



Shiva Cultural & Community Centre

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Health and Safety Policy

Adopted:

Reviewed:

HEALTH AND SAFETY POLICY

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SECTION 1

General Statement

The SHIVA CULTURAL AND COMMUNITY CENTRE (further referred to as the Association) recognizes and accepts its responsibility as an employer so far as it is reasonably practicable for providing a safe and healthy work place and working environment for all its employees, volunteers and other persons affected by their acts and omissions.

The Association will make every effort to comply with its obligations as laid down in the Health and Safety at Work Act 1974, by constant vigilance to all aspects of health and safety and in particular to the following provisions as and where they may affect their employees and volunteers:

- a. Equipment and systems to work that are safe.
- b. Safe arrangements for the use, handling and storage of articles and substances.
- c. Sufficient information, instruction, training and supervision to enable all employees and volunteers to avoid hazards and contribute positively to their own safety and health at work.
- d. A safe place of work with safe access and egress there from.
- e. A healthy working environment.
- f. Adequate welfare facilities.
- g. Provision of protective equipment as necessary.
- h. Carry out Risk Assessment and record the significant findings.

No safety policy is likely to be successful unless it actively involves workpeople themselves. The Association will, therefore, co-operate fully in the appointment of safety representatives and will provide them where necessary with sufficient facilities and training to carry out this task. In this connection the Association reminds all staff and volunteers of their duties under Section 7 of the Health and Safety at Work Act to take care for their own safety and that of other workers, and to co-operate with the Association so as to enable it to carry out its responsibilities successfully.

All persons are reminded that it is a criminal offence to misuse or recklessly interfere with anything provided in the interests of health, safety or welfare.

The Association stresses its commitment to health and safety, to the extent that where willful

disregard for safe working practices by any employee or volunteer seriously, puts at risk the health or safety of themselves or any other person, this will be considered as gross misconduct and may lead to the severest disciplinary action.

A copy of this statement will be available to all employees and volunteers, It will be reviewed, added to, or modified on a regular basis and may be supplemented in appropriate cases by further statements relating to the work of particular departments or groups of workers. Changes will be brought to the attention of all persons who would need to know.

SIGNED:

Date:

Bir Bikram Bhattarai

President, SCCC

SECTION 2

You And The Health And Safety At Work Act

1. ***The Health And Safety At Work Act 1974*** is aimed at securing your health, safety and welfare.
2. The Act is also designed to protect people, other than those at work, against risks to health or safety arising out of, or in connection with, the activities of people at work.
3. Study this Safety Policy produced by the Association and play your part in complying with it.
4. Comply with the Association's rules and regulations to ensure your health and safety.
5. Do not attempt to carry out work of a dangerous nature or use equipment or tools unless you have been trained to do so.
6. It is your legal duty to take reasonable care of your own health and safety, and of other people who may be affected by your conduct.
7. Co-operate with the Association in order to comply with any duty or requirement specified by the Act.
8. Do not intentionally or recklessly interfere with or misuse anything provided by law for your health, safety or welfare.
9. Remember, in law you are liable for the same penalties as the Association if you do not comply with the relevant requirements of the Act.

SECTION 3

The Association For Carrying Out The Policy

The day-to-day management of The Resource and Social Centre activities is carried out by the Manager (volunteer or paid).

The Manager will also be responsible for:

1. Be directly responsible for the implementation of the health and safety policy within the Association.
2. Support all those who carry out the policy.
3. Ensure that all employees and volunteers are inducted into the policy.
4. Liaise closely with staff and volunteers.
5. Ensure that all employees and volunteers can identify all first aiders.
6. Ensure all employees/volunteers handling hazardous materials are aware of COSHH.
7. Ensure that all employees and volunteers are aware of the first aid facilities.
8. Ensure that all fire fighting equipment is adequate, in working order and checked annually.
9. Ensure all electrical equipment is checked and recorded annually. Ensure maintenance of all accident reports.
10. Be responsible for monitoring and updating the policy and informing all employees and volunteers of such amendments as may be appropriate. Be responsible for insurance liability certificate (ensuring it is displayed in office). Ensure that risk assessments are carried out in all areas by 'Competent' staff members and reviewed annually. Details of these to be passed to the person to whom the assessment relates covering protective and preventative measures.
11. The building.
12. Carry out training in emergency procedures and safe systems of work.
13. Responsible for implementation and awareness of the Policy Document.

