



Policy And Procedures For Health And Safety

SIGNED:

Chair of Trustees, Faversham Foodbank

POLICY STATEMENT

Policy Control

Version	Description	Date
1	Health and Safety Policy	
Board Approved		July 2019
For Review:		July 2022

The Faversham Foodbank is a registered charity providing emergency food supplies for the people of Faversham and surrounding villages.

It is the policy of the Faversham Foodbank to develop, operate and maintain our services with due regard to the health, safety and welfare of our staff, volunteers and others persons who may be affected by our activities. We will, so far as reasonably practical, comply with all applicable Health, Safety and Welfare legal requirements and best practice guidelines.

We will continuously work to cost effectively improve our Health, Safety and Welfare performance and in doing so meet the following objectives:

- Maintain a safe and healthy working environment for staff, volunteers, and clients.
- Identify health and safety hazards associated with our work activities and provide adequate controls in order to reduce the risks to an acceptable level.
- Involve and consult with our staff and volunteers on matters affecting their health, safety and welfare and gain commitment to this policy and its implementation.
- Provide work equipment which is safe when used correctly and maintained.
- Ensure the safe handling and use of substances.
- Provide information, instruction and supervision to staff and volunteers.
- Provide appropriate training to all staff and volunteers and ensure that they are competent to carry out their duties and responsibilities.
- Provide systems to minimise the risk of accidents and work-related ill health.
- Provide safe procedures for dealing with emergencies, including the provision of safe accesses and exits.
- Review this policy at regular intervals and revise it as necessary.

The Trustees and Management Team place great value on health, safety and welfare. We hope this level of commitment and responsibility will enable us to achieve an exemplary record of health, safety and welfare within our area of responsibility.

1. MANAGEMENT & ADMINISTRATION

1.1 MANAGEMENT RESPONSIBILITIES

The Board of Trustees of the Faversham Foodbank is ultimately responsible for ensuring that suitable arrangements are in place to effectively discharge the legal responsibilities for health and safety in relation to the operation of the Foodbank.

The Project Manager for the Foodbank will be designated as the Health & Safety Officer and will be responsible to the Board of Trustees for the following responsibilities:

- a) Directing the preparation and review of Health and Safety (H&S) policy and procedures and overseeing their application ;
- b) The preparation of procedures, risk identification and assessments, the development of safe working practices, the provision of H&S information and training and the day to day supervision of H&S matters;

The Health & Safety Officer (Project Manager) will be supported in discharging these responsibilities by the Warehouse Manager, Team Leaders and Management Team, who will oversee the daily supervision of safe working, the assessment of risk, the development of safe working procedures and the reporting of incidents.

1.2 EMPLOYEE AND VOLUNTEER RESPONSIBILITIES

Each has a duty to take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions. All are required to cooperate with management in matters relating to health and safety and to be familiar with the provisions relating to emergencies, fire precautions, first aid, evacuation and safe working.

All have a duty to comply with the H&S Policy and Procedures of the Foodbank and not to misuse or recklessly interfere with anything provided. Failure to do so may result in disciplinary action including dismissal where appropriate.

All are required to report anything they suspect may represent a safety hazard to the Team Leader or the Health & Safety Officer.

Those with a disability or a condition, whether permanent or temporary, which they suspect may represent a potential risk should inform their Team Leader or H&S Officer so that suitable adjustments and safe procedures can be put in place in a timely manner.

1.3 VISITORS

The responsibility for visitors rests with the person that invited them and they should be escorted whenever practical and reasonable. Visitors will be given such fire, safety and evacuation information and training as may be required. Visitors have a duty to comply with the H&S Policy and Procedures of the Foodbank and not to misuse or recklessly interfere with

anything provided. Visitors are to be booked in and out in order that they can be accounted for in an emergency.

2. INFORMATION, INSTRUCTION AND TRAINING

H&S information is widely available from a range of sources including the Health & Safety Executive (HSE) website. Information relating to specific issues which are considered a risk in the Foodbank will be readily available to all working and visiting the Foodbank and displayed prominently where appropriate.

