

ELA TRAINING SERVICES

HEALTH AND SAFETY POLICY

Reviewer: Ali Khan, Director of Operations



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Section 1: Policy Statement

ELA Training Services is committed to providing a safe and healthy working environment for all employees and clients. We therefore regard health and safety as a priority and an integral part of our business.

The Health and Safety at Work Act 1974 together with other related regulations, place specific responsibilities on both employers and employees. We intend, as a matter of policy, to comply, so far as is reasonably practicable, with all health and safety requirements.

When working with funded learning provision, ELA Training Services will endeavour to support and so far as is reasonably practicable, learners and stakeholders in a safe and constructive manner.

ELA TRAINING SERVICES is committed to providing and maintaining:

- Safe and healthy working conditions
- Relevant, appropriate and serviceable work equipment
- The safe storage, handling and use of hazardous substances
- Appropriate information, instruction and training for all staff to ensure competency
- The identification and control of health and safety risks arising from work activities
- An accident and work related ill health reporting, recording and investigation system
- A mechanism for consulting with staff on safety related topics

Directors, managers and employees have the responsibility for implementing the safety policy throughout the business operation. The specific arrangements for the operation of the policy and the personnel responsible for implementation are detailed in this policy document.

This Policy will be continually monitored and updated, particularly when changes in the scale and nature of the business operations occurs. As a minimum, the policy will be reviewed at least every 12 months.

Review Date:	25.4.18	Review Date:	
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Review Date:		Review Date:	



Section 2: Safety Responsibilities

2.1 Introduction

All managers and employees are responsible for completing their work in a manner that will not put their personal health and safety at risk or that of their colleagues or anyone that may be affected by their actions or omissions. Therefore it follows that all managers and employees have the right and the responsibility to decline to complete any work activity, which they consider to be unsafe.

2.2 Operations Director

The Operations Director will ensure that:

- There is an effective and efficient approach to health and safety within all parts of ELA Training Services

- The necessary resources are made available to provide competent safety management and for the continuous improvement of health and safety within ELA Training Services.

- There is a suitable organisation structure for planning, implementing, monitoring, reviewing and evaluating health and safety arrangements

- Policies and procedures are developed to meet legal, moral and best practice obligations

- All levels of management understand, actively support and implement ELA Training Services' Health and Safety Policy and associated procedures

- Employees with specific responsibilities have the necessary authority, expertise, training and resources to exercise their responsibilities effectively

- All staff are consulted on health and safety matters, by ensuring that safety is included as an agenda item at each of the ELA Training Services staff meetings

2.3 Directors

Within their specific division each Director will ensure that:

- There is an effective and efficient approach to health and safety within their specific division of ELA Training Services.

- There is a suitable organisation structure for implementing health and safety arrangements

- Specific safety policies, procedures and documentation are implemented effectively

- All staff within their area of control understand, actively support and implement ELA Training Services' Health and Safety Policy and associated procedures

- All staff are consulted on health and safety matters, by ensuring that safety is included as an agenda item at each of the ELA Training Services staff meetings



2.4 Managers

All Managers will ensure that:

- There is an effective and efficient approach to health and safety within their department/area
- There is a suitable organisation structure for implementing health and safety arrangements
- They and their staff understand their responsibilities for health and safety, as defined in the health and safety policy and are capable of performing their duties to the required standard
- There is a consistent implementation of ELA Training Services policies and procedures within their area of accountability
- All staff under their control are properly trained and supervised, and in particular, receive adequate induction training and on and off the job training in appropriate aspects of health, safety and welfare
- That they complete risk assessments for their office areas/teams/tasks within their responsibility and implement the risk assessment findings
- Maintain high standards of housekeeping in their offices/teams
- That all accidents to staff, visitors and funded learners are recorded, reported and investigated by a competent person in accordance with the ELA Training Services accident system.
- That they co-operate with the Operations Director, Directors and Safety Adviser on health and safety matters and that they complete any other reasonable health and safety activity

2.5 Team Leaders/Supervisors

All Team Leaders will ensure that:

- There is an effective and efficient approach to health and safety within their department/area
- There is a suitable organisation structure for implementing health and safety arrangements
- They and their staff understand their responsibilities for health and safety, as defined in the health and safety policy and are capable of performing their duties to the required standard
- There is a consistent implementation of ELA Training Services policies and procedures within their area of accountability
- All staff under their control are properly trained and supervised, and in particular, receive adequate induction training and on and off the job training in appropriate aspects of health, safety and welfare
- That they complete risk assessments for their office and teams within their area of responsibility and implement the risk assessment findings



- Maintain high standards of housekeeping in their offices/teams
- That all accidents to staff, visitors and funded learners are recorded, reported and investigated by a competent person in accordance with the ELA Training Services accident system.
- That they co-operate with the Operations Director, Directors and Safety Adviser on health and safety matters and that they complete any other reasonable health and safety activity.