SECTION 4

Safety Statement

All employees and volunteers are required to read, understand and comply with the following:

- a. Take reasonable care for the health, safety and welfare of themselves, fellow employees and volunteers and the public. Everyone should be aware of the Association's Safety Policy.
- b. Co-operate fully with management at all times in improving safety standards.
- c. Report to immediate superior, as soon as possible, any accident, or near accident, so that the occurrence can be investigated.
- d. Report to immediate superior, as soon as possible, anything, which is, or could be, a safety hazard.
- e. Suggestions by staff/volunteer (s) on ways of making working conditions safer are always welcome and should be passed through their immediate superiors.
- f. Be sure you know who is the Health & Safety Officer.
- g. Do not interfere with or misuse anything provided in the interest of health, safety or welfare.
- h. Do not abuse equipment or property.
- i. Use appropriate safety equipment at all times.
- j. Do not act unsafely or recklessly in the main office or whilst working elsewhere.
- k. Do not leave equipment or other articles where they could be a hazard. Store equipment/materials when not in use
- l. Do not allow electric cables or other lines to trail across floors in an unsafe manner.
- m. Do not use equipment until trained and authorized.
- n. Premises should be kept clean and tidy, particularly stairways, passages and walkways.
- o. Break-ages and spillage's should be cleared up immediately.
- p. Obey all no smoking signs and regulations.
- q. Do not use waste bins as ashtrays
- r. Be aware of fire notices, the location of fire extinguishers and break glass points to initiate evacuation alarm and flashing light systems.
- s. Make sure you know the fire drill.

- t. Always use correct lifting techniques and do not attempt to lift anything which is obviously too heavy.
- u. Obey all health and safety rules of other organisations, employers or institutions that you may be visiting or working there on.
- v. Be aware of disablement facilities.

SECTION 5

Premises

5.1 Housekeeping

An untidy place of work is potentially an unsafe place of work, therefore the following should be observed at all times:

1. Employees and volunteers must ensure that premises are kept clean, tidy, dry and free from obstruction.
2. All debris and waste material must be cleared away immediately. Broken glass must be wrapped in paper and disposed of separately.
3. All spillage's must be mopped up and dried. Adequate washing facilities will be provided.
4. Ashtrays and waste bins must be used. Cigarettes must not be disposed of in waste bins.
5. Attention must be paid to all fire and safety notices.

5.2 Storage of Materials

- a. Tools, equipment and materials should be stored in an appropriate and safe manner in order to avoid injury and accident.
- b. Hazardous materials should not be handled without COSH awareness.

5.3 First Aid

- a. First Aid facilities are established within the office.
- b. The office must clearly display the name(s) of person (s) who are qualified in first aid, together with instructions for obtaining outside medical assistance if necessary.
- c. The Management Committee will ensure that sufficient members of staff/volunteer (s) receive training in basic first aid.
- d. The person responsible for the administration of treatment must record all details in the Association's 'Accident Book'.

5.4. Fire

- a. Employees and volunteers must be fully aware of procedures to be followed in the event of a fire warning or similar emergency.
- b. Fire extinguishers must be inspected regularly.
- c. Potential fire hazards must be clearly identified and “no smoking” signs displayed.
- d. All employees and volunteers must know the location of the fire fighting equipment. Operating instructions must be clearly displayed on or near fire fighting equipment (extinguishers, fire blankets etc.).
- e. The fire assembly point must be made known to the staff and volunteers.

PROCEDURE IN THE EVENT OF A FIRE

5.5 If You Discover A Fire

- 1. **Immediately** operate the nearest fire alarm call point.
- 2. Ensure the Fire Brigade is called **immediately**.
- 3. Attack the fire, if possible, with the appliances provided but **without** taking personal risks.

5.6 On Hearing The Fire Alarm

- 1. Ensure the Fire Brigade is called IMMEDIATELY.
- 2. Ensure that the doors immediately surrounding the fire situation are closed.
- 3. Leave the building (using the nearest available exit), assisting in the evacuation of visitors to the Resource and Social Centre, ensuring that any doors through which you pass are closed after you.
- 4. Do not stop to collect personal belongings.
- 5. Proceed to the Assembly Point, which is
- 6. Do not re-enter the building.