All employees and volunteers at the Foodbank will receive instruction from the H&S Officer, or someone designated by them for the purpose, before using any new equipment provided by the Foodbank in accordance with the manufacturer's instructions. If, subsequently, they are in any doubt about how to use the equipment safely, they are to refrain from doing so until satisfied that they can do so safely.

Initial H&S training covering fire, evacuation and other key safety procedures for all employees and volunteers is to be carried out during induction by the H&S Officer. Training in work processes and related equipment will be carried out by the H&S Officer or another suitably qualified person designated by them. Induction and training records will be kept by the H&S Officer.

3. GENERAL HEALTH & SAFETY PRECAUTIONS

Safety Hazards and Risk Assessments: the Foodbank has carried out risk assessments of the hazards identified in the workplace(s) and has put in place procedures to reduce risk to a reasonable level. Any new activity that may present a hazard is to be reported to the H&S Officer without delay.

Awareness: all employees and volunteers should be aware of H&S matters and contribute to the overall safety of the work environment as well as participating in the risk assessment process.

Clothing & Equipment: the Foodbank will provide all equipment, including safety equipment and clothing necessary to carry out the work of the Foodbank safely. Employees are to use equipment or clothing provided and report any deficiencies promptly to the H&S Officer. No personal equipment can be brought into the Foodbank without the permission of the H&S Officer.

Working Environment: the Foodbank has carried out a full check of the buildings used and ensured they are compliant with current fire safety regulations. Fire safety and evacuation procedures are rigorously implemented with particular attention to fire prevention and the availability of exit and evacuation routes free from obstruction.

Working areas will be designed to ensure adequate space, light, temperature and ventilation for reasonable comfort and safety. Corridors and working spaces will be kept free of rubbish, equipment and cables etc. which might constrain evacuation routes or present a trip hazard.

The Foodbank will, as far as is reasonably practicable and in conjunction with the building's owners, make suitable arrangements and adjustments to ensure safe access to, and evacuation from, the building and to provide appropriate facilities for anyone with disability or anyone requiring special support. Employees or volunteers with specific disabilities will be individually assessed and suitable provision will be made for them to work safely and with dignity.

4. SPECIFIC H&S PROCEDURES

Specific safe working procedures have been developed to address the risks in the working activities of the Foodbank. These are contained in the Appendices to this Policy Statement and are regularly reviewed and added to as required. These procedures currently relate to the following:

- Working with Vulnerable People
- Staff and Volunteer Welfare (including violence, bullying and harassment and lone working)
- Safe Use of Equipment (including Manual Handling & Lifting and Working at Height, Use of Vehicles and Electrical Safety)
- Storage (including Hazardous Substances (COSHH), pest control and food hygiene)
- Fire Precautions and Procedures (Including other emergencies)
- First Aid
- Accident Recording and Reporting

Signed

Chair of Trustees, Faversham Foodbank

Date:

FAVERSHAM FOODBANK – HEALTH & SAFETY PROCEDURES

APPENDIX 1 FIRE PRECAUTIONS & PROCEDURES (including other emergencies)

General Fire Precautions

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.

All visitors are to be escorted while in the building and be booked in and out so that a record is available should an evacuation be necessary.

Fire alarms, detectors and extinguishers are to be checked regularly to ensure they are in good working order. Emergency routes and exits are to be well signed, maintained, illuminated where necessary and kept free from obstructions at all times.

Team Leaders are to be given instruction in the use of fire extinguishers annually.

The fire evacuation plan will be exercised at least once each calendar year and reviewed by the H&S Officer. All employees and volunteers are required to comply with fire evacuation procedures on hearing the fire alarm.

In The Event of a Fire

Any person discovering a fire is to raise the alarm by shouting “fire, fire, fire”, activating the nearest fire alarm call point and call the fire and rescue service by dialling 999 or 112. Small fires should only be tackled if it safe to do so, there is a clear escape route, the appropriate extinguisher is available and the staff member is confident in its use.

