



Coventry & Warwickshire  
Chamber of Commerce  
Training  
Training | Skills | Growth

# ***Coventry & Warwickshire Chamber Training***

## ***STATEMENT OF HEALTH AND SAFETY POLICY***

***Under***

***THE HEALTH AND SAFETY AT WORK ACT***

***1974***

## **PART I**

### **STATEMENT OF INTENT**

1. It is the policy of **Coventry & Warwickshire Chamber Training** to take all measures which are reasonably practicable to:
  - (a) Ensure the health, safety and welfare of all persons at work; and
  - (b) Protect employees, visitors to premises and the public generally against risks to their health and safety at work, which may arise from this organisation's activities.

**Coventry & Warwickshire Chamber Training** undertakes to provide the necessary resources and seeks the co-operation of all persons at work with a view to implementing the requirements of the Health and Safety at Work Act 1974 and the relevant statutory provisions shown at Appendix A to this Statement.

The Executive Director has general responsibility for implementing this Statement of Health and Safety Policy. The policy will be promoted through the staff CPD (annual), learner induction, curriculum content and delivery and learner progress reviews. **Coventry & Warwickshire Chamber Training** will ensure commitment to the policy by embedding it throughout all learning activities and business interventions. It is subject to internal and external audit to ensure full and effective compliance.

2. **Coventry & Warwickshire Chamber Training** undertakes, so far as is reasonably practicable:
  - (a) To provide and maintain plant and systems of work that are safe and without risks to health;
  - (b) To arrange for ensuring safety and the absence of risks to health in connection with the use, handling, storage and transport of articles and substances;
  - (c) To provide such information, instruction, training and supervision as is necessary to ensure the health and safety at work of all persons at work;
  - (d) To maintain all places of work in a condition that is safe and without risks to health, including the means of access to and egress from such places of work;
  - (e) To provide and maintain an environment for persons that is safe and without risks to health, with adequate arrangements for the welfare of such persons;
  - (f) To define the responsibilities for health and safety of all persons at work;

- (g) To promote joint consultation and employee involvement in health and safety at work;
- (h) To identify any hazards which may exist and bring these hazards, together with the precautions necessary to the attention of persons at work;
- (i) To record and investigate accidents and the causes of occupational ill-health;
- (j) To provide annual refresher training for staff;
- (k) To monitor health and safety performance of the organisation on a regular basis; and
- (l) To review this Statement of Health and Safety Policy on an annual basis.

### **All Persons at Work**

In this Statement of Health and Safety Policy, 'all persons at work' include:

- (a) The Executive Director;
- (b) Managers;
- (c) Employees;
- (d) Contractors;
- (e) The employees of contractors;
- (f) Other persons visiting the premises of the organisation;
- (g) All individuals engaged in learning through **Coventry & Warwickshire Chamber Training**.
- (h) Employees of other organisations affected by the organisation's work activities; and
- (i) Members of the public who may be affected by their work activities.

**PART II**

**THE ORGANISATION AND ARRANGEMENTS FOR**

**IMPLEMENTING THIS STATEMENT OF HEALTH AND**

**SAFETY POLICY**

The Executive Director and senior managers are responsible for health and safety throughout the organisation and will monitor the implementation of this health and safety policy on a regular basis.

In particular:

**1. Individual Responsibilities**

The Executive Director has ultimate responsibility for the health and safety at work of all persons at work, including visitors and members of the public who may be affected by the **Coventry & Warwickshire Chamber Training**'s activities. The Executive Director and managers have responsibility for ensuring the health and safety of persons at work, contractors and visitors in their areas of responsibility respectively.

Individual responsibilities are shown at **Appendix B** to this Statement of Health and Safety Policy.

**2. Legal Requirements**

The Executive Director and managers will take all necessary measures to ensure compliance by **Coventry & Warwickshire Chamber Training** with legal requirements and duties. (See **Appendix A – The Relevant Statutory Provisions**). They will, in particular, take into account Approved Codes of Practice and Guidance Notes published by the Health and Safety Commission and Health and Safety Executive respectively, together with information provided by the organisation's health and safety officer.

**3. Policy Promotion and Commitment**

C&W Chamber Training will promote this policy through visual displays around the training facility; in electronic materials (Guide to Apprenticeships for learners and employers); on its website; in curriculum delivery – teaching, learning and assessment; progress review meetings (scenario discussions) and broadcast announcements on the e-portfolio system.

Commitment to the policy will be monitored through:

- Annual self-assessment and development planning
- Employer and learner surveys
- Data analysis, including retention, achievement and progression
- Collecting and disseminating examples of good practice
- Investors in People review process and annual management review

#### 4. **Health and Safety Staff Training**

The Executive Director and managers, in conjunction with the health and safety officer, are responsible for the identification of the general and specific health and safety instruction and training needs of all persons at work.

Health and safety instructions and training will be undertaken in accordance with this Statement of Health and Safety Policy. (See **Appendix D – Statement of Policy with Respect to Health and Safety Training**).

Staff will receive annual refresher training in health and safety. All staff are reminded about learner protection arrangements throughout the year during whole company staff communication briefings (6-weekly) and are encouraged to report any concerns they may have to the health and safety officer.

