

Cornerstone Building Trust
and
The Fountain of Life Church

HEALTH AND SAFETY POLICY

1. GENERAL STATEMENT.....	2
2. RESPONSIBILITIES AND ARRANGEMENTS FOR HEALTH AND SAFETY MANAGEMENT	3
3. BUILDINGS	5
4. GOOD HOUSEKEEPING	6
5. WELFARE ARRANGEMENTS.....	9
6. PERSONAL SAFETY	9
7. HOMEWORKING	13
8. VISUAL DISPLAY EQUIPMENT	14
9. FIRE SAFETY	15
10. HYGIENE.....	16
11. FIRST AID AND ACCIDENT REPORTING	16
12. HAZARDOUS SUBSTANCES (COSHH).....	17
13. LIFTING AND HANDLING.....	18
14. STRESS MANAGEMENT	19
15. RISK ASSESSMENT	20
16. CONTACTS	23
APPENDIX A	LIST OF DUTY HOLDERS
APPENDIX B	WRITING RISK ASSESSMENTS (Guidance)
APPENDIX C	RECORD OF RISK ASSESSMENT (Template)
APPENDIX D	HEALTH, SAFETY AND WELFARE POLICY STATEMENT FOR THE CORNERSTONE BUILDING TRUST

1. GENERAL STATEMENT

This is the Health and Safety Policy Statement of:

Cornerstone Building Trust and Fountain of Life Church

Health and Safety at Work etc Act 1974

Our statement of general policy is:

- to provide adequate control of the health and safety risks arising from our work activities
- to consult with our employees on matters affecting their health and safety
- to provide and maintain safe equipment
- to ensure safe handling and use of substances
- to provide information, instruction and supervision for employees
- to ensure all employees are competent to do their tasks, and to give them adequate training
- to prevent accidents and cases of work-related ill health
- to maintain safe and healthy working conditions
- to review and revise this policy as necessary at regular intervals.

The CBT has also issued a Health, Safety and Welfare Policy Statement, which is displayed at The Well Christian Centre and The Stables, clearly states the aims of the Policy as well as the responsibilities of the Trust; the Trustees; Employed Staff, Contractors, Volunteers and Visitors and the Health and Safety Officer (see Appendix D)

Signed:.....
(Chair) *Cornerstone Building Trust*

Date:.....

Signed:.....
(Chair) *Fountain of Life Church*

Date:.....

Review date:.....

2. RESPONSIBILITIES AND ARRANGEMENTS FOR HEALTH & SAFETY MANAGEMENT

2.1 The Board of Trustees

2.1.1 The Health and Safety at Work Act 1974 places a statutory duty on all employers to ensure, so far as is reasonably practicable, the safety, health and welfare of all its employees and other people who may be affected by their activities, e.g. users, volunteers, members of the public.

2.1.2 The Board of Trustees of The Cornerstone Building Trust and The Board of Trustees of The Fountain of Life Church as the employer, has overall and final responsibility for health and safety matters for its staff at The Well Christian Centre and The Stables, and for ensuring that health and safety legislation is complied with.

2.1.3 The two Boards of Trustees will periodically review the operation of its health and safety policy. And will ensure:

- employees and volunteers as appropriate receive sufficient information, training and supervision on health and safety matters
- risk assessments are undertaken and the results written up as necessary and made available to all employees for comment and acceptance
- accidents are investigated and reported to the respective Board of Trustees
- there are arrangements in place to monitor the maintenance of the premises and equipment
- there are adequate arrangements to liaise and co-operate on health and safety matters with other employers at the premises of The Well Christian Centre and The Stables

2.1.4 Day-to-day responsibility for ensuring this policy is put into practice is delegated to the Health and Safety Officer for the Cornerstone Building Trust and Fountain of Life Church. *The names of all duty holders are given in Appendix A.*

2.2 All Employees

2.2.1 All employees have to:

- co-operate with managers on health and safety matters
- not interfere with anything provided to safeguard their health and safety
- take reasonable care of their own health and safety

- report all health and safety concerns to an appropriate person as detailed in this policy statement - (*see Appendix A for list of Duty Holders*).

