



Health and Safety Policy

Reference/Number	The Charterhouse Health and Safety Policy
Version:	3
Approval Committee	Assembly
Date Approved:	18/07/2024
Date Issued:	27/08/2024
Executive Owner:	Master and CEO
Author(s) and Contributors(s):	Head of Estates
Target Audience:	All employees and contractors
Review date:	August 2025

Version control summary

Version No	Description of change	Author	Date
2	Policy re-written V2.0	Dorin Nistor	15/09/2023
3	Policy re-written V3.0	Tracey Arnold	09/01/2024

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Master Statement:

Our aim, in alignment with the Charterhouse Governors, is to unequivocally establish a culture where every individual is acutely aware of their personal health and safety responsibilities. We insist on active engagement and unwavering commitment to elevating health, safety, and well-being standards.

At the Charterhouse, we demand that each and every one of us shares this unwavering commitment and collaboratively works towards its realisation. No task, regardless of its significance is more important than doing it safely.

Peter Aiers OBE

1. The Charterhouse H&S Policy Statement

The Charterhouse is committed to providing a healthy and safe environment to live and to work in and will ensure, so far as is reasonably practicable, the health, safety and welfare of all Employees, Brothers, volunteers, visitors and members of the public who may be in any way affected by the Charterhouse activities. To achieve this, we will ensure that health and safety is integrated with other core management functions.

The above aims are achieved by the following;

- Having in place an effective management structure with clearly defined organisational duties for health, safety and welfare;
- Maintaining a safe and healthy workplace together with safe access and egress;
- Ensuring the likelihood of accidents and cases of work-related ill health are kept to an absolute minimum and providing adequate control of health and safety risks arising from our work activities;
- Establishing and maintaining safe working practices and procedures using the principles of a pro-active and sensible approach to risk management;
- Engaging and consulting with employees on day-to-day health and safety conditions and providing advice and supervision on occupational health;
- Making arrangements for minimising risks to health in connection with the handling, storage and transportation of articles and substances;
- Ensuring the provision of information, instruction, training and supervision to enable all persons to avoid hazards and contribute positively to their own health and safety and to ensure they have access to safety equipment and safety training when required;
- Formulating effective procedures for use in case of accidents, emergencies and the reporting of incidents, dangerous occurrences and defects;
- Providing and maintaining adequate welfare facilities;
- Providing and maintaining plant, equipment and machinery, and ensuring safe storage/use of substances;
- Regularly reviewing health and safety documentation, procedures and training.
- In our vision to achieve the highest levels of safety performance and deliver the highest standards of care, we will look to embrace best practice from the wider care community and pro-actively seek out innovative and dynamic initiatives that will support our policies and aims.

Master:

Dated:

2. Organisation and Responsibilities

2.1 Governors

The Governors must take reasonable care for the health and safety of themselves and/or any others who may be affected by their acts or omissions in their duties.

Governors each have a general responsibility for the health, safety and wellbeing of those within their sphere of authority, but also have specific duties to ensure that the Master, Senior Management Team, and departmental managers maintain compliance with current health and safety legislation as well as with the Charterhouse's policies.

All major incidents and significant near misses will be reported directly to them, and they will advise the Governor Committees, as necessary.

A major incident is an event or a series of events that has an impact on what is typically considered as normal circumstances and which demands a response beyond the routine.

The event may either cause, or have the potential to cause, either:

- multiple serious injuries, cases of ill health (either immediate or delayed), or loss of life, or
- serious disruption or extensive damage to property, inside or outside the establishment

Events which, taken in isolation, may not warrant classification as major incidents, may do so when considered together.

A significant near miss is where an incident happened but did not cause harm or loss, however had the potential to cause harm and in this case significant harm or loss.

The SMT, with support from the H&S Consultant, will decide on whether an incident is a major incident and hence reportable to the Governors.

2.2 Master (CEO)

As the most senior Duty Holder, The Master is accountable for all matters of health and safety within the Charterhouse, and will ensure that:

- There is an effective policy for health and safety, and that there is the provision of regular reviews to its effectiveness and the provision of adequate personnel, funds and materials to meet the requirements within the health and safety policy.
- The Senior Management Team (SMT), understands and accepts its responsibilities and accountabilities for the implementation and monitoring of the Health and Safety Policy.
- The Health and safety Group is enacted as a permanent and integral part of Health and Safety management.
- Responsibilities are clearly delegated and Responsible Persons appointed.
- Matters of health and safety are a standing agenda item at all Governor Committee meetings.
- Health and safety throughout the Charterhouse is a Governors Committee responsibility.

2.3 The Director of Estates and Conservation

Overall day to day responsibility for the co-ordination of Health and Safety within the Charterhouse is delegated to the Director of Estates and Conservation who reports directly to the Master and will ensure that:

- The Health & Safety Policy is kept up to date and all employees are made aware of the policy and its relevance to them.

- Employees are consulted on health and safety matters during company meetings and through regular H&S communications.
- Employees are provided with the appropriate health and safety induction on starting their employment and they are allocated the appropriate basic Health and Safety training as required.
- Employees are only given tasks for which they are competent and that adequate staffing is provided for the safe completion of tasks.
- Employees are sufficiently supervised and monitored to the extent that this is practicable and necessary having regard to the work activities and the competence of the workforce.
- Over 7-day injuries, reportable dangerous occurrences and diseases are reported to the HSE under RIDDOR where required.
- The requirements of health and safety legislation are applied throughout the Charterhouse.
- The Charterhouse policies and codes of practice are observed.

2.4 Senior Management Team

The Senior Management Team (SMT) have responsibility for ensuring that all SMT decisions reflect effective health and safety management. The Chief Executive and SMT will provide leadership through written and oral communications, by their physical actions, and by ensuring that health and safety management is resourced at all levels as required in meeting its duties.

In carrying out these responsibilities, the SMT will be aware of, and keep abreast of, the appropriate health and safety legislation.