2.6 Health and Safety Adviser

The Health and Safety Adviser has specific responsibilities which include:

- The provision of advice, guidance and changes in safety legislation to the ELA Training Services Operations Director, Directors, managers and staff
- The development and updating of all health and safety policy, arrangements, procedures and documentation
- The provision of advice and assistance where required during the investigation of accidents
- Ensuring that the ELA Training Services Health and Safety Policy is reviewed and updated in line with the operational needs of the business

2.7 Employees

All members of staff have a duty to:

- Take reasonable care of the health and safety of themselves and of other persons who may be affected by their acts and omissions at work
- Co-operate with their employer to enable the employer to perform, or comply with, any legal duty or requirement
- Not to interfere with, or misuse, equipment provided in the interest of health and safety
- Use equipment, procedures and documentation provided for their work as they have been trained
- Not to use equipment they have not been trained to use
- Inform their manager of any work situation that represents a serious and immediate danger to themselves and others
- Report all accidents immediately and enter the details in the accident book
- Keep their working area and work equipment clean and tidy to minimise risk



Section 3: Safety Arrangements

3.1 Accident Reporting – ELA Training Services employees

Aims

The aim of this procedure is to ensure that all accidents, occupational diseases and dangerous occurrences, involving ELA Training Services employees, are reported and investigated to determine the cause and appropriate action taken to prevent a re-occurrence.

Rationale

ELA Training Services is responsible for ensuring, so far as is reasonably practicable, the health, safety and welfare of staff, visitors and learners whilst participating on funded programmes.

Principles

All accidents must be recorded in the ELA Training Services' local centre Accident Book. Accidents resulting in a 3 day absence from work exceeding 3 or more days, and accidents reportable under R.I.D.D.O.R should be reported to the Health and Safety Advisor and the Health and Safety Executive.

Roles and Responsibilities

Trainer/Assessors

All trainer/assessors must be report all accident in the ELA Training Services local accident book. As outlined above, if it is a Road traffic accident then the Operations Director must be informed.

Managers/Team Leaders

All managers/team leaders are responsible for informing staff that all accidents must be recorded and ensuring that all accidents are investigated and reports submitted immediately to the Health and Safety Adviser.

Directors

Where it is deemed necessary and appropriate, the Health and Safety Adviser should inform the Directors and the Operations Director. An investigation should then be completed, to identify the accident causes and any remedial action.



Management of Systems

Reporting Of Injuries, Diseases and Dangerous Occurrence Regulations (1995) Fatality/Specified Injury/Over seven day injury/Dangerous Occurrence

In the event of a RIDDOR reportable incident, or an occupational disease, the relevant manager must inform the Health and Safety Adviser immediately. Once investigated, the Health and Safety Adviser must inform the relevant enforcing authority (Health and Safety Executive HSE) by the quickest means possible, usually by telephone or on the Internet, and then submit a form F2508/F2508A to them within 15 days of the incident occurring. The Health and Safety Adviser should retain a copy of the form for recording purposes.

Follow up Action

The Manager, in conjunction with the Safety Adviser should ensure that all remedial actions to prevent a re-occurrence are completed within an agreed time scale.

The Health and Safety Adviser should review all accident and incident reports, F2508 forms, F2508A forms, and recommend further action as appropriate to the Operations Director and Directors.

3.2 FIRST AID PROVISION

Aims

ELA Training Services has a duty under the Health and Safety First Aid Regulations, to provide suitable and sufficient first aid facilities for all staff.

Rationale

ELA Training Services is responsible for ensuring, so far as is reasonably practicable, the health, safety and welfare of staff and visitors.

Principles

ELA Training Services will inform all employees of the arrangements that have been made in connection with the provision of first aid facilities, including equipment and those employees trained in first aid.

Roles and Responsibilities

Trainer/Assessors

All trainer/assessors are to be aware of the location of relevant first aid kits, including in their vehicles if relevant, and the location of first aid qualified staff



Managers/Team Leaders

All managers/team leaders are responsible for ensuring the provision of and the re-stocking of relevant first aid kits with their areas of responsibility.

Directors

All Directors are responsible for ensuring that their teams/divisions have access to relevant first aid provision.