2.3 Fire Officer

2.3.1 The Boards of Trustees will appoint two Fire Officers (*Bishop's Trustees for the Fountain of Life Church*) who shall receive appropriate training.

2.3.2 The responsibilities of the Fire Officers are to:

- be instructed on potential fire hazards and the use of fire fighting equipment
- ensure that the testing of fire alarms and fire drills are carried out
- assist with the efficient evacuation of staff and visitors
- liaise with the Fire Brigade at the assembly point
- ensure staff and volunteers at The Well Christian Centre and The Stables are aware of the fire alarm and fire drill.

FOR DETAILED FIRE SAFETY ARRANGEMENTS SEE SECTION 9.

2.4 First Aid Person

2.4.1 A list of persons trained in first aid is kept with the First Aid Boxes and (*also see Appendix A*).

2.4.2 The Health and Safety Officer will ensure that the first aid box is kept in the correct place, containing the items laid down in the Code of Practice and Guidance Notes published by the HSE and is regularly checked and restocked.

FOR DETAILED FIRST AID AND ACCIDENT ARRANGEMENTS SEE SECTION 11.

2.5 Risk Assessment

2.5.1 The Boards of Trustees will ensure that risk assessments will be carried out by Assessment Leaders in accordance with the Management of Health and Safety at Work Regulations (1999) and the Approved Code of Practice (ACOP). These risk assessments will be written up, and be made available to staff, as required (*see Appendix B and Appendix C*).

2.5.2 Any written records of risk assessments will be reviewed and updated annually to ensure they cover all employees against

all risks, and to ensure that any action identified as needed in the risk assessments have been carried out. The risk assessments will also be updated every time that there is a major change in working practices. The risk assessments will cover all employees who work for The Fountain or Life Church and The Cornerstone Building Trust, and will cover all aspects of their work.

SEE SECTION 15

2.6 Training

Overall responsibility for all training is that of the Church Minister but at an operating level tasks are delegated accordingly where appropriate:

- 2.6.1 The Administration Manager, First Steps Pre-School Supervisor, Family and Children's Worker, Team Leader, Ashill Kidz Klub, Primary School Workers Mid-Norfolk Kidz Klub, and Team Leader Scarning Kidz Klub will ensure that new employees and volunteers receive information on health and safety as part of their induction.
- 2.6.2 The Administration Manager, First Steps Pre-School Supervisor, Family and Children's Worker, Team Leader Ashill Kidz Klub, Primary School Workers Mid-Norfolk Kidz Klub, and Team Leader Scarning Kidz Klub will organise training for employees and volunteers on health and safety matters as appropriate, including: general health and safety training, first aid, manual handling, fire safety, risk assessment. They will also organise training for appropriate use of equipment, and any special training needed to ensure safe systems of work.
- 2.6.3 Consultation of employees regulations require that staff are consulted on matters pertaining to Health and Safety and Environmental Issues.

3. BUILDINGS

- 3.1 The Cornerstone Building Trust has a responsibility to provide a safe and healthy environment for staff and volunteers.
- 3.2 All the staff and volunteers of The Fountain of Life Church and the Cornerstone Building Trust are responsible for spotting hazards or potential hazards. If a hazard is seen, it

should be removed or dealt with as soon as possible, or if not, reported to the Health and Safety Officer or Site Warden.

3.3 Examples of Hazards

3.3.1 Things Out of Reach:

Chairs or other furniture must not be used to stand on for the purpose of replacing light bulbs, reaching for things off tops of cabinets, etc. A properly maintained, undamaged step ladder must be used and visually inspected before use and formally inspected periodically. Inspection to be documented.

3.3.2 Damaged Equipment:

Regular checks must be carried out on furniture and equipment for damage which leaves sharp edges protruding or other hazards. Any damaged furniture must be reported for repair or condemnation straight away and must be removed from use.