5.7 When Dealing With Fire

If a person's clothing is on fire, wrap a blanket, rug or similar article closely around them and

lay them on the ground to prevent flames reaching the head.

If electrical appliances are involved, switch off the current before dealing with the fire.

Shut the doors and, if possible, the windows of the room in which the fire is discovered.

5.8 It Is In Your Own Interests

To study this notice, to know what to do in the event of a fire and how to use the fire appliances.

To make yourself familiar with all means of escape in case of fire and to avoid any obstruction of all escape routes at all times.

SECTION 6

C.O.S.H.H.

[The Control of Substances Hazardous to Health Regulations 1994)

- a. The assessment of substances used within the office has been carried out in accordance with the above regulations.
- b. Substances used by the Association, present no significant risk to the health or safety of the individual with manufacturers' recommendations re use, have been circulated.
- c. Every employee and volunteer has the right to be given all available information regarding potential hazards generated by the use of any substance or material, or any by-product generated by their use.
- d. Suitable protective wear and the Association as required will issue personal protective equipment
- e. Substances not shown on the Association's list of approved substances are not to be used. Disciplinary action will be taken against anyone introducing and/or using unauthorized substances or materials.
- f. Any employee/volunteer has the right to information regarding the potential risk to health involved in the use of any substance he/she will be called upon to use during his/her employment or studentship.
- g. Persons who have received the necessary training in protective and preventative measures should only use substances.
- h. Persons who deliberately ignore the Association's Instructions or manufacturers' directions, or who misuse the substance or by- product or introduce unknown substances in such a manner as to injure or present possible injury to health will be in all cases subject to the Association's disciplinary procedure and in the event of actual injury possible prosecution.

SECTION 7

Visual Display Unit And Computer Equipment

7.1 Visual Display Equipment

General

It is the policy of SHIVA CULTURAL AND COMMUNITY CENTRE to comply with the law as set out in the Health and Safety (Display Screen Equipment) Regulations 1992.

The Association will conduct health and safety assessments of all workstations staffed by employees/volunteers who use VDU screens as part of their usual work. All workstations must meet the requirements set out in the Schedule to the Regulations.

7.2 Nature And Organisation Of Work

- a. Appropriate seating must be available to all users.
- b. Staff/volunteer (s) will take regular breaks (at least 10 minutes away for every hour at the screen). Short frequent breaks are more satisfactory than occasional longer breaks.

7.3 Equipment

Resources will be sought by the Association to:-

- a. Provide VDUs with a detachable and adjustable screen, i.e. in height, swivel etc, to allow for the individual preference of the operator.
- b. Provide computer cleaning supplies.
- c. Provide a wrist and foot rest sat each workstation.
- d. Provide keyboards which are separate from screens.
- e. Provide anti glare screens, where direct light cannot be prevented from falling on the screen.
- f. Provide adequate workstation space.

7.4 Maintenance

The Resource and Social Centre Manager should hold copies of manufacturers' detailed instructions on the maintenance of machinery, and will ensure that maintenance contracts are adhered to and, where appropriate, renewed.

7.5 Eye And Eyesight Tests

Where a member of staff/volunteer is experiencing eyesight problems attributable to their work with VDUs she/he will be entitled to have an eyesight test paid for by SHIVA CULTURAL AND COMMUNITY CENTRE.

Where a test shows that as a result of work with VDUs a member of staff/volunteer needs to purchase special corrective appliances (usually glasses) the Association will pay for these. This excludes those normally used for purposes other than work with VDUs.

7.6 WRULDS/RSI

Work Related Upper Limb Disorders (also known as Repetitive Strain Injury) are often associated with keyboard work. It is the intention of SHIVA CULTURAL AND COMMUNITY CENTRE, by following best advice to provide VDU/keyboard equipment and furniture which help prevent the development of these musculoskeletal disorders. staff/volunteers, however, should contribute to their own safety and welfare by:

- a. Avoiding sitting in the same position for long periods.
- b. Adjusting equipment and furniture to appropriate/comfortable positions.
- c. Taking a rest break from VDU work (at least 10 minutes away every hour) by doing some other work.