Everyone should ensure that all others in their vicinity are alert to the fire and should leave the building by the shortest safe route, closing doors and windows if time permits and assemble at the designated assembly point. People should not delay to collect personal belongings.

On evacuation, the Team Leader will call a roll of all staff and volunteers to establish that all are safely evacuated. They will then liaise with the fire and rescue service on arrival. People can leave the assembly site only when told it is safe to do so by the Team Leader or fire and rescue service.

The H&S Officer will investigate the circumstances of any fire and report the incident to the HSE if required. The H&S Officer will determine whether there are any changes to procedures or working practices required to prevent a recurrence of the incident.

APPENDIX 1 (cont)

Fire Extinguishers

All modern fire extinguishers are red in colour but they are clearly labelled to show their type and the type of fire they are to be used on. Some older fire extinguishers may conform to a different colour code (see table below). The correct type of fire extinguisher should only be used on specific fires as follows:

Type	Colour	Type of Fire
Water	Red	Carbonaceous material (wood, paper, fabric)
Foam	Cream	Carbonaceous material, flammable liquids
Carbon Dioxide (CO2)	Black	Electrical fires, flammable liquids, gases
Dry Powder	Blue	All types

Bomb Alert or Other Terrorist Alert

Although the risk of a terrorist attack is small, the following guidance is given to avoid panic or injury:

- If a threat is received over the phone, the staff member will try to establish the nature of the threat, where and when and any details of the caller that can be discerned;
- Dial 999 or 112 and report the threat to the police;
- Do not panic, inform the Team Leader and remain calm;
- Only evacuate the building if the threat is specific to the building. If so, proceed calmly to the designated assembly point and await instructions.

Last Reviewed January 2019

FAVERSHAM FOODBANK – HEALTH & SAFETY PROCEDURES

APPENDIX 2 SAFE USE OF EQUIPMENT

General

The Foodbank will provide all equipment necessary for employees and volunteers to carry out their tasks. No private equipment may be brought in without the express permission of the H&S Officer who will ensure that it is safe to use and that people are properly trained in its use.

All equipment used by the Foodbank will be registered, maintained in a safe condition and in good repair. Equipment is only to be used for the purpose for which it is designed and used correctly. Employees and volunteers are required to report any defects in the equipment, safety device or personal protective equipment and are not to use defective equipment.

Manual Handling & Lifting

Much of the work of the Foodbank involves lifting and manual handling. Simple rules have been put in place to prevent back injuries due to incorrect lifting or manual handling: all employees and volunteers must

- be given lifting instructions during the induction process in accordance with the HSE guidance “Manual Handling at Work”;
- tell their Team Leader if they have a history of back problems or other injuries that may affect their ability to carry or lift loads;
- not lift heavy items (in accordance with the lifting guide displayed or above 20kg) without sharing the load or using lifting equipment. People can be instructed to work in pairs;
- not lift food boxes or other heavy items above waist height on to shelves;
- use the lifting equipment provided in a safe manner;
- not over-reach or twist even when carrying light weights;
- be shown the manual handling posters which are prominently displayed and used during the induction process;
- take particular care in lifting and moving items from the floor or when unloading/loading vehicles.

APPENDIX 2 (cont)

Working at Height

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 at the Foodbank:

- the mobile step-ladder only must be used to load or remove food boxes from shelves. The steps should be checked before use for any signs of damage;
- all warehouse staff will be trained in these procedures;
- any boxes comprising more than one layer of tins or having an estimated weight in excess of 20kg must not be lifted by one person alone – two working together should lift such loads;
- industrial shelving used for the storage of food should be securely fixed and fitted by an approved contractor and marked and loaded within the safe working load.

