

Health & Safety Policy

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Owner and version control

Responsibility:	Julia Flynn, Head of Finance	Date doc. created:	29/04/2024
Print name sign off:	Anna Smee, Managing Director	Last review date of doc:	29/04/2024
Signature:	<i>Anna Smee</i>	Next review date:	29/04/2025

This document must be approved annually by the MD.

1. Safety policy

Thrive (The Company) is committed to conducting its business in a manner that prioritises the prevention or mitigation of harm to individuals, including employees, contractors, and visitors.

The Managing Director bears the primary responsibility for ensuring the effective implementation of the company's health and safety policy. This is managed with the support of the Head of Finance and entails allocating sufficient resources, organising, planning, monitoring, auditing, and reviewing the company's health and safety performance. These duties are carried out through monthly Health & Safety Reviews by the Head of Finance, who coordinates actions and reports to the Senior Leadership Team, ultimately accountable to the Board.

Every member of the company shares responsibility for continuously improving health and safety performance. Effective management of health and safety requires robust cooperation, coordination, and communication at all levels within the organization.

As a baseline commitment, the company pledges to comply with all relevant health and safety legislation. We actively strive to identify hazards and, where elimination is not feasible, assess and control risks adequately to prevent accidents and incidents.

We firmly believe accidents and incidents are avoidable, and it is incumbent upon all employees to collaborate toward this objective. In cases where accidents or incidents do occur, we maintain procedures to address such occurrences promptly and effectively.

2. Commitment and Promotion of the Policy

Thrive acknowledges its duty to ensure the health and safety of its employees, trainees, associates, and apprentices.

Every employee holds a direct responsibility for contributing to the continuous enhancement of health and safety performance. To facilitate this, appropriate information, instruction, and training are provided to empower employees to actively participate in this improvement process.

We ensure that all employees, including associates, are well-versed in the provisions outlined within this policy and are committed to upholding it. All new Staff receive an Induction Pack, which details the requirement for essential online training including a module on Health and Safety at Work.

Regular updates on effective health and safety practices are disseminated to our employees and associates through training sessions, newsletters, and briefings.

This policy is accessible to the public on our website, and candidates, trainees, or apprentices enrolled in Thrive programmes have a link to this policy on the online learning system. It constitutes an integral part of the induction process. Specifically, regarding our apprenticeship programmes, health and safety aspects are addressed during monthly reviews with learners.

3. Organisation and responsibilities

The Managing Director has overall responsibility for health and safety matters within the company. To ensure the day to day running of health and safety is maintained duties are issued to company Directors and Managers.

To comply with Regulation 7 of the **Management of Health and Safety at Work Regulations 1999**, the company will ensure that a “Competent Person” is appointed to assist in undertaking the measures needed to comply with the requirements imposed by the relevant statutory provisions.

Our Head of Finance, Julia Flynn (Julia.flynn@Thriveapproach.com) will act as the “Competent Person” for the company with relation to health and safety issues and the company will call on their services whenever professional advice is required.

4. Accident and near hit Reporting

If you experience an accident or illness while working, please contact a first aider (see sections 14 and 15 below).

Any accident or illness occurring on Thrive’s premises should be reported to Julia Flynn, (Julia.flynn@Thriveapproach.com, 01392 797 555) who will ensure that all details are entered in the accident report book. If this relates to communal areas, the incident will also be report to the Serviced Accommodation Manager.

If the injured party has seven or more days off work (including weekends) because of a work-related injury, then the HSE must be informed – see <http://www.hse.gov.uk/contact/concerns.htm>.

All accidents must be recorded in the accident book, which is stored on the wall in the kitchen. The accident book needs to be accessible to all employees. The person who has suffered the injury must not complete an accident book entry without bringing it to the attention of the site management.

The following accidents must be entered into the accident book:

- All accidents occurring on site
- An act of non-consensual violence
- Motor accidents causing employees injury whilst on company business
- Accidents involving employees whilst on business but not on site

All accident book entries must be detached from the main book and then kept under lock and key.