SECTION 8

Risk Assessment

(The Management of Health and Safety at Work Regulations 1992)

The purpose of a risk assessment is to help the Association determine what measures should be taken to comply with the employer's duties under the "relevant statutory provisions". This phrase covers the general duties in the various acts and regulations (including The Management of Health and Safety at Work Regulations associated with the Health and Safety at work Act).

The risk assessment will be carried out in accordance with the above regulations, by a designated 'competent' staff member.

The risk assessment will involve identifying the hazards present in any undertaking (whether arising from work activities or from other factors e.g. the layout of the premises) and then evaluating the extent of the risks involved taking into account whatever precautions are already being taken.

- a. A hazard is something with the potential to cause harm (this can include substances or machines, methods of work and other aspects of work).
- b. A risk expresses the likelihood that the harm from a particular hazard is realized.
- c. The extent of the risk covers the population, which might be affected by a risk, i.e. the number of people who might be exposed and the consequences for them.
- d. Risk therefore reflects both the likelihood that harm will occur and its severity.

The Association will monitor, review and if necessary modify their risk assessments, annually or when necessary to comply with changes.

Every employee and volunteer has the right to be given all available information with regard to the risk assessments carried out by the Association.

Persons who deliberately ignore the Association's instructions with regard to the risk assessment in such a manner as to injure or present possible injury to health will be in all cases subject to the Association's disciplinary procedure and, in the event of actual injury, possible prosecution.

The duties under the above regulations are implicit upon sub-contractors, students placed with sub-contractors have the same rights in respect of information, protection and training.

SECTION 9

Manual Handling

(Manual Handling Operations Regulations 1992) Where the risk assessment carried out under The Management of Health and Safety at Work Regulations 1992 indicates a possibility of injury from manual handling operations but the conclusion reached is that the avoidance of the operation is not reasonably practicable, a short specific assessment will be made by the Association. The extent to which this further assessment will need to be pursued will depend on the circumstances.

The assessments will be carried out in accordance with the above Regulations. Manual handling training will be provided where manual-handling activities cannot be avoided.

Employees and volunteers must understand and always employ the correct methods of manual handling. In cases of doubt, advice should be sought from your Manager or Senior Volunteer.

More than a quarter of the accidents each year reported to the enforcing authorities are associated with manual handling - the transporting or supporting of loads by hand or by bodily force. The most commonly resulting in a sprain or strain, often the back is most affected either immediately or after a period of time.

9.1 Employ these simple safety hints:

1. Get help if the load is awkward or beyond your capacity.
2. Look for sharp edges, projecting nails, glass, crockery, wire or splinters

9.1 When planning the lift you must:

1. Ensure no obstructions are in your path.
2. Make sure you can see over or round the load when carrying it see that there is sufficient space where the load is to be placed.

9.2 Always follow the rules of lifting:

1. Stand close to the load, feet slightly apart.
2. Tuck in chin, bend the knees keeping back straight (not necessarily vertical).
3. Elbows as close to the body as possible and grip the article using the palm of the hand and roots of the fingers.
4. Straighten the knees and lift by easy stages if necessary, floor to knee - knee to carrying position.
5. Reverse the lifting method when setting the load down do not change your grip when carrying loads.
6. When working with a lifting group take instructions from one person.
7. Wear personal protective wear if it is a hazardous manual handling operation.

SECTION 10

Accident Reporting

It is the duty of all employees/volunteers to record all accidents arising out of, or in connection with work, however slight, that results in injury to the person (including as a result of physical violence) or a member of the public is killed or taken to hospital. An entry, as detailed as possible, must be made in the Accident Book, by or on behalf of the person injured. It is in the interests of the person injured that he/she checks the recorded details for accuracy as soon as possible.

Further notification and reporting and recording procedures are required under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR 95) in the event of any of the following:

1. Fatal accidents.
2. Major injury accidents\conditions.
3. Dangerous occurrences.
4. Accidents causing more than 3 days incapacity for work.
5. Certain work-related diseases.

SECTION 11

Safety Surveys And Hazard Reporting

Safety Surveys

Employees and volunteers have a responsibility for the Health, Safety and Welfare of others at the place of work-

Surveys take place monthly and reports are compiled for the Management Committee.

