

# Health & Safety Policy

Policy Name	Health & Safety Policy
Executive Owner	Chief Financial Officer
Approval body	ELT
Frequency of approval	Annual
Date approved	May 2025
Date next approved	May 2026

## Policy Statement

Fight for Sight gives the highest priority to the health, safety and welfare of its employees, visitors, contractors, and volunteers. Health and safety have an equal ranking with the responsibilities for commercial, operational, and financial aspects of the business.

Fight for Sight recognises and accepts its legal and moral responsibilities under the Health and Safety at Work etc. Act 1974 and related legislation to ensure, so far as is reasonably practicable, the health, safety, and welfare of its employees and of other people who may be affected by our activities. Particular attention is paid to the provision and maintenance of:

- Plant, equipment, and systems of work that are safe and without risk to health.
- Safe arrangements for the use, handling, storage and transport of articles and substances.
- Sufficient information, instruction, training, and supervision to enable employees to avoid hazards and contribute positively to their own health and safety.
- A safe place of work with minimum risk and with safe access to and egress from it. Risk assessments will be undertaken to identify what safety measures are needed.
- A safe and healthy working environment.
- Adequate welfare facilities.

Suitable arrangements for the identification, monitoring, controlling, and reviewing of this policy will be made to ensure its effective implementation. Breaches of safety procedures may lead to disciplinary action.

This Statement of Policy will be made available to all employees including volunteers. They are encouraged to make suggestions for improvement in health and safety matters.

**Signed:**   
**Keith Valentine, Chief Executive Officer**

**Dated:** 23 May 2025

# Organisation of Responsible Persons

## Responsibilities of the Chief Executive Officer

The Chief Executive Officer is responsible for ensuring that:

- i) There are sufficient resources, including financial resources, to enable systems and controls to be implemented.
- ii) All staff are competent to implement and achieve compliance with the Health and Safety Policy.
- iii) Health and safety committee meetings are held and chaired. They will ensure minutes from meetings are issued to all management and staff.
- iv) Health and safety information is effectively disseminated within Fight for Sight.
- v) Health and safety activities are coordinated effectively.
- vi) Anyone who is used or appointed to deal with health and safety issues is competent.
- vii) The Executive Leadership Team (ELT) are kept fully briefed regarding the implementation of the policy, and any areas that require further attention or resource.
- viii) The responsibility for health and safety has been properly assigned and is accepted and understood.
- ix) The Health and Safety Policy is strictly adhered to. Appropriate action will be taken when required to ensure the health, safety and welfare of employees, volunteers and any visitors and contractors are not compromised.
- x) Staff have effective means to be consulted on health and safety issues.

## Responsibilities of the Chief Financial Officer

The Chief Financial Officer is responsible for ensuring that:

- i) The Health and Safety Policy is implemented throughout the organisation and that it is regularly reviewed and updated where necessary.
- ii) Issues identified and raised by HR & Operations Managers are actioned and rectified.

- iii) Any accident, incident, disease, or dangerous occurrence that falls under RIDDOR is reported to the Health and Safety Executive (HSE) within the timescale required by the HSE.

## **Responsibilities of the Executive Leadership Team (ELT)**

The Executive Leadership Team (ELT) have responsibility for:

- i) Reporting directly to the Chief Executive Officer on matters relating to the administration of health and safety systems.
- ii) Monitoring the implementation of safe systems to ensure correct working practices can be adhered to by all Company employees and volunteers.

## **Responsibilities of the HR & Operations Managers**

The HR & Operations Managers are responsible for:

- i) Managing and vetting contractors to ensure these are competent and safe to conduct work on all our premises.
- ii) Arranging for monthly inspections to be carried out and raising any issues to the Chief Financial Officer so these can be addressed.
- iii) Conducting pregnant worker assessments and reviewing at regular intervals for office-based employees and volunteers once notified.
- iv) Arranging for monthly emergency lighting testing for 50 Leman Street.
- v) Conducting accident/incident investigations for all office-based accidents to prevent recurrence. The level of investigation will be determined by the seriousness of the accident/incident.
- vi) Ensuring new recruits who are office based or hybrid workers attend an induction programme.
- vii) Arranging for suitable health and safety training for all staff.
- viii) Ensuring that staff are made familiar with the current fire prevention, evacuation, and other emergency procedures.

In the absence of the HR & Operations Managers, you should contact the Chief Financial Officer.

## **Responsibilities of the Commercial Managers**

The Commercial Managers are responsible for:

- i) Conducting pregnant worker assessments and reviewing at regular intervals for retail-based employees and volunteers once notified.
- ii) Conducting accident/incident investigations for all retail-based accidents to prevent recurrence. The level of investigation will be determined by the seriousness of the accident/incident.
- iii) Ensuring risk assessments, for areas under their control, are undertaken, monitored, and that suitable controls to manage the risks are implemented.
- iv) Ensuring that staff are made familiar with the current fire prevention, evacuation, and other emergency procedures.
- v) Ensuring new recruits who work in retail attend an induction programme.
- vi) Ensuring issues identified and raised by Shop Managers on their reports are actioned and rectified.

In the absence of the Commercial Managers, you should contact a HR & Operations Manager and/or a Head of Retail.

## **Responsibilities of Line Managers**

Line Managers are responsible for:

- i) Ensuring risk assessments, for areas under their control, are undertaken, monitored, and that suitable controls to manage the risks are implemented.
- ii) Monitoring the implementation of safe systems to ensure correct working practices can be adhered to by all Company employees and volunteers.