- Be responsible for health, safety and wellbeing and provide leadership in this area as well as in their own areas of responsibility.
- Integrate health and safety aspects with all of the Charterhouse activities/reviews through the management structure.
- Ensure that employee safety forms an integral part of their leadership and management agenda.
- Ensure that all employees receive health and safety training commensurate to their field of employment and level of exposure to risks.
- Investigate accidents and take appropriate steps necessary to reduce future risks.
- Identify hazards associated with their areas of work, and in conjunction with specialist advisors, source suitable methods of controlling them.
- Ensure that the Charterhouse has sufficient First Aiders who are trained to a minimum level of Emergency First Aid at Work and that their certificate of training is refreshed every 3 years.

2.5 Head of Estates, Head of Property and Facilities Manager

Where they are relevant and applicable to their areas, are specifically responsible for the management of the following:

- Fire safety
- Asbestos
- Legionella and water safety
- Control of substances hazardous to health (COSHH)
- Estate Security

2.6 Infirmiry Manager, Clerk to the Brothers and Assistant Clerk to the Brothers

Where they are relevant and applicable to their areas, are specifically responsible for the management of the following:

- Safeguarding
- Infection prevention and control
- Disability Discrimination/Equality
- Mental Health
- First Aid provision
- Substance abuse and violence
- Hoarding

Where these responsibilities may crossover, departments will work jointly to ensure best implementation of Health and Safety responsibilities.

Regular reviews of the almshouse and the needs of the infirmiry residents will be completed to determine individual care provisions and ensure adjustments are implemented.

2.7 Departmental Managers

Have the following responsibilities for all activities, locations and persons under their control.

All Managers must:

- Understand and keep up to date with the requirements of the Charterhouse Health and Safety Policy and other relevant health and safety standards;
- Ensure employees understand and follow the requirements of the Charterhouse Health and Safety Policy;
- Ensure employees are provided with sufficient information, instruction and training on health, safety and welfare matters and organise retraining where required.
- Ensure all employees are capable and competent of carrying out their work in a safe and healthy manner and that adequate levels of supervision are provided.
- Ensure that arrangements are in place for regular inspections and audits to be undertaken, including the production of reports and reporting findings and subsequent action plans to the Estates and Health and Wellbeing departments as well as to the Health and Safety Group.
- Ensure employees are provided with appropriate personal protective equipment and that it is worn where specified, maintained, cleaned and replaced as necessary.
- Set a personal example by wearing the appropriate personal protective equipment and following recognised safe working practices as appropriate.
- Undertake risk assessments, where required, identifying and implementing remedial actions and ensure the assessments are recorded, reviewed and updated as necessary.
- Ensure that the significant findings of the risk assessments are brought to the attention of all employees.
- Ensure that, where relevant, safe systems of work are in place for any activities that carry a significant risk.
- Ensure that all accidents are reported and recorded as necessary, and recorded within the report, the identification of the cause of the accident and recommended actions to prevent recurrence.
- Ensure that all serious accidents, dangerous occurrences and diseases are reported to the Director of Estates & Conservation immediately.

- Ensure adequate information both written and verbal is passed to employees on health and safety matters.
- Encourage employees to report hazards and raise any health and safety concerns.
- Ensure that any safety issues that cannot be dealt with are referred to the director of Estates & Conservation for action.
- Where relevant to their specific role, complete and maintain effective and efficient care plans for the Brothers as is necessary.

2.8 Employees

It shall be the duty of every employee while at work to:

- Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- As regards any duty or requirement imposed on their employer or any other person by or under any of the relevant statutory provisions, to co-operate with them so far as is necessary to enable that duty or requirement to be performed or complied with.
- No person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety, or wellbeing in pursuance of any of the relevant statutory provisions.
- All employees must follow any instructions, training and guidance given to them when required to use any machinery, equipment, dangerous substance, transport equipment or safety device provided to them by the Charterhouse directly or indirectly through its suppliers.
- The Charterhouse also asks employees to report any work situation which could be reasonably considered to give rise to a serious and immediate danger to health and safety and of any situation or work instruction, which could be reasonably considered to represent a shortcoming in the Charterhouse's arrangements for health and safety.

2.9 The Health and Safety Group

Will be chaired by the Director of Estates and Conservation. The Health and Safety Group is responsible to the Assembly for the implementation of the Charterhouse Health and Safety Policy. The Master will report to the SMT on Health and Safety policy, the Health and Safety Group will implement matters so far as reasonably practicable to:

- Ensure that appropriate responsibilities for health, safety and wellbeing are properly assigned and accepted at all levels.
- Ensure that Governors, employees, Brothers, volunteers and contractors fulfil their responsibilities for health and safety.
- Ensure that adequate arrangements are made for consultation with employees.
- Put in place procedures and arrangements for implementing the Charterhouse Health and Safety Policy. This will ensure that each person is aware of their responsibilities and the means by which they can carry them out.
- Administer the Health and Safety Policy throughout the Charterhouse and report any concerns to the Governors via the reserved agenda items at the Committee Meetings.
- Ensure that appropriate procedures are followed in respect of members of management or supervisors failing to discharge satisfactorily their responsibilities for health and safety.

2.10 Employee H&S Forum

The Employee health and safety forum will meet on a quarterly basis and will have a representative from each department, they will meet, discuss and raise concerns about health and safety in the workplace. The specific duties of the forum will typically include:

- Discussing accidents and incidents, looking at the cause of any accidents or incidents to help prevent similar incidents from happening in the future.
- Discussing proposed policies and procedures to ensure that they meet employee expectations and are practical to implement and manage for everyone.
- Providing better awareness of H&S to employees through feedback from the forum to departments.
- Communicating the findings of the forum to their department colleagues and also talking about health and safety issues. This can be done through meetings, newsletters, and safety campaigns.

In addition, the employee health and safety forum can also play a role in promoting a positive safety culture at the Charterhouse, by:

- Encouraging employees to report hazards and near misses.
- Recognizing and rewarding employees who work safely.
- Making safety a priority in all aspects of work within the Charterhouse.

2.11 Departmental Committees

Comprising of Senior management and Governors will take place at least three times each year. Health and Safety will be a standing agenda item that will deal with issues requiring their consideration and recommendations and to participate in the dissemination of information regarding good practice to all employees.

