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1. ADMINISTRATION

1.1 Management & responsibility

The responsibility for the management of health and safety within Launceston foodbank and Launceston foodbank charity shop is as follows:

- 1.1.1 Directing the preparation and review of health and safety policy and procedures and overall responsibility for its application are **Yvonne King and Frank Arscott**
- 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 the designated Health and Safety Officers: **Yvonne King and Frank Arscott**
- 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 **Yvonne King**

1.2 Employees and volunteer's 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, including dismissal where appropriate.
- 1.2.3 All are required to report anything they suspect may represent a safety hazard to the Project 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 the Foodbank Manager or Health & Safety Officer, so that safe procedures can be put into place in a timely manner.

1.3 Visitors

- 1.3.1 The responsibility for visitor's 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 and charity shop are to sign in and out of the building so they can be accounted for in case of fire.

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 the Foodbank Project Manager 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, the Shop Manager or the Project Manager, 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 up to date by **Hannah Gregory** at the foodbank and **Maria Wilton** at the charity shop.

3. GENERAL HEALTH & SAFETY PRECAUTIONS

3.1 Safety hazards and risk assessments

Launceston 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

Launceston 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 the Health & Safety Officer. 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 Launceston Foodbank has carried out a full check of the two buildings leased and ensured that they are compliant with current fire safety requirements (Fire Precautions Workplace Regulations). Fire safety and evacuation procedures must be rigorously implemented with particular 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

Launceston Foodbank, in conjunction with the building owners will provide access to (and evacuation from) the building and disabled toilets for wheelchair users and others with restricted capabilities. Employees or volunteers with specific disabilities requiring special support will be individually assessed and appropriate 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 in a timely manner.

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 personally to enter the building.
- When they leave, or at the planned leaving time, contact the other member of staff.
- If there is any risk of danger, phone the police and then advise your colleague.

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

Work Alone policy guidelines are visibly placed for all to see at both sites

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 at all times. Wherever possible, vulnerable staff are not to be left alone with one other person 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 by new or expectant mothers 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 at all times and ensure that their behaviour does not put themselves or others at risk.

- 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 foodbank staff (with the agreement of parents). A record is to be kept of their attendance and activity, who is supervising them, and whether appropriate training was carried out. A child should never be left alone with an adult without the specific agreement of the parent. The Project Manager shall oversee any agreement. No child under the age of 17 years to take up permanent volunteer roles in the foodbank or charity shop.

4.5.1

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.
- Food sorting, packing emergency food boxes or other tasks appropriate for young people volunteering for social work with the Duke of Edinburgh Award Scheme, Scout or Guide Movements or other recognised school/social group.

4.6 Waste disposal

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

4.7 Smoking

The foodbank operates a No Smoking policy throughout both premises. Proper receptacles for the disposal of cigarettes are to be placed outside the outside doors and regularly emptied.

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 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, diagnosis and treatment. They may discuss their problem in confidence with the Health & Safety Officer who can advise you where to get help.

4.8.3 National organisations which can help are:

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

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 ensuring that employees receive support in the work place.

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 Launceston 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 the Health & Safety Officer or any other member of staff they feel comfortable to address, at the earliest opportunity.

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.

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. Where applicable, 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 not to use any defective equipment.

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 “Getting to Grips with Manual Handling”.
- Tell your line management if they have a history of back problems or other injuries which may affect their ability to carry out lifting tasks.
- Not lift heavy items (in accordance with the lifting guide displayed or above 20kg) without using provided lifting equipment or sharing the load. Ladies and small people must be instructed to work in pairs.
- Not lift food boxes or other heavy items on to high shelves above waist height.
- Use the lifting equipment provided (trolleys, pallet lift, etc) in a safe manner.
- Not over-reach or twist even when lifting light items.
- Be shown the manual handling posters which are to be prominently displayed and used during the briefing/induction process.
- Take particular care when loading or unloading the van to ensure additional strain is not caused when lifting items on or off the van floor

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:

- 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 are to be limited to one layer of tins or a maximum estimated weight of 20kg.

- Industrial shelving used for the storage of food must be securely fixed by an approved contractor and marked and loaded with the safe working load.