## **Responsibilities of Shop Managers**

Shop Managers are responsible for:

- ii) Conducting regular health and safety inspections of their shops and passing any issues to the Commercial Managers.

- iii) Ensuring that staff and volunteers in their shops are made familiar with the current fire prevention, evacuation, and other emergency procedures.

## Responsibilities of Employees

Under the Health and Safety at Work Act 1974, employees have a responsibility to take reasonable care for their own safety and that of other people who work with them.

This means that they should:

- i) Report any defect or hazard which may affect health or safety to their Commercial Manager (retail-based staff) or Line Manager (office-based staff), who should ensure the respective HR & Operations Managers are informed.
- ii) Use and follow the Whistleblowing Policy regarding any health and safety concerns.
- iii) Take care of their own health and safety and that of others.
- iv) Notify the HR & Operations Managers (office-based staff) or Commercial Managers (retail-based staff) of any accident involving personal injury or damage to equipment, so a report can be completed.
- v) Understand and conform to the rules for the use of all equipment.
- vi) Refrain from intentionally or recklessly interfering with or misusing anything provided in the interest of health and safety.
- vii) Notify the HR & Operations Managers (office-based staff) or Commercial Managers (retail-based staff) of any procedures or work arrangements that they do not understand or feel competent to undertake.
- viii) Work in accordance with the training, instructions and procedures provided by Fight for Sight.
- ix) Co-operate with Fight for Sight at all times to ensure that the work is undertaken both effectively and safely. This includes attending any training required for your role.
- x) Be aware of risk assessments carried out on their place of work and work activities and work to the system of work identified.

Employees should be aware that if they do not follow the above duties, they are committing a criminal offence and could be prosecuted and/or be subject to Fight for Sight's disciplinary procedures.

## **Responsibilities of Volunteers**

- i) Report any defect or hazard which may affect health or safety to their Shop Manager (retail-based staff) or Line Manager (office-based staff).
- ii) Take care of their own health and safety and that of others
- iii) Notify the HR & Operations Managers (office-based staff) or Shop Manager (retail-based staff) of any accident involving personal injury or damage to equipment, so a report can be completed on an accident form.
- iv) Understand and conform to the rules for the use of all equipment.
- v) Refrain from intentionally or recklessly interfering with or misusing anything provided in the interest of health and safety.
- vi) Notify the HR & Operations Managers (office-based staff) or Shop Manager (retail-based staff) of any procedures or work arrangements that they do not understand or feel competent to undertake.
- vii) Work in accordance with the instructions and procedures provided by Fight for Sight.
- viii) Co-operate with Fight for Sight at all times to ensure that the work is undertaken both effectively and safely.
- ix) Be aware of risk assessments carried out on their place of work and work activities and work to the system of work identified.

## **Responsibilities of Fire Marshals**

Fire Marshals have the following duties:

- i) When the fire alarm sounds, put on your hi-visibility tabard, and walk your area to ensure that everyone is leaving. Check any area not in direct view.
- ii) Assist anyone who is in difficulty to a refuge point and arrange for them to be escorted out of the office via the quieter stairs or,

- if necessary, rescued by the emergency services.
- iii) Assist with evacuating people with limited physical or sensory ability.
  - iv) Go to the assembly point, take a roll call and report to the Incident Controller (this will be the landlords' representative; the Facilities Manager, in 50 Leman Street via: ray.hitchens@londonpandi.com; M: 07979 998 711). Give details of any problems or persons who need assistance so that the emergency services can be told. This will allow early search and rescue to take place.
  - v) Be prepared to stand outside a fire exit to stop people entering or returning to the building.
  - vi) NEVER put yourself at risk.
  - vii) If anyone is uncooperative or refuses to leave the building, do not stay to persuade them. Take note of their name and continue your duties, reporting the situation at the assembly point.
  - viii) Regularly check your area of responsibility to ensure that it remains safe to use during emergency evacuation (e.g., exit routes are unobstructed, fire extinguishers have not been tampered with or removed, and fire doors are kept closed but not obstructed). Report any such failings to the HR & Operations Managers.

The current Fire Marshal names are displayed at 50 Leman Street.

## **Responsibilities of First Aid Personnel**

Responsibilities of first aiders, emergency first aid workers and appointed persons are:

- i) To assist in the event of an emergency until professional assistance arrives.
- ii) To deal with minor injuries to employees and volunteers.
- iii) To complete or assist the injured person in completing an accident form.
- iv) To inform the HR & Operations Managers (office-based) or Commercial Managers (retail-based) of injuries that require professional assistance.

- v) To notify the HR & Operations Managers (office-based) or Commercial Managers (retail-based) when an employee is injured and awaiting treatment.
- vi) To arrange for emergency services to be contacted when professional assistance is required.
- vii) To attend training sessions and/or re-qualification courses arranged by Fight for Sight.
- viii) To ensure that an accident report is completed, and to alert the HR & Operations Managers.

Office based first aid personnel will oversee the checking of supplies of first aid equipment in first aid boxes. Shop Managers are responsible for checking the contents of first aid boxes in their own shops. Additional or replacement first aid supplies for shops can be purchased by the Shop Manager and claimed through expenses. The Operations Officer will order any additional or replacement first aid supplies for office areas once notified by first aid personnel.

The current First Aid Personnel names are displayed at 50 Leaman Street.



# Arrangements

## Accident, Incident and Near Miss Reporting

Any accident or incident must be recorded. This information will be saved in a restricted online system to comply with data protection.