Management of Systems

To meet this requirement ELA Training Services will:

- Display on notice boards (company intranet), the names and telephone numbers of any employees trained in first aid
- Provide access for all staff to an adequately stocked first aid kit, which will be clearly identified. Including where appropriate travelling first aid kits
- Arrange for the continuity of training to maintain a satisfactory number of employees qualified in first aid, (one per office location)

During induction training, employees will be informed of:

- Their responsibilities in the event of an accident
- The location of their local First Aider and first aid kit
- First aid and accident reporting procedures

Whilst ELA Training Services has no legal responsibility to provide assistance for nonemployees, it is our policy to provide emergency cover for visitors and contractors on the premises of ELA Training Services, to ensure safe evacuation to the nearest medical services.

3.3 Fire Safety Management

Aims

This procedure outlines the principals of fire safety management for ELA Training Services.

Rationale

ELA Training Services is responsible for ensuring, so far as is reasonably practicable, the health, safety and welfare of staff and visitors at each company centre location.

Principles

ELA Training Services will inform all employees of the arrangements that are in place in relation to fire safety management and safe evacuation from premises



Roles and Responsibilities

Trainer/Assessors

All trainer/assessors must ensure that they are familiar with the mechanism for raising the alarm, the evacuation procedure and routes and the assembly point at each location where they work or visit.

Managers/Team Leaders

All managers/team leaders are responsible for informing staff of the fire safety management system for each specific office location.

Directors

All Directors are responsible for ensuring that their teams/divisions are fully aware of the fire safety management system for each specific office location.

Management of Systems

All employees are required to familiarise themselves and understand the Fire and Emergency Evacuation procedures for ELA Training Services' office.

Please ensure that you know:

- The location of your nearest FIRE EXIT and where it exits the building;
- The Assembly Point;
- The locations of your nearest fire alarm call point.

As part of the induction programme, each employee will be briefed on the evacuation route(s), the fire alarm call points and the location of the Assembly Point.

Fire risks for ELA Training Services' centres or areas of the premises will be assessed by the relevant manager in conjunction with the Health and Safety Advisor, as part of the risk assessment programme. The Fire Risk Assessment document is at appendix HS001 of the Safety Policy.

The Business Centre landlords are responsible for ensuring that fire appliances on the premises are tested regularly with the tests recorded. This is completed, under contract.

What to do in the case of fire

A. By the Person discovering the fire:

- a. Ensure that no one is in immediate danger
- b. Sound the fire alarm at the nearest break glass alarm point (the 'Break Glass' alarm points are on the main exit routes); and
- c. Leave the building by the nearest FIRE EXIT and go to the Assembly Point



- B.** By all other staff not committed to specific Fire Duties, on hearing the alarm:
- a. Leave the building via the nearest FIRE EXIT
 - b. Do not return to your desk to collect personal belongings
 - c. Go straight to the Fire Assembly Point, obeying the instructions of the Fire Wardens
 - d. If you have visitors with you, please ensure they are escorted safely from the building to the Fire Assembly Point
 - e. Do not use the lifts

Further Information

<https://www.gov.uk/government/publications/making-your-premises-safe-from-fire>

<https://www.gov.uk/workplace-fire-safety-your-responsibilities>

<https://www.gov.uk/workplace-fire-safety-your-responsibilities/fire-safety-advice-documents>

One specific fire evacuation procedure per centre as an appendix
Provision of a fire file for each ELA Training Services centre

3.4 Premises Safety

Aims

The aim of this procedure is to outline the safety system used in each ELA Training Services Centre.

Rationale

ELA Training Services is responsible for ensuring, so far as is reasonably practicable, the health, safety and welfare of staff through whilst working within a ELA Training Services' Centre.

Principles

Ensuring the Health, safety and welfare of staff whilst based in or working within the ELA Training Services Centre.

Roles and Responsibilities

Trainer/Assessors

All trainer/assessors must ensure that they are familiar with the safety system within the ELA Training Services Centre



Managers/Team Leaders

All managers/team leaders are responsible for ensuring the health and safety of their team whilst based in the ELA Training Services Centre.

Management of Systems

a) ELECTRICAL SYSTEMS AND EQUIPMENT POLICY

It is the policy of ELA Training Services to comply with the Electricity at Work Regulations.

We will reduce electrical hazards to a minimum by using:

- Competent or qualified persons for any repair maintenance tasks
- Competent or qualified persons for regular inspecting and testing
- Safe systems of work for all work carried out on electrical systems
- Safe, suitable and approved materials and equipment

Regular inspections and testing shall be carried out with electrical installations being tested every five years. Portable appliance testing will take place at a frequency determined by the risks associated with their use. Electrical risks will be assessed as part of the Management Risk Assessment.

