



# SAINT IVES TOWN COUNCIL

## Health and Safety Policy

<b>Responsible Officer</b>	Town Clerk	<b>Date effective from</b>	June 2013	<b>Review date</b>	March 2017
<b>Author</b>	Town Clerk	<b>Date last amended</b>	March 2016		

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On receipt of the Policy, you must read it, complete this section and return it as soon as possible to the Town Clerk for inclusion on your personal file.

# 1. Commitment to Health and Safety

This document outlines the steps the Council will take to ensure compliance with health and safety legislation, guidance and best practice.

The policy underlines the Council's commitment to achieving the highest standards of health, safety and welfare throughout its activities and explains how this will be achieved. To do this, we need the full commitment and co-operation of our employees. Safe working practices must become an integral part of everyone's daily routine.

You must report to the Town Clerk any accidents, incidents, or near misses, violent incidents and other risks to your own or others' health, safety or welfare. However, if you feel that your legitimate concerns have not been properly addressed, you may contact the Town Mayor.

Significant risks to employees and others will be identified through the risk assessment process. Details of risk assessments will be held by the Town Clerk. They will be reviewed annually with you during the Council's performance appraisal process and when there is any significant change in working practices.

The policy will be reviewed annually and, where necessary, revised. You will be consulted and informed about any changes and, where these are significant, amended copies will be re-circulated to you.

A copy of this policy will be given to all employees who will be required to acknowledge receipt in writing (see back page). The receipt must be returned to the Town Clerk for inclusion on your personal file.

***N.B. It is your responsibility to read this document, comply with your own health and safety responsibilities and observe these while discharging your duties on the Council's behalf.***

***If you fail to comply with the requirements of this Health and Safety Policy, and place yourself or another person in danger or at risk to their personal safety, disciplinary action could be taken.***

## 2. General Statement of Safety Policy

The St Ives Town Council recognises and accepts its responsibility as an employer for providing, so far as is reasonably practicable, a safe and healthy workplace and working environment for all its employees and other users of the Council's premises. The Council regards the promotion of HEALTH, SAFETY and WELFARE measures as a mutual objective for the Council and its employees at all levels.

The Council will take all reasonable steps within its power to meet this responsibility, paying particular attention to the provision and maintenance of:

- (i) Plant, equipment and systems of work that are safe.
- (ii) Safe arrangements for the use, handling, storage and transport of articles and substances.
- (iii) Sufficient information, instruction, training and supervision to enable employees to avoid hazards and contribute positively to their own safety and health at work.
- (iv) A safe place of work and safe access to it.
- (v) A healthy working environment, insofar as it is within the power of the Council to provide it.
- (vi) Adequate welfare facilities at work.

No safety policy is likely to be successful unless it actively involves workpeople themselves. The Council will, therefore, co-operate in this respect by providing, where necessary, sufficient facilities and training to equip employees at all levels so they may meet their responsibilities defined in supplements to this general statement.

Employees at all levels have a duty to:

- (i) Take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions whilst at work.
- (ii) Co-operate with the Council so as to enable the Council to comply with duties and requirements imposed by Safety Regulations, in particular:-
  - (a) by using the protective and safety equipment provided and,
  - (b) by reporting incidents that have led to or may lead to a hazard to health.

A copy of this Statement will be issued to all employees. It will be reviewed, added to, or modified from time to time and will be supplemented in appropriate cases by schedules specifically relevant to the work of particular departments or groups of workers.

## 3. Organisation

### 3.1 The Hierarchy of Management

The Council as the corporate body has overall responsibility for health, safety and welfare. In practice, this responsibility is delegated on a day-to-day basis to the Town Clerk.

The Council is committed to a regular review of its policies on health, safety and welfare and to its continual development in the light of both experience and the changing legal environment. It is committed to a progressive improvement in health and safety performance both by the enactment of more effective guidelines and by programmes of continued training and development in areas of health and safety.

### 3.2 Individual Responsibilities within the Town Council

#### (i) Elected Members

Elected Members form the body corporate of the Town Council and are responsible for planning, resourcing and overseeing its activities. They should ensure that health, safety and welfare issues are considered as part of their decision making process. Members will receive advice from the Town Clerk.