All accidents or incidents must be reported to the Commercial Managers (Retail) or the HR & Operations Managers (Office) as soon as possible so that these can be followed up and actioned to prevent a recurrence.

Accident and incident investigations, where deemed necessary to prevent a recurrence, will be carried out or arranged by the HR & Operations Managers (Office areas) or Commercial Managers (Retail).

Near misses are described as events which do not cause injury or damage but could have done so and Fight for Sight deem that reporting these has importance so they can be rectified. All near misses must be reported to the Commercial Managers (Retail) or the HR & Operations Managers (Office) as soon as possible so that these can be followed up and actioned to prevent a recurrence.

Any injuries, diseases, or dangerous occurrences, which are 'reportable' under the *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013* (RIDDOR), will be done so by the Chief Financial Officer, and a record will be kept. Details of what the HSE consider a RIDDOR reportable accident can be found here:

<https://www.hse.gov.uk/riddor/reportable-incidents.htm>

## Contractors

Fight for Sight is liable for any actions by its visitors and contractors that affect health and safety within its premises. Anyone who is a frequent attender on our premises for the purposes of carrying out specialised work for Fight for Sight is deemed a contractor to whom duties are owed, and indeed who owes duties to us with regard to health and safety matters. Because of this, the same control measures must be applied to all contractors who work on any of our premises.

Contractors will be told of any rules that may affect them in the relevant

areas they are working. The monitoring of contractors will be the responsibility of the person who has appointed them. This will include a check of the area once work has been completed to ensure there is no damage, tools or rubbish left and that work has been fully completed to an acceptable standard.

The HR & Operations Managers and Commercial Managers are responsible for vetting contractors used for shops and offices including arranging any permit to work for high-risk activities. If any problem occurs with contractors, these must be brought to the attention of the HR & Operations Managers or Commercial Managers who will take the appropriate action.

## Consultation with Employees

In line with The Health and Safety (Consultation with Employees) Regulations 1996 employees will be consulted where there is likely to be a significant change to the risks they face due to a change in the work process, the introduction of new materials or equipment or where consultation is necessary to ensure staff are aware of the measures to ensure their own safety.

Fight for Sight recognises the importance of consultations with employees on health and safety matters. We will hold health and safety committee meetings twice a year. All staff are encouraged to raise issues or concerns either as individuals or as a group to the HR & Operations Managers.

## Display Screen Equipment

Any employee who uses display screen equipment (DSE) as a part of their employment will receive a workstation self-assessment to identify if there are any hazards that could cause or contribute towards discomfort or safety. These self-assessments will be arranged upon induction and completed forms must be forwarded to the HR & Operations Managers so recommendations can be actioned.

Where hot desks operate, these will be provided with the same equipment (screen, keyboard, mouse, and standard office chair) so they can be adjusted by the user. Any additional equipment can be obtained

from the equipment storage cupboard, or upon request to our Operations Officer.

Suitable information will be given to staff to help minimise any risks to health, safety, and welfare.

The following guidelines should be read and followed by all employees using DSE.

### **The Screen**

- Adjust the contrast between the characters and the background to suit ambient conditions.
- Swivel and tilt the screen to suit individual needs.
- Identify the appropriate screen height.
- Position the screen to avoid reflection and glare.

### **The Keyboard**

- Tilt the keyboard to find a comfortable position.
- Allow space between the front of the keyboard and the edge of the work surface to give hand and arm support.

### **The Work Surface**

- Make sure that it is large enough to easily accommodate the equipment.
- If provided, adjust the document holder to a comfortable working position and make sure it is stable to avoid excessive head/eye movement.

### **The Chair**

- Should be stable but allow easy freedom of movement.
- Adjust the height of the seat and the height of the tilt of the back to give a comfortable seating position.

### **The Environment**

- Ensure that lighting is adequate for the combination of screen work and non screen tasks.
- Ensure that there is enough space to change position and various movements.
- Take regular breaks from display screen work.

## Eye Tests

To help prevent eyestrain, *The Display Screen Equipment (DSE) the Health and Safety Regulations 1992* requires us to provide users with a periodic eyesight test and examination by an optician.

If you require a full eye examination, Fight for Sight will provide Specsavers' Corporate VDU Eyecare e-Vouchers free of charge to:

- i) any of our employees,
- ii) any volunteers who fit the required criteria of a 'DSE user'.

You are entitled to a maximum of one examination per year.

Before attending an optician for an eye test, you should consult an HR & Operations Manager who can then issue an eye test voucher.

Fight for Sight will also pay towards glasses for DSE work if the eyesight test shows an employee needs occupational glasses prescribed for DSE use. If the prescription is required solely and specifically for VDU use then the Specsavers' Corporate VDU Eyecare Voucher entitles the holder to:

- Either a complete pair of glasses with single vision lenses from the £49 range
- Or £49 contribution towards frames from other Specsavers' ranges

You are entitled to a maximum of one pair of glasses per year.

Before attending, you should consult the HR & Operations Managers who will confirm your entitlement to a basic pair of glasses.

## Electrical Equipment

Electricity when used properly is safe but when misused or if a fault occurs it can result in death or serious injury.

To ensure the safety of our staff, volunteers, and premises we will ensure that:

- The circuitry is tested in accordance with BS 7671 at least every

five years.

- Any electrical contractors are competent and working to the current standards set by the NICEIC. Employees, volunteers, or visitors are not permitted to carry out any electrical repairs or maintenance.
- Portable electrical equipment (i.e. anything with a plug on it) will undergo regular visual inspection and periodic electrical testing.
- Electrical equipment brought into Fight for Sight conforms to CE and UKCA standards.