Minutes of the meetings will be made available to all employees of the Charterhouse. The Health and Safety objectives of the Committee are:

- To monitor the effectiveness of health and safety policies within the organisation and their sphere of influence by reference to accident/incident reports, external audits, compliance with codes of practice, workplace audits and external benchmarking data used as indicators of levels of compliance and requirement.
- To provide advice on the management of risk and action, ensure risk assessments are carried out and actions arising from risk assessments are regularly monitored. This includes updates on water safety, asbestos, fire safety, general health and safety, safety of brothers and Infirmary residents, accidents at work and RIDDOR incidents, employee wellbeing and visitor safety.
- To identify health and safety training for inclusion in the various departments' training programmes, including the identification of mandatory or essential training.
- To receive reports/papers from the relevant departments on health and safety issues for review and analysis. Where necessary make recommendations for a course of action to be taken by the Senior Management Team.
- To develop, consult, approve and review the Health and Safety related policies and procedures.
- To consider elements that contribute to employee's health and safety at work and their wellbeing.

- To decide on investment and capital needs of the Charterhouse towards upgrades and improvements required to meet safety and compliance levels for all.

2.11 Competent H&S Support

We use an external H&S Consultant to provide us with competent advice and guidance when it is required.

The services of our Consultant may be called upon to give the following support:

- Advising on all matters relating to Health & Safety and Statutory compliance.
- Carrying out onsite training as requested.
- Advising on such training and the implementation of systems as may be necessary to ensure that all places of work are made and kept safe.
- Advising management on their responsibilities for ensuring that their employees comply with all statutory requirements in health & safety matters.
- Ensuring that management are aware of their responsibilities in achieving the above objectives.
- When requested, carry out inspections or audits of our premises, making sure that all persons are complying with statutory requirements and our Health and Safety Policy.
- Providing support to managers in the completion of risk assessments and safe systems of work for the activities that take place in their respective departments.
- Providing support to managers in investigating accidents, ensuring that they are reported correctly when requested to do so.

2.12 Contractors

All contractors, sub-contractors and agencies employed directly or indirectly by the Charterhouse must undertake their work in a safe manner. This work must be undertaken in accordance with statutory requirements and the Charterhouse policies and procedures. Contractors, sub-contractors, and agencies must fully co-operate, take instruction and direction from their nominated Charterhouse contact.

All those who are self-employed or employed by others occupying the Charterhouse premises are legally responsible for their own safety and other persons who may be affected by their actions or omissions.

3. Health & Safety Arrangements

This section of the Health and Safety policy details the systems and procedures in place to ensure the Policy is effectively implemented throughout the Charterhouse.

3.1 Accident Reporting and Investigation

An accident is an unplanned event that results in an injury or could have resulted in an injury or results in damage to equipment, property or harm to the environment.

All employees must report all accidents and near-miss incidents however minor to their Line manager as soon as possible.

All accidents shall be investigated by the line manager to determine the root cause of the accident and to prevent further occurrence, the level of investigation will depend on the severity of the accident/incident.

The investigation must be carried out as soon as possible after the accident to allow sufficient information to be obtained and to prevent further injury or a similar accident occurring again. The accident may also be RIDDOR reportable (see below).

The Estates Department must be notified of all incidents that may be considered to be reportable under RIDDOR. If you are unsure, seek further advice either from our H&S Consultant or directly from the HSE.

Any RIDDOR reportable events are also to be notified to the Governors.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

These regulations place a legal duty on employers (and self-employed people in control of premises) to report:

- Work related deaths
- Major injuries
- Over seven-day injuries
- Certain work-related diseases, and
- Certain dangerous occurrences (near miss accidents)

Within the Charterhouse, the responsibility lies with Director of Estates & Conservation to report any accidents that may fall under RIDDOR. Contractors are responsible for reporting their own accidents and RIDDOR.

3.2 Asbestos

We will ensure asbestos is effectively managed in all our premises in compliance with The Control of Asbestos Regulations 2012 and when encountered during work undertaken by our maintenance team or external contractors.

We recognise the serious health risks that may result from exposure to asbestos. We will ensure any potential exposure is either prevented or controlled to acceptable levels.

A full Asbestos survey has been completed of the site by a competent contractor to establish the presence or otherwise of materials containing asbestos and an Asbestos Management Register and Plan is in place.

Where possible, asbestos materials will be clearly labelled with the recognised asbestos warning sign.

Details of the location of any known asbestos containing materials will be provided to any external contractors before any works commence on the premises, any areas where there are known ACM's must not be disturbed or damaged in any way.

Where materials or dust are discovered that are suspected of containing asbestos then all work on or near the material/area must stop immediately. All persons must withdraw from the area, the area must be sealed off, quarantined and made safe and the Head of Estates made aware of the incident and the likely presence of asbestos.

Arrangements will then be made for a competent contractor to test the suspect material/dust to establish the presence or otherwise of asbestos.

Suitable action will then be taken to enclose, seal or remove any asbestos material confirmed to be present.

Please refer to our [Asbestos Policy](#) for further details and information on how we manage Asbestos safety within the Charterhouse.

3.3 Consultation with employees

We will comply with the requirements of the Health and Safety (Consultation with Employees) Regulations 1996, in particular we will:

- Consult with employees directly on health and safety matters. Consultation will be through Department meetings, Health & Safety committee meetings and Employee forums as appropriate.
- Ensure a health and safety committee meeting is held every 3 months.
- Employees will be consulted on new or changed legislation including the impact this may have on working practices.
- Information will be provided to employees on risks to health and safety and the measures we intend to take to eliminate or control to acceptable levels those risks;
- We will ensure safety representatives have received sufficient training to undertake their role effectively and that sufficient time and other resources will be made available for them to fulfil their function.
- The H&S policy statement will also be prominently displayed for the information of all employees, Brothers, volunteers and visitors.

3.4 Control of Contractors

A contractor is anyone carrying out work for the Charterhouse but who is not an employee. The contractor may then engage other firms to assist with elements of the contract. These businesses or individuals are regarded as sub-contractors.

We have a legal duty to ensure that all contractors and consultants (including designers) working on our behalf are competent and comply with statutory requirements. Therefore, we need to ensure that the contractors we engage have the skills and knowledge to carry out the contract to the required standards without risks to health and safety.