#### (ii) The Town Clerk

The Town Clerk has overall responsibility at officer level for ensuring the day-to-day health, safety and welfare of the Council's employees.

#### (iii) Employees

You have a duty to take reasonable care of yourself and others (eg contractors visitors, members of the public) who may be affected by your work activities. You must co-operate with other staff to ensure that the requirements of the Health and Safety Policy and current health and safety legislation are achieved.

#### **In so doing, you should:**

- ◆ read, or have explained to you, to ensure you understand all key health and safety documents given to you;
- ◆ comply with the Council's Health and Safety Policy and associated arrangements and guidelines provided to control the risk to your health and safety;
- ◆ co-operate with the Town Clerk and others involved in ensuring your health and safety by participating in health and safety training and following safe systems of work and procedures;
- ◆ report all accidents, incidents (near misses) and acts of violence or aggression immediately to the Town Clerk;
- ◆ use all hazardous substances, plant, machinery and equipment (including personal protective and other safety equipment and clothing) as instructed and report defects immediately to the Town Clerk;

- ◆ report any concerns regarding potential risks to your own or others' health and safety immediately to the Town Clerk;
- ◆ accept responsibility for your personal safety through safe behaviour and compliance with safe systems of work and procedures to set a positive example to other employees, agency workers, contractors, visitors and members of the public;
- ◆ not misuse, tamper with or abuse any item of equipment provided for the purposes of health and safety;
- ◆ assist the Town Clerk during the performance appraisal process in reviewing your risk assessment(s) to ensure that they are accurate, up to date and comprehensive and identify any health and safety training needs; and
- ◆ observe the Council's no smoking policy.

***You must not put yourself in any situation that exposes you to any unacceptable risk or personal danger.***

#### **(iv) Fire and Bomb Emergencies**

Fire Wardens prepare and maintain a check-list for use by them during evacuations of the Town Hall for fire and/or bomb threats to establish the safe evacuation of employees and others from the Council's premises.

#### **(v) First Aid**

The Council has made suitable arrangements for the provision of a First Aider at the Town Hall.

First Aiders are employees who have been awarded a First Aid at Work Certificate following training to a standard approved by the Health & Safety Executive. Their Certificate is renewable every three years.

First Aiders aim to reduce the effects of injury or illness suffered at work caused either by the work itself or some factor outside the Council's control. They are available to give immediate assistance to casualties with injuries or illness and, where necessary, will summon an ambulance or other professional help.

#### **Appointed Persons**

Appointed Persons have not been trained to the standard of First Aiders. However, they have received sufficient training to enable them to identify injuries, provide emergency resuscitation and take appropriate action to obtain other professional medical assistance. In the majority of cases, this will involve the summoning help, either an ambulance or suitably trained First Aider.

## **4. Arrangements**

### **4.1 Risk Assessment**

The Council will use a systematic approach toward risk assessment to identify, monitor, review and control significant hazards and those who may be at risk from those hazards.

Risk assessments will be reviewed annually or where there has been any significant change. In addition, managers will review individuals' risk assessments with them during the performance appraisal process to ensure that they are accurate, up to date and comprehensive.

Separate risk assessments will be undertaken for specific hazards e.g. manual handling; the use of hazardous chemicals; computers and computer workstations – see relevant sections below.

### **4.2 Training**

The Council will provide adequate information, instruction, training and supervision to all employees on the significant risks arising out of their own and others' work activities to ensure that the risk to their health and safety is reduced to the lowest possible level. Specific training needs will be identified through the risk assessment and performance appraisal processes.

The Town Clerk will arrange suitable training and refresher training courses, maintain records and provide reports as necessary to the Town Council.

### **4.3 Reporting Procedures**

#### **(i) Accident / Incident (Near Miss)**

The Council has a system for recording all accidents, dangerous occurrences, certain diseases, absences of more than three days after injury and other incidents (near misses) that occur in any premises it owns or manages that involve its employees, appointed contractors, visitors, members of the public or anyone else affected by the Council's undertaking.

Accidents/incidents must initially be reported on Accident Forms held by the Town Clerk (a copy of the Accident Reporting Procedure and forms are attached at Appendix 5.2).