The survey should be a **complete** inspection of the premises, and any safety hazards clearly recorded. Employees and volunteers must understand that they should not wait for surveys to take place before reporting anything unsafe, but should report and deal with the matter in the recommended manner.

It is the responsibility of the Health and Safety Officer or person acting in that capacity to take steps to remove the safety hazard and, when this has been done, record it on the survey sheet.

SECTION 12

General Safety

Never stand on chairs or other furniture. Do not clean broken windows. Do not polish floors, even if requested to do so. Always mop up spillages. Do not leave things lying on floors and stairs, which could cause injury. Do not overfill kettles. The element should be covered; otherwise the water may spill out when boiled.

12.1 Electricity and Gas

- a. Do not interfere with gas or electrical appliances. Report any possible faults to your immediate superior.
- b. If you smell gas, report it immediately, do not attempt to investigate yourself. Do not change electric plugs, light switches etc.
- c. If you think wiring or appliances seem to be faulty or dangerous do not use them.

12.2 Cleaning Materials

- a. All cleaning materials are chemicals. They should be used with care, only after reading the instructions for use and in accordance with instructions received, taking the necessary protective and preventative measures.
- b. **Never** mix cleaning materials or use for any other purpose than that for which they are intended.

12.3 General Safety/Conduct

- a. Ensure you know the correct way of doing your job; if in doubt, ask your immediate superior.
- b. Report any faults or hazards immediately.
- c. You must understand the fire routine - what to do; where to report; the route to take, where the fire points are.
- d. Keep all gangways, doors and exits clear.
- e. Remove from the floor all mobile equipment not in use.
- f. Ensure that all utensils, supplies, machinery and equipment are properly stored.
- g. Keep floors clean and dry. Wet floors can be dangerous to all.

- h. Maintain the standard of personal hygiene necessary for health and good public relations.
- i. Ensure **that the working area is safe for all persons** - if not, report the hazard or potential hazard to your immediate superior
- j. Access should be adequate and free from danger.
- k. Food handling areas, fixtures, fittings and equipment should be safely maintained.
- l. Fire exits must be kept clear.
- m. Fire equipment must be available for immediate use.
- n. First Aid equipment should be available. You should know where the First Aid equipment is kept, and what to do in the event of an accident or injury, to yourself or any other person.
- o. Lighting should be adequate, and properly maintained.
- p. Floors, passages, stairs etc should be in good condition and free from obstruction.
- q. Electric cables, or other trailing wires are a hazard and should be removed.

SECTION 13

Food Stock And Storage Areas

Keep foodstuffs away from sources of contamination; do not place uncovered foods next to open windows, ventilators or heaters.

Frozen foods must be stored according to the manufacturer's instructions.

You must ensure that:

1. Frozen foods are cooked according to the manufacturer's instructions. All foodstuffs are clean and safe for consumption.
2. The foodstuffs that have a specific consumption date are used before that date has expired.
3. All equipment used in food preparation is thoroughly clean and not chipped or cracked.
4. That preparation areas are kept clean at all times.

REMEMBER THAT the highest standards of hygiene must always be observed **in the preparation of foodstuffs.**

Food hygiene certificates are the minimum standard for food handlers/preparers.

SECTION 14

Stress Management

Stress Management

Stress at work is a serious issue: workers can suffer severe medical problems, which can result in under-performance at work, and cause major disruptions to the organisation. Throughout the UK 90 million working days each year are lost as a result of stress, costing employers £1.3 billion. (*TUC/Dept of Health*). Stress is a workplace hazard that must be dealt with like any other. Thus the responsibility for reducing stress at work lies both with employer and employee.

<p>Context: Organisational function and culture</p>	<ul style="list-style-type: none"> ▪ Poor task environment ▪ Lack of definition of objectives ▪ Poor problem solving environment ▪ Poor development environment ▪ Poor communication ▪ Non supportive culture
<p>Role in organisation</p>	<ul style="list-style-type: none"> ▪ Role ambiguity ▪ Role conflict
<p>Career development</p>	<ul style="list-style-type: none"> ▪ Career uncertainty ▪ Career stagnation ▪ Poor status/status incongruity ▪ Poor pay ▪ Job insecurity and redundancy ▪ Low social value of work
<p>Decision latitude/control</p>	<ul style="list-style-type: none"> ▪ Low participation in decision making ▪ Lack of control over work ▪ Little decision making in work ▪ Overload of decision making
<p>Interpersonal relationships at work</p>	<ul style="list-style-type: none"> ▪ Social or physical isolation ▪ Poor relationships with superiors ▪ Interpersonal conflict and violence ▪ Lack of social support
<p>Home/work interface</p>	<ul style="list-style-type: none"> ▪ Conflicting demands of home and work ▪ Low social or practical support at home ▪ Dual career problems

