and Road Safety obligations.
- 4.14.6 The Drivers Logbook must be completed fully prior to and on completion of each journey. Details may only be authorised by the Warehouse Manager.

Health & Safety Procedures

4.14.7 Drivers unfamiliar with the van must first be given a period of familiarisation by the Warehouse Manager.

4.14.8 Van drivers are to ensure that loads are properly secured so as to prevent damage or an accident when opening the doors.

4.15 Electrical safety

4.15.1 Anyone using electricity or electrical equipment must be aware of the danger of electrocution, shock, burns, fire and explosion. All precautions must be taken to reduce such risks. The foodbank has devised, as is reasonable, safe systems for working with electrical equipment.

4.15.2 Fixed electrical systems are to be regularly checked by appropriately qualified and insured contractors appointed by the foodbank permanent staff. No foodbank staff are permitted to interfere with or attempt to maintain or repair fixed electrical systems.

4.15.3 Employees or volunteers are to report any fault or defect in fixed or portable electrical equipment to the Health & Safety Officer, who should then isolate the equipment until it is repaired. Employees must not replace fuses as the cause of failure may not have been identified.

4.15.4 All portable or moveable electrical equipment is to be registered and checked for electrical safety annually. Records are to be kept showing serial numbers, location and date of last check, and equipment should be labelled accordingly. Out of date equipment is to be removed from site.

4.15.5 Electrical overload should be avoided. Multiple extensions should not be used if the possible combined power requirement exceeds 3kw. Care must be taken in using extension cables to avoid a tripping hazard, and ensure they are properly routed away from heat sources or sharp edges.

4.15.6 Employees and volunteers can contribute to safe working by:

- Using equipment only as described in the manufacturer's instructions and with regard to the safety of themselves and others.
- Attending training and seeking it when omitted.
- Never using electrical equipment with wet hands and keeping all liquids away from electrical equipment.
- Reporting faults promptly to the Health & Safety Officer.
- Looking out for faults or potential risks as follows:
 - Damage to insulation on cables
 - Damage to plug
 - Exposed wires or loose connections
 - Overheating
 - Overloaded plugs or extension cables

Health & Safety Procedures

4.16 **Electricity-related injury.** In the event of a person suffering an electric shock it is important to:

- Turn off the power and (if possible) isolate the supply. Do not touch the person until this is done. Where this is not feasible use a non-conducting object such a wooden broom handle to remove the live cable/item from the person.
- Call a First Aid Qualified person to take charge in the case of injury.
- Seek medical help if the victim is unconscious.
- Cool minor burns with water and cover with a clean dry cloth or dressing.
- Report the incident to the Health & Safety Officer.

4.17 **COSHH**

Some substances in use at the foodbank may cause injury or damage to health if spilt or used inappropriately. In principle:

- All substances hazardous to health must be stored securely and made only available for use by those who use them for the task for which they were obtained.
- Personnel using these substances must be made aware of the correct use of the substances, risk they present, and the immediate treatment if inadvertently put at risk due to spillage or inappropriate use.
- Incidents involving COSHH substance must be reported to the Health & Safety Officer.

4.18 **Emergency food**

Food collected by the foodbank is for the provision of emergency food for people in crisis or for other charities providing cooked food to those in need. It is vital that the food collected, stored and distributed is in a condition fit for consumption by the public. To this end:

- Each item of food collected is to be checked to ensure it is undamaged and within it consume by date prior to storage, and procedures put in place to ensure that damaged or out-of-date food is not given to a client.
- Food must be stored in a temperate, dry and rodent free environment, approved by the District Council Environmental Health Officer.
- The warehouse is to be kept clean and tidy with good systems of organisation, consistently applied.
- Staff must be given clear instruction as to the level of hygiene required for handling the range of food products donated.
- Good standards of general hygiene practises applied with notices placed accordingly.

4.19 **Rodent Control**

The following procedures are put in place to prevent rodents becoming a health hazard:

Health & Safety Procedures

- The foodbank warehouse must be rodent secure as far as is practicable and reasonable. Doors, windows, and walls to the outside must be free from holes or gaps which would allow access to rodents.
- Food must be stored off the floor.
- Food packaging must be unbroken and where spillage occurs it must be cleared up quickly and not left to attract rodents.
- Materials that may encourage pests are stored appropriately and removed from site as quickly as is practical.
- A pest control contract is in place at Unit 26 (Metropest).

4.20 Management and handling of cash

The visibility and accessibility of cash poses a risk of possibly violent theft, so the following steps are to be taken to minimise this risk:

- Staff should not resist theft if there is a risk of violence.
- Any strangers with donations are held in the Warehouse area whilst decisions taken. Where possible, the donor should be escorted.
- Cash should be kept in the safe (the key location is only known by the Project Manager and Office Co-Managers)
- Only small floats should be kept in the cash box (less than £500 out of hours, up to £2500 on office hours)
- Cash to bank, when necessary, is delegated to our Office Co-Managers.