Certain injuries, dangerous occurrences and some diseases must be reported immediately to the Health and Safety Executive and to the Health and Safety Adviser for investigation.

#### **(ii) Violence at Work (includes Verbal Abuse, Threats and Sexual or Racial Harassment)**

The Council will take all reasonably practicable steps to ensure that its employees are not subjected to violence or aggression while carrying out their work. Arrangements will be established to minimise the risk including, inter alia, providing training for all employees at risk; monitoring employees in potentially dangerous situations and providing them with appropriate support and means of communication to colleagues.

All incidents of violence or aggression, verbal abuse and sexual or racial harassment should be recorded on the Violence at Work Report Form - a copy of which is attached at Appendix 5.3 and is also available on the intranet.

#### **4.4 Safe Working Procedures**

The Council will ensure that safe working procedures are developed, implemented and reviewed/ revised to control any significant hazards arising from employees' work activities which have been identified through the risk assessment process.

##### **(i) Fire**

The Council will take all reasonable steps to prevent or minimise the occurrence of fire within the workplace and will establish emergency evacuation procedures.

Instructions for action in an emergency are displayed in all communal areas.

Employees must not obstruct fire exits, traffic routes, fire alarms or fire extinguishers and must ensure that fire doors are closed at all times.

Employees must observe the Council's no smoking policy in premises where this applies and place all combustible waste in the receptacles provided for removal on a daily basis.

All highly flammable products/chemicals must be stored in accordance with the manufacturer's instructions e.g. fireproof cabinets.

A copy of the fire evacuation procedure is attached at Appendix 5.4.

##### **(ii) Bomb and Other Emergencies**

The Council will take all reasonable steps to minimise risks to employees in the event of the following emergencies:-

- ◆ a bomb or terrorist threat;
- ◆ a gas leak or chemical spillage; and
- ◆ viral / bacteriological threat

Copies of the evacuation procedure and telephone checklist for a bomb threat are attached at Appendix 5.5.

##### **(iii) First Aid**

The Council will provide suitable first aid facilities, equipment and training to First Aiders and Appointed Persons to assist employees and anyone affected by the Council's undertaking who becomes ill or is injured at work.

##### **(iv) Computers and Computer Workstations**

The Council has established arrangements to assess the risks to its employees who use computers for a significant part of their working day. In addition, the Council will pay for regular eye tests with an optician of their choice.

#### **(v) Electrical Safety**

The Council will ensure that arrangements are in place to test, maintain and compile records of the electrical safety of portable equipment, fixed installations, electrical tools, appliances and electrical work activities.

Where possible, electrical equipment should be switched off overnight. Employees must not use any unauthorised electrical appliances or extension leads and must report immediately any defects and damage to equipment, plugs or cables to the Town Clerk.

#### **(vi) Hazardous Substances (COSHH)**

The Council will ensure that a systematic approach is undertaken to avoid/reduce the use of hazardous substances or, where this is not possible, identify and control their use.

COSHH risk assessments will be carried out using the information supplied by the manufacturer in their product data sheets. These will be reviewed and revised annually, or when there is any significant change. Employees affected will be provided with information, instruction, training or supervision in their safe use.

Copies of the COSHH risk assessment procedure and template are attached at Appendix 5.7.

#### **(vii) Good Housekeeping**

Employees are required to keep their workplace tidy and dispose of waste material safely in the bins provided. Employees should not overfill bins as this could cause an injury to cleaning staff.

Traffic routes must not be obstructed. Tripping hazards must be reported as soon as possible to the Town Clerk who will arrange to have them repaired as soon as possible.

Spills or deposits on floors or work surfaces must be cleaned as soon as possible and warning signs placed in the area to alert others to the residual hazard.

Drawers of filing cabinets must be closed when not in use and only one drawer opened at any one time. Step stools must be provided for employees who have to reach objects stored at height - chairs must not be used for this purpose.

#### **(viii) Manual Handling**

The Council will provide arrangements to ensure that any significant risk arising from manual handling activities by employees is avoided. Where this is not possible, an assessment will be undertaken to identify those at risk, training will be provided and safe systems of work developed to minimise the risks (e.g. mechanising the activity, providing assistance for the task). These assessments will be reviewed regularly and revised where necessary.