All employees are reminded that no personal portable electrical equipment, i.e. kettles, fans, etc, are permitted onsite unless presented for inspection, tested and authorised.

b) Visitors Policy

ELA Training Services accepts our duty to protect visitors to our premises from harm and recognise also that visitors may pose a risk to our employees. Therefore our policy for the control and well-being of visitors on our premises is as follows:

- We will ensure that we know visitors are onsite by requiring them to sign in and out in the visitors book, as defined within each Business Centre location
- In the event of a fire alarm, the person who is accompanying the visitor should take the visitor to the assembly point and ensure that they remain there until it is safe to return to the premises.
- We will provide assistance if necessary and ensure all casualties are evacuated to the nearest medical services, if appropriate.

c) Welfare Facilities

In line with the requirements of the Workplace (Health, Safety and Welfare) Regulations 1992, ELA Training Services is committed to providing a safe place of work, with appropriate welfare facilities. These will include the following:

- The provision of a good working environment, with all appropriate health and safety support facilities.
- Safe access to, and egress from the office environment.



- General welfare facilities, to include:

1. Hot beverage areas
2. Cold water supply
3. Toilet facilities

In the provision of all of the above facilities, all employees have the responsibility to ensure that such facilities are not abused or misused. All employees are requested to support the organisation in maintaining a high standard of welfare facilities, and also to report where such standards are not maintained.

ELA Training Services requires good housekeeping at all times within the centre. It is the responsibility of all managers to ensure that these standards are met within their department/team.

3.5 Risk Management

Aims

The aim of this procedure is to outline the risk management system used throughout ELA Training Services.

Rationale

ELA Training Services is responsible for ensuring, so far as is reasonably practicable, the health, safety and welfare of staff through the implementation of a robust risk management programme.

Principles

The primary risk management principals are the identification of significant risks and the implementation of suitable control measures to eliminate or minimise the risks identified.

Roles and Responsibilities

Trainer/Assessors

All trainer/assessors must ensure that they are familiar with the risk management system and associated documentation.

Managers/Team Leaders

All managers/team leaders are responsible for completing all specific risk assessments, as part of the risk management system, within their area of control or team.

Directors

All Directors are responsible for ensuring that risk assessments are completed, as part of the risk management system, within their division or team.



Management of Systems

It is the policy of ELA Training Services to carry out suitable and sufficient risk assessments of the risks to health and safety of our employees, and to others who might be affected by our work activities.

To ensure that this happens we will:

- Identify all hazards with a potential to cause harm to our employees and others who may be affected by our activities

- Evaluate the probability and severity of potential injury or damage

- Analyse the options for eliminating, reducing or controlling the identified risks and then take the appropriate action

- Review the assessments periodically and particularly where they may no longer be valid or where there has been a significant change in the work activities or processes

Each manager/team leader will be responsible for completing the risk assessment process for their designated centre/area/team. The process is to commence with the completion of a Management Risk Assessment. Additional specific risk assessments may be required for others identified risks.

The risk process is contained at appendix HS002 and the Management Risk Assessment at appendix HS003 of the Safety Policy. Once completed, a copy of the Management Risk Assessment should be forwarded to the Health and Safety Advisor. Additional risk assessments may then be requested.

Further Information

<http://www.hse.gov.uk/risk assessment/>

Provision of a Risk Management File for each ELA Training Services Centre

- Control Of Substances Hazardous To Health – Appendix HS 004
- Display Screen Equipment – Appendix HS 005
- Manual Handling Policy – Appendix HS 006
- Expectant And Nursing Mothers Policy – Appendix HS 007

3.6 Stress Policy

Aims

The aim of this procedure is to outline the management of stress throughout ELA Training Services.

Rationale

ELA Training Services is responsible for ensuring, so far as is reasonably practicable, the health, safety and welfare of staff through the implementation of a stress management system.



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Principles

ELA Training Services will aim to implement the stress management principals contained within the Health and Safety Executive Stress Management Standards.

Roles and Responsibilities

Trainer/Assessors

All trainer/assessors must ensure that they are familiar with the ELA Training Services stress management principals.

Managers/Team Leaders

All managers/team leaders are responsible for monitoring workloads within their area of control or team and if required implementing the ELA Training Services stress management principals.

Directors

All Directors are responsible for monitoring the staff within their division or team and if required implement the ELA Training Services stress management principals.