#### 5. **Health and Safety Information**

Managers, in conjunction with the health and safety officer, will ensure the dissemination of comprehensible and relevant health and safety information to all persons at work. Facilities will be provided whereby the relevant health and safety information can be acquired or read by persons at work. (See **Appendix E – Statement of Policy with Respect to Health and Safety Information**).

#### 6. **Joint Consultation**

The Executive Director and managers will ensure that there is an effective system for joint consultation with employees and other persons at work on health and safety-related issues. (See **Appendix L – Statement of Policy with Respect to Consultation with Employees on Matters Relating to Health and Safety at Work**).

#### 7. **Risk Assessment and Safe Systems of Work**

**Coventry & Warwickshire Chamber Training** recognises its duties as employers to undertake suitable and sufficient risk assessments which, in some cases, may lead to formally-documented health and safety management systems, including the preventive and protective measures necessary to prevent or control exposure to hazards.

Risk assessments will be undertaken and, where necessary, appropriate preventive and protective measures prepared, documented and implemented by managers for those workplaces, activities and tasks where there is a risk of injury or occupational ill-health.

Where appropriate, all persons at work will be trained and supervised in the implementation of documented safe systems of work and other precautionary measures arising from risk assessments.

## 8. Safeguarding

**Coventry & Warwickshire Chamber Training** will ensure that it provides a safe environment for young people and vulnerable adults to learn in, taking appropriate action to see that learners are kept safe whilst at work and at **Coventry & Warwickshire Chamber Training**.

## 9. Safety Monitoring and Hazard Reporting

Managers will ensure there is an effective system of safety monitoring at individual locations, including regular workplace inspections. Recommendations arising from safety monitoring will be implemented, as far as is reasonably practicable. Should any member of staff identify a health and safety concern, they should immediately report it to the health and safety officer and the Operations Director who will investigate the matter and report the findings to the Executive Director within 5 working days. The details of which will be recorded in a log. The safety monitoring and hazards log will be analysed as part of the annual management review of business performance to identify any trends.

## 10. Accident and Ill-Health Reporting, Recording and Investigation

Managers will ensure there is an effective system for the reporting and recording of accidents and ill-health involving persons at work, learners, visitors and contractors' employees in accordance with current legal requirements.

All accidents and cases of occupational ill-health must be investigated with a view to identifying the causes, both direct and indirect, and remedial measures to prevent recurrences. Remedial measures arising from investigation must be implemented forthwith. All accidents will be reported to the health and safety officer and the Operations Director and will be recorded in the accident log. The log will be monitored on a quarterly basis by senior management and analysed overall on an annual basis as part of the management review of business performance to identify any trends.

**Coventry & Warwickshire Chamber Training** will report any accident which causes physical injury reportable under the terms of RIDDOR. There must be an identifiable external event that causes the injury, eg a falling object striking someone. RIDDOR only requires accidents to be reported if they happen 'out of or in connection with work'.

The following injuries are reportable under RIDDOR when they result from a work-related accident:

- The death of any person (Regulation 6)
- Specified injuries to workers (Regulation 4)
- Injuries to workers which result in their incapacitation for more than 7 days (Regulation 4)
- Injuries to non-workers which result in them being taken directly to hospital for treatment, or specified injuries to non-workers which occur on hospital premises (Regulation 5)

**Specified Injuries:**

- Any bone fracture that's been diagnosed by a registered medical practitioner
- Arm, hand, finger, thumb, leg, foot or toe amputation
- Reduction or loss of sight in one or both eyes
- Crushing of the head or torso that results in brain or internal organ damage
- Burns or scalds that cover more than 10% of the body, or causes serious damage to the individual's eyes, respiratory system or any other vital organs
- Any type of scalping that results in hospital treatment
- Head injuries or asphyxia that causes loss of consciousness
- Injuries incurred while working in an enclosed space that result in: hypothermia or heat-induced illness, or resuscitation or hospital admittance for more than 24 hours.

The Safety Officer will apply the following reporting procedure:

**a. Over seven day injuries**

This applies to injuries that are not specified injuries, but are a result of an accident at work. If an individual is away from work or unable to perform their normal work duties for more than seven consecutive days as a result of the injury, then it should be reported. This does not include the day of the accident, but does include weekends and rest days. The report must be lodged within 15 days of the incident.

**b. Over three day incapacitation**

Accidents that result in a worker being incapacitated for more than three consecutive days will be recorded, but not reported. This will be recorded in the accident book.

**c. Non-fatal accidents to non-workers**

Accidents to members of the public or people who are not at work will be reported if it results in an injury that causes them to go to hospital for treatment directly from the scene of the accident. The accident must be the result of a fault or failure on behalf of the workplace.

The health and safety officer will notify the enforcing authority in accordance with the reporting procedure, using the online form.

**11. Welfare Amenity Provisions**

Managers will ensure that welfare amenity provisions, i.e. sanitation, hand washing, clothing storage, drinking water and facilities for taking meals, are provided and properly maintained.

**12. First Aid Arrangements**

Managers will ensure adequate provision of first aid treatment for employees and other persons present in accordance with the Health and Safety (First Aid) Regulations 1981.

### 13. **New Work Equipment and Project Work**

Managers will ensure that all new work equipment, processes and project work do not expose persons at work to risk of injury and/or ill-health and complies with the Provision and Use of Work Equipment Regulation 1998.