A copy of a safe lifting technique is attached at Appendix 5.8.

#### **(ix) Lone Working**

The Council will provide suitable arrangements to minimise the risks to employees who work alone. The risks will be identified through the risk assessment process. The following procedures have been introduced to ensure employees' safety:

### ***During office hours:***

- ◆ Employees who undertake activities which place them at a significant risk to their personal safety should complete a diary outlining details of all visits including, inter alia, name, address, appointment times and, where applicable, the time they expect to return to the office.
- ◆ They should be provided with some form of communication e.g. a mobile phone.
- ◆ Office staff are provided with a personal alarm.

### ***Outside office hours***

- ◆ Employees should arrange for a Contact Officer (a colleague) to act as a backup and give them full details of the work to be undertaken, their vehicle (type, registration number, colour) and contact details (mobile and home phone numbers).
- ◆ They should provide the Contact Officer with details of the time they intend to work together with their mobile phone numbers. If the lone worker does not call within 5 minutes of a specified time, the Contact Officer will try to call them twice.
- ◆ If contact cannot be made with the employee on either their mobile or home phone, the Contact Officer may decide to try to find them at their given location. If this is unsuccessful, s/he will inform the Police.

### **(x) Plant, machinery and equipment**

The Council will ensure that all plant, machinery and equipment is suitable for its intended use and that it is safe when used in accordance with the manufacturer's or suppliers instructions.

### **(xi) Contractors**

The Council will ensure that persons carrying out contracted work on Council premises, land or structures are assessed prior to commencement of the work in respect of their health and safety competence and, in particular, their arrangements for working safely. This should include checks of their risk assessments, method statements, safe systems of work and previous accident records and enforcement history.

In addition, they will be provided with a copy of the Council's Contractors' Code of Conduct and Safety Rules that they must sign and return to show that they agree to comply with the content therein.

### **(xii) Asbestos**

The Council will ensure that arrangements are in place to identify, record, manage, inspect and review the type and location of asbestos material in all Council owned or managed premises. Information must be conveyed to any employee and contractor who may be exposed to asbestos fibres in the course of their work. Regular inspections should be undertaken to ensure that asbestos material is not damaged. Where necessary, the Council will use only contractors who have been licensed by the Health and Safety Executive to work on, remove and dispose of asbestos containing material.

### **(xiii) Legionella**

The Council will ensure that arrangements are in place to identify manage and control any water-based systems and equipment that could be a potential source for the growth and spread of legionella throughout its premises.

#### **(xiv) No Smoking Policy**

The Council operates a no smoking policy in all its office premises.

#### **(xv) Personal Protective Equipment and Clothing**

The Council will ensure that suitable personal protective equipment and/or clothing is provided for employees whose work activities present significant risks to their personal safety and which cannot be controlled adequately through other means. **This includes the use of sunscreen and hats for outdoor working staff. Staff are requested to purchase sunscreen/hats of their choice and submit a receipt for reimbursement.**

#### **(xvi) Driving at Work**

The Health and Safety Executive has estimated that up to a third of all road traffic accidents involve someone who is at work at the time. Such accidents account for over 1,000 deaths and 11,000 serious injuries each year.

When you are driving, riding a motorcycle or bicycle on a work-related journey, you are effectively at work. Whilst the Council has a responsibility under the Health and Safety at Work Act 1974 to ensure, so far as reasonably practicable, your health and safety while at work, you also have a responsibility to ensure that you do not put others at risk when you are driving for work.

You should not drive if you feel unfit to do so, for example if you are tired, unwell, have certain medical conditions or are taking medication that may affect your ability to drive. You must never drive whilst under the influence of alcohol.

In addition, you must comply with all Road Traffic Acts and the Highway Code.

#### **(xvii) Mobile Phones**

You must not use a mobile phone when you are driving unless you use a hands-free kit or need to make a 999 call in a genuine emergency and it is unsafe or impractical for you to stop. Where necessary, arrangements can be made to install a hands-free car kit in your vehicle.