If and when a ladder is required to be used, the following will apply;

- only ladders registered and kept by Foodbank staff will be used;
- before use, the ladder will be checked for safety in accordance with the manufacturer's instructions – it will be undamaged and have serviceable rubber footings;
- the ladder is to be returned to the storage areas after use;
- to prevent the ladder slipping, it must be placed securely at an angle of 75 degrees (the base to be 25cm away for every 1m in height);
- no ladder longer than 3m may be used unless fixed securely or held firmly by another person;
- over-reaching and the carrying of loads is to be avoided;

Electrical Safety

Anyone using electricity or electrical equipment must be aware of the danger of electrocution, shock, burns, fire and explosion and precautions must be taken to avoid such risks. The Foodbank has devised reasonable safe working practices for electrical equipment.

APPENDIX 2 (cont)

Fixed systems are to be regularly checked only by appropriately qualified and insured contractors. Employees and volunteers are to report any defect or fault in fixed or portable electrical equipment to the Team Leader who will then isolate the equipment and report it to the H&S Officer.

All fixed and portable electrical equipment is to be registered and be checked for electrical safety annually. Suitable records will be kept of serial numbers, dates of inspections and equipment labelled accordingly. Out of date equipment will not be used.

Electrical overload should be avoided. In principle only one item should be connected to one socket. Extensions should not be used where the potential load exceeds 3kw and, if used, should be routed and secured properly to avoid presenting a trip hazard or being exposed to heat or sharp edges.

Employees and volunteers can contribute to safe working by:

- using equipment only as described in the manufacturer's instructions and with due regard to the safety of themselves and others;
- never using equipment with wet hands and keeping liquids clear of electrical equipment;
- reporting faults promptly to the H&S Officer;
- looking out for potential faults such as worn cables, damage to plugs, exposed wires, overheating and overloading.

In the event of someone suffering an electric shock it is important to take the following steps:

- Turn off the power and isolate the supply if possible. Do not touch the person until this is done. If a live cable is involved use a non-conducting items such as a wooden broom handle to remove the cable from the casualty;
- Call a qualified first aid person to assist with the injured person;
- Seek medical assistance if the casualty is unconscious;
- Cool minor burns with water and cover with a clean cloth or dressing;
- Report the incident to the H&S Officer

APPENDIX 2 (cont)

Use of Vehicles

Vehicles not owned by the Foodbank but being used for purposes connected to the Foodbank are only to be driven by qualified permanent employees or volunteers temporarily authorised by a member of Management Team. The owners of such vehicles should ensure that it is kept clean and in a roadworthy condition and notify their insurers of the purpose for which the vehicle is being used.

Drivers are not to drive under the influence of drink or drugs (including prescribed medication if it can affect the driver's capabilities). Drivers will comply with all legal and road safety requirements and exercise common sense. Drivers will also ensure that loads are properly secured so as to prevent damage or an accident.

Last Reviewed January 2019

FAVERSHAM FOODBANK – HEALTH & SAFETY PROCEDURES

APPENDIX 3 STAFF & VOLUNTEER WELFARE

Lone Working

Employees and volunteers will not be left alone to work in a building. Where this is unavoidable, the following procedures will be implemented:

- another member of staff must be available on the phone and informed of who is working alone, where and how long they will be there;
- the person working alone must have a phone to hand, remain behind locked doors and not allow anyone not known to them personally to enter the building;
- when they leave, or at the planned leaving time, they will contact the other member of staff;
- if there is any risk if danger, call the police and advise your colleague;
- where there are two people working in widely separated areas of the building, they must regularly keep in touch tell the other person when they are about to leave.

New & Expectant Mothers

The Foodbank will comply with all regulations in respect of new or expectant mothers, providing maternity leave, conditions of work, reasonable adjustments to working practices and equipment to preserve the health and safety of both mother and child. In particular:

An individual risk assessment will be carried out to determine what adjustments are required;

Lifting of food boxes or other heavy items by new or expectant mothers will be prohibited.

Work-Related Stress

Although some stress at work might be unavoidable and may even have a positive effect, the Foodbank will take all reasonably practicable 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.

Violence Harassment and Bullying

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.

The foodbank does not accept violence, bullying or harassment of its employees or volunteers under any circumstance and disciplinary action will be taken against any employee or volunteer responsible for such acts. Anyone subject to this is encouraged to report this to their Team Leader, a member of the Management Team or the H&S Officer at the earliest opportunity.

