

# Health and Safety Policy

## Our Commitment

A New Direction exists to generate opportunities for children and young people.

We are committed to operating in a way that ensures, as far as it is reasonably practicable, the health and safety of everyone who works for or with A New Direction, including our staff, participants, practitioners, visitors, contractors, and others who may be affected by our activities.

AND will comply with its duties towards you under the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, so far as is reasonably practicable, in order to:

- provide equipment and systems of work that are safe and without risks to health, and a safe place of work
- ensure the safety and absence of risk to health in connection with the use, handling, storage, and transport of articles and substances
- provide information, instruction, training, and supervision as may be necessary to ensure the health and safety at work of its employees
- make regular risk assessments available to employees
- take appropriate preventive/protective measures
- appoint competent personnel to secure compliance with statutory duties and undertake reviews of the policy as necessary

Everyone who works for A New Direction is expected to read and adhere to this policy and commits to doing so as part of their employment contract.

This policy has been prepared in compliance with Section 2(3) of the Health and Safety at Work etc. Act 1974 and binds all staff and visitors.

<b>Policy Lead(s):</b>	Facilities Manager, Senior People and Operations Manager		
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## **I. Purpose**

**The health and safety of our staff and those who engage with our work is important to us;** this document outlines how A New Direction will ensure the well-being and safety of everyone who works for or with us (our procedures and processes). It also details our responsibilities for maintaining our workspaces and related building safety and maintenance procedures.

We aim to provide and maintain safe and healthy working conditions, equipment, and systems of work for all our employees and to provide them with the necessary information, instruction and training to achieve this.

We are committed to ensuring that our work and premises do not harm anyone, including employees, visitors, the public, contractors, and freelance workers.

We will operate A New Direction in a way that minimises health and safety risks to everyone employed by us or engaging with our work. Where such risks exist, we will inform everyone affected and take all reasonable steps to address them.

We recognise the importance of planning for health and safety, having appropriate arrangements for implementing this policy, and regularly monitoring and reviewing the standards of health and safety performance.

This policy complies with the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999, and associated protective legislation, both as an Employer and a Company. It applies to all staff and visitors.

**The management of A New Direction's health and safety is overseen by A New Direction's Board of Trustees.**

We will seek expert advice when necessary to identify health and safety risks and determine measures required to guard against them. This policy has been produced following guidance from the Health and Safety Executive (HSE) and external consultation with '4site'.

## **Duty of Care**

The duty of care is a general legal duty on all individuals and organisations to avoid carelessly causing injury to persons. It requires everything 'reasonably practicable' to be done to protect the health and safety of others at the workplace.

A New Direction has a duty of care as an employer to provide a safe and healthy work environment, and everyone working for or with A New Direction has a duty of care to support this and avoid causing or risking injury to others.

A more detailed definition of A New Directions Duty of Care can be found in Appendix 1.

## **Other relevant policies and procedures**

A New Direction also has complimentary Policies in place that support the general wellbeing and safety of its staff, these include but are no means limited to:

- Safeguarding CYP Young Adults Policy
- DBS Enhanced Disclosure Check Policy
- Sickness Absence Policy
- Compassionate Leave Policy
- Maternity Leave Policy
- Wellbeing Policy
- Lone Working Policy
- Drugs and Alcohol Policy
- Dignity and Work Policy

## **2. Responsibility for Health and Safety**

### **Shared Responsibilities**

Everyone who works for or with A New Direction has a responsibility to help ensure an environment that adheres to this policy and supports our commitment to the health and safety of everyone who engages with our work or spaces.

#### **All A New Direction staff:**

- Must read and adhere to this policy.

- Take reasonable care of their own health and safety and report any health and safety concerns.
- Must cooperate with the designated members of staff to enable A New Direction to carry out its health and safety duties.
- Will be briefed on health and safety procedures as part of their induction to the organisation and provided with relevant training throughout their employment.
- Has agreed to comply with their individual duties under both the Health and Safety at Work Act and the Management of Health and Safety at Work Regulations 1999, as part of their contracts of employment. Non-compliance may lead to dismissal in the case of serious breaches or repeated breaches.

### **Everyone engaging with A New Direction:**

Everyone who engages with our work or spaces, including our participants, visitors, contractors, and others who may be affected by our activities, should:

- Cooperate with our Facilities Manager on all health and safety matters
- Take reasonable care of their own health and safety
- Report any health and safety concerns to our Facilities Manager

## **Management structure for health and safety duties**

### **Trustees:**

A New Direction's Board of Trustees hold ultimate responsibility for health and safety. The Board delegates specific functions and roles to members of the A New Direction team as outlined below.

### **Internal Health and Safety Lead:**

A New Direction's internal health and safety lead is our Facilities Manager. You can contact him by email [Felix.y@anewdirection.org.uk](mailto:Felix.y@anewdirection.org.uk) or by phone 07577615933

The Facilities Manager has responsibility for the day-to-day health and safety issues relating to the office environment, and everyone who works for or with A New Direction.

The Facilities Manager is responsible for:

- The day-to-day monitoring and implementation of the Health and Safety policy.
- Acting as A New Direction's internal Fire Safety lead, lead First Aider, monitoring Risk Assessments and Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, commonly known as RIDDOR, and taking on other specific roles related to the Health and Safety procedure as required.
- The upkeep of building related safety procedures including fire safety, electrics monitoring and general building maintenance.

### **Directors:**

- The Chief Executive has been delegated with the management of health and safety issues for the organisation.