## ST IVES TOWN COUNCIL

### Risk Factor Calculation

SEVERITY					
LIKELIHOOD	1	2	3	4	5
	2	4	6	8	10
	3	6	9	12	15
	4	8	12	16	20
	5	10	15	20	25

#### LIKELIHOOD

- 1 = Improbable Occurrence
- 2 = Possible occurrence
- 3 = Occasional Occurrence
- 4 = Frequent Occurrence
- 5 = Common Occurrence

#### SEVERITY

- 1 = Trivial/minor injury
- 2 = Major injury (to individual)
- 3 = Major Injury (to several)
- 4 = Death (1 person)
- 5 = Death (multiple)

**RISK FACTOR = Likelihood x Severity**

Risk Factor	Risk Category	Action Timescale (guideline)
1 – 4	Insignificant	Management decision
5 – 9	Low	“ “
10 – 14	Medium	3 – 6 months
15 – 20	High	1 month
21 – 25	Very High	Immediate

## Accident Reporting Procedure

These will be investigated by the Town Clerk and reported to the Town Council.

Certain injuries, diseases and dangerous occurrences must be reported **immediately** to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

In addition, you must notify HSE about employees who are absent from work for more than 7 days as a result of an injury sustained at work. The 7 days does not include the day of the accident or day of return, but it does include weekends and any non-working days.

Failure to report these is a criminal offence.

**In the event of any accident, incident (near miss) or injury please ensure that:**

- ◆ the circumstances and treatment (however minor) are recorded on the accident forms held at the Town Hall.
- ◆ the completed forms are placed into secure files and copied to the injured employee.

## Categories of Accident

### Major injuries:

- ◆ a fracture (except to fingers and toes);
- ◆ all amputations and dislocations of shoulders, hips knees or spine;
- ◆ loss of sight (temporary or permanent);
- ◆ penetrating injuries to the eye or chemical/hot burns to the eyes;
- ◆ electric shock or burns resulting in unconsciousness or hospitalisation, or which require resuscitation;
- ◆ any acute illness requiring medical attention or loss of consciousness resulting from lack of oxygen or exposure to harmful substances, including biological agents, the absorption of any substance by inhalation, ingestion or skin absorption;
- ◆ any other injury which results in the admission to hospital for more than 24 hours.

### Dangerous occurrences:

- ◆ the collapse, overturning or failure of any lifting machinery;
- ◆ the failure of pressure systems or freight containers;
- ◆ explosions or fire;
- ◆ incidents involving overhead electric lines;
- ◆ electrical short circuits causing fire or explosion;
- ◆ building, structure or scaffold collapses;
- ◆ the escape of flammable substances.

## Diseases:

- ◆ anthrax
- ◆ brucellosis
- ◆ leptospirosis
- ◆ tuberculosis
- ◆ Q fever
- ◆ viral hepatitis
- ◆ avian chlamydiosis and ovine chlamydiosis
- ◆ legionellosis
- ◆ lyme disease
- ◆ streptococcus suis
- ◆ tetanus

## Injuries to the Public :

Any cases of members of the public being taken to Hospital from Council premises shall be reported under RIDDOR.

## Methods of Reporting to HSE

**By Post:** HSE Incident Contact Centre  
Caerphilly Business Park, Caerphilly, CF83 3GG

**Telephone:** 0845 300 9923 (They will take the information and complete the form for you if you wish).

**Fax:** 0845 339924

**Internet:** [www.riddor.com](http://www.riddor.com)

**Email:** [riddor@natbrit.com](mailto:riddor@natbrit.com)

Reports shall be submitted within 15 days of the incident.

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Ref No:

## Violence at Work – Incident Report Form

Employee's Name: .....

Job Title: .....

Address: .....

..... Postcode: .....

What were you doing at the time of the incident?

.....  
 .....