We select contractors based on technical competence, experience and suitability for the work to be done. In particular, our assessment process involves a review of requested information from the contractor including:

- track record of experience in similar contracts
- membership of reputable trade bodies or approved contractor schemes
- legally required registrations (e.g. Gas Safe Register)
- health and safety policies and practices
- recent health and safety performance (number of accidents etc)
- qualifications, training and skills of their employees and manager
- selection procedures for sub-contractors
- example safety method statements and risk assessments for similar work
- supervision arrangements
- arrangements for consulting their workforce.
- references from previous clients.

For Contractors that are sole traders or have less than 5 employees, we will request copies of their Public Liability/Public Indemnity insurance documents as a minimum and also look for specific evidence of membership to a trade association or professional body.

Following selection of a contractor, they will be provided with a copy of the Charterhouse Work and House Rules for Contractors and will be asked to acknowledge receipt and understanding of the document along with compliance with what is detailed within is a condition of contract. Contractors will not be permitted to work on site until this is received.

Contractors will also be expected to comply with our permit to work systems where they are applicable.

Where work is carried out by a contractor, the employee that has appointed them will ensure that the work is carried out as described in their risk assessment and in a safe manner at all times, the appointer can stop works at any time they feel that the works are unsafe or that the contractor themselves are not working safely. When the work is completed, it will be reviewed and signed off as satisfactory by the employee responsible for the works before the contractor leaves the premises.

3.5 Control of substances hazardous to health (COSHH)

We will ensure all reasonable steps are taken to prevent or control to acceptable levels, employee's exposure to hazardous substances.

The main areas of our operations that store and use hazardous substances are Maintenance, Grounds and the Kitchen. Our cleaning operations are carried out by an external contractor who is responsible for the management and use of their own cleaning materials/potential hazardous substances.

To achieve our aim we will:

- Undertake specific COSHH assessments of the risks to health from exposure to hazardous substances before they are put into use.
- Determine the precautions needed to prevent or control to acceptable levels exposure to hazardous substances.
- Ensure control measures such as ventilation systems and the issue and use of personal protective equipment are effectively maintained.
- Where necessary monitor exposure of employees to hazardous substances.

- Provide employees with information and training on risks to their health and safety from exposure to hazardous substances and the precautions to be observed.
- Hazard pictograms alert us to the presence of a hazardous chemical. The pictograms help us to know that the chemicals we are using might cause harm to people or the environment. The CLP hazard pictograms appear in the shape of a diamond with a distinctive red border and white background. One or more pictograms might appear on the labelling of a single chemical.



3.6 Display Screen Equipment

Display screen equipment includes visual display units, computer workstations, laptops, touch screens and other similar devices that incorporate a display screen.

Any item of computer-related equipment including the computer, display, keyboard, mouse, desk and chair can be considered part of the DSE workstation.

A person is classed as a user if they use DSE continuously for periods of an hour or more on most days worked.

- Most employees are classed as 'users' as defined in the Health and Safety (Display Screen Equipment) Regulations 1992 (as amended in 2002) and therefore they must carry out a workstation self-assessment.
- The guidance provided by the HSE will be used to carry out the risk assessments and the form used to record the findings.
- Risk assessments must be reviewed when there are substantial changes in the layout of an employee's workstation.
- Employees will be provided with information and training on the risks associated with the use of the display screen equipment, and the control measures to be put in place to reduce those risks to a minimum.
- We will provide peripheral equipment such as footrests, glare screens and document holders where they are considered necessary as a result of a workstation risk assessment.
- We will ensure that software is suitable for the task and does not cause stress to the user. Training will be provided to users of software and include the actions recommended to minimise possible adverse effects on health from using any software.

- Employees are entitled to a free eye test and a basic pair of glasses if required for VDU use only.

For further details on how to arrange an eye test please contact HR.

3.7 Driving & Road Safety

Where employees may have to drive as part of their work activities this then exposes them to specific hazards and risks. Lack of vehicle maintenance or driver skills may increase the risk of injury and damage to the vehicles. Employees are not permitted to use mobile phones whilst driving.

We will:

- Ensure that driving for work is considered within the workplace risk assessment.
- Undertake annual checks on driving licences and insurance (where relevant) and keep a record of this.
- Ensure all employees are fully trained, insured and in a fit condition to drive vehicles for work related activities.
- Ensure that employees are aware of their responsibilities to regularly check and to also ensure that the vehicle is serviced and maintained to ensure that it is kept in a roadworthy condition.

3.8 Drugs & Alcohol

We recognise that the health and safety performance, conduct and relationships with other persons at work may be affected by anyone under the influence of drugs, solvents or alcohol.

Employees must:

- Not attend for work at any time whilst under the detrimental influence of alcohol or drugs.
- Seek help voluntarily if they recognise that they have an alcohol or drug related problem.
- Advise us if they are aware that a colleague has an alcohol or drug related problem that is affecting their work. This will ensure that the employee receives the necessary support and assistance needed.

Persons found under the influence of illegal drugs, solvents or alcohol during normal working hours will be removed from the place of work.

Being under the influence of alcohol, solvents or illegal drugs is considered a disciplinary offence, which may lead to instant dismissal.

Employees who are prescribed medication by their doctor, must advise their Manager immediately prior to undertaking any work, in order that the implications of such prescription can be evaluated and thereby determine the competency of that person to continue in the undertaking of normal work activities.

3.9 Dangerous substances and Explosive atmospheres (DSEAR)

The Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR) require employers to control the risks of fire or explosion in the workplace.

Dangerous substances are any substances used or present at work that could, if not properly controlled, cause harm to people as a result of a fire or explosion or corrosion of metal. They can be found in nearly all workplaces and include such things as solvents, paints, varnishes, flammable gases, such as liquid petroleum gas (LPG), dusts from machining and sanding operations, dusts from foodstuffs, pressurised gases and substances corrosive to metal.

We will ensure that:

- We determine what dangerous substances are in the workplace and what the risks are through the process of a DSEAR risk assessment.
- Control measures are put in place to either remove those risks or, where this is not possible, control them and to reduce the effects of any incidents involving dangerous substances.
- Plans and procedures are prepared to deal with accidents, incidents and emergencies involving dangerous substances.
- Employees are properly informed about and trained to control or deal with the risks from the dangerous substances.
- We identify and classify areas of the workplace where explosive atmospheres may occur and avoid ignition sources (from unprotected equipment, for example) in those areas.