### **Inspecting Plugs and Cables**

Before using any electrical equipment plugs, cables and equipment employees must check equipment for damage. If there is any damage, no matter how small, the equipment must not be used. It must be taken out of use immediately and reported to the HR & Operations Managers (in office areas) or the Commercial Managers (in retail areas). The equipment must be taken out of use immediately. Under no circumstances should unqualified personnel attempt repairs.

### **Use of Extension Leads and Portable Equipment**

When using portable electrical equipment, the nearest socket must always be used. If it is necessary to use an extension lead, it must be protected by a residual current device (RCD) and taken to the appliance by the most direct safe route. If crossing walkways, leads must be protected to prevent accidents. Under no circumstances is 'daisy chaining' (where an extension lead is plugged into another extension lead) to occur on any of our premises.

### **Periodic Thorough Checks of the Installation and Equipment**

Electrical engineers, approved by Fight for Sight, will check the main electrical installation for all our premises. The frequency of these checks will be according to the advice given by the report of the competent electrician. This is usually every five years.

### **Use of Personal Electrical Equipment**

Personal electrical equipment, with the exception of mobile phone chargers, is only permitted on any of our premises with the permission of the HR & Operations Managers or Commercial Managers. Once

approved we will arrange for portable appliance testing (PAT) to be carried out on equipment.

### **Donated Electrical Items in Retail**

Electrical items donated to any of our retail shops must not be sold until a portable appliance test (PAT) has been conducted. Once completed, a label must be attached to the plug of the equipment to confirm the test has been carried out and the date this occurred.

### **Employees and Volunteers with Disabilities**

It is our policy to ensure we do not discriminate against any employee, volunteer, visitor or contractor. To identify what actions we may need to take we will ensure that a disability access assessment is undertaken, recorded and regularly reviewed where required.

Fight for Sight will make reasonable adjustments to allow access to employees, volunteers and visitors with physical, sensory or mental impairments.

Fight for Sight will not discriminate during recruitment and ongoing staff development because of an impairment. All reasonable adjustments will be made to enable the person to work.

Any employee or volunteer who has an impairment which is being made more difficult by the work or work environment should report this to the HR & Operations Managers (office areas) or the Commercial Managers or a Shop Manager (retail areas) so an assessment can be undertaken to identify what adjustments are needed to accommodate individual needs.

### **Fire**

Fight for Sight recognises its duties under the Regulatory Reform (Fire Safety) Order 2005 and associated legislation and will ensure adequate means are provided for fire prevention and fire protection.

To ensure optimum standards of fire safety we will ensure the following:

- A Fire Risk Assessment is completed and regularly

reviewed/updated for all our premises.

- Firefighting equipment is installed on all our premises and serviced annually by a competent person.
- All employees are trained in Fire Safety Awareness and are aware of the arrangements and actions to take in the event of a fire. Volunteers are to be provided with fire information for the premises they are volunteering in.
- Where required, suitable personnel will be appointed and trained to coordinate an emergency situation (Fire Marshals). We have deemed this as a requirement in our offices at 50 Leman Street. Where hybrid working is conducted and a Fire Marshall is not on the premises, the most senior person working in the office will assume the role. The landlord at 50 Leman Street will be notified of the names of any Fire Marshals so they are aware of who will be reporting to them.
- Fire safety signs are displayed in all our premises i.e. fire action notices, fire exit signage etc.
- Evacuation procedures detailing clear instructions will be provided for our offices. In the case of 50 Leman Street, this has been provided by the landlord of the building as this is a multi-tenant building.
- Where required, arrangements will be in place for disabled personnel and visitors.

All employees, volunteers and visitors must ensure that fire escape routes are kept clear when working or storing materials on site. Emergency exit doors must not be blocked or locked to an extent where escape is restricted.

All fire escape routes are clearly signed, and all employees and volunteers must ensure they are aware of the fire arrangements for the premises they are working in including what emergency exits they should use and where the fire assembly point is.

The fire assembly point for 50 Leman Street where staff should wait for further instruction is outside the former police station at 74-78 Leman Street.

For shops, the fire assembly point will vary depending on the location. All fire assembly points are detailed on fire action notices.



Where disabled or people with special needs are within or likely to be within any of our premises, where required, special arrangements will be implemented to ensure their safe evacuation and a documented Personal Emergency Evacuation Plan (PEEP) will be in place and discussed with the individual, so they are aware of the procedures to follow.

All fire doors, where signed with mandatory 'Fire Door Keep Shut' signage, must be kept closed at all times and should not be wedged open or propped open. Employees, volunteers or visitors doing this may be putting their own life and the lives of others at risk.

Fire extinguishers will be provided on all our premises these will be foam or water and CO2. These will have approved signage indicating the type and use and will be wall mounted or on floor stands. It is important that these are unobstructed at all times to ensure they are available for use.

The fire alarm for 50 Lemman Street will be maintained and serviced by the landlord. Retail shops do not have automatic fire alarms.

It is everyone's responsibility to ensure fires do not start on site therefore employees, volunteers and visitors must report anything they feel creates a risk of fire or causes a risk to the safety of people in an emergency evacuation situation to a Shop Manager or the Commercial Managers (retail) or HR & Operations Managers or Fire Marshal (office areas).

Fire drills will be carried out at least annually and it is everyone's responsibility to participate, and failure to do so may result in disciplinary action.