- A New Direction's Directors are responsible and accountable for the day-to-day management of A New Direction.
- The provision of financial resources required for all aspects of health and safety is the responsibility of the Director of Finance, after consultation with the relevant Directors.
- Human resources will be allocated as necessary and usually via the Directors or Senior People and Operations Manager

**Senior Managers:**

- Senior Managers have responsibility for ensuring adequate health and safety provisions are incorporated into the planning and delivery of all external programmes for which they are responsible.
- Ensuring that their teams have read and understood this policy and completed any relevant health and safety training.

**Everyone who works for A New Direction:**

- All A New Direction staff are required to read and adhere to this policy.
- A New Direction will ensure that all staff are briefed on health and safety procedures as part of their induction to the organisation and provided with relevant training throughout their employment.

You have agreed, as part of your contracts of employment, to comply with your individual duties under both the Health and Safety at Work Act and the Management of Health and Safety at Work Regulations 1999 and to co-operate with the designated members of staff to enable AND to carry out their health and safety duties under the act.

Failure to comply with health and safety duties, regulations, work rules and procedures regarding health and safety, on the part of any employees, may lead to dismissal in the case of serious breaches or repeated breaches; such dismissals may be instant and without warning.

**Everyone who works or engages with A New Direction:**

Everyone who engages with, or may be affected by, our work or spaces should:

- Cooperate with our Facilities Manager on all health and safety matters
- Take reasonable care of their own health and safety
- Report any health and safety concerns to our Facilities Manager

The provision of financial resources required for all aspects of health and safety is the responsibility of the Director of Finance, after consultation with the relevant Directors.

**Information, Instruction and Training**

All employees receive induction training on commencement of work at A New Direction. This is the responsibility of the Facilities Manager and will include:

- Basic health and safety awareness
- Role of risk assessment; seeing a copy of the risk assessment for their area and questions answered about it

- Fire safety, precautions, housekeeping, evacuation, firefighting
- Electrical safety - basic dos and don'ts
- Working from ladders or at heights - dos and don'ts
- First aid provision
- Reporting accidents
- Safety of visitors
- Reporting problems
- Employees legal responsibilities for health and safety

Refresher training will be given to staff at intervals set by Directors or Senior Managers.

Senior Managers should inform the Facilities Manager when there are other needs for health and safety training in their areas (e.g. use of ladders, tower scaffolds, work at heights, dangerous machinery).

### **3. Working Safely Together**

Everyone who works for or with A New Direction has a responsibility for contributing to a safe working environment. This includes:

- Following all the health and safety guidelines, procedures and reporting requirements outlined in this policy
- Keeping desk surfaces clear and tidy.
- Keeping workplace floors and surfaces clean and tidy
- Ensuring that any leads for phones, lamps or equipment are arranged safely and not allowed to trail across floors and become a trip hazard

### **Our Workspace**

Maintaining cleanliness and hygiene is important for a comfortable and safe working environment.

- Floors, corridors, and stairs should be kept clear of litter or obstructions, litter bins and storage cabinets are provided for this purpose.
- Specific bins are provided in our spaces for General Rubbish, Dry Mixed Recycling, Food Waste collection & Glass.
- Broken glass or other dangerous items must be placed in the appropriate bin.
- The Facilities Manager should be notified of any larger waste for disposal.
- A New Direction engages an external contractor who ensures our buildings are cleaned daily to prevent a build-up of bacteria and waste.

### **Security**

Ensuring the security of our premises is essential for the safety of everyone.

- The doors downstairs at Good Growth Hub must be kept closed at all times, with access using a key fob, or via the buzzer only.
- When answering the buzzer, always ask who is buzzing and who they are here to see. If the person gives an answer that sounds suspicious or refuses to

answer the question, access to our building should be denied and the Hackney Bridge Building Manager should be contacted.

- A sign in sheet is kept at the front door to keep track of the names of those who come in and out of our space.

## **Working with contractors**

A New Direction engages with contract workers in a variety of ways, which may include maintenance work, servicing, cleaning, and catering.

### **Before engaging a contractor**

A New Direction must approve all contractors before they undertake any work using the **individual contractor and non-employee vetting procedure**. Contractors' references and qualifications will be checked prior to commencement of any work on site, and they must be able to be easily identifiable for A New Direction staff either by uniform or security badge.

### **Expectations of contractors**

All contractors are expected to observe the same high standards as our employees. To support this, contractors working in our buildings must be provided with a briefing before they begin, to include:

- Fire exits and assembly points
- The competent person or staff who are responsible for fire safety and evacuation.
- Significant hazards within the buildings and the finding of the risk assessments on those hazards. They are to be given copies of and to provide the relevant risk assessments.
- Accident reporting system

If contractors are doing maintenance work in spaces run by A New Direction, then a Method Statement and Risk Assessment will be needed to be provided by the contractor.

## **Working with other users of our space**

A New Direction regularly welcomes people who are not our employees into our spaces, including programme participants, partners, visitors, and others.

It is important that everyone working in our spaces is informed of relevant health and safety procedures in place, relevant to the nature of the way and frequency with which they are using our space.



### **Non-employees working regularly in our buildings**

All non-employees working regularly in our buildings must receive a briefing about working safely in our space, informing them of essential health and safety procedures and our expectations. This briefing should include:

- Details of fire alarms,
- Evacuation procedures escape routes and assembly points
- Identification of the competent persons to lead evacuation procedures
- The relevant risk assessments for the areas in which they are working.