5. Alcohol and drugs

No alcoholic liquor or drugs, except those prescribed by a registered medical practitioner that do not impair the employee's ability to safely perform their duties, are permitted to be brought onto, used, or consumed at Thrive premises. Any employee believed by the Company to be under the influence of drugs or alcohol will be suspended, and appropriate disciplinary measures, outlined in the Company's disciplinary procedure, may be taken, potentially resulting in dismissal.

Smoking is strictly prohibited in all Thrive offices.

Certain prescribed medications, such as tranquillisers, sleeping tablets, hay fever, and blood pressure medication, can affect work performance. Employees taking any medication should inform their manager of:

- The type of medication.
- Any possible effects or side effects that may impact work performance.
- Any necessary emergency actions if the medication is not taken or proves ineffective.

If a manager suspects medication use, a discreet investigation may be conducted. If an employee acknowledges having a problem, they should discuss it with their manager, who may seek assistance from a medical professional.

Help and treatment, if deemed appropriate, will only be offered following a thorough review of the circumstances, subject to approval by the responsible director.

6. Asbestos

The duty to manage asbestos is contained in regulation 4 of the Control of Asbestos Regulations 2012. It requires the person who has the duty (i.e. the 'duty holder') to:

- Take reasonable steps to find out if there are materials containing asbestos in non-domestic premises, and if so, its amount, where it is and what condition it is in
- Make, and keep up to date, a record of the location and condition of the asbestos- containing materials - or materials which are presumed to contain asbestos
- Assess the risk of anyone being exposed to fibres from the materials identified
- Prepare a plan that sets out in detail how the risks from these materials will be managed
- Periodically review and monitor the plan and the arrangements to act on it so that the plan remains relevant and up to date
- Provide information on the location and condition of the materials to anyone who is liable to work on or disturb them

Thrive's asbestos risk is the responsibility of the landlord who will provide the above. Thrive will co-operate as far as is necessary to allow the landlord to comply with the above requirements.

7. Auditing

It is advisable that any health and safety audit should be carried out at a minimum of once per year at each site (currently one site at Seale Hayne, Newton Abbot, Devon.) It is at the discretion of the Competent Person to decide if they feel a more frequent audit is required.

The person responsible for implementing this procedure must ensure that:

- A competent person is identified to undertake the audits
- A decision is made on the type of audit that is required for the workplace
- They arrange/organise suitable dates and locations for the audit(s)
- All site personnel are aware of the forthcoming audit, and they are encouraged to be honest
- All relevant health and safety documentation is available for the auditor to evaluate
- They assist the auditor with any information they require
- They do not obstruct or mislead the auditor in any way which may alter the findings of the audit
- They acknowledge the findings of the audit and develops an action plan to rectify the issues identified
- Communicates the findings of the audit to senior management and where appropriate the Workforce

Where provision of services takes place at customer or supplier sites, part of our contracting will include that they have appropriate H&S policy and procedures in place.

8. Control of contractors

It is specified in associate contracts that contractors comply with Thrive Policies. Contracts are managed by the Head of Finance.

During the works, it is important to monitor the progress of the contractor to confirm that they are complying with all rules and procedures. The following should be monitored by the Commissioning Manager to ensure that the contractor's actions:

- Comply with the Thrive's site rules
- Follow the risk assessments that are relevant to the work
- Are in line with any work schedules that have been issued
- Reflect good practice

If it is identified or suspected that the contractor is not adhering to any of the instructions issued to them during the induction stage, then work must stop immediately, and the Head of Finance must be informed.

9. COSHH

COSHH is the law that requires employers to control substances that are hazardous to health. Thrive will endeavour to

- Assess the risks to health from hazardous substances in your workplace
- Help prevent accidents and ill health arising from your work activities
- Carry out COSHH assessments and to record any significant findings
- Provide information and training for the users to enable them to handle the substances safely

If personal monitoring has been undertaken Thrive will inform the employees of the results, explain how the exposure may affect them, and what controls need to be followed.