<p style="text-align: center;">Contents:</p> <p style="text-align: center;">Task design</p>	<ul style="list-style-type: none"> ▪ Poorly defined work ▪ High uncertainty in work ▪ Lack of variety, or short work cycles ▪ Fragmented or meaningless work ▪ Under-utilisation of skill ▪ Continual exposure to client/customer groups
<p style="text-align: center;">Workload/pace/schedule (quantitative/qualitative)</p>	<ul style="list-style-type: none"> ▪ Inflexible work schedule ▪ Unpredictable work hours ▪ Long or unsocial work hours

The Health and Safety Executive has identified the following primary causes of stress at work. SHIVA CULTURAL AND COMMUNITY CENTRE will do all it can to eradicate problems relating to stress at work. In particular:

- a. Ensure close employee involvement, particularly during periods of change.
- b. Give opportunities for staff to contribute in the planning and organisation of their own jobs.
- c. Ensure staff/volunteer(s) have work targets that are stretching, but reasonable.
- d. Implement effective policies and procedures for dealing with bullying and any form of harassment
- e. Encourage good communications between staff and management.
- f. Promote the maintenance of a supportive culture in the workplace.
- g. Where appropriate, take into consideration an employee's personal problems/problems at home.
- h. Ensure employees avoid working long and unsocial hours.

SHIVA CULTURAL AND COMMUNITY CENTRE will ensure that all policies, working practices, conditions of employment etc. do not contradict with the above statement. The following will be observed at all times:

1. Employees should become aware of the causes of stress, and ensure that they do not work in a way which could cause them to suffer an increase in stress, nor cause an increase in stress on others.

2. Employees must respect other members of staff, and ensure that interpersonal conflicts are avoided or dealt with sensibly.
3. Employees must not make unrealistic demands of other workers, by imposing impossible deadlines and/or increasing others' workloads to a level they cannot cope with.
4. Employees should participate with SHIVA CULTURAL AND COMMUNITY CENTRE's intention to maintain a co-operative, supportive workplace environment.
5. If an employee/volunteer is suffering from stress at work, they should discuss this with their manager or senior volunteer at the first opportunity. Where practicable and reasonable, SHIVA CULTURAL AND COMMUNITY CENTRE will seek to provide assistance to the employee/volunteer.

SECTION 15

Personal Safety

15.1 Office Security

It is in the nature of SHIVA CULTURAL AND COMMUNITY CENTRE's work that staff or volunteers may, on occasions, find themselves in potentially dangerous situations whilst on SHIVA CULTURAL AND COMMUNITY CENTRE business. The following policy is concerned to minimise the risk to people working or volunteering for at the Association.

1. Where staff/volunteer are dealing with an individual but feel uneasy about being alone with him or her they have the right to refuse to make an appointment or give access if it would put them in that position. In these situations, SHIVA CULTURAL AND COMMUNITY CENTRE's Management Committee will put their trust in the feelings of the worker.
2. All windows and entry doors will be lockable.

15.2 Prevention Whilst Away From Normal Workplace

- a. Staff/volunteer who are going to be away on SHIVA CULTURAL AND COMMUNITY CENTRE business should make it clear to other staff/volunteer where they will be, how long for and how they can be contacted.
- b. If in the course of a trip away from the office plans change significantly, this should be communicated back to the office.
- c. Staff/volunteer should make clear who they wish to be informed (outside of work) in the event of an emergency and how they can normally be contacted.
- d. SHIVA CULTURAL AND COMMUNITY CENTRE will keep a personal alarm for use by staff/volunteer.