3.3.3 Damage to Fabric of Building, Windows, etc:

All such damage must be reported immediately to the Site Warden or Health and Safety Officer.

3.3.4 Misplaced Furniture, Equipment or Supplies:

Any furniture, equipment or supplies left in an inappropriate place, for example obstructing a gangway, must be removed immediately and placed in an appropriate, safe place.

4. GOOD HOUSEKEEPING

4.1 Aisles & Gangways

Aisles & gangways must be kept clear from obstructions and materials must be stored in safe areas. Under no circumstances must goods or materials be stacked, stored or used immediately in front of or obstructing fire doors, fire exits, fire alarms or fire equipment, eg. stands and displays etc.

4.2 Smoking

Smoking is not allowed inside The Well Christian Centre and The Stables and not within 50 feet of the gas tank outside.

4.3 Overcrowding

The Cornerstone Building Trust and Fountain of Life Church will avoid unhealthy and overcrowded working conditions, and will consult staff on any changes in office layout.

4.4 Ventilation

The Cornerstone Building Trust and Fountain of Life Church will endeavour to provide a well ventilated workplace in which staff have control over their local level of ventilation.

4.5 Temperature

In office workplaces a minimum temperature of 16⁰C must be maintained. Efforts will be made so far as is reasonably practical to ensure the workplace temperature does not rise to an uncomfortable level. A thermometer will be provided in such a position as to be easily seen.

4.6 Lighting

Adequate lighting will be provided. If lights are found to be out of order, the fault must be reported to the Site Warden as soon as reasonably possible for correction.

4.7 Noise

The Cornerstone Building Trust and Fountain of Life Church will endeavour to ensure that noise in its offices is kept to as low a level as is practicable.

4.8 Office Atmospheric Pollutants

Office equipment such as photocopiers and printers can emit pollutants into the atmosphere. The organisation will take reasonable precautions in ensuring that these levels are kept as low as possible. Employees and volunteers will not be expected to work in enclosed spaces with equipment that emits atmospheric pollutants. Spaces where these pollutants are present shall be kept well ventilated.

4.9 Equipment Storage and Usage

- Equipment must not be left lying around but must be suitably stored
- No wires must be left trailing across floors
- Non flammable rubbish bins must be positioned at various points
- No paraffin, bar electric or calor gas fires will be used at the premises of The Well Christian Centre and The Stables.

4.10 Electrical Equipment

4.10.1 All building maintenance such as electrical work, carpentry, painting, etc should be carried out by trained and competent people. Staff should not endanger themselves and others by carrying out such work.

4.10.2 Broken, ineffective or damaged electrical equipment must be taken out of service immediately and reported to the Site Warden. Staff should use electrical equipment in accordance with instructions.

4.10.3 All portable electrical equipment must be PAT tested regularly by a trained and competent electrician.

4.11 Working at height

4.11.1 Injuries are often caused by falls from:

- ladders
- scaffolding
- roofs and roof-edges - particularly fragile roofs
- gangways and catwalks
- vehicles

The poor selection, use and maintenance of equipment causes falls, eg. using a ladder because it's easier than erecting a tower scaffold.

The Working at Height Regulations (2005) places duties on employers, to ensure:

- work at height is avoided where possible
- all work at height is properly planned
- those working at height are competent or supervised
- the risks of working on or near fragile surfaces are properly controlled

- equipment should be used to prevent or minimise the consequences of falls where working at height is the only option
- equipment for working at height is properly inspected and maintained
- A risk assessment MUST be carried out before any work is undertaken

5. WELFARE ARRANGEMENTS

5.1 Toilet and Washing Facilities

The Cornerstone Building Trust and the Fountain of Life Church will ensure that suitable and sufficient toilets and washing facilities are provided for all staff in accordance with the minimum requirements of Health & Safety legislation.

- Individual toilets will be in separate, lockable rooms.
- Washing facilities will include a supply of clean hot and cold water, soap and suitable means of drying.