Management of Systems

ELA Training Services will endeavour to comply with all legislation and good working practices and to aim to identify sources of stress in the workplace. Subsequently we will address areas of concern with the prime purpose of achieving a healthy workforce in which stress levels are as low as practicable.

To achieve this we will:

- Prevent stress by trying to control pressures to which employees are exposed.
- Encourage timely reaction by managers and the ability to recognise and deal with stress amongst employees as it arises.
- Promote and develop a supportive attitude to those employees identified as suffering from stress, including the development of strategies to deal with particular circumstances.
- Providing appropriate skills, training and resources needed for employees to do their jobs.
- Monitor for excessive working hours.
- Provide a Care Line facility and counselling services if required

Monitoring

The following reports will be located on each personal file and will be used to monitor stress and provide an objective means of assessing the level of the problem and devising strategies for improvement:



- Absence (reports on levels and reasons for employee absence).
- Employee appraisal and development.

Further Information
www.hse.gov.uk/stress/

3.7 Training

Aims

The aim of this procedure is to outline the safety specific training throughout ELA Training Services.

Rationale

ELA Training Services is responsible for ensuring, so far as is reasonably practicable, the health, safety and welfare of staff. Safety competency is an integral part of this responsibility.

Principles

In order to undertake their job roles all staff should be safety-competent through a number of mechanisms including specific safety-related training.

Roles and Responsibilities

Trainer/Assessors

All trainer/assessors must ensure that they complete all training requests by ELA training services. This includes the ELA Training Services induction programme and all job specific safety related training courses.

Managers/Team Leaders

All managers/team leaders are responsible for ensuring that all staff within their area of control complete all ELA Training Services and occupationally-specific training.

Directors

All Directors are responsible for ensuring that all staff within their area of control complete all ELA Training Services an occupationally specific training.

Management of Systems

ELA Training Services recognise the importance and value of health and safety training and are committed to providing adequate information, instruction and training for all employees. Training will be given in accordance with the requirements of the job role and tasks to be undertaken.



ELA TRAINING SERVICES will ensure that all new employees receive induction training covering the following, but will not be limited to:

- Health and Safety Policy
- Statutory and funding agency accident reporting procedures
- Fire arrangements and first aid facilities
- Safe manual handling
- Risk assessment policy
- Employee responsibilities

All staff who undertake ELA Training Services Registrations of employers must complete a bespoke training course accredited by the Chartered Institution of Occupational Safety and Health.

In addition to the above, additional specific information will be provided, relevant to the employees particular tasks or job, which will be arranged by the relevant Manager/Team Leader.

Further Information

www.hse.gov.uk/simple-health-safety/consult.htm

3.8 Young Persons

Aims

The aim of this procedure is to outline the system used throughout ELA Training Services for managing young people who are employees of ELA Training Services.

Rationale

ELA Training Services is responsible for ensuring, so far as is reasonably practicable, the health, safety and welfare of young people (under 18 years of age), employed by the company.

Principles

ELA Training Services will aim to prevent or reduce risks to young people employed by the company through the completion of risk assessments to identify any risk to their health arising from work activities.

Roles and Responsibilities

Trainer/Assessors

All trainer/assessors must ensure that they are familiar with the risk management process for young people employed by ELA Training Services.



Managers/Team Leaders

All managers/team leaders are responsible for implementing and managing the risk management of young people within their team or ELA Training Services Centre.

Directors

All Directors are responsible for ensuring that any young person within their division or team is safe and that all safety systems specific to young people are implemented effectively.

Management of Systems

The management of young people is based on risk assessment. The risk assessment will take account of the young person's inexperience, lack of awareness and perception of risk in the workplace. The young person's job role will be assessed, on an individual basis, by their Manager/Team Leader – Appendix HS 008.

It is also our policy to prevent or reduce risks to young person by ensuring that they do not:

- Undertake any manual handling tasks without training and supervision
- Operate machinery e.g. shredders without training and supervision
- Spend excessive time at a workstation without taking adequate breaks

3.9 Consultation and Communication with Employees

Aims

The aim of this procedure is to outline the mechanisms used to consult with staff on safetyrelated matters throughout ELA Training Services.

Rationale

ELA Training Services is responsible for ensuring, so far as is reasonably practicable, the health, safety and welfare of staff. Consultation is a key element of this responsibility.

Principles

Consultation and communication are fundamental principles of an effective and robust safety culture.

Roles and Responsibilities

Trainer/Assessors

All trainer/assessors must ensure that they attend all team meetings and raise any safety related issues with their manager/team leader.



Managers/Team Leaders

All managers/team leaders must progress any safety-related points raised by their team. This includes implementing any control measures and providing feedback to their staff.