15.3 Prevention Whilst Holding Or Carrying Money Or Valuables

- a. Staff who carry money for SHIVA CULTURAL AND COMMUNITY CENTRE have the right to be accompanied by another person.
- b. Large amounts of cash, over and above petty cash should not be kept on SHIVA CULTURAL AND COMMUNITY CENTRE (Resource and Social Centre) premises.
- c. Visits to the bank should not be at a regular time.
- d. Under no circumstances should staff put themselves at risk on account of SHIVA CULTURAL AND COMMUNITY CENTRE's property. If money is demanded with threats it should be handed over.

15.4 Personal Awareness

There are lots of things we already do that keep us safe, but becoming more aware of our surroundings puts us in control of our environment. The following steps are recommended to SHIVA CULTURAL AND COMMUNITY CENTRE staff/volunteers as being helpful:

15.5 Whilst Out And About:

1. **Trust your intuition and listen to your feelings.** If you sense something is wrong, it probably is. Acting on intuition may prevent an aggressive situation.
2. **Be prepared.** Do you know whom to contact and what to do if a difficult situation arises? Find out and if there is no one designated, ask for a supervisor or manager to be nominated.
3. **Be observant.** Notice everything around you - exit doors, telephones, windows, sources of help. This will make you more aware of your surroundings and help you escape if you need to.
4. **Assess potential risks.** Avoid dangerous short cuts, walk facing the traffic on the street side of pavements, think about where you park your car and remember where you have parked it.
5. **Make sure you have all relevant information with you.** Have you checked to see if there is a known problem with whom you are or where you are going?
6. **Look confident.** "Walking tall" and being aware of your surroundings deters assailants.
7. **Never stay in a situation where you think you may be at risk.** Don't feel you have to stay because of your work. You can see the client, arrange the visit or do the interview again. You can ask a colleague to come in or be with you. Don't be afraid to ask for help.
8. **Be aware of personal space** - yours and others. Encroaching on other peoples personal space can make them aggressive. If other people are too close to you and making you uncomfortable, ask for more space or move away.
9. **Don't get into lifts with people who make you feel uneasy.** If you are in a lift and feel uncomfortable, get out and use the stairs, or wait for another lift. Make sure you know where the emergency button is and stand where you can reach it.
10. **Don't accept lifts in vehicles from people you have no reason to trust.**
11. **Think about what you are wearing,** can you run if you need to?

15.6 In Dealing with Aggression

If you find yourself in an aggressive situation, what can you do?

1. **Try to stay calm** if someone is starting to get angry. Your body language, voice and response can help to defuse a situation. Take a deep breath, keep your voice on an even keel, and try to help.
2. **Offer an angry person a range of options** from which they can choose the one they prefer. They will find it difficult to stay angry.
3. **Do not be aggressive back** - this is how anger can escalate into violence.
4. **Are you the best person to deal with this situation?** Going to get someone else if often helpful particularly if they can solve a problem that you can't.
5. **Get on the same level as the aggressor.** If they are standing so should you. It makes you feel less vulnerable and makes it easier for you to get away or fetch help if necessary.
6. **Keep your balance and keep your distance.**
7. **Do not touch someone who is angry.**
8. **Don't let your escape route be blocked.**
9. **Keep yourself between an escape route and an aggressor** so you can still get away.
10. **If the situation is dangerous, then get away as fast as you can.** Never remain alone with an actively violent person.
11. **If you cannot get away, then scream or use the panic alarm.**

15.7 Reporting And Recording

- a. All incidents of aggression or violence should be reported to management and recorded in the accident book.
- b. Employers have a responsibility to provide a safe working environment. Staff should report any current or potential situation at work which is a threat to personal safety.
- c. Talking about fear and other problems related to aggression or harassment are not marks of failure but good practice. A serious incident, even if it results in no physical harm, may cause feelings of fear, panic or despair which can carry on long afterwards. The management of SHIVA CULTURAL AND COMMUNITY CENTRE recognises this and will be disposed to provide whatever support, counselling or time off work seems appropriate.

SECTION 16

Workplace (Health Safety And Welfare Regulations 1992)

The Association recognizes and accepts its responsibility under Section 2 of the **Health and Safety at Work etc Act 1974** to ensure the health, safety and welfare at work of all its employees and volunteers. This means that if risk to health can be demonstrated the Association will take action to deal with the risk.

To comply with Regulation 25 approved Code of Practice, "prevention of discomfort caused by tobacco smoke". The Association has a no smoking policy within the office

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