### **Running a large meeting, programme, or event in our spaces**

If you are running a large meeting, programme or event of more than 10 people in our spaces you must ensure you include a basic health and safety briefing to attendees, including the information outlined above – even if it's a one-off activity.

There is a standard PowerPoint slide that you can use [here](#): [A New Direction Staff Intranet](#).

### **External hires**

External hires must be given all necessary Good Growth Hub H&S information. In return they must provide a risk assessment to show they have adequately thought of and mitigated all risks associated with their hire.

All external hires will be staffed by AND's freelance Event Assistants who will fulfil the role of Fire Marshal, Evac Chair users & First Aiders for the hire.

## **4. General Health and Safety Arrangements and Procedures**

### **Risk Assessments**

#### **What is a risk assessment?**

Risk assessments are the means of:

- establishing what hazards there are in our work
- deciding the level and nature of the risk, and
- deciding what action, if any, we should take to deal with the risks in an adequate way.

#### **General risk assessments**

Risk assessments have been carried out for all our activities at A New Direction's workspace. Records are kept, and dates set for review.

The Facilities Manager is responsible for keeping these assessments under review and following up any actions required to see that they have been dealt with in correspondence with the Directors.

### **Additional activity specific risk assessments**

Any planned programming or activity that is beyond the day-to-day activity listed above requires an individual activity specific risk assessment. The Senior Manager or Programme Lead for the planned activity is responsible for ensuring this is correctly completed and is signed off by the Facilities Manager & team director.

### **Example reasons for individual Risk Assessments include:**

- If an event is held outside of A New Direction's workspace.
- The event being open to the public and highly likely to reach or exceed (10% difference) the recommended maximum capacity of our workspace.
- There is a registered disabled person attending.
- There are under 18's attending.
- The use of 'high risk' materials such as flammable or toxic liquid
- The planned activity includes strenuous physical activity such as theatre/performance/sports, the installation of sculptures/large objects/major physical space alterations.
- If an employee needs to drive, work at height, or work away from their usual working environment such as abroad.

### **Maternity risk assessments**

If you are pregnant A New Direction will conduct a risk assessment to ensure you have the correct workstation set up for your working environment.

## **Display Screen Equipment (DSE)**

As an employer, A New Direction must protect our workers from the health risks of working with DSE, such as PCs, laptops, tablets, and smartphones.

### **A New Direction will do this by:**

- Conducting workstation assessment, which include DSE, for all employees and homeworking risk assessments for those that complete some or all of their working hours from home.
- Reducing risks, including encouraging workers take regular screen breaks.
- Reimbursing eye tests annually and contributing towards the cost of prescription glasses if required as outlined in our [Eye Test Policy](#).
- Providing relevant information and training for workers about working safely with DSE.
- Making sure all employees are aware of how to report problems, share concerns and request support.

These processes comply with, and extend beyond, the Health and Safety (DSE) Regulations which outline employers' legal obligations relating to DSE.

### **Raising concerns or sharing changed circumstances**

If you have any issues, feel discomfort or pain, or have had a consistent change in your circumstances (including pregnancy, developing or having epilepsy, or developing other health concerns) then in the first instance please raise this with your line manager or the Facilities Manager, who will arrange for a workstation assessment update.

## **Electrical Safety**

It is essential that all electrical systems and equipment in our spaces is safe to use and that we all understand and work together to mitigate any risks.

The Electricity at Work Regulations 1989 identify the five main hazards associated with electricity as:

- Electric shock
- Electrical burns
- Fires caused by electricity
- Electric arcing
- Explosions caused by electricity

To avoid these hazards A New Direction does the following:

- Carrying out inspection and preventative maintenance, including testing of portable appliances (PAT test)
- Users being able to carry out a simple user check for signs of damage
- Sharing information about electrical safety to A New Direction employees

## **Inspection and Preventative Maintenance**

The Facilities Manager will arrange for A New Direction's electrical appliances to be PAT tested by a registered contractor every year, in line with the law and guidance from the Health and Safety Executive, and keep a record of all testing, which will be stored indefinitely.

## **Portable Electrical Equipment**

Portable electrical equipment is an appliance with a lead (cable) and plug which can be moved around easily from place to place e.g., heaters, fans, photocopiers, laminators, laptops, and desk lamps. This also includes extension leads and adapters.

Any appliance provided by A New Direction is safe to use if it has a valid, signed and dated PAT test inspection label attached.

**Staff should not use their own electrical equipment in the workplace**, for example personal kettles, coffee machines, laptops, mobile phone chargers or heaters. If you need to use personal electrical equipment in the workplace, you must receive the approval of the Facilities Manager beforehand.

## **User Checks**

You can help us ensure that all portable electrical equipment is safe by completing some simple visual checks for physical external damage to the leads and plugs for appliances that are regularly moved.

### **You should look for:**

- Damage to the plug or pins
- Damage to the cable covering or taped joints
- Signs that the cable is pinched between surfaces
- Staining marks
- Lose cable i.e., cable not being gripped where it enters the plug or the equipment, or the coloured insulation of the internal wires are showing
- Damage to the outer cover of the equipment or obvious loose parts or screws

Any damage or faults should be reported immediately to the Facilities Manager who will remove or disconnect the faulty appliance and clearly label the item '**do not use**'.

You **must not** attempt to repair a plug, cable, or appliance yourself.

## **Health and Wellbeing**

### **Accidents and ill health**

While A New Direction does everything reasonably practicable to create a safe and healthy working environment, accidents and illness do happen.