Directors

All Directors are responsible for responding to any safety related issue raised by a member of staff within their division or team.

Management of Systems

In accordance with the requirements of the Health and Safety (Consultation with Employees) Regulations 1996 and the Management of Health and Safety at Work Regulations 1999, ELA Training Services is committed to ensuring the Health, Safety and Welfare of all its employees whilst at work.

Consultation and communication with employees on health and safety matters is a key element to the successful achievement of this objective. All employees are responsible for providing feedback on their views/concerns about the health and safety arrangements and to also report any defects or failings they identify. Consultation with employees will be undertaken by the inclusion of health and safety as a standing agenda item on all team meetings.

A timetable of consultation meetings, held every four months, will be published.

Further Information

www.hse.gov.uk/simple-health-safety/consult.htm

3.10 Alcohol, Drugs and Solvents

Aims

The procedure outlines the policy on alcohol and drugs throughout ELA Training Services.

Rationale

ELA Training Services is responsible for ensuring, so far as is reasonably practicable, the health, safety and welfare of staff.

Principles

To ensure that employees do not expose themselves or other persons to risk from alcohol or drug misuse or abuse whilst at work.



Roles and Responsibilities

Trainer/Assessors

All trainer/assessors are responsible for reporting any work related alcohol or drug abuse to their Manager/Team Leader.

Managers/Team Leaders

All managers/team leaders are responsible for investigating any alcohol or drug related issue raised by a member of staff, within their area of control or team.

Directors

All Directors are responsible for investigating any alcohol or drug related issue reported to them by a member of staff.

Management of Systems

ELA Training Services is concerned that employees do not expose themselves or other persons to risks to their health or safety by acts or omissions at work. It is therefore the policy of ELA Training Services that all employees are fit and well when at work, as follows:

No person will be allowed at work if they are under the influence of alcohol, drugs or solvents.

Any employee who is aware of any person who is at work and under the influence of alcohol, drugs or solvents must report the matter immediately to their manager.

Employees who are taking medication or prescribed drugs, which may affect their actions or reactions whilst at work, should inform their manager. Appropriate adjustments to the employee's day to day tasks may, or may not then be deemed necessary.

The use of uncontrolled drugs or solvents whilst at work or being under the influence whilst at work, including being under the influence of alcohol, is considered by ELA Training Services to be very serious and subject to the same disciplinary action as any act of gross misconduct.

The relevant Manager/Team Leader is initially responsible for dealing with any alcohol or drug related issues within their team or area of control.

Further Information

www.hse.gov.uk/alcoholdrugs/
www.hse.gov.uk/alcoholdrugs/alcohol.htm



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3.11 Lone-Working Policy

Aims

The aim of this procedure is to outline the system for lone-working by ELA Training Services staff.

Rationale

ELA Training Services is responsible for ensuring, so far as is reasonably practicable, the health, safety and welfare of staff, including whilst working alone.

Principles

The management of staff who work alone in an ELA Training Services centre, or who work away from a fixed base will be managed as part of the risk management process.

Roles and Responsibilities

Trainer/Assessors

All trainer/assessors must ensure that they are familiar with the lone worker management system and associated documentation.

Managers/Team Leaders

All managers/team leaders are responsible for managing lone working of staff and for completing all specific risk assessments, as part of the risk management system, within their area of control or team.

Directors

All Directors are responsible for ensuring Managers and Team Leaders manage lone working of staff as part of the risk management system, within their division or team.

Management of Systems

ELA Training Services recognises its responsibility to assess the risks to lone workers and to take steps to avoid or control the risk where necessary. Where relevant to the employee's job role this will be highlighted as part of the Management Risk Assessment completed by Managers/Team Leaders.

Lone workers can be grouped into the following areas:

- Workers in fixed establishments.
- Mobile workers working away from their fixed base.



Within our organisation, the second category pre-dominantly applies, where certain employees may be required to visit commercial premises as part of their duties.

Where this is necessary, the following steps should be followed:

- The employee should ensure that the calendar within their PC is fully up to date, highlighting their offsite location
- The employee must have a mechanism for raising the alarm e.g. a mobile phone
- Regular contact is made between the employee and the office using a phone

Examples of occurrences which may happen whilst working alone are:

- A road traffic accident
- Personal attack
- Involvement in a major incident
- Any other professional concern

In the first instances, any of these occurrences should be reported to the relevant Manager/Team Leader immediately.

Each team leader should define and agree the lone working systems and include this in the area induction.