5.2 Drinking Water

An adequate supply of mains supply drinking water will be provided for all staff.

5.3 Rest Areas

So far as is reasonably practicable, Cornerstone Building Trust and The Fountain of Life Church will provide its staff with a seating arrangement where, during rest periods, they may have a break away from their workstations.

5.4 Hours of Work

The employees of The Cornerstone Building Trust and The Fountain of Life Church should not work excessively long hours, and should take adequate breaks for meals and rest as indicated within their statement of terms and conditions of employment.

6. PERSONAL SAFETY

6.1 Office Security

- 6.1.0 The following policy is concerned to minimise the risk to people working for The Cornerstone Building Trust and The Fountain of Life Church
- 6.1.1 Staff or volunteers who are working on their own are advised not allow access to casual visitors who have no appointment.
- 6.1.2 Where staff are dealing with an individual but feel uneasy about being alone with him or her they have the right to refuse to make an appointment or give access if it would put them in that position. In these situations the management will put their trust in the feelings of the worker.
- 6.1.3 Lone workers should have a system of checking in to notify line managers they are OK.

6.2 WORKING AWAY FROM THE OFFICE

- 6.2.1 Staff who are going to be working away from the office should make it clear to other staff where they will be, how long for and how they can be contacted.
- 6.2.2 If in the course of a trip away from the office plans change significantly, this should be communicated back to the office.
- 6.2.3 Remote staff must arrange to report to a responsible person that they have finished work and are safe.
- 6.2.4 Staff should make clear who they wish to be informed (outside of work) in the event of an emergency and how they can normally be contacted.
- 6.2.5 Staff must be contactable while at work

6.3 HOLDING OR CARRYING MONEY OR VALUABLES FOR THE ORGANISATION

- 6.3.1 Staff who carry money for The Cornerstone Building Trust or The Fountain of Life Church have the right to be accompanied by another person.
- 6.3.2 Large amounts of cash must not be kept on the premises of The Well Christian Centre and The Stables
- 6.3.3 Visits to the bank should not be at a regular time.

6.3.4 Under no circumstances should staff put themselves at risk on account of the property of The Cornerstone Building Trust or the Fountain of Life Church. If money is demanded with threats it should be handed over.

6.4 PERSONAL AWARENESS:

There are lots of things we already do that keep us safe, but becoming more aware of our surroundings puts us in control of our environment. The following steps are recommended to all staff as being helpful.

6.4.1 WHILST OUT AND ABOUT:

Trust your intuition and listen to your feelings. If you sense something is wrong, it probably is. Acting on intuition may prevent an aggressive situation.

Be prepared. Do you know whom to contact and what to do if a difficult situation arises? Find out and if there is no one designated, ask for a manager to be nominated.

Be observant. Notice everything around you - exit doors, telephones, windows, sources of help. This will make you more aware of your surroundings and help you escape if you need to.

Assess potential risks. Avoid dangerous short cuts, walk facing the traffic on the street side of pavements, think about where you park your car and remember where you have parked it.

Make sure you have all relevant information with you. Have you checked to see if there is a known problem with whom you are or where you are going?

Look confident. "Walking tall" and being aware of your surroundings deters assailants.

Never stay in a situation where you think you may be at risk. Don't feel you have to stay because of your work. You can rearrange the visit for another time. You can ask a colleague to come in or be with you. Don't be afraid to ask for help.

Be aware of personal space - yours and others. Encroaching on other peoples personal space can make them aggressive. If other people are too close to you and making you uncomfortable, ask for more space or move away.

Don't get into lifts with people who make you feel uneasy. If you are in a lift and feel uncomfortable, get out and use the stairs, or wait for another lift. Make sure you know where the emergency button is and stand where you can reach it.

Don't accept lifts in vehicles from people you have no reason to trust.

Think about what you are wearing. Can you run if you need to?

6.4.2 IN DEALING WITH AGGRESSION

If you find yourself in an aggressive situation, what can you do?