5 FIRE PRECAUTIONS AND PROCEDURES

5.1 Fire precautions

- 5.1.1 All employees, volunteers and visitors to the building are required to familiarise themselves with the position of fire alarms, telephones, escape routes and fire fighting equipment nearest to them.
- 5.1.2 All employees, volunteers and visitors are to sign in and out so that a record is available should evacuation be necessary.
- 5.1.3 Fire alarms, detectors and extinguishers are to be checked regularly to ensure they are in good working order and records retained.
- 5.1.4 Emergency routes and exits are to be well signed, illuminated and clear.
- 5.1.5 Unit 26 staff and volunteers are to be trained in the use of fire equipment.
- 5.1.6 The fire evacuation plan will be exercised at least once every calendar year, reviewed by the Health & Safety Officer and report written. All employees must comply with fire evacuation procedures on hearing the fire alarm and a failure to do so will result in disciplinary action.

Health & Safety Procedures

5.2 In the event of a fire

- 5.2.1 Any person discovering a fire is to raise the alarm by shouting “fire, fire, fire”, activate the nearest alarm, and call for the Fire Brigade on 999.
- 5.2.2 Fires should only be tackled if it is safe to do so, if there is a clear escape route, fire extinguishers of the appropriate type are available, and you are confident in the use of the extinguisher.
- 5.2.3 All personnel should check that all others in their area are alert to the fire and should evacuate the building, without delay to collect belongings, by the shortest possible route and move to the designated assembly point.
- 5.2.4 On evacuation, the Warehouse Manager or Office Co-Managers should collect the record of personnel in the building to the assembly point and check if everyone is safely out of the building. If not, give details to fire brigade.
- 5.2.5 All personnel evacuated are to remain at the assembly point until released by the responsible staff member or the fire brigade.
- 5.2.6 Every event of fire should be reported to the Health & Safety Officer who is to report this in writing to HSE as required by law. The Health & Safety Officer will also investigate the circumstances of the fire and determine whether further training or procedures can be put in place to reduce the risk of a similar incident occurring again.

5.3 Fire extinguishers

All modern fire extinguishers are red but they are labelled to show what type they are and what type of fire to use them on. The correct type of fire extinguisher only should be used to deal with a fire as follows:

Type	Type of fire
Water	Carbonaceous materials (wood, paper, fabrics etc)
Foam	Carbonaceous material or flammable liquids (as above plus petrol, oil, solvents)
Carbon Dioxide	Electrical fires, flammable liquids, & gasses
Dry Powder	All types of fire

6 BOMB OR TERRORIST THREAT

- 6.1 The risk of a terrorist attack is small but the following guidance is given to reduce the risk of panic or injury:
 - If anyone should receive a terrorist threat over the phone they should try to establish the nature of the threat, where, and when. Try and establish the gender, age, accent, background noise / position of the caller.
 - Dial 999 and report the threat to the police.
 - DO NOT PANIC but do tell a member of the permanent staff / line manager
 - Only evacuate the building if the threat is specific to the building.

Health & Safety Procedures

7 EMERGENCY FIRST AID

- 7.1 It is the responsibility of the site staff trained in First Aid to maintain an adequately stocked first aid box. This is in the kitchen, on top of the microwave. All personnel are to familiarise themselves as to their location and who the trained First Aiders are.
- 7.2 The Health & Safety Officer will arrange for first aid training for a number of personnel to provide adequate cover for the building and publish a list of qualified personnel and their location at key locations.
- 7.3 In the event of an incident requiring first aid the first person present should:
- Call for help from a trained person
 - Assist the first aid qualified person as required.
 - Call for an ambulance if instructed by the trained personnel
 - Report the incident to the Health & Safety Officer
- 7.4 The person providing first aid should:
- Carry out first aid until help arrives
 - Advise ambulance staff what happened and what treatment was given
- 7.5 The trained First Aider should record the incident in the accident book, which is in the kitchen on top of the microwave. They should report the accident in accordance with RIDDOR and make a report to the Project Manager and Trustees, if appropriate.

8 REPORTING OF ACCIDENTS AND SERIOUS INCIDENTS

- 8.1 All accidents or near misses are to be reported to the Health & Safety officer for investigation as they are required by law to report accident or ill health at work. Every incident which results in, or could have resulted in the death, serious injury (lasting for over 3 days) must be reported to the HSE within 10 days.
- 8.2 All accidents resulting in injury should be entered in the accident book in the staff room.