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 safety checks must be kept.
- 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 the storage area 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).
- No ladder longer than 3 metres may be used unless fixed securely or held firmly by a second person.
- Overreaching and the 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 The foodbank vehicles are only to be driven by qualified permanent employees or temporarily authorised volunteers on details agreed by the Foodbank Project Manager.
- 4.14.2 Drivers must be over the age of 25, hold a full driving licence with no more than 6 penalty points, and have at least 3 years driving experience. A copy of the driving licence is to be given to the foodbank co-ordinator as a record prior to using the vehicle. Temporary authorisation is to be recorded in the van driver's log and signed by one of those listed at paragraph 4.15.1 below only.
- 4.14.3 The vehicle is to be maintained by the foodbank in accordance with the Manufacturers Instructions, and full records kept. The foodbank project manager is to carry out the daily/weekly driver's checks stipulated in the handbook, ensure 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 have an effect on the driver's capabilities) or alcohol, or if they have consumed alcohol within 8 hours of commencing driving. Drivers are to exercise due caution and common sense when driving, and fully comply with legal and Road Safety obligations.
- 4.14.5 The Drivers Logbook must be completed fully prior to and on completion of each journey. Details may only be authorised by:
- Foodbank Project Manager
 - The Foodbank Administrator (in the project manager's absence)

- 4.14.6 Drivers unfamiliar with the van must first be given a period of familiarisation by the Foodbank Project Manager
- 4.14.7 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, and then only 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 should not be used.
- 4.15.5 Electrical overload should be avoided: in principle only one item should be connected to one plug or extension cable. Multiple extensions should not be used if the possible combined power requirement exceeds 3kw. In addition, 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 manufacturers instructions and with due regard to the safety of themselves and others. Seek training when appropriate.
 - Never use electrical equipment with wet hands and keep liquids (especially hot beverages) clear of 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

- 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 its 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 County Council Environmental Health Officer.
- The warehouse is to be kept clean and tidy.
- Staff must be given clear instruction as to the level of hygiene required for handling the range of food products donated.

4.19 **Rodent Control**

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

- 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.

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.
- Cash should be kept in a lockable box or till, and removed to the safe overnight prior to banking.
- Only small floats should be kept in till or cash boxes.
- Cash to be placed daily in the safe at Launceston foodbank from the charity shop

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 visitors are to be escorted whilst in the building and be booked in and out at reception 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 where necessary, and exit routes kept clear at all times.
- 5.1.5 Staff are to be given familiarisation training in the use of fire extinguishers annually.
- 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.

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 by dialling 999 or 112.
- 5.2.2 Fires should only be tackled if it is safe to do so: 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 ensure all others in their area are alert to the fire and should evacuate the building by the shortest possible route, only closing doors or windows if time permits, and assemble at the designated assembly point in the main car park. Personnel should not delay to collect personal belongings.
- 5.2.4 On evacuation the Health & Safety Officer, Manager or Project Manager should take the signing in and out folder and call the roll to establish whether everyone is safely out of the building. If not, they should inform the fire brigade that there are people left in the building, and their identity.
- 5.2.5 All personnel evacuated are to remain at the assembly point until released by the Health & Safety Officer or 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 ALERT OR OTHER TERRORIST ALERT

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 (including intoxication), background noise (e.g. pub/traffic) of the caller.
- Dial 999 or 112 and report the threat to the police.
- DO NOT PANIC but raise the alarm through a member of the permanent staff.
- Only evacuate the building if the threat is specific to the building. If so evacuate calmly to the car park and await further instructions.

7. EMERGENCY FIRST AID

- 7.1 It is the responsibility of the Health & Safety Officer to maintain adequately stocked first aid boxes. These are located in the foodbank on the shelf at the far end and a small box in the office on 1st floor. The charity shop first aid kits are located upstairs next to the sink and downstairs under the counter. All personnel are to familiarise themselves as to their location and the list of First Aid qualified personnel.
- 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 reception.
- 7.3 In the event of an incident requiring first aid the person first on the scene should:
- Call for help
 - Assist the first aid qualified person as required.
 - Call for an ambulance as necessary
 - Report to the Health & Safety Officer
- 7.4 The first 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 Health & Safety Officer/Manager should record the incident in the accident book. Report the accident in accordance with RIDDOR and make a report to the trustees, if appropriate.

8. REPORTING OF ACCIDENTS, NEAR MISSES OR 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. In general, every incident which results in, or could have resulted in the death, serious injury or injury over 3 days (including that caused by violence) must be reported to the HSE within 10 days.
- 8.2 All accidents resulting in injury should be entered in the accident book kept at all times with the main first aid kit on both sites.