<b>INCIDENT DETAILS</b>	Date:	Location (attach a sketch if necessary):	Time:
-------------------------	-------	--	-------

**CLASSIFICATION OF INCIDENT/INJURY** *(please tick):*

- |                      |                          |   |                          |
|----------------------|--------------------------|---|--------------------------|
| Verbal abuse         | <input type="checkbox"/> | Minor injury (ie. requiring first aid only)     | <input type="checkbox"/> |
| Verbal threat        | <input type="checkbox"/> | Major injury (ie. requiring hospital treatment) | <input type="checkbox"/> |
| Threat with a weapon | <input type="checkbox"/> | Fatality  | <input type="checkbox"/> |
| Physical Violence    | <input type="checkbox"/> | Harassment (including sexual/racial harassment) | <input type="checkbox"/> |

<b>ASSAILANT(S)</b>	<b>WITNESS(ES)</b>
---------------------	--------------------

Name(s): .....

Address(es): .....

.....  
 .....

Male/Female:.....

Other details:.....

Apparent motive:.....

Name(s): .....

Address(es): .....

.....  
 .....

Male/Female:.....

Other details:.....

**WHAT HAPPENED?** *(Give an account of the incident, including any relevant events leading up to it)*

# Action

## Immediate Action

Action Taken	Yes/No/N/A	Comments
Employee removed from scene		
First Aid Provided		
Hospital Treatment Required		
Reported to Police		
Employee debriefed		
Counselling arranged		
Letter to assailant		
Other employees warned		
Noted placed on file		
Other (please specify)		

## Post-Incident Action

Action Taken	Yes/No/N/A	Comments
Risk Assessment reviewed		
<ul style="list-style-type: none"> <li>Change in Working Practice</li> </ul>		
<ul style="list-style-type: none"> <li>Training Provided</li> </ul>		
<ul style="list-style-type: none"> <li>PPE Provided</li> </ul>		
<ul style="list-style-type: none"> <li>Details placed on violent incident register</li> </ul>		
<ul style="list-style-type: none"> <li>Other (please specify)</li> </ul>		

## Outcome of Incident (eg. Details of Injury; Time off Work; Legal or Management Action Taken)

.....  
 .....  
 .....  
 .....

Employee informed about action taken:    Yes / No / N/A    Date: .....

Employee's comments (if applicable) and signature:

.....  
 .....  
 .....

Town Clerk: ..... Date: .....

Town Clerk's comments / action	
Date:	Signature:

## Fire Evacuation Procedure

### Any person discovering a fire must:

- ◆ **SOUND THE ALARM** (i.e. break one of the "fire call" points)
- ◆ **CALL THE FIRE BRIGADE DIAL 999** (plus 9 to get an outside line)

### On hearing the alarm:

- ◆ **LEAVE THE BUILDING BY THE NEAREST SAFE ROUTE. DO NOT USE THE LIFTS**
- ◆ **IF POSSIBLE, SWITCH OFF ALL ELECTRICAL EQUIPMENT AND CLOSE DOORS AND WINDOWS**
- ◆ **DO NOT GO BACK TO YOUR OFFICE TO COLLECT YOUR PERSONAL BELONGINGS**
- ◆ **REPORT TO YOUR DESIGNATED ASSEMBLY POINT**
- ◆ **DO NOT RE-ENTER THE BUILDING UNTIL THE FIRE OFFICER TELLS YOU THAT IT IS SAFE TO DO SO**

## Bomb Threat Procedure

In the unlikely event that the Council receives a bomb threat, please observe the following procedure:

### If you hear the intermittent fire alarm you should:

- ◆ remain calm
- ◆ check your computer screen for any instructions
- ◆ check your area of work for any suspicious parcels and report these to the Town Clerk

### If you are told to evacuate:

- ◆ collect all your personal possessions (i.e. coats, bags, briefcases...)
- ◆ leave the building and go via the evacuation route to the assembly point - as directed (NB these will not be those used for a fire evacuation)
- ◆ do not re-enter the building until you have been advised by the \*Co-ordinator that it is safe to do so

### A telephone threat

If you receive a telephone call stating that there is a bomb in or around the building, you should try to inform the Town Clerk as soon as possible and complete the checklist overleaf. This information will be used to decide whether to take any further action.

# Bomb Threat Telephone Checklist

If you receive a bomb threat, try to alert someone immediately (eg by saying loudly “did you say bomb threat”) so that they can tell your Line Manager or the Co-ordinator.