Under UK Health and Safety Law, A New Direction is required to report and keep a record of certain injuries and incidents.

Keeping records also helps A New Direction to identify patterns in the incidence of accidents and injuries and any changes we can make to mitigate this.

A New Direction has a Health and Safety Executive Accident & Incident form which is accessible online via QR code in the First Aid Kit located in the kitchen at GGH.

### **Recording accidents**

All workplace accidents & injuries should be logged using the online Accidents & Incidents form, accessible via QR code in the First Aid box in the kitchen at GGH. The Facilities Manager, in collaboration with the relevant programme, department head, will investigate the cause of the accident or injury and follow up as necessary

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) requires employers to report certain serious workplace accidents, incidents and near misses to the UK's Health and Safety Executive.

The Facilities Manager is responsible for reporting required incidents to the Health and Safety Executive, and you should always make sure to inform them of any occurrence.

## **Emergencies**

All members of staff will call the emergency services when needed, with a line of communication for support at Good Growth Hub which is hierarchised as;

1. State emergency line
2. A New Direction, Facilities Manager
3. The Building Manager at Hackney Bridge (contact details available in [Emergency Contacts document](#))

## **COVID-19 and Seasonal Illness**

To protect against Covid, a good supply of LFTs is kept at Good Growth Hub in the kitchen. On days where employees who have weakened immune systems or are regularly in contact with people with weakened immune systems, come in to work at Good Growth Hub, staff are requested to take a Covid test.

A New Direction offers to reimburse team members for winter flu jabs to protect them from seasonal illnesses.

**Government Guidance:** The government has removed all remaining domestic restrictions in England. The HSE no longer expects every business to consider COVID-19 in their risk assessment or to have specific measures in place. Although the Government and HSE no longer expect COVID-19 control measures, employers must continue to consult workers and their representatives on any changes they make that might affect health and safety, which is why A New Direction has a separate Risk Assessment outlined.

Find the [covid-19 Risk Assessment](#) here.

## **Wellbeing**

It is recommended that when working you take regular breaks every hour to avoid negatively impacting your health and wellbeing.

If you find your wellbeing is negatively affected that you can use Health Assured, A New Direction's Employee Assistant Programme (EAP), and the My Healthy Advantage app, which gives employees access to confidential, round-the-clock support designed to help you deal with personal and professional problems that could be affecting your home life or work life, health, and general wellbeing.

Find out more on the intranet here: [Health Assured - Our Employee Assistant Programme](#).

## **First Aid**

A New Direction, in line with our legal requirements as an employer, are committed to ensuring employees get immediate help if taken ill or injured at work and [adhering to the following HSE guidelines](#).

We will endeavour to always have at least one First Aider present at the Good Growth Hub whilst open to either staff or public for the safety of all.

The Facilities Resources Manager, our Health and Safety lead, is responsible for the day-to-day maintenance of our first aid kits, first aid training, general signage, and the accident book.

### **First aid training**

You can find an up-to-date list of all members of staff who have completed Emergency First Aid at Work (EFAW) Training with the first aid kits at on site at Good Growth Hub on a poster in the stairwells.

EFAW training enables a first-aider to give emergency first aid to someone who is injured or becomes ill while at work, equipping the first-aider to apply first aid to a range of specific injuries and illness.

All new members of the team are given a briefing about first aid and any required training as part of their induction. This information is then repeated on an annual basis for refreshment.

### **First Aid Kits**

We have suitably stocked first aid kits in our workspace, alongside a list of First Aid trained staff members and the closest publicly available defibrillator.

<b>Good Growth Hub</b>
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Good Growth Hub's First Aid Kit <b>is held in the kitchen, which is labelled 'First Aid'</b>
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Our first aid kits contain, at least:

- A leaflet with general guidance on first aid
- Individually wrapped sterile plasters of assorted sizes
- Sterile eye pads
- Individually wrapped sterile triangular bandages
- Safety pins
- Large and medium-sized sterile, individually wrapped, unmedicated wound dressings
- Disposable gloves

Our Facilities Manager is A New Direction's appointed person who is responsible for first aid arrangements and ensuring that our kits are suitably stocked, checked (at least annually) and replenished as required.

### **First Aid and Remote Working**

A New Direction has a flexible working policy and allows employees to work from home when required. As the work is low risk, and generally at a desk, it is only advised a domestic first aid kit is held, which is recommended to all staff.

## **First Aid and our Stakeholders**

While A New Direction works with children and young people, the vast majority of those that we work with physically in our workspace are over 18. EFAW training has been determined as an adequate level of training to welcome those over 18 to our spaces.

When we do work with individuals in our spaces who are seen as a 'greater risk', A New Direction ensures that appropriate additional action is taken. A New Direction ensures that consent is either sought beforehand from the minor's parent or guardian, or that there is an appropriately trained adult present with the disabled person depending on their needs. This often looks like a teacher or support worker arriving with, remaining present and assisting the individual throughout the entirety of the individuals visit to either hub.

If there is a concern of greater hazard or potential for risk of harm, then an individual Risk Assessment is carried out by a relevant Senior Programme Manager with the support of the Facilities Manager, which is then approved or declined by a director when all mitigating circumstances and actions are taken into consideration. This process may identify future needs for training, change in physical space, or different communication, and seen as a learning opportunity for future activities.

## **5. Emergency Health and Safety Arrangements and Procedures**

### **Emergency Contact Document**

In the event of an emergency occurring at work, the most important thing is to call the relevant emergency service as soon as it is safe to do so and request their assistance.