3.10 Electrical Safety

We recognise our duty to prevent danger arising in relation to the provision and use of electrical equipment, systems and installations.

We will effectively control the risk identified by ensuring:

- The fixed electrical installation will be regularly inspected and tested by a qualified electrician at least every five years or as advised by a competent person;
- That portable electrical equipment used within the offices and handheld portable electrical equipment used by the Maintenance and Grounds teams and within the workshop are tested on a regular basis and maintained in accordance with manufacturer's recommendations.

Before each use, users of portable electrical equipment will check for any obvious signs of damage and defects, any defects or damage found must be reported to their Manager.

Faulty or damaged equipment will be taken out of use immediately and identified with a suitable label/notice "Do Not Use". Faulty or damaged equipment must not be used until effective repair or replacement has taken place. This equipment is to be placed away from other equipment in a quarantine area.

The rule of one plug to one outlet will apply throughout our premises. Extension leads may be used provided they are used for low energy consumption equipment such as computers, printers and telephones, extension leads must not be plugged into each other. Extension cable reels must be fully unwound before use.

The area around electrical switchgear and distribution equipment must be kept clear at all times, all electrical cupboards must be kept free from inappropriate storage or combustible materials.

3.11 Emergency Procedures

On hearing the fire alarm all occupants must evacuate via the nearest fire exit and make their way to the nearest assembly point.

If you discover a fire, shout FIRE! Proceed to sound the fire alarm immediately by breaking the nearest manual call point (emergency break glass) on your way out of the building whilst notifying anyone on your journey of the fire.

Fire Wardens must check their designated areas and then evacuate to the nearest assembly point and report status to the attending Fire Service.

No one must re-enter the building until instructed to do so by the Fire & Rescue Services or a Senior Manager.

3.12 Fire Safety

All reasonable steps will be taken to prevent or minimise the risk of fire in the Charterhouse, our offices, on site events and during our work activities

We will comply with the requirements of the Regulatory Reform (Fire Safety) Order 2005.

Our Fire safety measures include:

- Arranging for detailed Fire risk assessments to be carried out on all of our buildings by a competent contractor and from that assessment, introducing appropriate fire prevention and control measures. Also, completing the recommended remedial actions detailed within the assessments within the stated timescales where it is reasonably practicable to do so.
- All fire detection & alarm systems and firefighting equipment will be maintained and serviced using a competent contractor.
- Fire safety training will be provided to all employees on induction.
- We will carry out at least 2 fire evacuation drills per year to ensure employees, Brothers and visitors are aware of the actions to take in the event of a fire and to recognise any remedial actions that may be required to ensure fire evacuations are fast and effective.
- A suitable number of employees will be trained and appointed as Fire Wardens.
- Personal emergency evacuation plans (PEEPs) will be completed for the Brothers (where required) and for any employees that have a permanent or temporary disability that may affect their access and egress to/from the workplace.

Please refer to our [Fire Safety Policy](#) for further details and information on how we manage Fire safety within the Charterhouse.

3.13 First Aid

We recognise that we have a duty to provide adequate first aid provisions for employees or visitors who may be injured or become ill in the workplace.

We will ensure that we comply with the Health and Safety (First Aid) Regulations 1981, in particular:

- A suitable number of fully trained first aiders and/or Emergency First aiders will be selected and trained. The numbers selected will provide sufficient cover in the case of sickness or holidays;
- There are a suitable number of fully stocked first aid boxes provided in key areas;
- Signs are displayed across the site detailing the names of the appointed first aiders and the location of the first aid boxes.
- Departments are individually responsible for their own first aid boxes;

Where First aid is administered, an accident report form must be completed. If a member of the public is injured in the workplace and is taken to directly to hospital in an ambulance, a RIDDOR report must be completed.

3.14 Gas Safety

We fully recognise that if gas appliances are incorrectly installed and inadequately maintained then employees and others may be exposed to the risk of carbon monoxide poisoning, potential explosion and fire. We will control the risks associated with gas equipment by:

- The use of gas appliances which conform to appropriate standards;
- We will ensure gas appliances and pipe work are installed and maintained by a competent person who is registered on the Gas Safe Register;
- Keep records relating to gas appliances and pipe work maintenance and safety checks;
- Create an emergency plan to deal with gas leaks, fire or explosions and train the necessary employees on its implementation.

3.15 Legionella

Legionella Pneumophila, commonly referred to simply as 'legionella', is a bacterium that causes the infection Legionellosis. Legionella bacteria are common in natural watercourses such as rivers and ponds.

We will ensure that employees, the Brothers and the public are protected from the risks associated with Legionella by carrying out a risk assessment of all our premises and taking suitable precautions to avoid or reduce the risk from Legionella where appropriate.

We have appointed a competent contractor to manage our water safety.

Please refer to our [Water Hygiene Policy](#) for further details and information on how we manage water safety within the Charterhouse.

3.16 Lifting Operations & Lifting Equipment

Lifting equipment is work equipment used for lifting or lowering loads and includes any attachments used for anchoring, fixing or supporting the equipment. A lifting operation is an operation concerned with the lifting or lowering of a load.

We will ensure that we are fully compliant with the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).

We will ensure that wherever access equipment is hired in from a third party, evidence is obtained that a satisfactory thorough examination as required by the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) has been carried out within the past 6 months.

Lifting equipment shall be used only for the purpose for which it is intended and always within the Safe Working Load (SWL) specified on the equipment.

We have passenger lifts provided within our main building, the Admiral Ashmore and the Infirmary.

These are serviced and maintained by a competent contractor and a thorough examination is completed every 6 months by a Competent contractor advised by our Insurer.

3.17 Lone Working

Lone workers can be anyone who works by themselves without direct contact or supervision. Examples include persons working alone in a workshop, office, at home, working outside normal hours and mobile or peripatetic workers.