### **Personal Emergency Evacuation Plans (PEEPS)**

A documented Personal Emergency Evacuation Plan (PEEP) will be carried out for any employee or volunteer with a disability or who is deemed as vulnerable. The individual and anyone appointed to assist them will be informed of the procedures, so arrangements are in place for their safe evacuation. Personal Emergency Evacuation Plans will be arranged by the HR & Operations Managers (office areas).



## Action in Case of Fire

1. Operate the nearest fire alarm by pressing/breaking the red fire call point (in shops, shout FIRE!)
  2. Warn anyone in the vicinity of the fire.
  3. Leave by the nearest and safest exit taking any visitors, contractors, or customers with you.
  4. If possible, close doors and windows on the exit route as you leave the building.
  5. Injured persons should be taken to a refuge area and their details and location reported to a Fire Marshal.
  6. Go to the fire assembly point.
  7. Report to a Fire Marshal so your name can be documented as part of the roll call and await further instructions.
- DO NOT USE LIFTS
  - DO NOT STOP TO COLLECT BELONGINGS.
  - DO NOT RE-ENTER THE BUILDING UNTIL YOU HAVE BEEN TOLD IT IS SAFE TO DO SO.

## First Aid

First aid is the initial management of any injury or illness suffered at work. It does not include giving tablets or medicines to treat illness.

The purpose is for first aid personnel to maintain life in an emergency until professional help is available, and to prevent a health condition or injury from deteriorating.

Remember the 3 Ps: **P**reserve life.

**P**revent deterioration.

**P**romote recovery.

## First Aid Personnel

A First Aider is someone who has attended a training course, completed a minimum of three days of training or equivalent, and passed the examination at the end.

An Appointed Person is someone who has been nominated by Fight for

Sight to take charge of first aid arrangements such as maintaining the first aid box and knowing whom to call in a medical emergency and how.

First Aiders will be provided in our office at 50 Lemman Street. Due to them being low risk premises, we have deemed that shops will require an Appointed Person in each shop.

Appropriate numbers of employees will be trained to provide a suitable level of cover allowing for periods of sickness and annual leave.

Staff and volunteers should familiarise themselves with designated first aid personnel on the premises they are working. First aid boxes are provided on all our premises. First aid personnel, including Appointed Persons, are responsible for ensuring first aid boxes are checked and any missing or out of date equipment is replaced. Tablets, creams, and lotions are not permitted in first aid boxes, and any found must be removed.

The Operations Officer must be notified of any missing or out of date supplies in offices at 50 Lemman Street so these can be ordered, and first aid boxes replenished. Shop Managers must purchase any missing or out of date equipment and claim this on expenses.

Signage is provided in office areas at 50 Lemman Street detailing where first aid equipment is kept and who first aid personnel are.

## Gas

Where gas is provided and we are in control of the premises, we will ensure that an annual gas inspection and service is carried out by an approved Gas Safe engineer on an annual basis. These will be arranged by the HR & Operations Managers and all records will be held with them.

Staff working on premises with gas must be aware of the gas shut off valve so this can be turned off in the event of a fire. Gas shut off points will be signed.

## **Hazardous Substances**

Hazardous chemicals are not to be used by any employee or volunteer. Contract cleaners are used and provide copies of any material safety data sheets and COSHH assessments for the equipment they use and store on the premises.

## **Health and Safety Inspections**

To ensure we are compliant, health and safety inspections will be conducted in our offices at 50 Leman Street and shops. Any issues identified will be rectified. Health and safety inspections will be carried out on a monthly basis for all shops and offices. Regular spot checks will also be conducted on shops. Inspections will be arranged by the HR & Operations Managers for offices and the Commercial Managers for shops.

## **Health and Safety Training including Induction Training**

All employees will undergo an induction programme to familiarise them with aspects of Fight for Sight's policies, procedures, and work areas. This will be arranged by the HR & Operations Managers for offices and by the Commercial Managers for retail.

The HR & Operations Managers are in charge of arranging induction training for office staff and volunteers and the Commercial Managers are responsible for staff and volunteers in shops. A record will be kept of all induction training.

Fight for Sight recognises training to be an essential and important part of safety management and as such ensure all employees (and in some cases, volunteers) receive Health and Safety Training where this has been deemed a necessity of their role. Where training is required, employees are expected to attend or complete this training. Records of training will be kept, and refresher training will be conducted at regular intervals of no less than three years. All training will be arranged by the HR & Operations Managers.

## Homeworking

Employees who work from home on a hybrid basis will be required to conduct a self-assessment to confirm they have suitable equipment and a suitable set up at home. This will be arranged during induction.

Completed homeworking risk assessments will be reviewed by the HR & Operations Managers, who will ensure that any adjustments or equipment requests are actioned. If required, additional equipment to assist in working from home such as monitors, chairs, desks etc, will be provided by Fight for Sight.

## Housekeeping and General Safety including Lighting, Slips, Trips, and Falls etc.

Poor housekeeping is one of the most common hazards that cause or contribute towards accidents at work and Fight for Sight recognises that good standards of health, safety and welfare do not happen by chance. All employees and volunteers are encouraged to work together by reporting hazards so effective action can be taken to minimise risks. All employees and volunteers are responsible for keeping their work areas clean and tidy. All waste must be placed in any containers or bins provided so they can be cleared regularly.

All equipment must be carefully checked before use. Defective items must not be used. Any defect must be notified to the HR & Operations Managers (offices) or Commercial Managers (retail areas). The equipment must not be used until the item has been repaired or replaced.