A New Direction's Emergency Contact Document, outlines the core line of communications that staff should use dependent on the severity of the situation.

The Emergency Contact Tree includes contact details for:

- UK National Emergency Services (999 or 112)
- A New Direction Directors (personal numbers for emergency use only)
- Facilities Manager (personal number for emergency use only)
- Relevant building management contacts for our workspace
- Other relevant urgent incident contact numbers, such as the National Grid and UK Flood Line

There is also guidance on steps to consider and information to include when declaring an incident.

There are physical copies of the Emergency Contact Tree next to the first aid box.

It is always important to consider who needs to be informed/contacted about any incident.

Personal numbers should never be saved, and only used in severe situations of need.

### **Staff Emergency Contacts**

You must ensure that you have up-to-date contact details for at least one emergency contact recorded on your account on PeopleHR. These can be accessed by your line manager, the Facilities and Resources Manager and System Administrators.

### **Fire Safety Procedures**

A New Direction carries out annual Fire Safety and Risk Assessments, in line with our legal obligations as an employer, and every time there is a major change in our buildings (e.g. staffing levels or structural alterations). Findings from assessment are used to ensure that adequate and appropriate fire safety measures are in place to minimise risk of injury or loss of life in the event of a fire.

Most fires are preventable, and the key things to identify are what could cause a fire to start, i.e., sources of ignition (heat or sparks), substances that burn, and the people who may be at risk.

To minimise the risk from fire, A New Direction ensures:

- Sources of ignition and flammable substances are kept apart
- Our buildings are kept clean and clear of flammable rubbish
- Fire exits and escape routes are clearly marked and kept unobstructed
- Fire alarm systems are checked weekly and fire drills undertaken twice a year
- The correct fire-fighting equipment is available at our workspace, with clear signage
- Fire blankets are available within or near the kitchen at our workspace for liquid or oil based fires
- Staff receive appropriate training on fire safety procedures as part of their induction
- An appropriate amount of the team receive additional Fire Marshall training and that at least one Fire Marshall is present in our buildings at all times

You can find the full list of current Fire Marshalls displayed in the Good Growth Hub on a poster in the stairwell.

Our workspace sits within a larger building or complex. The legal 'Responsible Person' for the larger building or complex our workspace is located in is:

<b>Good Growth Hub</b>
Sits within larger Hackney Bridge complex.
<b>Contact:</b> Samuel Jevon <a href="mailto:Samuel@hackneybridge.org">Samuel@hackneybridge.org</a>



## **Fire Evacuation Plan**

A New Direction's general evacuation procedure for leaving the hub, or whilst in an external venue is:

- All staff to leave as quickly as possible leaving any belongings behind.
- On site Fire Marshals will conduct a sweep of the building ensuring no one has been left behind, closing windows and doors if possible.
- Upon encountering the fire, the sweep will be abandoned, and Fire Marshals should leave the building via the nearest fire exit, collecting the sign in sheet if possible.
- Once outside all staff will meet at the designated Assembly Point, and the Fire Marshal present will check if there is anyone missing.
- This information will then be immediately reported to the building manager, who in turn liaises with the Fire Brigade.
- Nobody should re-enter the building until confirmation has been given directly by the Fire Brigade or Building Manager.

## **Refuge Points**

Persons unable to use the stairs will be escorted to the stairwells, and those who have been trained in the use of the Evac Chairs will safely bring them down the stairs and lead them to the Assembly Point.

If the person unable to use the stairs cannot, or does not wish to use the Evac Chair, then they must be lead by either a Fire Marshal or the closest member of staff, to the designated refuge point at the top of the stairwells at Good Growth Hub where they will wait for the emergency services. Each refuge point has an intercom with a direct line to the fire brigade so they can communicate what actions, if any, they should take.

Our spaces have a Fire Evacuation Plan, which outlines:

- What fire detection system is in place
- What disabled refuge system is in place
- What evacuation equipment is in place
- The Assembly Point
- Fire Evacuation Procedure
- Disabled & Personal Emergency Evacuation Plan
- Building Reoccupation Procedure
- The hierarchy of decision making in any emergency

You can find Good Growth Hub's Fire Evacuation Plan [here](#).

## **Bomb Threat Procedure**

In the event of a bomb threat, or on discovering a suspect object, you must be ready to assess the risk and react appropriately.

Should you receive a bomb threat or suspect package, pass the information to the Facilities Manager and Directors immediately. The Facilities Manager in

correspondence with the Directors will decide whether it is appropriate to evacuate the building or initiate a search of the building.

The Facilities Manager will give instructions as to the evacuation procedure in the event of a bomb threat. The normal fire procedures may not be used, depending on the location of any suspicious package or bomb threat received.

**If you receive a suspect package:**

- DO NOT IGNORE A SUSPECT PACKAGE - IT IS BETTER TO LOOK FOOLISH THAN BE INJURED.
- Inform the Facilities Manager and Directors immediately - they will contact the police and fire brigade.
- Evacuate other staff from the immediate area.
- DO NOT ATTEMPT TO TOUCH THE OBJECT OR ALLOW ANYONE ELSE TO DO SO.

**If you receive a telephone bomb warning:**

- Allow the caller to complete the message without interrupting them, keep the caller talking for as long as possible.
- Attract the attention of a colleague and ask them to make a written note of the call.
- Attempt to continue contact by keeping the caller on the line - remain calm and listen carefully - note any information about the caller which may be helpful to the authorities - for example code words, the caller's accent, any speech impediment, age or any background noise.
- Inform the Facilities Manager and Directors as soon as possible who will give you a plan of action.