Try to stay calm if someone is starting to get angry. Your body language, voice and response can help to defuse a situation. Take a deep breath, keep your voice on an even keel, and try to help.

Offer an angry person a range of options from which they can choose the one they prefer. They will find it difficult to stay angry.

Do not be aggressive back - this is how anger can escalate into violence.

Are you the best person to deal with this situation?

Going to get someone else is often helpful particularly if they can solve a problem that you can't.

Get on the same level as the aggressor. If they are standing so should you. It makes you feel less vulnerable and makes it easier for you to get away or fetch help if necessary.

Keep your balance and keep your distance.

Do not touch someone who is angry.

Don't let your escape route be blocked.

Keep yourself between an escape route and an aggressor so you can still get away.

If the situation is dangerous, then get away as fast as you can. Never remain alone with an actively violent person.

If you cannot get away, then scream.

6.5 REPORTING AND RECORDING

- 6.5.1 All incidents of aggression or violence should be reported to management and recorded in the accident book.
- 6.5.2 Employers have a responsibility to provide a safe working environment. Staff should report any current or potential situation at work which is a threat to personal safety. Talking about fear and other problems related to aggression or harassment are not marks of failure but good practice. A serious incident, even if it results in no physical harm, may cause feelings of fear, panic or despair which can carry on long afterwards. The Board of Trustees of The Cornerstone Building Trust and the Fountain of Life Church recognises this and will be disposed to provide whatever support, counselling or time off work seems appropriate.

7. HOMEWORKING

- 7.1.1 When employees are carrying out work for The Cornerstone Building Trust or the Fountain of Life Church at home all health and safety rules and guidance in this policy apply in the same way that they do in the workplace.
- 7.1.2 It is the responsibility of the employee to ensure that their home working environment and equipment used in the home is safe. A risk assessment in accordance with the guidance given in this policy should be carried out. Should advice be needed, it should be sought from the Health and Safety Officer.
- 7.1.3 The employee will be asked to indemnify the organisation from damages caused by accidents in the home.

8. VISUAL DISPLAY EQUIPMENT

8.1 General

- 8.1.1 It is the policy of The Cornerstone Building Trust and The Fountain of Life Church to comply with the law as set out in the Health and Safety (Display Screen Equipment) Regulations 1992 (*available from the HSE website*).
- 8.1.2 The Cornerstone Building Trust and The Fountain of Life Church will conduct health and safety assessments of all workstations staffed by employees who use VDU screens as part of their usual work.

8.2 Equipment

- 8.2.1 Resources will be sought by The Cornerstone Building Trust and The Fountain of Life Church, where possible, to:
- (a) provide VDUs with a detachable and adjustable screen, i.e. in height, swivel, etc, to allow for the individual preference of the operator.
 - (b) provide computer cleaning supplies
 - (c) provide a wrist and foot rest at each workstation if required
 - (d) an anti-static mat at each workstation
 - (e) provide keyboards which are separate from screens
 - (f) provide anti glare screens, where direct light cannot be prevented from falling on the screen
 - (g) provide adequate workstation space.

8.3 Maintenance

The Church Minister is responsible for ensuring the holding of copies of manufacturers' detailed instructions on the maintenance of machinery including boilers, ventilation, and office equipment etc., and ensuring that maintenance contracts are adhered to and, where appropriate, renewed. At an operating level this is delegated to a named Council Member, who will ensure that plant is serviced in accordance with manufacturer's recommendations and that maintenance logbooks are kept for all items.

8.4 Working with Office Equipment

Staff using office equipment should:

- avoiding sitting in the same position for long periods

- adjust equipment and furniture to appropriate and comfortable positions
- take regular rest breaks from VDU work (at least 10 minutes away from the screen in every hour). Short frequent breaks are more satisfactory than occasional longer breaks and during these times other work should be undertaken.