We will:

- Identify all employees who are lone workers.
- Make a suitable and sufficient assessment of the risk to the health and safety of these employees and others who may be affected.
- Identify the preventative and protective measures needed, so far as is reasonably practicable.
- Ensure that mechanisms are in place to account for and trace the whereabouts of employees who work alone and that these systems are regularly checked.
- Ensure that training in interpersonal skills, managing aggression and personal safety, that emphasises prevention and the continual assessment of risk is in place and available to employees.
- Check that lone workers have no medical conditions, which make them unsuitable for working alone.
- Establish emergency procedures in consultation with employees.
- Ensure that appropriate support is given to employees following an incident.

3.18 Manual Handling

Manual handling is defined as 'any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or by bodily force'.

All manual handling activities must be appropriately risk assessed and suitable control measures implemented before such activities are carried out.

Manual handling will be avoided wherever possible, where it cannot be avoided; the risk of injury must be reduced so far as is reasonably practicable.

When carrying out any manual handling activities employees must:

- ensure that they have received appropriate training.
- follow systems of work in place for their safety.
- use equipment provided for their safety properly.
- inform their manager if they identify hazardous handling activities.
- take care to make sure their activities do not put others at risk.

3.19 Monitoring

We recognise the importance of health and safety inspections and audits as a means of assessing the effectiveness of the health & safety policy and associated procedures.

Regular H&S inspections will take place within each department that are relevant to the activities that take place within that department.

A full report will be produced detailing the findings of each inspection together with suggested actions to correct any unsatisfactory conditions or activities observed. Once the actions have been completed the Manager will sign off the report.

Regular six-monthly recorded inspections of the properties and subsequent maintenance programmes will ensure that health and safety issues are given a high priority. Any defects that have health and safety implications should be addressed as a matter of urgency.

A full H&S audit will be completed every 12 months. The audit will take into account all departments and activities that take place within the Charterhouse.

3.20 New & Expectant Mothers

We will take account of women of child-bearing age and ensure that there are suitable arrangements in place for those activities and processes that could present a risk to new and expectant mothers.

It is the responsibility of an expectant mother, a mother that has given birth in the last six months or is breastfeeding to notify their manager in writing at the earliest opportunity.

On such notification, it is then the responsibility of their line manager to carry out a 'new and expectant mothers' risk assessment and to forward this risk assessment to Human Resources.

If any working conditions are found to be a risk to her health, or to that of her baby, the employer must remove or reduce that risk. If the risks remain, the line manager must temporarily alter working conditions, or hours of work, to remove the risk. If this is not possible, a suitable alternative job must be offered, If they can't offer a suitable alternative job, the employer will suspend the person on full pay for as long as is necessary to avoid the risks.

The line manager will regularly monitor and review any assessment made to take into account possible risks that may occur at different stages of the pregnancy.

3.21 Noise

Excessive noise causes permanent damage to hearing. Loud noises can cause hearing loss either progressively, or by exposures over a long period of time.

We will ensure that action will be taken if daily or weekly exposure to noise is at or in excess of certain exposure action levels. This will be determined by:

- conducting a noise assessment.
- taking steps to prevent or control the risks.
- where possible eliminating exposure to noise at source.
- controlling exposure to noise.
- providing Personal Protective Equipment (PPE).
- providing information and training.
- regularly monitoring and reviewing the effectiveness of the measures.

3.22 Occupational Health

Health surveillance is conducted by observation, communication and systematically watching for early signs of work-related ill health. Health surveillance is essential if there is an identifiable disease or adverse health effect which is related to the employees' exposure to a health risk, and a risk assessment has identified as having a reasonable likelihood of occurring under the particular work conditions involved.

Some hazardous substances, as referred to in the HSE's EH40 and other guidance, will require health surveillance as a condition of use.

We will provide health surveillance for employees who are likely to be exposed to excessive noise, using tools and equipment that vibrates, working in dusty environments, carrying out activities leading to skin conditions etc and all records relating to this surveillance will be kept for a period of fifty years from the last entry.

3.23 Pandemic Management

Pandemics will be managed in accordance with UK Government legislation and we will fully comply with required changes in trading, working and operational guidelines. Risk assessments will be carried out where necessary and the provision of protective equipment will be considered.

3.24 Permits to work

A permit-to-work is a documented procedure that authorises certain people to carry out specific work within a specified time frame. It sets out the precautions required to complete the work safely, based on a risk assessment. It describes what work will be done and how it will be done; the latter can be detailed in a 'method statement or safe system of work'.

The permit-to-work requires declarations from the people authorising the work and carrying out the work. Where necessary it requires a declaration from those involved in shift handover procedures or extensions to the work. Finally, before equipment or machinery is put back into service, it will require a declaration from the permit originator that it is ready for normal use.

We will require any contractor that works on our premises to produce a Permit to work for the following hazardous activities that may take place within the workplace:

- Hot works
- Electrical Works
- Excavations
- Asbestos removal
- Work on the Fire alarm system

Permits to work are administered by the Estates Manager when any permits to work are required.

3.25 Personal Protective Equipment (PPE)

We recognise the importance of the provision of personal protective equipment as a means of preventing injury or ill health.

We will comply with the Requirements of the Personal Protective Equipment at Work Regulations, in particular:

- Employees will be provided with personal protective equipment where hazards are identified which cannot be adequately controlled by engineering controls;
- All personal protective equipment will be assessed to ensure its suitability to protect against the identified hazard;
- Items of personal protective equipment are selected to ensure they are compatible with each other where more than one item is to be worn at the same time;
- Personal protective equipment is maintained, replaced or repaired as necessary;
- Suitable storage will be provided for all personal protective equipment to ensure it does not become damaged or contaminated when not in use;

- Users of personal protective equipment will receive training in its use including the risk, which the personal protective equipment will protect against;
- Employees have been instructed to make full and proper use of the personal protective equipment and to report any defect or loss to their Manager so as it can be replaced;
- Where the wearing of PPE is mandatory, it must be worn. The failure to wear PPE where it is specified as a mandatory requirement is a disciplinary offence and repeat offences can result in dismissal.
- The issue of PPE to employees will be recorded.

3.26 Pressure Equipment

We recognise that pressure systems have the potential to cause significant injury or damage to property in the event of an unexpected release of stored energy as a result of a system or component failure.