10. Display screen equipment

It will be the responsibility of the Direct Line Manager to ensure DSE risk assessments are completed for all employees who are:

- i. new to Thrive
- ii. finding their current workstation uncomfortable. New desk equipment will be ordered for those in need

11. Electricity at work

Any equipment in a dangerous or worn condition must be reported by the employee to the Competent Person. All electrical equipment that does not require continuous operation should be switched off when not in use and plugs removed from socket outlets. Employees should never use equipment that is suspected to be faulty, or where the cable or flex is damaged, or connections are loose. Any building faults should be immediately reported to the Competent Person. Employees should not attempt to repair or interfere with electrical equipment or wiring themselves and should not use dual or other socket outlets unless these have been properly authorised by an electrical engineer.

12. Emergency arrangements

The responsible manager must ensure that employees are made aware of what to do in an emergency. Certain key employees will require more detailed training in their roles i.e. Fire Warden, People Team, First Aiders.

Thrive will ensure that information is communicated in such a way that employees can understand, for example, you might need to make special arrangements if an employee does not understand English or cannot read.

Employees must:

- Follow the procedures as indicated
- Shut down machinery safely before they evacuate the site
- Not re-enter the site until instructed to do so

Should significant process changes occur, a re-assessment will be required. Even if it appears that nothing has changed, Thrive will review the assessment no less than every two years.

13. Fire safety

Employees should ensure that they are familiar with the position of the nearest fire-fighting equipment, alarms and emergency exits. In particular employees are asked to use electric fires and other heaters (if and where permitted) with caution and to keep flammable materials, in particular paper, away from sources of heat. Employees should report any faulty electric cable or flex immediately. Emergency exits, stairs, corridors and doorways should not be obstructed. Fire doors should always be kept closed.

Employees should be fully conversant with the fire drill and be aware of the nearest fire exit and assembly points. Lifts should not be used in an emergency. Employees should leave the building quickly and in an

orderly fashion following the correct route. Details of the emergency route are clearly displayed in the office and regular drills are carried out so that employees are familiar with the route and procedures to be followed.

Should further steps be required in terms of vacating beyond the specified points, this will be advised by the senior leaders present (member of Senior Leadership team).

Fire Wardens are:

Julia Flynn julia.flynn@thriveapproach.com

Kirsty Crowe kirsty.crowe@thriveapproach.com

Nicki Courtney nicki.courtney@thriveapproach.com

Kate Middleton kate.middleton@thriveapproach.com

14. First aid

Thrive endeavours to ensure that a Qualified First Aider is always available when there are employees working.

Current First Aiders are:

Julia Flynn julia.flynn@thriveapproach.com

Nicki Courtney nicki.courtney@thriveapproach.com

Viv Trask-Hall viv.trask-hall@thriveapproach.com

All employees in this organisation should have access to a First Aid Box whilst at work. The principal First Aid Box is accessed by the on-call First Aider who is responsible for checking its contents and ensuring that it is replenished when necessary. Tablets or medicines should never be kept in the First Aid Box in this organisation and items that are out of date should be replaced and disposed of immediately.

First Aid signs and posters are prominently displayed in head office informing employees, visitors and service users what to do in the event of an emergency and from whom to obtain First Aid assistance. Similar information is included in all employees' inductions.

15. Mental Health First Aid

Thrive actively support mental health and wellbeing awareness for employees, associates, apprentices and other learners, with our own mental health first aiders and ongoing support from a range of external agencies as listed below.