### 14. **Maintenance of the Workplace, Equipment, Systems and Devices**

Managers will ensure there is a satisfactory and effective system for maintaining workplaces, equipment safety systems and safety devices in an efficient state, in efficient working order and in good repair, including the frequent examination, testing and maintenance of any equipment and any safety systems and safety devices to such equipment.

### 15. **Emergency Procedure**

Managers will ensure there is a formally-established procedure to cover identified major emergencies, including the appointment of competent persons to oversee the implementation of any evacuation procedures incorporated in such emergency procedure.

### 16. **Contractors' Activities**

Managers will ensure there is an effective procedure for regulating the activities of both large and small contracting activities and in accordance with the organisation's **Contractors Regulation for Health and Safety at Work/Rules for the Safety Conduct of project Work.**

### 17. **Hazardous Substances**

Managers will ensure that substances classified as 'hazardous to health' are identified, assessed and controlled in such a way as to prevent risk of injury or ill-health to persons at work during their use, handling, storage or transport at work.

Managers will ensure that flammable and explosive substances are identified and controlled in such a way as to prevent risk of fire and explosion during their use, handling, storage or transport at work.

Managers will ensure that sufficient information relating to the hazards and precautions necessary in the use, handling, storage and transport of hazardous substances is provided to persons at work who may be exposed to such substances.

### 18. **Security and Violence at Work**

Managers will take all reasonably practicable measures to protect all persons at work from physical assault, harassment, bullying, vandalism, theft of property, arson and bomb attack. (See **Appendix K – Statement of Health and Safety Policy on Violence and Aggression at Work**).



## 19. Fire Prevention and Protection

Managers will ensure that arrangements for fire prevention and protection are adequate and maintained. Fire drills will be undertaken on a regular basis. Where appropriate, fire risk assessments will be undertaken.

## 18. Off-site working

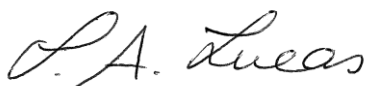
Staff who are working off-site must report to the office on a daily basis by telephone or email. If any staff has been out of touch for more than twenty-four hours during the working week, it is the responsibility of their Line Manager to establish contact and to investigate the matter further. **A Statement of Health and Safety Policy on Off Site Working is at Appendix L**

## 19. Advice and Information

Advice and information on aspects of health and safety at work is available in **CW Chamber Training's Health and Safety Manual, Staff Health and Safety Handbook** and from **Coventry & Warwickshire Chamber Training's** health and safety officer.

**This policy will be reviewed annually by C&W Chamber Training.**

Signed:  
(Executive Director)



**Date: 2nd December 2024**

## **APPENDICES TO THIS STATEMENT OF**

### **HEALTH AND SAFETY POLICY**

- A) Current health and safety legislation (the relevant statutory provisions) affecting **Coventry & Warwickshire Chamber Training**
- B) Individual duties and responsibilities for health and safety at work
- C) The hazards that can arise and the precautions necessary on the part of all persons at work
- D) Statement of policy on health and safety training
- E) Statement of policy on the provision of health and safety information
- F) Statement of policy on sickness absence
- G) Statement of policy with respect to new or expectant mothers
- H) Statement of policy with respect to young persons
- I) Statement of policy on smoking at work
- J) Statement of policy on vision screening of employees
- K) Statement of policy on violence and aggression at work
- L) Statement of policy on off site working
- M) Statement of policy on consultation with employees on matters relating to health and safety at work

**CURRENT HEALTH AND SAFETY LEGISLATION AFFECTING**

**Coventry & Warwickshire Chamber Training**

The following statute and regulations ('the relevant statutory provisions') apply **Coventry & Warwickshire Chamber Training's** operations and activities:

Health and Safety at Work Act 1974

Construction (Design and Management) Regulation 1994

Construction (Head Protection) Regulations 1989

Construction (Health, Safety and Welfare) Regulations 1996

Control of Lead at Work Regulations 1998

Control of Substances Hazardous to Health Regulations 1999

Electricity at Work Regulations 1989

Employers' Liability (Compulsory Insurance) Regulations 1999

Health and Safety (Consultation with Employees) Regulations 1996

Health and Safety (Display Screen Equipment) Regulation 1992

Health and Safety (Safety Signs and Signals) Regulations 1996

Health and Safety (First Aid) Regulations 1981

Health and Safety (Information for Employees) Regulations 1998

Highly Flammable Liquids and Liquefied Petroleum Gases Regulations 1972

Lifting Operations and Lifting Equipment Regulations 1998

Management of Health and Safety at Work Regulations 1999

Manual Handling Operating Regulations 1992

Noise at Work Regulations 1989

Personal Protective Equipment at Work Regulations 1992

Pressure Systems Safety Regulations 2000

Provision and Use of Work Equipment Regulations 1998

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995

Safety Representatives and Safety Committees Regulations 1977

Safety Signs Regulations 1980

Working Time Regulations 1998

Workplace (Health, Safety and Welfare) Regulations 1992

Counter Terrorism and Security Act 2015

And

Fire Precautions Act 1971

Fire Precautions (Workplace) Regulations 1997

**INDIVIDUAL DUTIES AND RESPONSIBILITIES  
FOR HEALTH AND SAFETY AT WORK**

**1. Executive Director**

The Executive Director will ensure there is an effective Statement of Health and Safety Policy and will periodically assess the effectiveness of same.