Where appropriate Lone Working will be assessed, on an individual basis, by the employees Manage/Team Leader during the completion of the Management Risk Assessment. The specific Lone Worker Risk Assessment can be located at appendix HS01 2 of the Safety Policy.

Further Information

www.hse.gov.uk/toolbox/workers/lone.htm

www.hse.gov.uk/pubns/indg73.pdf

3.12 Driving Policy

Aims

The aim of this procedure is to outline the policy on managing risk from ELA Training Services staff driving for work.

Rationale

ELA Training Services is responsible for ensuring, so far as is reasonably practicable, the health, safety and welfare of staff, including whilst driving a motor vehicle in the course of their employment.



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Principles

To ensure, so far as is reasonably practical, the safety of relevant staff, other road users and pedestrians, whilst driving for work purposes.

Roles and Responsibilities

Trainer/Assessors

All trainer/assessors must ensure that they are familiar with the driving policy and associated documentation.

Managers/Team Leaders

All managers/team leaders are responsible for implementing any specific requirements of the driving policy for staff within their area of control or team.

Directors

All Directors are responsible for ensuring that Managers/Team Leaders implement the driving policy for staff within their division or team.

Management of Systems

It is ELA Training Services policy that employees undertaking driving duties are competent to drive the vehicle being used. This can be an ELA Training Services contract vehicle, or a private vehicle owned by the member of staff and used for business. To that effect, those employees shall maintain a current UK driving licence.

Where the maintenance of a driving licence is a condition of the employment of staff, those who lose their licence through the courts must report the loss to their manager.

Drivers are expected to abide with all applicable road traffic legislation and the Highway Code.

When employees are driving any vehicle on ELA Training Services business, they should consider the following points:

- Concentrate at all times in order to avoid accidents
- Do not drive excessively for long periods. When you feel tired, stop at a safe location and rest
- Know the capabilities of your vehicle and exercise restraint
- Consider other road users, giving the correct signals in good time
- Drive at the permitted speed limit only
- Know the Highway Code, and apply it



Where the employee uses their own vehicle for business use, it is the responsibility of the employee to ensure that the vehicle is serviced, has a current MOT and a business use insurance policy.

Employees must be aware of any prescription medication, which may result in drowsiness or any other incapacity whilst driving.

Should an employee be involved in a road traffic accident, whilst on company business, it is the responsibility of the manager to report the incident, in writing to the Health and Safety Advisor.

Employees are reminded that when attending client's premises, they must abide and adhere to all health and safety arrangements applicable to that location.

The Highway Code, the Department of Transport and the Health and Safety Executive guidance, states that drivers should take a 15 minute break in every 2 hours of driving.

All staff, on ELA Training Services business, are not to drive for an excessive period and put themselves and other road users in danger.

Any concerns over driving on ELA Training Services business should be referred to the relevant Manager/Team Leader.

3.13 In Car Communication Equipment

The use of a telephone handset in a vehicle, whilst the vehicle is in motion, is contrary to the requirements of the Highway Code, the Approved Code of Practice, which supports the Road Traffic Act. A Police prosecution of "driving without due care and attention" is therefore possible, sighting the requirements of the Highway Code.

All company employees are issued with a company phone for use in connection with their duties. The company may change the choice of provider as it deems necessary but currently all calls made between staff using their company mobile phone are free. Therefore any phone communication between staff should be made on your company mobile.

Individual staff may use their mobile phone for reasonable personal use, but not for overseas calls or premium rate number calls unless directly concerned with company business. Line managers will determine excessive use of personal calls to set limits or seek repayment of excessive costs.



Mobile phones from ELA Training Services have the facility to photograph, video and audio record. These facilities are to enable staff to record evidence for learners' apprenticeship qualifications and to record other documentation required for company purposes. It is the duty of all staff to fully familiarize themselves to operate these features on their company mobile phone.

The company does not require any member of staff to use their mobile phone while driving their vehicle, (whether a company vehicle, their own vehicle or any other vehicle they may be driving). This applies whether a hands-free device or not is available.

Therefore it is not permitted for any member of staff to make or receive calls or texts whilst driving using their company mobile phone or similarly to use any other mobile phone or device in their possession to make or receive calls or texts on company business. Breaking or ignoring this policy will result in disciplinary action being taken. Furthermore staffs are forbidden to use any other mobile phone or device in their possession to make or receive personal calls or texts whilst driving a company vehicle. This policy applies at all times whenever the person is driving a company vehicle, including home to work and company business trips and at all times when the person has a company mobile phone whilst driving any other vehicle.