## 6. Our Building

### About our building

Good Growth Hub.  
Unit 1-28,  
Echo Building,  
East Bay Lane,  
London  
E15 2SJ

### Capacity

The capacity figures take into consideration the floor space, objects/obstructions in them, amount of fire exits and width of fire exit. This has also been confirmed by external consultants '4site'.

Good Growth Hub	
Full Space	100

Training Room	60
Farah Meeting Room	15
Hiba Meeting Room	6

### **Key Holders and Key boxes**

A New Direction holds an electronic record of all keys and access cards held by the organisation or external individuals, including their location and function.

It is the responsibility of every employee to look after and keep their keys safe and without personal or identifiable information on them.

If a staff member loses either a fob or set of keys, they must immediately inform the Facilities Manager so they can inform the appropriate Building Manager to have the fob blocked.

### **Routine Building and Facility Checks**

In line with HSE and government advice, monthly and annual checks and servicing will be undertaken at A New Direction's workspace to ensure ongoing safety precautions.

Many elements of each building fall under the demise and responsibility of our landlords, where this is the case, the Facilities Manager will request evidence of these checks as best practice, however A New Direction cannot be held responsible or liable for the evidencing or actioning or any building checks that sits outside of their demise.

## **Workplace Welfare Standards**

Under the Workplace (Health, Safety and Welfare) Regulations 1992, minimum welfare standards are:

- An adequate supply of drinking water must be provided for everyone at work.
- Organisations must provide access to enough sanitary conveniences (WCs) for the number of workers present.
- Organisations must provide access to suitable rest areas where workers can take a break from work. Eating facilities should be provided so that food can be eaten in a hygienic environment.

Our buildings are fully compliant with the above, including drinking water signage, Menstrual Waste Bins, free emergency menstrual products for anyone's use, and a kitchen area that is cleaned daily.

## **Cleaning and Cleaning Products**

The Control of Substances Hazardous to Health Regulations (COSHH) covers the use, storage, and disposal of chemicals such as cleaning materials.

A New Direction currently uses NuGroup as the cleaning provider at our workspace.

Upon the creation of each contract, a list of all cleaning materials was provided to NuGroup, who then created a COSHH report which is physically held within the building. Any update in cleaning materials purchased, stored and in use is sent to NuGroup for updating.

## **Building Risk Assessments**

### **General Building Risk Assessments**

A New Direction has a general building risk assessment for the Good Growth Hub which covers all day-to-day activities in our workspace.

#### **Day-to-day activities include:**

- general office usage such as desk working and meetings
- most events, talks or workshops within relevant capacity limits
- programme activities of a low-risk nature

See the full general risk assessment for each space here:

- [The Good Growth Hubs General Building Risk Assessment](#)

## **Accessibility Lifts**

The accessibility lift at Good Growth Hub is under the maintenance and responsibilities of the landlord. It has an annual maintenance check and is serviced twice a year with records of servicing available upon request.

## **Ventilation and Temperature Control**

Ventilation for the Good Growth Hub is under the maintenance and responsibility of the landlord. The ventilation systems have an annual maintenance check with records of servicing available upon request.

Where reasonably possible, A New Direction try to ensure that the temperature across our workspace is reasonable and provides comfort without the use of special clothing.

Where temperatures rise or fall to unsafe or uncomfortable levels, Directors will make the decision whether to advise staff to work from home and/or close our buildings for the safety and comfort of everyone who works for, or with A New Direction.

Heating and ventilation systems and processes at our workspace is follows:

<b>Good Growth Hub</b>
The Good Growth Hub has two extractor systems, wall mounted radiators.

Temperature can be adjusted manually, though a programme is always set during the winter months, meaning heating comes on in the morning before work and turns off automatically at the end of the day.

There are portable fans which can be adjusted instantly by any staff member to tackle the heat during summertime.

## **Lighting**

A New Direction ensures that each of our spaces has suitable and sufficient lighting, wherever possible using natural light. Artificial lights will not be permitted to become obscured and will be replaced, repaired, and cleaned as necessary by the Facilities Manager.

Emergency lighting is provided, which is checked monthly and serviced annually so that employees and other persons in the building are not exposed to danger if artificial light fails.

## **Noise**

Noise can be a significant health hazard in many workplaces, which can impact individuals' physical health (e.g. impacting someone's hearing) and mental health (e.g. causing stress). Whilst no harmful noise has been identified across our building or work, our general Risk Assessments consider noise, such as projector speakers, as points for regulation.

## **Hazardous Substances**

Though A New Direction does not store any large quantities of hazardous substances there are small containers of liquids used in our buildings that need to be kept safe – at A New Direction this is mainly cleaning supplies.

In our workspace hazardous or potentially dangerous substances are stored in a kitchen cupboard, labelled 'Cleaning Supplies'. The doors to these cupboards should always be kept closed and any substances removed from these cupboards must be returned immediately after use.

## **Ladders, Access Equipment and Power Tools**

If ladders, access equipment, or power tools are used, they will first be inspected by the Facilities Manager. A method statement & risk assessment will be completed beforehand, and only competent people will be allowed to use them.

## **Vibration**

Exposure to excessive vibration can have detrimental health effects, and UK Health and Safety Law requires employers to assess and mitigate risk to workers from exposure to vibrations.