**2. Training Managers**

Managers are primarily responsible for demonstrating commitment and leadership on matters relating to health and safety in areas under their control.

In particular, they are responsible for:

- (a) Co-ordinating the implementation of this Statement of Health and Safety Policy in the areas under their control;
- (b) Monitoring and reviewing the effectiveness of this Statement of Health and Safety policy in terms of its application to the particular operations and activities of the division/department/area of control;
- (c) Ensuring the development and implementation of health and safety information, instruction and training for their managers and employees;
- (d) Promoting health and safety awareness within their respective areas of control;
- (e) Keeping themselves informed of incidents, accidents and ill-health arising within their division/department/area of control;
- (f) Monitoring systems for ensuring the provision and maintenance of safe work equipment, working conditions and systems of work in their respective areas of control;
- (g) Monitoring procedures for the provision and maintenance of personal protective equipment for employees within their area of control;
- (h) Monitoring the provision and maintenance of welfare facilities, including first aid and fire protection procedures within their areas of control;
- (i) Monitoring health and safety performance, including the successful implementation of health and safety management by line managers and employees, systems for the reporting, recording, investigation and analysis of accidents and ill-health to persons at work;

- (j) Monitoring the effectiveness of joint consultation procedures on health and safety matters;
- (k) Co-ordinating health and safety training activities and the provision of information to persons at work;

### **3. All Persons at Work**

All persons at work must:

- (a) Take reasonable care for their own health and safety, and that of other persons at work, together with members of the public, who may foreseeably be affected by their acts or omissions at work;
- (b) Co-operate with management so far as is necessary for them to comply with current health and safety legislation, and;
- (c) Not intentionally or recklessly interfere with or misuse anything provided for the purpose of health and safety at work in furtherance of a statutory requirement;

In particular, every person at work must;

- (a) Use any machinery, equipment, dangerous substance, transport equipment, means of production or safety device provided to him in accordance with any training in the use of the equipment concerned which has been received by him and the instructions respecting that use which have been provided by management; and
- (b) Inform their immediate manager:
  - i. Of any work situation which represents a serious and immediate danger to health and safety:
  - ii. Of any matter which represents a shortcoming in the organisation's protection arrangements for health and safety.

### **4. Health and Safety Officer**

The health and safety officer will provide an advisory service to directors, managers, employees, learners and other persons at work with regard to:

- (a) Health and safety formulation and development.
- (b) Structuring and operating all parts of the organisation (including the supporting systems) in order to promote a positive health and safety culture and to secure effective implementation of policy;

- (c) Planning for health and safety, including the setting of realistic short-term and long-term objectives, deciding priorities and establishing adequate performance standards;
- (d) Day-to-day implementation of policy and plans, including accident and incident investigation, reporting and analysis, and
- (e) Reviewing performance and auditing the whole management system.

To fulfil these functions, the health and safety officer will:

- (a) Maintain adequate information systems on relevant law, guidance and developments in general and safety management practice;
- (b) Be able to interpret the law and understand how it applies to the organisation;
- (c) Establish and keep up-to-date organisational and risk control standards;
- (d) Establish and maintain procedures for the reporting, investigation, recording and analysis of accidents, occupational ill-health and incidents;
- (e) Establish and maintain adequate and appropriate monitoring and auditing systems;
- (f) Ensure the provision of health and safety information, instruction and training to employees and other persons at work in accordance with current legal requirements; and
- (g) Present advice in an independent and effective manner, safeguarding the confidentiality of personal information.

The health and safety officer has the following relationships:

***Within the organisation***

With managers on matters of policy and implementation of that policy.

***Outside the organisation***

Liaison with environmental health officers, local police and fire service officers, equipment suppliers, licensing officials, insurance company liability surveyors, contractors and members of the public where requested to do so by directors and managers.

**APPENDIX C**

**THE HAZARDS THAT CAN ARISE AND THE PRECAUTIONS NECESSARY**  
**ON THE PART OF ALL PERSONS AT WORK**

HAZARDS	PRECAUTIONS NECESSARY
<b>Careless/unsafe behaviour</b>	<p><b>DO:</b></p> <ul style="list-style-type: none"> <li>➤ Take reasonable care for your health and safety and that of other persons, including members of the public.</li> <li>➤ Co-operate with management to enable them to comply with legal requirements.</li> <li>➤ Keep your working area clean and tidy.</li> <li>➤ Read and obey safety signs and warnings.</li> <li>➤ Wear protective clothing/equipment provided as instructed.</li> </ul> <p><b>DO NOT:</b></p> <ul style="list-style-type: none"> <li>➤ Intentionally or recklessly interfere with or misuse anything provided for the purpose of health and safety at work.</li> <li>➤ Remove guards from machinery and equipment.</li> <li>➤ Walk on slippery floors or paths, especially when wet.</li> </ul>
<b>Dangerous situations</b>	<p><b>DO:</b></p> <ul style="list-style-type: none"> <li>➤ Inform your immediate manager of any work situation which represents a serious and immediate danger or where there may be a shortcoming in management's' protection arrangements.</li> </ul>
<b>Fire</b>	<p><b>DO:</b></p> <ul style="list-style-type: none"> <li>➤ Operate the nearest fire alarm on discovering a fire.</li> <li>➤ Leave the workplace immediately by the nearest available exit on hearing the fire alarm and report to your manager at your evacuation assembly point.</li> <li>➤ Store flammable substances safely and separately.</li> <li>➤ Store waste paper and packaging materials in the bins provided.</li> <li>➤ Dispose of cigarette ends carefully.</li> <li>➤ Report defective electrical sockets, plugs, wiring and appliances to your manager.</li> <li>➤ Keep fire exits unobstructed.</li> <li>➤ Ensure you are aware of the evacuation procedure and means of escape, together with your assembly point.</li> </ul>