9. FIRE SAFETY

9.1 General

- 9.1.1 It is not only the responsibility of the Fire Officers, but of all staff, volunteers and visitors working at The Well Christian Centre and The Stables to be aware of fire hazards and to know the location of fire exists and the assembly point. Everyone must know the fire drill instructions and these will be part of the induction process for all new staff and volunteers. Everyone must also be aware of Fire Procedure Notice and the Building User's Manual displayed within The Well Christian Centre and The Stables.
- 9.1.2 Access to escape doors, extinguishers and other fire fighting equipment must not be obstructed and the Fire Officers will be instructed on their use.

9.2 Fire Drills

- 9.2.1 The Well Christian Centre and The Stables's Fire Officers and Group Leaders are responsible for carrying out fire drills and will arrange these to take place at regular intervals, reviewing the success or otherwise of the evacuation and making recommendations for improved practices. They are responsible for ensuring that staff and volunteers are aware of the evacuation procedures and have the power to remove obstructions from fire exists.
- 9.2.2 The fire alarms shall be tested at regular intervals by the Fire Officers and staff will be notified of any testing taking place during office hours.
- 9.2.3 Visitors and all staff, including volunteers, must be made fully familiar with the escape routes and The Well Christian Centre and The Stables's assembly point.

9.3 Fire Drill Procedure

If The Fire Alarm Sounds

- Evacuate the building immediately by the nearest exit
- Ensure any visitors leave the building
- Do not put yourself at risk
- Assemble at the rear of the building at the Assembly Point
- Do not re-enter the building for any reason until the Fire Officer or fire brigade confirm that it is safe to do so.

If You Discover A Fire

- Evacuate the building immediately as above.
- Raise the alarm by phoning the Fire Brigade

10. HYGIENE

- 10.1 All areas must be kept clean and tidy.
- 10.2 Toilets must be washed regularly and kept clean.
- 10.3 All wash basins should be provided with hot water, soap, clean paper towels or hand dryers.
- 10.4 Disposal bins should be provided for sanitary products. Bins should be emptied and sanitised regularly.

11. FIRST AID AND ACCIDENT REPORTING

11.1 First Aid

- 11.1.1 First Aid provision will be available at all times in an appropriate and accessible First Aid Box.
- 11.1.2 The First Aid Boxes are kept in both kitchen areas. A list of First Aiders is kept with the boxes (*see also Appendix A*).
- 11.1.3 At least one employee/volunteer will receive appropriate first aid training.
- 11.1.4 All new employees will be told as part of their induction of the location of first aid equipment and the employee/volunteer who has received first aid training.

11.1.5 A record of all first aid cases treated will be kept in the Accident Book, which will be kept with the First Aid Box. Records are to be monitored by Cornerstone Building Trust and kept securely, away from the Accident Book.

11.2 Accidents and Emergencies

11.2.1 All employees must report all incidents and near misses which resulted or nearly resulted in personal injury to themselves or others, to the Health & Safety Officer and make sure the accident is recorded in the Accident Book, which will be kept with the First Aid Box.

11.2.2 It is the responsibility of the Health & Safety Officer to ensure that any necessary follow-up action is taken to reduce the risk of the accident or near accident recurring.

11.2.3 The Health & Safety Officer is responsible for reporting incidents which come within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR), to the Health and Safety Executive (*see page 23*). RIDDOR covers the following incidents:

- (a) fatal accidents
- (b) major injury accidents/conditions
- (c) dangerous occurrences
- (d) unconsciousness
- (e) work related accidents or illness that result in 7 days incapacity excluding the day of the accident
- (f) certain work-related diseases
- (g) 24 hours or more in hospital

12. HAZARDOUS SUBSTANCES (COSHH)

12.1 General Statement

12.1.1 Under the 1992 COSHH (Control of Substances Hazardous to Health) Regulations employers have a duty to make an assessment of the risks related to hazardous substances e.g. chemicals, noxious fumes etc. In accordance with the Approved Code of Practice this assessment will be carried out and written down by a nominated competent person.