Whilst no harmful vibration has been identified across our buildings or work, our general Risk Assessments consider vibration, such as the use of machinery or drills, as points for regulation.

## **Asbestos**

An asbestos survey record can be made available upon request via either Building Manager of the Good Growth Hub, which will be requested and referred to when any work is planned across either building.

## **7. Security**

Our Security Procedures are here to help A New Direction staff identify and deal with any security risk facing A New Direction, its staff, and all those we work with.

The level of risk and potential impact of A New Directions information, assets and people will determine the level of response and assurance required. A New Direction will ensure a baseline of physical security measures are in place at our workspace, with annual reports and insurance in place to provide appropriate protection to all occupants and assets.

[The opening and closing up procedure for our workspace can be found here.](#)

Everyone who works for A New Direction should ensure they remain observant, report suspicious behaviour, and highlight non-compliance with their line manager or appropriate Director. This vigilance can help keep everyone safer by deterring, delaying, preventing, or detecting and mitigating security risks should they occur.

Everyone who works for or with A New Direction or visits or uses one of our spaces is responsible for adhering to our policies and procedures to look after their own security, health and safety.

The Facilities and Resources Manager ensures that appropriate support/training, resources, day-to-day implementation and physical security risk assessments are reviewed annually ensuring that any action to address risks and cover business continuity activities are up to date.

## **Crime Prevention and Security Awareness**

All members of staff must observe the following:

- Suspicious activity must be reported to the Facilities Manager, or appropriate Senior Manager or Director if the Facilities Manager isn't present. For safeguarding issues please refer to our Safeguarding Policy.
- Personal valuables should be locked away in provided staff lockers or placed out of sight.
- The workspace must be locked upon leaving, with all toilets and separated meeting rooms checked for individuals, windows shut and locked, and entrance doors locked or double locked where possible.
- Laptops should be locked out of sight when not in use, particularly overnight.
- Lights should be turned off when leaving where possible.
- All incidents of crime on A New Direction premises, real or suspected, must be reported to the appropriate Director and Facilities Manager.

### **Personal Safety**

- Be suspicious of e-mails or phone calls requesting personal information and destroy papers carrying bank or credit card details.
- If you are faced with threatening or abusive behaviour, stay calm, avoid raising your voice and the use of aggressive body language. Call for assistance from colleagues.
- Secure bicycle storage facilities are available
- Secure locker storage facilities are available
- Do not identify your keys or access card with your name or address
- Do not lend or loan your keys, access card, or bank card to anyone

### **Closed circuit television (CCTV)**

Good Growth Hub has CCTV on the entrance to the building which is part of a larger network of cameras used by Hackney Bridge. This CCTV is monitored, processed and stored by the landlord. CCTV footage is stored for 30-days, then automatically deleted.

<b>Good Growth Hub</b>
CCTV recording directly on both its entrance doors outside

## 8. Appendices

### Appendix I: UK Health and Safety Law

This policy is designed to ensure A New Direction meets our legal obligations as an employer as outlined by relevant UK Health and Safety legislation. Some of the regulations and legislations that this policy is based on are shared for your reference below.

#### Duty of Care

The duty of care is a general legal duty on all individuals and organisations to avoid carelessly causing injury to persons. It requires everything 'reasonably practicable' to be done to protect the health and safety of others at the workplace. This duty is placed on:

- All employers/organisations
- their employees/volunteers;
- any others who have an influence on the hazards in a workplace

The latter includes contractors and those who design, manufacture, import, supply or install plant, equipment or materials used in the workplace. The duty is regardless of the size of the organisation, its income or whether the organisation has paid staff.

'Reasonably practicable' means that the requirements of the law vary with the degree of risk in a particular activity or environment which weighs up the 'risk' against the time, money, difficulty and effort of the control measure. It allows the duty holder to choose the most efficient means for controlling a particular risk from the range of feasible possibilities. The duty holder must show that it was not reasonably practicable to do more than what was done or that he/she has taken 'reasonable precautions and exercised due diligence'

#### Display Screen Equipment

The Health and Safety (Display Screen Equipment) Regulations apply to workers who use DSE daily, for continuous periods of an hour or more. By law, employers must:

1. Do a workstation assessment
2. Reduce risks, including making sure workers take breaks from DSE work or do something different
3. provide an eye test if a worker asks for one
4. provide training and information for workers

#### Electrical Safety

The Electricity at Work Regulations 1989 requires that electrical systems are safe to use and that no electrical equipment will be put into use where its strength and capability may be exceeded in such a way as may give rise to danger.

The Electricity at Work Regulations 1989 requires that electrical equipment must be maintained but does not specify the frequency of testing. The Health and Safety



Executive have produced a recommended intervals chart, for the type of equipment and the type of inspection (user check, formal visual inspection and combined inspection and testing). For example, it is suggested that computers and printers are tested every five years.

## **FIRE**

In line with The Regulatory Reform (Fire Safety) Order 2005, as an employer (and building occupiers), we must carry out a fire safety risk assessment and keep it up to date. This shares the same approach as Health and Safety Risk Assessments and will be carried out as part of our overall Fire, Safety and Risk Assessment on an annual basis.

Based on the findings of the assessment, the organisations 'Responsible Person' - who has been nominated as the Facilities and Resources Manager, with appropriate support from an external consultant 'Fire Protection Services' - ensures that adequate and appropriate fire safety measures are in place to minimise the risk of injury or loss of life in the event of a fire.