The company strongly recommends staff refrain from using any personal mobile phone or device in their possession when driving any non-company vehicle

Further Information

www.hse.gov.uk/workplacetransport/drivingforwork.htm

www.hse.gov.uk/roadsafety/

www.hse.gov.uk/pubns/indq382.pdf

3.14 Working from Home

Aims

The aim of this procedure is to outline the policy on home working within ELA Training Services. Home workers are those people contracted to work at home for an employer.

Rationale

ELA Training Services is responsible for ensuring, so far as is reasonably practicable, the health, safety and welfare of staff.



Principles

It is the position of ELA Training Services that whilst a number of staff may choose to work from home occasionally, there are no contracted home workers, as the normal place of work is the office

Roles and Responsibilities

Trainer/Assessors

Trainer/assessors may, provided the business of the organisation is not inconvenienced and the line manager is in agreement, request to work at home if needed.

Employees should note that here is no right to work at home and that they are normally required to be present at their place of work.

Managers/Team Leaders

Managers/Team Leaders should not unreasonably refuse a request to work from home.

Management of Systems

There is no contractual right to home working. However the view of ELA Training Services that where necessary, provided the business of the organisation is not inconvenienced and the line manager is in agreement, employees can work at home if needed.

Further Information

www.hse.gov.uk/toolbox/workers/home.htm

3.15 Placement Employer Vetting Systems

Aims

The aim of this procedure is to outline the standard system for completing the placement employer site registration process by all staff throughout ELA Training Services.

Rationale

ELA Training Services is responsible for verifying, so far as is reasonably practicable, that employers who accept funded training provision are complying with their statutory business obligations.

Principles

To ensure the completion of a robust placement employer site registration prior to the commencement of funded training.



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Roles and Responsibilities

Trainer/Assessors

All trainer/assessors must ensure that they are familiar with the placement employer management system and associated documentation. Every assessor who undertakes the site registration must be competent and have completed the IOSH accredited bespoke training course.

Managers/Team Leaders

All managers/team leaders are responsible for ensuring that the placement employer site registration management system and associated documentation is implemented in an effective and robust manner within their area or team.

Directors

All Directors are responsible for ensuring that placement employer management system and associated documentation is implemented effectively within their division or team.

Management of Systems

Relevant procedures and associated documentation used by ELA Training Services for the implementation of the placement employer vetting and monitoring systems are contained within Appendix HS009 to the Safety Policy.

3.16 Safe Learner Systems

When working with young people, ELA Training Services will endeavour to verify a placement by way of an employer induction and include safety at each progress review meeting.

Relevant procedures and associated documentation used by ELA TRAINING SERVICES for the implementation of the safe learner systems are contained within Appendix HS 010 to the Safety Policy

3.17 Off-Site Learning Provision

Prior to any learning taking place with Learners at an off-site venue, the Trainer Assessor must visit the venue and complete the Delivery Venue Checklist with the venue representative.

To ensure that the venue is a safe, healthy and supportive environment for learning, the Delivery Venue Checklist should be completed in full and signed by the Trainer Assessor and a representative of the venue. The Delivery Venue Checklist can be located at Appendix HS 011 to the Safety Policy.



Any areas of concern raised during the completion of the checklist should be forwarded to the Director of Operations in the first instance.

3.18 Management Review & Audit

Aims

The aim of this procedure is to outline system for completing a review and audit of the ELA Training Services Safety Management System.

Rationale

ELA Training Services is responsible for ensuring, so far as is reasonably practicable, the health, safety and welfare of staff.

Principles

To ensure the health, safety and welfare of staff is achieved by way of the development, implementation and review of a robust safety management system

Roles and Responsibilities

Trainer/Assessors

All trainer/assessors must ensure that they are familiar with and comply with the contents of the safety management system and co-operate with any review undertaken.

Managers/Team Leaders

All managers/team leaders are responsible for implementing the management system, raising any concerns or requests for change and playing any active part in the review process.

Directors

All Directors are responsible for working with the Safety Adviser as part of the review process and for authorising any developments and changes within the safety management systems.

Management of Systems

It is the policy of Ela Training Services to ensure that the safety management system is robust and dynamic. To achieve this, we will regularly review the system to ensure that it continues to provide suitable and sufficient safety systems and procedures for employees that reflect our business activities.



The Safety Advisor has the following responsibilities:

- To ensure that the performance of health and safety is managed, through reviews and audits which are reported effectively to the Directors;
- To ensure that all accident reports and other feedback information are analysed to identify trends and opportunities for improvement.

Further Information

www.hse.gov.uk/managing/health.htm
www.hse.gov.uk/pubns/books/hsg65.htm



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