12.1.2 The person responsible for carrying out this assessment is the Health and Safety Officer.

12.1.3 Following this assessment, in accordance with the Approved Code of Practice (ACOP) the Health and Safety Officer will:

- In the first instance take action to remove any hazardous substances
- If this is not possible, action shall be taken to find a substitute for the hazardous substance
- If this is not possible, such substances shall be enclosed within a safe environment (locked cupboards in kitchen) and protective equipment issued, and relevant training given, to ensure the safety of staff.

12.2 Monitoring

12.2.1 If for any reason a member of staff or volunteer has been exposed to a possibly hazardous substance, levels of exposure will be monitored.

12.2.2 At all times levels of ill-health related to exposure to hazardous substances at work will be monitored.

12.3 Removal, Substitution, Enclosure and Protection

All members of staff shall avoid using hazardous substances at all times if at all possible. Where substitute materials are available they should be used (e.g. water based markers, correction fluid, etc). If there is no way of avoiding such use, staff must use the substance in an enclosed, ventilated environment away from other workers, and use proper protective equipment which shall be made available.

At all times the manufacturer's instructions must be followed.

13. LIFTING AND HANDLING

13.1 The employees of Cornerstone Building Trust and The Fountain of Life Church should avoid manual lifting where at all possible. However, employees may occasionally be required to manually lift and handle loads. Correct manual lifting and handling reduces the effort required and prevents strain and risk of injury.

13.2 A risk assessment must be carried out.

13.3 Employees should not put themselves at risk by attempting to lift heavy loads which could be taken apart or divided into

smaller quantities. The assistance of other employees or volunteers should always be sought for moving large quantities or for lifting heavy and awkward loads. When lifting is done by a team, instructions should be given by one person only.

- 13.4 Any employee feeling a strain should stop immediately and record the incident in the Accident Book.
- 13.5 Aids to reduce the risk of injury (e.g. trolleys) must always be used if available.

14. STRESS MANAGEMENT

- 14.1 Stress at work is a serious issue. Workers can suffer severe medical problems, which can result in under-performance at work and cause major disruptions to the organisation.

Stress is a workplace hazard that must be dealt with like any other. Thus the responsibility for reducing stress at work lies both with employer and employee.

- 14.2 The Cornerstone Building Trust and The Fountain of Life Church will do all they can to eradicate problems relating to stress at work. In particular they will:
 - ensure close employee involvement, particularly during periods of change
 - give opportunities for staff to contribute in the planning and organisation of their own jobs
 - ensure staff have work targets that are stretching but reasonable
 - implement effective policies and procedures for dealing with bullying and any form of harassment
 - encourage good communications between staff and management
 - promote the maintenance of a supportive culture in the workplace
 - where appropriate take into consideration employees' personal situation/problems at home
 - ensure employees avoid working long and unsocial hours.
- 14.3 The Cornerstone Building Trust and The Fountain of Life Church will ensure as far as practicable that its policies, working practices and conditions of employment support its commitment to the above.

- 14.5 Employees should ensure that they do not work in a way which could cause them to suffer an increase of stress, nor cause an increase of stress on others.
- 14.6 Employees must respect other members of staff, and ensure that interpersonal conflict is avoided or dealt with sensibly.
- 14.7 Employees must not make unrealistic demands on other workers by increasing others' workload.
- 14.8 Employees should participate with the organisation's intention to maintain a supportive workplace environment.
- 14.9 If an employee is suffering from stress at work, s/he should discuss this with their line manager at the first opportunity. Where practicable and reasonable, The Cornerstone Building Trust and The Fountain of Life Church will seek to provide assistance to the employee.

15. RISK ASSESSMENT

15.1 What is a Risk Assessment?

Risk assessment helps you protect your workers and everyone using your organisation. A hazard is something which has the potential to cause harm. A risk is the likelihood of that hazard being realised. It helps you focus on the risks that really matter, the ones with potential to cause harm. A risk assessment is, as the Health and Safety Executive (HSE) describes: "a careful examination of what, in your work, could cause harm to people.... the aim is to make sure that no one gets hurt or becomes ill".

