



Policy and Procedures for Health and Safety

Signed:

A handwritten signature in black ink, appearing to read "Dominic Deeson", with a horizontal line extending to the right.

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Chair of Trustees
Faversham Foodbank

Registered Charity Number: 1158413

Policy Control

Health and Safety Policy Version 2

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The Faversham Foodbank is a registered charity providing emergency food supplies to 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
- access 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.

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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. This includes the preparation and reviewing of the Health and Safety (H&S) policy and procedures and monitoring their application.

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

- Ensuring the policy and procedures are applied
- The preparation of 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 and Safety Officer (Project Manager) will be supported in discharging these responsibilities by the Assistant Project Manager and Team Leaders, who will oversee the daily supervision of safe working, the assessment of risk, the development of safe working procedures and the reporting of incidents.

The Assistant Project Manager is the Responsible Person for Fire Safety.

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 co-operate 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.

Employees and volunteers are to sign in and out in order that they can be accounted for in an emergency.

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 sign 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 and 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

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 employees, volunteers and visitors are sign in and out and be booked in so that a record is available should an evacuation be necessary.

All visitors are to be escorted while in the building.

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.

Appropriate fire extinguishers should only be used to clear an escape route to ensure people can leave the building as quickly and as safely as possible.

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 Project Manager/Assistant Project Manager will call a roll of all staff and volunteers to establish that everyone is 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 Project Manager/ Assistant Project Manager, 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.

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. The correct type of fire extinguisher should only be used on specific fires as follows:

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 threat

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 person receiving the call 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 Project Manager/Assistant Project Manager 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.

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 and 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. People can be instructed to work in pairs
- not over-reach or twist even when carrying light weights
- be shown the manual handling posters which are prominently displayed during the induction process
- take particular care in lifting and moving items from the floor or when unloading/loading vehicles.

Working at height

Loading or removing food from 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

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

- only ladders which are the property of the Foodbank 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 put away so it does not cause an obstruction, or is a trip hazard
- 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.

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 Project Manager/Assistant Project Manager 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

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 they are kept 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.

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 and 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 workplace.

Violence, harassment and bullying

All reasonable security precautions must 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 a member of staff, or a Team Leader, 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 the 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 a volunteer or employee feels physically threatened or uncomfortable in any way they should report their concerns to a member of staff or a Team Leader. If the staff member/ Team Leader shares the concerns and feels there is a real threat or risk of abuse or violence they should immediately contact the police.

Also see the Foodbank's **Sexual Harassment** and **Safeguarding** policies.

Alcohol or substance abuse

Alcohol, drugs and certain other substances (including medication) may have a detrimental effect on an 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 your reactions, 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.

Organisations which can help are:

| | |
|----------------------|--|
| Alcoholics Anonymous | 0800 917 7650 help@aamail.org |
| Narcotics Anonymous | 0300 999 1212 helpline@ukna.org |
| The Forward Trust | 01843 233 600 or 0300 123 1186 |

Smoking

The Foodbank operates a No-Smoking policy throughout its premises.

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