Mental Health First Aiders	Renée Villanueva-Last (renee.vaillanueva-last@thriveapproach.com) Rose Webb (rose.webb@thriveapproach.com) Kate Fonseca (kate.fonseca@thriveapproach.com)
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Samaritans: (National line 24/7)	24/7 phone line: 116 123 24/7 email line: jo@samaritans.org
CSIS Charity Fund:	Phone contact: 07843 342889 Website: https://www.csischarityfund.org/
Education Support Partnership:	Phone contact: 08000 562 561 Website: https://www.educationsupport.org.uk/
Hub of Hope	https://hubofhope.co.uk/
Mind:	https://www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/planning-for-a-crisis/
Mental Health First Aid England	https://mhfaengland.org/

16. Housekeeping

Workplaces must be kept clean and tidy with rubbish and discarded materials placed in the receptacles provided. Proper attention must be paid to hygiene. Cleaning frequency has been increased and antibac cleaners made available to all employees to boost protection against COVID-19. All materials must be properly and safely used and when not in use properly and safely secured. Care must be taken to ensure that the workplace is not hazardous either to employees or to third parties including trespassers.

Cables and wires should not be permitted to trail across the floor where people may be passing unless a covering is provided. Employees should take extra care on newly polished or wet floors. Any liquid spilt on the floor should be wiped up immediately. Damaged floor covering or surfaces should be treated with care and reported immediately.

Means of access to and egress from the workplace must only be used for the purpose for which they are provided. No employee must tamper with any means of access to or egress from the workplace. Any means of access to or egress from the workplace which is in a dangerous or unsuitable condition for use must be reported by employees to their line manager

17. Induction & training

Thrive is committed to ensuring proper training, supervision, and instruction for all employees regarding health and safety matters, along with providing necessary information. For instance, Health & Safety posters are prominently displayed on office notice boards, and relevant training is provided whenever new equipment or materials are introduced.

During the induction process, employees undergo comprehensive Health and Safety training. They are briefed on safety rules and procedures and familiarised with the Health and Safety Policy, the adherence to

which is paramount. Disciplinary action will be taken against any employee found to be in violation of these rules and procedures.

Additionally, Thrive recognises its responsibility to safeguard the health and safety of individuals who may be affected by its work activities. All parties involved will take reasonable steps to ensure this obligation is met.

18. Lone working

Refer to **Lone Working Policy**.

19. Management review procedures

Health and Safety issues will be discussed at monthly senior leadership team meetings and progress reviewed annually at Board level. This will provide opportunities for all employees to:

- Review recent risk assessments
- Review the actions taken to remedy any identified risks
- Contribute further ideas for improving the health & safety of their working environment

20. Manual handling

When lifting or carrying items like computers, heavy bundles of papers, or files, it is imperative that employees handle them with care to prevent injury. If there is any indication of strain or difficulty, employees should not hesitate to seek assistance from colleagues. Heavy objects must be lifted using the correct technique, ensuring that employees bend their knees and keep their back straight to avoid putting undue stress on their spine.

Moreover, it is advisable to assess the weight of the load before lifting and to break it down into smaller, more manageable parts if necessary. Additionally, employees should wear appropriate footwear with good grip to maintain stability while lifting and carrying heavy items.

When using ladders or steps to reach heights above normal, employees must verify that they are firmly based and secure before ascending. It is advisable to have a colleague provide support or hold the ladder steady if needed. Employees should also ensure that the ladder or steps are suitable for the task at hand and rated to bear their weight.

Furthermore, extra care should be taken when navigating stairs, ensuring each step is taken deliberately and handrails are utilised for added stability. Employees should report any defects or hazards regarding ladders, steps, or handrails to the office manager for prompt rectification. Regular inspections of equipment and work areas are conducted to identify and address potential risks promptly.

21. Risk assessments leading to safe systems of work

Regular risk assessments are undertaken by the Head of Operations and findings reported to the Managing Director, who will firstly approve and then ensure any action required to remove/control any potential hazards is carried out.

Thrive will carry out additional risk assessments and make any necessary arrangements for expectant mothers. If risks are identified during the pregnancy, in the first six months after birth or while the employee is still breastfeeding, Thrive will take appropriate, sensible action to reduce, remove or control them.