## DO NOT PUT DOWN THE HANDSET OR CUT OFF THE CALLER

Get as much information as possible to help others decide what to do

Try to remain calm and keep the caller talking (eg apologise for bad line, ask them to speak up)

Complete this form by asking the following questions:

Message (exact words) .....

Did the caller use a code? .....

Where is it? .....

What time will it go off? .....

What does it look like? .....

What kind of bomb is it? (ie Type of explosive) .....

Why are you doing this? .....

Who are you?

Name: .....

Address: .....

Time of Call: .....

*NB. GIVE THE COMPLETED FORM TO THE TOWN CLERK AS SOON AS POSSIBLE TO ENABLE THEM TO DECIDE WHAT TO DO NEXT.*

# Complete this section as soon as you can

## DETAILS OF THE CALLER

Male	Female	Age (approx)
Nationality	Other	

## SPEECH

Well-spoken	<b>Accent</b> ❖ Local ❖ Regional ❖ Foreign	<b>Speech impediment</b> ❖ Stutter ❖ Lisp ❖ Other	Disguised voice
Intoxicated	Irrational	Rambling	Was the message read or was it spontaneous

## MANNERISMS

Calm	Angry	Hurried	Slow	Familiar
Laughing	Crying	Deep voice	Nasal	Other

## BACKGROUND NOISES

Traffic	Talking	Office eg typing	Machinery
Aircraft/train	Party eg music	Children	Other

Person receiving call: .....

Number of telephone on which call was received: .....

## Eye Test Procedure for Computer Users

### Are You Entitled To A Free Eye And Eyesight Test?

You may be if, amongst other things, you use a computer for significant parts of your working day (blocks of 1 hour or more); cannot access the information in any other way; a computer is essential to your work etc.... If the Town Clerk confirms that you meet these criteria, in accordance with the Display Screen Equipment Regulations 1992, you are entitled to have a free eye and eyesight test.

This eye test is different from the usual long and short sight tests as is your vision at the distance between you and your computer screen (ie about 24 to 28 inches). If you currently use spectacles/lenses when using your computer, it will establish whether they are suitable for use at this distance.

## Control of Substances Hazardous to Health (COSHH)

### Procedure

1. Hazardous substances should not be purchased if there is a safer alternative available.
2. If this is not possible, anyone ordering hazardous chemicals must ensure that they request a manufacturers' product data sheet from the supplier. This contains comprehensive information about the product that will enable the Health & Safety Adviser or other competent person to complete a COSHH Risk Assessment (see template overleaf).
3. Those employees who are required to use the hazardous substance in the course of their employment must be made aware of the findings of the risk assessment and, where necessary, given training and the appropriate protective clothing/equipment to protect them from any risks to their health and safety.
4. If any employee is exposed to a hazardous substance which has a known long-term health risk, health surveillance will be arranged with the Council's Occupational Health Service.
5. Copies of COSHH risk assessments should be given to relevant First Aiders for storage with their first aid boxes. They should familiarise themselves with the recommended first aid actions prior to an emergency.
6. COSHH assessments should be reviewed at regular intervals not exceeding one year.





## Safe Lifting Technique

If possible, try not to lift anything heavy. If this is unavoidable, get someone to help you or use a mechanical aid e.g. a trolley.

### When lifting anything, remember to:

- ◆ Assess weight of load before lifting
  
- ◆ Move close to the load
  
- ◆ Bend legs, feet slightly apart
  
- ◆ Keep back straight and head level
  
- ◆ Lift with your legs not your back
  
- ◆ Lift smoothly and keep load close to body
  
- ◆ Move your feet, don't twist your body
  
- ◆ Don't lift objects at arm's length

# ST IVES TOWN COUNCIL

## 6. Health & Safety Policy

### Acknowledgement of receipt

Date received: .....

Version received (see front cover): .....

Name: .....

Job Title: .....

**I have received a copy of the Council's Health & Safety Policy. I confirm that I shall read, ensure that I understand its contents and comply with the procedures and rules contained therein.**

Signature: .....

Date: .....

***NB. Please complete this form and return it to the Town Clerk for inclusion on your personal file.***