**DO NOT:**

- Smoke in non-smoking areas.
- Overload electrical sockets.
- Store flammable materials carelessly.

**Slips, trips and falls****DO:**

- Be careful when walking on staircases and surfaces that may be slippery.
- Report tripping hazards to your manager.
- Wear suitable footwear.
- Use the correct access equipment when you cannot reach items.
- Be aware of stored items.

**DO NOT:**

- Read whilst walking.
- Leave the bottom drawer of a filing cabinet open.
- Stand on swivel chairs to reach overhead items.
- Wear unsuitable footwear that may cause slips, trips and falls.

**Work equipment****DO:**

- Use any work equipment in accordance with the instruction and training provided and for the purpose intended.
- Report defects in work equipment to your manager.
- Use hand tools carefully and for their correct purpose.
- Ensure guards are in place before using machinery.
- Electrically isolate machinery before maintenance is undertaken.
- Follow the manufacturer's instructions in the correct use of the equipment.
- Isolate electrical equipment before test or repair.

**DO NOT:**

- Use defective or dangerous work equipment.
- Attempt to modify or repair work equipment.
- Use work equipment for a purpose for which it was not designed.



## **Manual handling**

### **DO:**

- Lift equipment, boxes, parcels and other items carefully and in accordance with the manual handling instruction received.
- Use any manual handling aids provided.
- Report manual handling hazards to your manager.

### **DO NOT:**

- Attempt to lift anyone or anything if you feel it is beyond your physical capability. Get help!

## **Electricity**

### **DO:**

- Check the wires, leads, connections, plugs and sockets are in sound condition and that plugs are properly connected to the appliance.
- Ensure that flexes are not allowed to trail across floors.
- Electrically isolate machinery before maintenance is undertaken.
- Use a fused multi-socket where more than one appliance is supplied from a power point.
- Switch off, remove the plug and report to your manager in cases where an electrical appliance may appear to be defective or dangerous.
- Report to your manager and dangerous wiring, defective connections and overheating of electrical appliances.

### **DO NOT:**

- Attempt to repair defective electrical appliances, cables, flexes, plugs or sockets.
- Use defective electrical appliances.
- Touch or attempt to move electrical appliances with wet hands.
- Overload electrical sockets.
- Use any form of temporary wiring.

## **Housekeeping and cleaning**

### **DO:**

- Keep working areas tidy, returning equipment and materials to their correct storage points at the end of each day.
- Keep floors clear of obstructions.
- Keep your working area clean.

### **DO NOT:**

- Work untidily.
- Leave waste materials on the floor.

## **Stacking and storage**

### **DO:**

- Ensure goods are stacked on the shelving or racking provided, or in a separately designated storage area.
- Ensure marked gangways are kept clear at all times.

### **DO NOT:**

- Obstruct gangways.
- Place frequently used items out of normal reach.

## **Work at heights**

### **DO:**

- Store ladders only on the racks provided.
- Ensure ladders are safe before use.
- Ensure the correct pitch of a ladder (one out four up) prior to using same.
- Ensure a ladder is correctly secured at its upper resting place.
- Report defects in ladders to your manager.
- Use a Crawl board when working on a roof.

### **DO NOT:**

- Use defective ladders.
- Climb a ladder at the wrong pitch.
- Attempt to reach items which are out of reach.

## **Hazardous substances**

### **DO:**

- Check safety data sheets for correct storage and handling.
- Use substances in accordance with manufacturers' instructions.
- Keep the lids on substances unless for immediate use.
- Take care to avoid spillages of substances.
- Deal with spillages immediately using the appropriate spillage control medium.
- Take care when weighing and transporting substances.
- Store used or soiled rags in the metal bin.
- Comply with your duties under the Control of Substances Hazardous to Health Regulations.

### **DO NOT:**

- Smoke when handling hazardous substances.
- Mix substances unless you have authority to do so.

## **Display screen equipment**

### **DO:**

- Avoid continual exposure to poor posture, static posture and uncomfortable layout.
- Take time to design your workstation and adjust the height of your chair to a comfortable position.
- Use the document holder provided.
- Avoid glare.
- Keep the screen clean, using only recommended agents.
- Avoid hot and dry atmospheres.
- Keep food and drink away from the keyboard.

## **Violence at work**

### **DO:**

- Attempt to calm the situation and call a manager in the event of violent or aggressive behaviour from clients and visitors.
- Keep in touch when working away from **CW Chamber Training**.

### **DO NOT:**

- Put yourself at risk in the event of violent or aggressive behaviour; withdraw from the situation if possible.