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.

Volunteers and employees should seek to avoid any form of confrontation or argument with clients or members of the public. If someone demands to be given food but does not have a referral voucher from one of the Foodbank's partner agencies, they should be offered guidance on how to obtain one. If they still demand food they should be provided with a voucher by their Team Leader and issued with food in the normal way.

If a volunteer or employee feels physically threatened or uncomfortable in any way they should report their concerns to their Team Leader. If the Team Leader shares the concerns and feels there is a real threat or risk of abuse or violence they should immediately contact the police using the most convenient way possible for example using their own mobile phone, the mobile phone provided by the Foodbank or the landline at the Gospel Mission, or by any other practical means.

Alcohol or substance abuse.

Alcohol, drugs and certain other substances (including medication) may have a detrimental effect on individuals' 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.

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 H&S Officer.

National organisations which can help are:

- Alcoholics Anonymous - 0845 769 7555

- Narcotics Anonymous - 0207 730 0009
- Addaction – 0207 251 5880
- Your GP

Smoking

The foodbank operates a No-Smoking policy throughout its premises and no arrangements are in place to allow, staff, volunteers or visitors to smoke outside.

Waste disposal

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

Last Reviewed January 2019

FAVERSHAM FOODBANK – HEALTH & SAFETY PROCEDURES

APPENDIX 4 WORKING WITH VULNERABLE PEOPLE

These procedures should be read in conjunction with the Foodbank's policy and procedures on Safeguarding.

Every effort should be made to ensure 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 time. Where possible vulnerable staff are not to be left alone with one other person for protracted periods of time.

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. A child should never be left alone with an adult without the specific agreement of the parent. The types of acceptable volunteering are:

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

Last Reviewed January 2019

FAVERSHAM FOODBANK – HEALTH & SAFETY PROCEDURES

APPENDIX 5 FIRST AID

It is the responsibility of the H&S Officer to maintain adequately stocked first aid boxes. These are located in the first floor store at the Gospel Mission and at the Macknade Store. Staff and volunteers should notify the H & S Officer if they become aware of a first aid box being lost, removed or missing any supplies.

All personnel are to familiarise themselves as to their location and the list of First Aid qualified personnel. The H&S 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.

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 Team Leader and H&S Officer

The first person providing first aid:

- Carry out first aid until help arrives
- Advise ambulance staff what happened and what treatment was given

The Team Leader should record the incident in the accident book and report the accident to the H & S Officer if appropriate. The H & S Officer should then report the accident in accordance with RIDDOR.

Last Reviewed January 2019

FAVERSHAM FOODBANK – HEALTH & SAFETY PROCEDURES

APPENDIX 6 STORAGE AND SAFETY

Food Storage & Hygiene

Food collected by the foodbank is for the provision of emergency food for people in crisis or for other charities providing food (including 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 District Council EHO.
- 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.

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.
- Staff and volunteers should immediately report any signs of rodent activity to the Team Leader or H & S Officer enabling a pest control company to be employed to take any necessary action. “Granular” rat poison is to be laid only upon the specific instructions of the pest control company. If it is used, foodbank staff and volunteers must be warned of the poison and advised not to touch it due to the risk involved.

Cash

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

- Staff should not resist theft if there is a risk of violence.
- Any Foodbank cash should be kept in a lockable box or till, and removed to a safe overnight prior to banking.
- Only small floats should be kept in till or cash boxes.

- Cash to bank runs should be done by 2 people if the amount exceeds £100.00 in cash.

Hazardous Substances and COSHH Regulations

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 H&S Officer.

Last Reviewed January 2019

FAVERSHAM FOODBANK – HEALTH & SAFETY PROCEDURES

APPENDIX 7 ACCIDENT RECORDING AND REPORTING

Reporting of accidents, near misses or serious incidents

All accidents or near misses are to be reported to the H&S 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 with 10 days.

All accidents resulting in injury should be entered in the accident book which is kept on the premises.

Last Reviewed January 2019