We will ensure:

- Pressure systems are only installed by a competent person;
- New pressure systems are installed in positions which would minimise injury and damage in the event of the unexpected release of stored energy;
- Safe operating limits of pressure systems are established prior to use and ensure that they are clearly marked on the system;
- A written scheme of examination is drawn up by a competent person, for systems where steam or fluids are stored, including pipe work above 0.5 bar;
- That a competent person carries out all such maintenance, thorough examinations and tests as prescribed in the written scheme of examination;
- That all systems not subject to a written scheme of examination are maintained in accordance with the manufacturer's recommendations;
- Any repairs arising from any reports on the condition of the systems or from any fault reporting system are rectified without undue delay;
- Operatives are provided with adequate and suitable training and instruction on the safe operation of pressure systems and any associated emergency procedures;
- All relevant records are retained i.e. manufacturers safety instructions, written schemes, examination reports, modifications and examination postponements, at the location of the pressure system to which it refers.

3.27 Shelving and storage

Any racking or shelving provided within any of our buildings must be fit for purpose and secure. They must not be overloaded and their condition should be checked as part of a regular inspection regime.

Storage spaces must be kept organised and safe, furniture, tables and chairs must be safely stacked with approved stack heights set and not exceeded.

We will, so far as is reasonably practicable, ensure that storage areas are of sufficient capacity, maintained in a good condition and are under the control of an identified responsible person.

3.28 Risk Assessment

We recognise our duty to assess the risks to the health and safety of our employees and others and to eliminate or control those risks to acceptable levels.

We will ensure risk assessments are undertaken for all our premises, work locations and work activities undertaken within the Charterhouse. In controlling risk, we will introduce suitable preventive and protective measures.

Managers shall ensure that any remedial actions are suitably implemented and that employees under their control follow any safe systems of work identified in the risk assessments, where relevant.

Risk assessments will be reviewed:

- Annually;
- On the introduction of new tools, plant and equipment;
- If employees are given changed or new job responsibilities;
- Following an accident, incident or near miss;
- Following the results of inspections and audits of the workplace and work activities;
- Is there are any changes to legislation (where they are relevant to the risk assessment).

The reviews may result in changes to the risk assessments or revisions to the Health and Safety Policy.

Employees will be provided with information, instruction and training in relation to the findings of the risk assessments.

3.29 Safety Signs

We will display safety signs and notices within the Charterhouse as required by legislation and where there is a benefit in reminding employees and others of specific hazards, precautions to be observed or the identity or location of safety facilities or escape routes.

Any barriers, notices or signs displayed on the premises are there for your safety and should be complied with.

We will also display a 'Health & Safety – What you need to know' poster in prominent places around the site to allow employees to know what they and the Charterhouse need to do in simple terms. The poster will also provide the main contact details for Charterhouse Health & Safety.

The four primary categories of sign are:



Prohibition – White lettering on a red background - prohibit behaviour likely to increase or cause danger such as smoking.



Warning – Black lettering on a yellow background - yellow triangular signs give a warning of hazard.



Mandatory – White lettering on a blue background - mandatory signs, they give you instruction, such as to wear personal protective equipment.



Safe Condition – White lettering on a green background – Green signs identify or locate safety equipment or fire escape routes.

3.30 Slips & Trips (Housekeeping)

The workplace has been reviewed for slip, trip and fall hazards and action taken to resolve any issues identified. Managers should, as part of their role, monitor the condition of their workplace, as part of a regular inspection regime.

The prevention of slip and trip accidents in the workplace relies on the involvement of all employees and everyone is encouraged to deal with hazards as-and-when they are noticed. Employees are instructed in the importance of storing equipment in designated locations and keeping walkways free from obstructions and trailing cables. They are also encouraged to report hazards and seek assistance with those that they cannot resolve themselves. Employees must be mindful of wearing appropriate footwear in the workplace that will afford their feet some general protection and wear suitable protective footwear when their role and/or a risk assessment requires it.

Managers will be diligent in checking walkways for obstructions such as articles, stock or spillages and take expeditious action to remediate.

Managers will ensure, so far as is reasonably practicable, that there are areas for employees to store personal belongings such as coats, bags and other items so that these do not present a slip/trip or fire safety hazard.

In areas of the Charterhouse with potentially higher levels of regular footfall, where the Brothers reside or within the museum where there are regular members of the public, it is essential that any spillages or wet floors are identified and remediated quickly. Managers will ensure that employees are trained to respond to such instances and have readily to hand essential items such as 'Wet Floor' signage, spill kits and wet/dry mops.

3.31 Smoking

Exposure to second hand smoke increases the risk from lung cancers, heart disease and other various illnesses. Ventilation and separating smokers from non-smokers within the same workplace does not stop potentially fatal exposure.

The Charterhouse is a no-smoking site to members of the public and visitors.

It is our policy to ensure that all our premises are smoke free and all our employees have a right to work in a smoke free environment. There are designated smoking areas provided, externally, around the premises for employees to smoke.

In the case of non-compliance by employees then local disciplinary procedures will be followed.

3.32 Stress

We recognise that the health and safety performance, conduct and relationships with other persons at work may be affected by work related stress.

We adopt a proactive approach to stress management within the workplace applying the following:

- Induction training will include advice to employees on the health risks associated with stress at work.
- Managers will make every effort to identify persons with possible stress related problems.
- Where work related stress is identified regular monitoring of the situation will be undertaken.

3.33 Training (Information, Instruction & Supervision)

Health and safety forms part of the Charterhouse core essential skills and training requirements, as identified by our training needs analysis matrix and through the employee development review process. Training needs may also be identified following accidents, near misses, inspections or audits.

We will provide appropriate and suitable training and information to ensure that everyone is aware of the risks and knows how to respond appropriately. All employees should receive a minimum level of health and safety training, which must be achieved within six weeks of starting in post, and a mechanism for refresher training in place to ensure that knowledge is kept up to date.

Workplace health and safety basics are delivered as part of the mandatory induction for all employees on commencement of employment with the Charterhouse. This is delivered either face-to-face or using an online training platform.

It is our aim to ensure all employees are adequately trained in the following general areas:

- Our Health and Safety Policy and associated procedures and documents;
- Training in the tasks they are expected to undertake;
- Training on the procedures to follow in the event of an emergency situation arising.