**COVENTRY & WARWICKSHIRE CHAMBER TRAINING****STATEMENT OF POLICY AND HEALTH AND SAFETY TRAINING****SCOPE**

The organisation recognises its duties under the Health and Safety at Work Act 1974 and regulations made hereunder to provide health and safety training for all employees.

**REQUIREMENTS**

Appropriate health and safety training will be provided for all employees in the following circumstances:

- (a) On recruitment (induction training);
- (b) Where any employee identified as being especially at risk;
- (c) On transfer of job;
- (d) On change of responsibilities e.g.: promotion;
- (e) On the introduction of new work equipment or a change respecting equipment already in use.
- (f) On the introduction of new technology.
- (g) On the introduction of a new system of work or a change respecting an existing system of work;
- (h) In the correct and safe use of hazardous substances;
- (i) In correct manual handling techniques;
- (j) In the correct use of personal protective equipment; and
- (k) With respect to any other health and safety-related issue considered necessary by the organisation.

**PROCEDURE**

1. The Induction Process will include H&S Training for all new recruits and learners/clients.
2. The employee should contact the H&S Officer if they are promoted or transferred to a new job; if equipment or technology is changed; if introduced to specific work areas, or if personal circumstances change which may affect their ability to carry out their normal tasks.
3. The H&S Officer will conduct a Risk Assessment and recommend any appropriate actions
4. If there is a change which might affect several members of staff, the H&S Officer should be advised so that risk assessments can be undertaken and appropriate recommendations made.

**COVENTRY & WARWICKSHIRE CHAMBER TRAINING**

**STATEMENT OF POLICY ON THE PROVISION OF  
HEALTH AND SAFETY INFORMATION**

**SCOPE**

The organisation recognises its duties under the Health and Safety at Work Act 1974 and regulations made hereunder to provide comprehensible and relevant information to employees on the hazards that may arise during their work and the precautions necessary.

Health and Safety information will be provided by the health and safety officer to any employee seeking such information.

External sources of information include:

- (a) The Health and Safety Executive;  
19 Ridgeway, 9 Quinton Business Park, Quinton, Birmingham. B32 1AL
- (b) Local Environmental Health Departments;
- (c) The Royal Society for the Prevention of Accidents;
- (d) The British Safety Council.

## COVENTRY &amp; WARWICKSHIRE CHAMBER TRAINING

## STATEMENT OF POLICY ON SICKNESS ABSENCE

**SCOPE:**

**CW Chamber Training** recognises its duties to protect the health of employees and that employees may be subject to periods of absence as a result of ill-health or injury.

Sickness absence may take the form of certificated or uncertificated leave, which may be of a short-term or long-term nature.

**REQUIREMENTS:**

Employees are advised that, under their Contract of Employment with the **CW Chamber Training**, they are required to report all sickness absence and to produce a notice, signed by their general medical practitioner, where appropriate.

Where attendance records indicate:

- (a) Failure to produce a fit note;
- (b) Frequent and short unconnected periods of sickness absence; and/or
- (c) Prolonged or continuous absence of 12 weeks or more,

A manager will interview the employee with a view to ascertaining the cause of the sickness absence and may require an independent medical assessment.

After 12 weeks continuous absence or where appropriate, employees may be required to attend a medical examination to assess future capacity to undertake the work for which they are employed.

**PROCEDURE:**

1. If you are absent from work, you or someone on your behalf, must report to your immediate Line Manager no later than 9 am on the first working day on which your absence begins, stating the reason for your non-attendance. Wherever possible, this call should give an indication of the likely length of absence. This affords Managers the opportunity to 'manage' your absence, i.e.: review workload, commitments, etc. should your Line Manager be unavailable, please contact the Executive Director.
2. If your absence through sickness continues for more than three days, then you are required to report to your Line Manager on the fourth day. However, you should report into your line Manager on a daily basis unless otherwise agreed.
3. If your absence exceeds, or is likely to exceed one week, you must consult your doctor and obtain a medical statement to be forwarded to the Company.
4. For any period of absence for sickness or injury, you will be required to complete a self-certification form upon returning to work. The completed form should be authorised by your Line Manager on return to work and immediately passed to the senior administrator.

5. All sickness absences should be subject to return to work interviews with your Line Manager.
6. If you suffer an injury at or during the course of your employment, you must report this immediately to your manager and ensure it is recorded in the Accident Book.
7. Line Managers should notify the senior administrator of their individual staff member absences immediately after they have been notified themselves.

## COVENTRY &amp; WARWICKSHIRE CHAMBER TRAINING

## STATEMENT OF POLICY WITH RESPECT TO

## NEW OR EXPECTANT MOTHERS

## SCOPE

**CW Chamber Training** recognises its duties to new or expectant mothers under the Health and Safety at Work Act 1974 and, in particular, the Management of Health and Safety at Work Regulations 1999.

## REQUIREMENTS

Where any work is of a kind which could involve risk, by reason of her condition, to the health and safety of a new or expectant mother, or to that of her baby, from any process or working conditions, the risk assessment required by regulation 3(1) of the Management of Health and Safety at Work Regulations 1999 shall also include an assessment of such risk.