15.2 Carrying out a Risk Assessment:

Carrying out a risk assessment is a relatively straightforward process, simply a careful examination of what could cause harm to people, and what precautions need to be taken.

The HSE prescribes a 'Five Step' process:

Step One – Identify the hazards

First walk around the workplace identifying anything that could be potentially hazardous - **write everything down - make a list**. Include *everything* you can think of: not just things that

are currently obviously dangerous, but anything with a *potential* risk. It is a good idea to get two people to do this separately and to compare lists afterwards, in case either of you have missed anything out.

Then think about **invisible** hazards - for example, in the voluntary sector one of the biggest risks people endure is stress (often related to working long hours, under pressure, to tight deadlines) or physical assault. Invisible hazards often include fumes - for example, photocopiers and laser printers emit ozone when in use.

Finally consider whether things that might not normally be hazardous might be in relation to specific people - eg pregnant women, disabled workers.

Step Two – identify who is at risk

Once you have identified and listed all the hazards, you need to (i) identify what the specific risk is, and (ii) who is particularly at risk.

Some people will be more at risk from particular hazards than others - for example a VDU user will be more at risk of suffering RSI (Repetitive Strain Injury - also known as WRULDs - Work Related Upper Limb Disorders), a cleaner might have specific risks related to the chemical cleaning agents being used, etc. And there will be those particularly at risk in some circumstances for example because they may be working alone, or they may have a disability. **List those potentially at risk.**

Step Three – Evaluate the risks and decide on precautions

Think about what you can do to remove the risk. Compare what you currently do with what is accepted as good practice. (You may need to seek advice on this from experts) The main purpose of doing a risk assessment is to be aware of the risks, so that you can take action to eliminate or at least reduce the risks. On a simple level if an electrical wire is exposed, you could replace it, or cover it with insulating tape. On a more proactive level, for example, if your cleaner is using potentially dangerous chemical agents - change the cleaning product - use something water-based. **Write down the actions currently taken and those actions you propose to be taken, and write down who will take the action, by when.**

Step Four – Record your findings

If you employ five people or more, the law requires you to record your findings. Ensure the written record of your findings is made available to staff, and that they co-operate with the carrying out of the recommendations made as a result of the assessment. This might involve a change in working practices, a change in machinery or equipment, and **appropriate training** being undertaken.

Step Five - Review your assessment

Few workplaces remain the same. You **must** review your assessment when there are major changes in the workplace, such as the introduction of new machinery, or new ways of working - but you must carry out regular reviews anyway - possibly annually. If your original assessment was properly recorded the review should be a relatively simple job but be aware of changing working practices.

Other considerations:

- * when sharing a building with other groups, it is a **legal requirement** that you all co-operate with each other in carrying out assessments.
- * Finally, the Health and Safety Officer has produced guidance on writing risk assessments (Appendix B) and a template Record of Risk Assessment (AppendixC)

16. CONTACTS

Local Health and Safety Inspector's office

Lakeside 500
Old Chapel Way
Broadland Business Park
Norwich
Norfolk NR7 0WQ

Tel: **0845 345 0055**

Fax: **01603 828055**

Health and Safety Executive Information Line

HSE Infoline
Caerphilly Business Park
Caerphilly
CF83 3GG

Tel: **0845 345 0055** Fax: **0845 408 9566**

Website: hse.infoline@connaught.plc.uk

Health and Safety Executive Publications - Free leaflets on all aspects of Health and Safety:

HSE Books
PO Box 1999
Sudbury
Suffolk CO10 2WA.

Tel: **01787 881165** Fax: **01787 313995**

E-mail: hsebooks@prolog.uk.com

Website: www.hsebooks.co.uk

(HSE priced publications are also available from bookshops and free leaflets can be downloaded from HSE's website:

www.hse.gov.uk/pubns)