Induction training will be provided for all new employees, volunteers and employees on a temporary contract. In particular induction training will cover the following health and safety matters:

- The Health and Safety Policy.
- Fire procedures and precautions.
- First aid and the location of first aid boxes and first aiders.
- Accident and near miss reporting and recording.
- Risk Assessments relevant to the work carried out.
- Arrangements for consultation with employees on health and safety matters, including the means by which consultation is undertaken.
- The employee's general responsibilities in relation to health and safety.
- Arrangements for providing job specific health and safety training.
- Details of refresher and specialist training as appropriate.

Records of all health and safety training will be held on each individual employee's file.

3.34 Vibration

Vibration from vehicles causing whole body vibration and from hand tools causing hand arm vibration is a significant risk. Vibration can lead to occupational disease in the hands (vibration white finger) and general illness in cases of whole-body vibration.

Employees must inform their line manager if they begin to experience symptoms such as tingling, numbness in fingers; fingers turning white when cold/damp, followed by flushing and throbbing; pain, inability to grip properly; pain and stiffness in the back, hip or knee.

To help reduce the risks from vibration:

- use the right tool for the job (e.g. tools designed for low vibration).
- ensure equipment is well maintained and blades are sharp where required.
- warm hands before starting work.
- keep warm by wearing adequate clothing, especially gloves.
- avoid gripping tools too tightly or using too much force.
- avoid long work periods without breaks (which should, if possible, be in a warm place).

3.35 Visitors

We recognise our responsibility towards the health and safety of visitors when visiting the Charterhouse.

All visitors and contractors are required to report to the Security office and must sign the visitor's book on arrival and again on departure.

Where necessary, visitors will be accompanied at all times when on the premises.

The employee they are visiting is wholly responsible for their safety whilst they are on the premises including a brief explanation of our emergency procedures (Fire/First aid etc).

3.36 Volunteers

The Charterhouse has a number of volunteers that work alongside our employees within the Museum and Gardens. We have the same duties to our volunteers as we do our employees and will ensure that their activities are suitably risk assessed and suitable control measures are in place.

All Volunteers will receive an induction before starting their voluntary work and will be provided with a copy of this H&S policy. They will be treated as an employee and hence the arrangements within this policy will apply where relevant to their role. Volunteers are expected to comply with this policy and where compliance is not achieved, they will be removed from their voluntary service with the Charterhouse.

3.37 Welfare

We recognise the responsibility to assess and provide, adequate welfare facilities for employees and other persons using the premises and take account of the general working environment to include:

- Ventilation;
- Indoor temperature and the impact of working in hot and cold environments;
- Lighting;
- The provision of adequate room and space in which to complete the work activities;
- The safe and frequent removal of waste and the cleaning of the workplace;
- The provision of suitable workstations and seating for the activity being undertaken.

Welfare provisions will also be provided for those people who are not employees but may use the premises on an infrequent basis e.g. visitors and contractors.

3.38 Work Equipment

We will ensure that we comply with the requirements of the Provision and Use of Work Equipment Regulations 1998 for all machinery, plant and equipment used on our premises.

All work equipment will be suitable for the purpose for which it is used or provided.

We will ensure all work equipment is maintained in an efficient state, working order and good repair so that it does not fail or deteriorate and lead to unacceptable health and safety risks.

We will maintain copies of records of maintenance, inspection records and thorough examination certificates where applicable.

Maintenance frequencies will depend on the intensity of use, operating environment, variety of operations and risks to health and safety from malfunction or failure, these frequencies will be identified through risk assessment and implemented.

All Maintenance of work equipment will be carried out in accordance with the manufacturer's recommendations and instructions.

Maintenance work will only be carried out by fully trained and competent persons/contractors.

Where work equipment is hired, then copies of maintenance records or other evidence of maintenance from the hire company will be requested.

Work equipment will be inspected to ensure it can be operated, adjusted and maintained safely and that any deterioration can be detected at an early stage and remedied in good time.

Results of inspection will be recorded by the competent employee or organization and kept until the next inspection is undertaken, Copies will be kept in the main health and safety file within the head office.

Where work equipment is hired, then copies of inspections or evidence to show inspections have been undertaken will be requested from the hire company.

All employees who use work equipment will receive appropriate health and safety training on the method of using the work equipment, the risks associated with the use of the equipment and the controls to be applied to eliminate or control the risks to acceptable levels.

Training will take place during employee's normal working hours or as agreed, records of training will be kept on file once completed.

All work equipment used within the Charterhouse will be suitably labelled with any H&S warnings, including the identification of controls, maximum speeds, safe working loads and hazardous conditions or substances.

3.39 Working at Height

We will ensure all employees comply fully with the requirements of the Working at Height Regulations 2005, in particular they must:

- Avoid work at height where they can.
- Use work equipment or other measures to prevent falls where they cannot avoid working at height.
- Ensure that, where the risk of a fall cannot be eliminated, work equipment or other measures will be used to minimize the distance and consequences of a fall should one occur.

- Ensure all work at height is properly planned and organised including the provision of work plans for emergencies and rescue.
- Ensure that all work at height is suitably risk assessed before any works commence.
- Ensure they are trained and competent to work at height.
- Ensure all equipment for working at height is appropriately inspected and these inspections are recorded.

3.40 Young Persons in the workplace

We are aware of the increased risks to the health and safety of young persons (Under the age of 18) due to their lack of experience of workplace hazards.

We will take all reasonable measures to ensure the health and safety of any young person whilst employed or under the control of the Charterhouse.

A risk assessment of the work activities and the place of work will be undertaken to identify any significant risks to health and safety and the measures required to ensure they are not injured or experience ill health.

The risk assessment will take into consideration the inexperience, lack of awareness of risks and immaturity of the young person. Consideration will also be given to the layout of the workplace, nature and degree of exposure to hazardous substances, work equipment and the way in which it is handled, organisation of work and extent of health and safety training.

Young persons will be under constant supervision until they have the required training and competence to complete their work in a safe manner.

4. Other Relevant Charterhouse Documentation

- Safeguarding Policy
- Building Maintenance Policy
- Fire Safety Policy & Fire Strategies
- Asbestos Policy
- Water Hygiene Policy
- Employee Handbook
- Brother's Handbook