Where the risk assessment identifies risks to new or expectant mothers and these risks cannot be avoided by the preventive and protective measures taken by the organisation, the organisation will:

- (a) Alter her working conditions or hours of work if it is reasonable to do so and would avoid the risks or if these conditions cannot be met;
- (b) Identify and offer her suitable alternative work that is available, and if that is not feasible;
- (c) Suspend her from work on full pay.

**Definition of 'new or expectant mother'**

For the purpose of this policy, a new or expectant mother is defined as meaning an employee:

- (a) Who is pregnant;
- (b) Who has given birth within the previous six months; or
- (c) Who is breastfeeding.

(Management of Health and Safety at Work Regulations 1999)

**Duties of Employees**

Employees must notify their manager in writing as soon as they become aware that they are pregnant in order that the appropriate preventive and protective measures can be taken by the organisation.

*(See also the Policy on Maternity Leave/Pay)*



**COVENTRY & WARWICKSHIRE CHAMBER TRAINING**

**STATEMENT OF POLICY WITH RESPECT TO  
YOUNG PERSONS/CHILDREN AT WORK**

**SCOPE**

The organisation recognises its duties towards young persons/children under the Health and Safety at Work Act 1974 and, in particular, the Management of Health and Safety at Work Regulations 1999.

A Young Person by definition is a worker under the age of 18. A Child by definition is a young worker under the compulsory school-leaving age of 16.

**CW Chamber Training** hereby undertakes to ensure that young persons/children employed by them are protected at work from any risks to their health or safety which are a consequence of their lack of experience, or absence of awareness of existing or potential risk or the fact that young persons/children have not fully matured.

**REQUIREMENTS**

**CW Chamber Training** will not employ a young person/child for work:

- (a) Which is beyond their physical or psychological capacity; or
- (b) Which involves the risk of accidents which it may reasonably be assumed cannot be recognised or avoided by young persons/children owing to their insufficient attention to safety or lack of experience or training,
- (c) A child will not be employed where any significant risk still remains.

And determining whether work will involve harm or risks, regard shall be had to the results of the risk assessment carried out under regulation 3(1) of the above regulations.

Nothing in the above paragraph shall prevent the employment of a young person/child for work:

- (a) Where it is necessary for their training;
- (b) Where the young person/child will be supervised by a competent person; and
- (c) Where any risk will be reduced to the lowest level that is reasonably practicable.

## COVENTRY &amp; WARWICKSHIRE CHAMBER TRAINING

## STATEMENT OF POLICY ON SMOKING AT WORK

## SCOPE

**Coventry & Warwickshire Chamber Training** recognise:

- (a) Their duties under the Health and Safety at Work Act 1974 to protect, so far as reasonably practicable, the health of employees and to provide a safe and healthy working environment; and
- (b) That smoking is a risk to the health of smokers and non-smokers alike.

To this extent, smoking is not permitted on **Chamber Training's** premises.

**REQUIREMENTS**

- To assist smokers in giving up the habit, on request, **CW Chamber Training** will provide the following:
  - (a) Free attendance at a smoking cessation course;
  - (b) Free nicotine patches and other aids to giving up smoking; and
  - (c) Free counselling and hypnotherapy in specific cases.
- **Coventry & Warwickshire Chamber Training** is aware that some individuals do wish to smoke so areas within the car park have been designated as smoking areas.
- Where this is the case, individuals are reminded that they should keep such areas safe, clean and tidy.
- 'Smoke-breaks' are a privilege and both the frequency and length of smoke breaks should be kept to a minimum, one short break in the morning plus another in the afternoon is considered acceptable for minimal time absences.
- Smokers are reminded that these breaks are not to be viewed as a social event and groups of people arranging to take frequent breaks simultaneously is considered unacceptable. Anyone abusing the concession may have the privilege withdrawn.
- Managers are responsible for enforcing this policy and all employees are responsible for complying with it. Job applicants must be informed at interview stage of the requirements of this policy.
- Employees are advised that disciplinary action may be taken against employees contravening this policy.

## COVENTRY &amp; WARWICKSHIRE CHAMBER TRAINING

STATEMENT OF POLICY ON VISION SCREENING AND THE PROVISION OF  
SPECIAL CORRECTIVE APPLIANCES FOR EMPLOYEES USING DISPLAY  
SCREEN EQUIPMENT

## SCOPE

**Coventry & Warwickshire Chamber Training** recognises that employees using display screen equipment may be subject to visual fatigue. The organisation further recognises its duties under the Health and Safety (Display Screen Equipment) Regulations 1992 to ensure the provision of eye and eyesight tests for employees designated as 'users' under the regulations, namely 'employees who use display screen equipment habitually as a significant part of their normal work'.

## REQUIREMENTS

**Eye and eyesight tests** **Coventry & Warwickshire Chamber Training** undertakes to ensure designated users of display screen equipment are provided with an appropriate eye and eyesight test to be carried out by a competent person:

- (a) On commencement of their employment;
- (b) At their request, at regular intervals; and
- (c) Where the employee experiences visual difficulties which may reasonably be considered to be caused by work on display screen equipment.

**Special corrective appliances** In accordance with the above regulations **CW Chamber Training** hereby undertakes to meet any reasonable costs incurred on the provision of special corrective appliances (spectacles) prescribed for designated users of display screen equipment to correct vision defects at the viewing distance or distances used specifically for the display screen work concerned.