## **Ventilation and Temperature**

For indoor workplaces the Workplace (Health, Safety and Welfare) Regulations 1992 require that indoor workplace temperatures are reasonable. The Approved Code of Practice on these Regulations indicates that 'reasonable' means:

- A minimum temperature of 16°C where people are doing sedentary work.
- A minimum temperature of 13°C where people are doing physical labour.
- There is no maximum indoor temperature stated.

The health and safety effects of working in a hot environment include dehydration; muscle cramps; heat stress; heat stroke and burns. The health and safety effects of working in a cold environment include hypothermia; frostbite; slip hazards and freeze burn.

## **Lighting**

The Approved Code of Practice to the Workplace (Health, Safety and Welfare) Regulations 1992 places a duty on organisations and their managers to ensure that all parts of a workplace, both internally and externally, are adequately illuminated. Natural daylight is best, however, additional lighting is usually required. Lighting at hazardous points, such as changes in level, prevents accidents.

## **Noise**

The Control of Noise at Work Regulations 2005 has established standards to control exposure to noise. Noise is a significant health hazard in many workplaces, and there are many health and safety issues associated with noise, such as:

- Noise-Induced Hearing Loss (NIHL) – permanent loss of hearing as a result of repeated exposure to excessively loud noise.

- Tinnitus – persistent ringing in the ears as a result of repeated exposure to excessively loud noise.
- Stress effects caused by irritating nuisance/background noise.
- Inability to hear hazards (such as vehicles), alarms and spoken instructions.

### **Vibration**

Occupational vibration exposure is subject to the Control of Vibration at Work Regulations 2005. The law requires that an assessment is undertaken of worker exposure to vibration. Exposure to excessive vibration into the hand can cause Hand-Arm Vibration Syndrome (HAVS). Health effects can also be seen for whole-body vibration. Legal exposure standards exist for both hand-arm vibration and whole-body vibration. Vibration exposure can be controlled by eliminating or substituting the source; changing work techniques; maintenance; isolation; and minimising duration of exposure.

## **Appendix 2: Accidents and Illness Reporting**

Under health and safety law, A New Direction must report and keep a record of certain injuries, incidents, and cases of work-related disease.

RIDDOR (the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) puts the duty on the Responsible Person to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses). Keeping records helps A New Direction to identify patterns in the incidence of accidents and injuries.

Only the Responsible Person is required to submit a RIDDOR, and the types of reportable incidents include:

- The death of any person

Specified injuries include;

- fractures, other than to fingers, thumbs and toes
- amputations
- any injury likely to lead to permanent loss of sight or reduction in sight
- any crush injury to the head or torso causing damage to the brain or internal organs.
- serious burns (including scalding) which:
  - covers more than 10% of the body
  - causes significant damage to the eyes, respiratory system or other vital organs
  - any scalping requiring hospital treatment
  - any loss of consciousness caused by head injury or asphyxia
- any other injury arising from working in an enclosed space which:
  - leads to hypothermia or heat-induced illness
  - requires resuscitation or admittance to hospital for more than 24 hours
- Over-seven-day incapacitation of a worker

- Over-three-day incapacitation (Accidents must be recorded, but not reported where they result in a worker being incapacitated for more than three consecutive days.)
- Non-fatal accidents to non-workers (eg members of the public)
- Occupational diseases
- Dangerous occurrences
- Gas incidents

A New Direction has an online Accidents & Incidents online reporting form accessible via QR code in each First Aid kit. Any reports will be made by the Responsible Person via the HSE website ([www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor)) unless fatal, in which case the report will be made as soon as appropriate via the HSE phonenumber (0845 300 9923, opening hours Monday to Friday 8.30 am to 5 pm).

### **Appendix 3: Fire Safety Procedures - Preventative Measures**

Most fires are preventable, and the key things to identify are what could cause a fire to start, i.e., sources of ignition (heat or sparks), substances that burn, and the people who may be at risk.

To minimise the risk of fire, A New Direction ensures:

- Sources of ignition and flammable substances are kept apart, this includes flammable cleaning products being kept in a secure cupboard, keeping heated electrical points cool and well ventilated, keeping stationary and other flammable materials within secure storage, making sure kitchen appliances are kept clear and free from clutter etc.
- Always ensure good housekeeping, e.g., avoid build-up of rubbish that could burn. Our workspace is cleaned daily, with the main points of rubbish stored outside within external closed bins away from points of ignition.
- Good Growth Hub has robust fire alarm systems which are checked on a weekly basis by the appropriate Building Manager. A fire drill is undertaken twice a year across the building our workspace is located in with records of these checks and any faults shared with and stored by A New Direction (where possible).
- The correct fire-fighting equipment for putting a fire out quickly has been placed across our workspace. The workspace has clearly placed and signed 6litre Foam and 6litre CO2 extinguishers which covers most flammable materials within each hub, most importantly including paper, wood, plastic and electrical fires. Each hub also has a Fire Blanket within the kitchen vicinity for liquid and oil-based fires, which can also be used to wrap around individuals clothing.
- Fire exits and escape routes are clearly marked and unobstructed. This is explained to all staff upon their induction, as well as regular messaging across team meetings.
- Appropriate training on procedures staff need to follow, including fire drills, is given within inductions. Various members of staff are also Fire Marshall trained for the safety of all those in the building at any one time.

- As confirmed by the Building Manager – the Good Growth Hub sits within the larger 'Hackney Bridge' complex, as this is so the legal Responsible Person for this entire complex is Samuel Jevons ([Samuel@hackneybridge.org](mailto:Samuel@hackneybridge.org)).