22. Visitors

The Thrive management team may impose restrictions on visitors in the workplace, which are considered appropriate to the successful operation of the company.

Except when authorised, all visitors including relatives of employees, who do not have official business with the department may be restricted from prolonged visits to the workplace.

Work areas, documentation, and break areas should be off limits to anyone but employees to minimize risk to the Institute. However, if visitors must visit risk associated areas, they should be accompanied by an authorized employee. All visitors must sign in at reception on entry and sign out on exit.

23. Young persons & work experience

Under health and safety law, Thrive will ensure, so far as reasonably practicable, the health and safety of all their employees, irrespective of age. As part of this goal, there are certain considerations that are made for young people. For the purpose of this policy a young person is anyone under 18 and a child is anyone who has not yet reached the official minimum school leaving age (MSLA). Pupils will reach the MSLA in the school year in which they turn 16.

Under the Management of Health and Safety at Work Regulations 1999, Thrive will ensure that young people employed by them are not exposed to risk due to:

- Lack of experience
- Being unaware of existing or potential risks and/or
- Lack of maturity

With this in mind, Thrive will consider:

- The layout of the workplace
- The physical, biological and chemical agents they will be exposed to
- How they will handle work equipment
- How the work and processes are organised
- The extent of health and safety training needed
- Risks from agents, processes, and work

24. Health and Safety for Apprentices

Thrive will ensure that our apprentice supporting employees are up to date with health and safety legislation and industry expectations. The Company is committed to ensure that apprentices are entitled to learning that takes place in a safe, healthy and supportive environment. We also consider that safe learning and working are essential to maximise their experience and achievement.

Thrive will regularly assess all training environments to ensure regular health and safety audits have taken place for each venue and first-aid support points are identified for off-site training venues.

Thrive will ensure risks are identified before each training session and we run a health and safety overview at the beginning of each on-site training session including advising on the fire and evacuation procedures.

Using experienced qualified employees, Thrive will verify that employers can provide a healthy, safe and supportive work environment. All Apprentice employers will be fully checked by means of a comprehensive rag-rated risk assessment and checklist before sign-up to ensure the health, safety and welfare of apprentices.

Thrive will investigate any accidents involving apprentices, assist with reporting under RIDDOR and help agree preventative action with Apprentice employers.

Thrive will provide support to enable employers to access suitable health and safety advice and all Apprentice employers will be regularly checked to ensure they comply with all current health and safety Legislation.

Thrive will monitor and review health and safety practices throughout the apprenticeship as part of the regular review sessions with apprentices and employers. A culture of open discussion around key risks will be encouraged helping to ensure all Apprentice employers introduce and maintain appropriate measures to eliminate or control risks to the lowest reasonably practicable level.

Thrive will ensure the following are provided by all apprentice employers:

- All apprentice employers will have a written Health and Safety policy including First Aid at work procedures in place in accordance with current legislation
- All apprentice employers will inform the apprentice about who is responsible for health and safety matters within the company as part of their induction
- All apprentice employers will provide initial and ongoing health and safety training in the workplace for apprentices whilst providing necessary protective clothing or equipment (free of charge to the apprentice)
- All apprentice employers will report immediately any accidents, near misses or incidents involving their apprentice(s) to Thrive
- All apprentice employers will assess the risks to which apprentices are exposed at work and apply the general principles of prevention and will communicate Risk Assessments that are appropriate to their work environment
- All apprentice employers will ensure apprentices are properly supervised by a competent person

- All apprentice employers will ensure apprentices are covered under public and employer's liability insurance

In the case of an accident or ill-health of an apprentice we will communicate with the apprentice and employer to understand the situation and timescale and identify a solution which is in the best interests of the apprentice. We will work to ensure the apprentice is able to progress with the programme, to the planned and current Individual Learning Plan or put in a formal break in learning and adapt the ILP (Individual Learning Plan). We will agree any alterations to the ILP with the employer and apprentice when they return to the programme to ensure full cover of any missed training, learning activities and assessments.