## PROCEDURE:

**Coventry & Warwickshire Chamber Training** will contribute a maximum of £20 to the cost of annual eye tests upon submission of an Expenses Form accompanied by a valid receipt.

**Coventry & Warwickshire Chamber Training** will contribute a maximum of £45 towards the cost of corrective appliances, where the Optician provides written confirmation that they are specifically required to work with display screen equipment.

Before making a claim, the employee should gain authorisation from their line Manager to confirm their status as a Display Screen User.

**Coventry & Warwickshire Chamber Training** will not be liable for payment towards any new corrective appliances if you currently wear spectacles and your prescription does not alter. Eye Tests can be arranged with any optician but if the test costs more than £20 or a more expensive pair of spectacles is chosen, employees must meet the extra cost themselves.

## COVENTRY &amp; WARWICKSHIRE CHAMBER TRAINING

STATEMENT OF POLICY ON  
VIOLENCE AT WORK

## SCOPE

**Coventry & Warwickshire Chamber Training** recognises that, from time to time, employees may be subject to both violence and aggression at work. Violence may take the form of bullying, physical assault, harassment, insulting behaviour, racist and sexist behaviour and other forms of behaviour which may cause stress to employees.

**Coventry & Warwickshire Chamber Training** undertakes to take all necessary measures to prevent risk of physical injury, psychological injury and stress to employees arising from proven violence at work. Employees must report all instances of violence to their manager. Disciplinary action, including dismissal, will be taken in proven cases of violence or aggressive behaviour by one employee towards another employee.

PROCEDURE

- In cases where visitors, members of the public and other persons attending the premises have a past record of violence or aggressive behaviour, employees must always be accompanied by another employee when attending to or dealing with such persons.
- **Coventry & Warwickshire Chamber Training** reserves the right to deny access to their premises of persons with a past record of violence or aggressive behaviour towards employees.

## COVENTRY &amp; WARWICKSHIRE CHAMBER TRAINING

## STATEMENT OF POLICY ON OFF-SITE WORKING

## SCOPE

**Coventry & Warwickshire Chamber Training** recognises that as part of some employees' duties, they are required to work offsite, whether to be a visit to another premises operated by **Coventry & Warwickshire Chamber Training**, a partners premises, a clients' business address or a private address. **Coventry & Warwickshire Chamber Training** is required to take responsibility for the Health and Safety of its employees in these situations. Employees also have a duty of care to themselves and for others with whom they work.

## OVERVIEW

The employer and employee should adopt a cautious approach when visiting external premises as defined above, an assessment should be made in advance of each visit to determine any possible risks. If significant risks are identified, advice should be sought and precautions taken to avoid or minimise such risks.

## PROCEDURE

- Unaccompanied individuals undertake most visits. Cars should be parked in busy, well-lit areas close to the venue especially in hours of darkness.
- All client-facing staff should ensure that their diaries are kept up-to-date with sufficient information about each visit including timings and telephone numbers.
- Where it is considered that the member of staff might encounter a potentially threatening or unpredictable situation, there are several options available:
- Attempt to arrange for the client to visit **Coventry & Warwickshire Chamber Training** premises.
- Be accompanied by a colleague who can offer appropriate support
- Phone in immediately before and after the visit to make a supervisor aware of your whereabouts and the circumstances
- When visiting clients, valuables should be kept to a minimum to avoid the risk of theft. If however, you need to take equipment such as a laptop with you, these should be stored in the locked boot of your car when not being used. If challenged to give up such valuable, do not resist if this could precipitate personal injury.

**COVENTRY & WARWICKSHIRE CHAMBER TRAINING**

**STATEMENT OF POLICY ON CONSULTATION WITH EMPLOYEES ON  
MATTERS RELATING TO HEALTH AND SAFETY AT WORK**

**SCOPE**

**Coventry & Warwickshire Chamber Training** recognises its duties to consult with both trade-union elected safety representatives and/or non-trade union representatives of employee safety under:

- (a) Health and Safety at Work Act 1974;
- (b) The Safety Representatives and Safety Committees Regulations 1977; and
- (c) The Health and Safety (Consultation with Employees) Regulations 1996;

with a view to the making and maintenance of arrangements which will enable the organisation and its employees to co-operate effectively in promoting and developing measures to ensure the health and safety at work of employees, and in checking the effectiveness of such measures.

**Safety Committee**

Coventry & Warwickshire Chamber Training hereby undertakes to assist the process of consultation by the operation of a formally constituted safety committee comprising employer and employee representatives.

The safety committee has the following functions:

- (a) To consider the circumstances of individual accidents and cases of reportable disease, accident statistics and trends in accident experience;
- (b) To ensure reports arising from safety audits and other forms of safety monitoring;
- (c) To consider reports and information from enforcement agencies;
- (d) To assist in the development of safety rules and systems;
- (e) To conduct periodic inspections of the workplace;
- (f) To monitor the effectiveness of health and safety training, communications and publicity; and
- (g) To provide a link with enforcement agencies.

## **Staff Responsibilities**

Safety Officer

Tom Knott

Commerce House

First Aiders

Sharon Miles

Katie Henderson

Clare King

Riley Powell

Zeenat Lal Mahomed

Commerce House

Fire Marshals

Kerry McGuinness

Tom Knott

Sarah Williams

Nicky Cheshire

Clare King