Slips, trips, and falls are one of the most common causes of accidents in the workplace. All cables and leads must be secured and covered to prevent tripping hazards. All other items must be stored in such a position that others cannot trip over them. Defective floor coverings must be reported to the HR & Operations Managers (offices) or the Commercial Managers (retail areas) so appropriate action can be taken to make sure the area is safe.

Spills must be cleared up immediately and wet floor signage displayed. Wet floors from weather must be wiped up immediately and shops must

ensure wet floor signage is displayed in periods of poor weather i.e., snow, ice, and rain, to alert customers, staff, and volunteers and to prevent slips.

Where lights have failed or are flickering, these must be reported to the Operations Officer (offices) or the Commercial Managers (retail areas).

Shops must pay particular care when donations are in the shop. These must be kept clear of walkways; fire exits and escape routes to prevent them from becoming trip hazards and obstructing escape routes.

## **Ladders, Stepladders and Working at Height**

There may be occasions when employees or volunteers in shops need to get a little higher to place a piece of stock onto a shelf or work on a display. It may be tempting to use a chair, box, or stool but these are dangerous and should not be used for working at height. Step stools or stepladders may be used but ladders are not to be used.

Donated ladders or stepladders can be risky to use as they are invariably old and therefore may not be in good condition or suitable for the job you wish to do. Donated ladders or stepladders are not to be used. If one has been accepted into the shop it must be disposed of correctly.

Only trade specification step stools or stepladders purchased by Fight for Sight are to be used. Staff including volunteers must not bring in any step stools or stepladders from home. The use of other devices such as tables/desks, boxes, or chairs as a means to access height is forbidden. Any damaged step stools or stepladders must be clearly signed stating 'Do Not Use - Broken' and taken out of use.

To ensure that the work at height risk is kept as low as possible; Fight for Sight will consider the needs and layout of each shop and reach a decision whether or not the shop is to be provided with a stepladder.

A Stepladder Risk Assessment will be carried out where some work at height is deemed necessary that will specify the access method.

## Stepladder Safety

### *Always*

- Inspect stepladders before use. Check that treads are dirt and grease free; the feet are in place; the stepladder is sufficiently high for the job and your footwear is suitable for the job.
- Ensure the stepladder is locked into place. Stepladders must never be used as a ladder would (propped up against a wall without opening them first).
- Ensure that the stepladder is placed on firm, level ground.
- Keep a secure grip when climbing up and down the stepladder.
- When carrying the stepladder, be aware of overhead hazards.
- Keep both feet on the stepladder.
- Ensure you have three points of contact at all times when using the stepladder i.e., your chest and both feet.
- Use the stepladder facing your work.

### *Never*

- Have more than one person on a stepladder at any one time.
- Stand on the top rail or platform.
- Stand on the back crossbar.
- Bring in stepladders from home or use a donated stepladder or stepladder left by a contractor.
- Lend contractors or customers a stepladder to use.
- Use a stepladder to access greater heights.
- Stand higher than three steps from the top of the stepladder.
- Lean to the side and risk losing your balance. Always get down and move the stepladder before continuing.
- Exert sideways pressure with your hands or body against a wall or other fixed object; you might tip the stepladder over.
- Erect a stepladder anywhere where there is a danger of it being knocked over or into e.g., a doorway or at the top or foot of stairs.

## Legionella and Water Management

Legionella is a generic term for a type of bacteria (legionellae) which is common in natural and artificial water supplies. Contamination of water systems with legionella should be anticipated from time to time. The bacteria are alive but dormant below 20°C, and thrive at temperatures

between 20°C and 45°C but can be killed by chemical treatment or progressively by elevated temperatures with most bacteria killed at above 63°C.

The risk of legionella cannot be entirely eliminated because of its natural occurrence, but can be minimised by:

- Careful design of water systems to prevent the bacteria from multiplying.
- By establishing and maintaining optimum operating conditions.
- By effective water treatment and regular cleaning and disinfecting as part of a planned water system maintenance programme.

Legionella and water management for 50 Leman Street are under the control of the landlord as this is a multi-tenant occupied building.

## Lifts and Lifting Equipment

The service and maintenance of the lifts at 50 Leman Street is the responsibility of the landlord, and any issues must be reported to the main reception.

Lifting equipment will be provided in the warehouse. This will be tested and examined at the required statutory intervals. In addition to the statutory test and examination, regular maintenance and servicing will be carried out to ensure the safe working order of the lifting equipment.

## Lone Working

Please see our Lone Working Policy for further details.

## Manual Handling

Work-related musculoskeletal disorders affect a large and growing proportion of the population. They involve muscles, tendons, joints, and the skeleton (particularly the back, hands, and arms).

Hazardous manual handling activities are not generally undertaken

within our offices. However, this is more common in shops. Any movement of heavy or unwieldy pieces of work equipment is considered manual handling so care should be taken. Anyone undertaking manual handling, whether on a frequent or occasional basis must ensure that they assess any lifting operation according to the following criteria:

**Task:** Twisting, stooping, excessive movements, repetitive movements, and frequent movements all increased risk (seek to minimise these by redesigning how you do the job).

**Load:** Heavy, bulky, unpredictable, unstable loads can cause you to jolt your back. Check the load before you lift it.

**Working Environment:** Temperature, flooring, lighting, and posture constraints can cause difficulties when moving loads around.

**Individual Capability:** Unusual capability required, pregnant worker, poor health, pre-existing health problem (e.g. bad backs). Anyone with a health concern should not undertake manual handling and should report their health condition to the Commercial Managers (retail areas) or the HR & Operations Managers (office areas).

If in doubt, employees should seek advice from the HR & Operations Managers (office areas) or the Commercial Managers (retail areas).

Do not undertake any manual handling task that you do not feel is safe to complete. NEVER put yourself at risk and make full use of any lifting or carrying equipment that has been provided.

Manual Handling Training will be provided for employees. Manual Handling Risk Assessments will be carried out for any times or areas considered a significant risk. All employees must ensure they read, understand, and comply with them. Volunteers must not be involved in hazardous manual handling tasks.

## Safe Lifting Techniques

The following principles should be considered features of good movement and should be integrated into lifting and handling practices.

The following ten points should be remembered when lifting objects.



Most of these seem like common sense - but if you have any doubt about them ask.

### *1. Stop and Think*

Don't lift more than you can handle - do you need help with the load? You should also use appropriate handling equipment where these are provided. If you are in any doubt, ask before lifting.

### *2. Feet*

Place the feet hip width apart. This provides a large base to balance the body. Place one foot, the lead foot, in front of the other and to the side of the load. This provides a better balance and reduces the risk of stumbling. The body should be as close to the load as possible.

### *3. Bend Your Knees*

Bend your knees instead of bending at your waist. This helps you keep your centre of balance and lets the strong muscles in your legs do the lifting. If necessary, squat when lifting to minimise the stress on your back. By tightening your stomach muscles, you can tuck in your pelvis to help you stay balanced.

### *4. Hands*

Tilt the load forward with the lead hand. The lead hand should be on the same side as the lead foot. Tilting the load enables the person to gauge the weight of the load and to slip the other hand underneath the load easily.

Grip the load with the palms of the hands and the base of the fingers. This keeps the load under control and reduces tension in the forearms. One hand should be underneath the load and the lead hand at the opposite side of the load whenever possible.

### *5. Head*

The upward movement begins by raising the head. This automatically straightens the back at the moment the load is taken.

### *6. Arms*

Keep the arms close to the body and the elbows tucked in when

carrying. This reduces tension and fatigue in the arms and shoulders. The load should be carried well down the body to reduce unnecessary muscular work.

### *7. The Body*

A smooth progressive forward movement should be incorporated when lifting to give momentum to the load and reduce stress to the body.

### *8. Hug the 'Load' Close to Your Core*

Keep the load close to your core for as long as possible. If you are lifting from a shelf, try sliding the load towards you before attempting to lift it.

### *9. Avoid Twisting*

Twisting can damage your back and lead to serious injury. Make sure that your feet, knees and torso are pointing in the same direction when lifting and carrying.

### *10. Push Objects – Don't Pull Them*

Whenever it is necessary to assist in taking deliveries, for example, you should try and push cages rather than pull them. You should judge any load prior to lifting by gently rocking it for example, and if you feel that it is too heavy for you to move on your own, get help.

Remember - if you have any questions relating to manual handling ask for help before you lift!

## **Occupational Health and Occupational Wellbeing; including Stress**

Fight for Sight's primary care is to all employees and therefore it is important to ensure all staff are content, comfortable and are confident in reporting any preexisting conditions they may have in order for Fight for Sight to assess the information and place additional controls in place for those individuals who may be more vulnerable to the risks arising from their tasks.

Occupational health will be provided on a referral basis. Anyone who feels they wish to report a concern can do so by contacting their Line

Manager, HR & Operations Managers, Commercial Managers, or a member of the Executive Leadership Team (ELT).

If an employee feels the need to report stress, both work related and non-work related, they are to contact their Line Manager, HR & Operations Managers, Commercial Managers or a member of the Executive Leadership Team (ELT), who will investigate the issue and put an action plan in place.

All reports of stress will be treated seriously by Fight for Sight, who will make every effort to resolve the issue in a timely manner.

Mental Health First Aiders can be contacted by staff and volunteers if they wish to. These are listed in the Appointed Persons Chart displayed in the office, and in the Useful Information appendix below.

## **Pregnant Workers**

The phrase 'new or expectant mother' means a worker who is pregnant, who has given birth within the previous six months, or who is breastfeeding.

In line with legislation, we will ensure that we take into account the health, safety, and welfare of any new and expectant mothers by assessing risks in their work activity. New and expectant mothers are expected to notify Fight for Sight of their pregnancy to ensure safe arrangements are in place and an assessment can be conducted at the earliest opportunity. Assessments will be arranged on a one-to-one basis with the HR & Operations Managers.

The risk assessments for new and expectant mothers will be completed and kept under review during the pregnancy i.e., following ante-natal visits or more often if this is a high-risk pregnancy. Any significant risks will be reduced to a satisfactory level.

## **Risk Assessments**

Fight for Sight recognises the importance of risk assessments as a management tool to identify problems and eliminate or minimise risks to

employees and others. We will achieve this by using the HSE 'five steps to risk assessment'.

- Identifying the hazards.
- Estimating the risk (deciding who might be harmed and how).
- Evaluating the risk and decide on precautions.
- Record the findings and implement them.
- Review the risk assessments and update them.

Risk assessments will be conducted and reviewed annually or more frequently where there has been a significant change in the work activity or where the original risk assessments are considered no longer valid. Employees must make themselves aware of any risk assessments where these are a requirement of their role and will be expected to follow any recommendations. All staff will be informed of the location of risk assessments that they will be affected by. We will ensure that volunteers are included in all risk assessments where they may be affected by our activities. They must be informed of the details and location of risk assessments where they may be affected. More information can be found here: [Voluntary work - Protecting volunteers in charity shops and fundraising - HSE](#)

## Smoking including the Use of Electronic Cigarettes

Fight for Sight has a strict no smoking policy within any of its buildings. Smoking is only permitted outside our buildings. This includes vaping. This includes employees, contractors, volunteers, customers, and visitors. Smoking is not permitted on the balcony of 50 Leman Street.

## Visitors

Fight for Sight is liable for any actions by any visitors that affect health and safety on any of our premises. Staff must direct all visitors to the Operations Officer in the first instance (when they are visiting 50 Leman Street). Visitors must be signed in so they can be accounted for in an emergency. Visitors must not attempt to remove, move, or carry goods within any of our premises. When visited by an official from Environmental Health, Health and Safety Executive, Fire Service or

police, the Chief Financial Officer or their representative must be contacted.

## Violence and Aggression

Work-related violence is any incident in which a person is abused, threatened, or assaulted in circumstances relating to their work. Violence can range from a life-threatening physical attack to verbal abuse. Physical attacks are obviously dangerous, but serious or persistent verbal abuse or threats can also damage employees' health through anxiety or stress.

Behaviour that causes harm or distress to other customers, visitors, and contractors using our shops or employees and volunteers working for us is unacceptable. It needs to be assessed with regard to the circumstances of each case.

Obvious signs of distress that contribute to unacceptable behaviour should be considered when deciding on a course of action. However, this should not prevent staff and volunteers from contacting the police if this is necessary. Retail staff should inform the Commercial Managers as soon as possible.

Customers, contractors, volunteers, employees and visitors to our premises or shops who display violent or abusive behaviour will be asked to stop.

Fight for Sight, as the lawful occupier of its premises, can, if the violent or abusive behaviour continues, ask the individual to leave, including permanently if the situation warrants such action. The police may be involved in the removal of the assailant.

Should an incident of theft by a customer occur, staff and volunteers must never endanger themselves by attempting to retrieve the item or attempt to reason with an aggressive member of the public. Instead, call the police and the Commercial Managers. Staff and volunteers must never put themselves at risk.

Any visitors to our premises or shops behaving in an unlawful manner will be reported to the police and Fight for Sight will seek to prosecute all perpetrators, seeking the appropriate maximum sanctions available.

## **Staff or Volunteers Involved in a Violent Incident**

Following a violent or abusive incident, those involved will be offered sufficient opportunity to discuss and review the incident, both immediately and afterwards.

We will support any member of staff or volunteer who has either been a victim of an attack or who has provided assistance during a violent incident, including, if appropriate, the offer of counselling. In the first instance, please discuss this with the HR & Operations Managers.

Where the injury is such that an employee is permanently or semi-permanently incapacitated and thereby prevented from continuing, every effort will be made to find suitable alternative employment within Fight for Sight.

## **Welfare Facilities**

Fight for Sight will ensure adequate and appropriate welfare facilities are provided for their employees and volunteers. Any issues or concerns with toilet facilities at 50 Leman Street should be reported to the front desk so these can be rectified. Issues at the shops should be reported to the Commercial Managers. Kitchens are provided with hot drink making facilities on all our premises including shops. Employees and volunteers must operate a clean as you go system including cleaning out the microwave oven (if provided) after use, so this is clean for the next user.

## **Work Equipment**

Fight for Sight will take all reasonable steps to reduce health and safety risks from work equipment to employees, volunteers and others who may be affected. We will ensure that suitable, safe work equipment is provided and that it is maintained, tested, and inspected (where applicable) and includes the inspection of electrical equipment in accordance with statutory regulations. This will be arranged by the HR & Operations Managers or Commercial Managers.

The HR & Operations Managers (office areas) and Commercial Managers (retail areas) are also responsible for ensuring that new equipment meets health and safety standards prior to purchase.

Where required, adequate information, instruction, training, and supervision will be provided to ensure that work equipment is used in a safe manner and without risks to health.

Staff (including volunteers) must make proper use of any equipment and systems of work provided for their safety. Volunteers must be provided with information on any equipment they are using so they are fully aware of how to use this. Fight for Sight will ensure that:

- All work equipment is suitable for its intended purpose and working environment prior to use.
- Ergonomic risks are considered when selecting work equipment.
- The work equipment conforms to European and British Safety Standards.
- A risk assessment associated with the work equipment is conducted prior to its use.
- The work equipment is properly maintained, inspected, tested, and kept in good repair.
- Written instructions and safe working methods are provided for the work equipment, where required.
- Where inspections are undertaken (where required) records are kept.
- Reasonable steps are taken to ensure that work equipment is used in a proper manner.

Employees using work equipment will:

- Use work equipment only if they are competent and trained to do so.
- Report any defects in the equipment to the HR & Operations Managers (Office Areas) or the Commercial Managers (Retail).

## Work Vehicles

Please refer to our Van Policy for further details.

## Appendix - Useful information & contacts:

**Facilities queries:** [info@fightforsight.org.uk](mailto:info@fightforsight.org.uk)

**HR queries:** [HR@fightforsight.org.uk](mailto:HR@fightforsight.org.uk)

### Fight for Sight H&S Folder locations:

- **Health & Safety templates/info:** [X:\Information for Staff\5. Office Information\Health & Safety](#)
- **Accident Reporting Form:** [X:\Information for Staff\2. Templates & Forms\Accidents](#)
- **Appointed Persons Chart:** [X:\Information for Staff\5. Office Information\Appointed persons chart Health Safety 50 Leman St - F4S.docx](#)
- **Office Guide:** [X:\Information for Staff\5. Office Information](#)