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1.0 INTRODUCTION

In compliance with the requirement of Section 2 (3) of the Health and Safety at Work Act 1974 OFG and its subsidiaries is discharging its statutory obligations duties effectively by producing a written health and safety policy for mandatory study by all staff members.

The Policy has been compiled and outlines the company’s health and safety arrangements. A summary of the policy is included within this paper, additionally, an electronic copy of the Policy can be found on the HR Cascade system.

Employees are required by law to cooperate with the management in all matters concerning the health, safety and welfare of themselves and any other person who may be affected by their acts or omissions whilst carrying out their work.

Employees should read this handbook on line and make themselves familiar with the contents. If there is any section of the documentation that is unclear, contact should be made in the first instance with their local registered manager or school head who will have responsibility for H&S within your place of work, in order your question or issue might be clarified.

When the document has been read, you will be required to undertake a brief summary survey and sign electronically on Cascade that the contents have been read and fully understood. This form noted on your personal file for future reference.

The company reserves the right to amend the document as necessary to ensure that it shows a true reflection of the health and safety within the organisation. Such amendments will be suitably marked with a date and issue number and will automatically be brought to the attention of all employees.

NB. All references to documents relate to where electronic copies are kept on the Cascade.

Purpose

To ensure, so far as is reasonably practicable, the health, safety and welfare of our staff while they are at work and of others who may be affected by their undertakings, and to comply with all the relevant legislation.

Scope

- To ensure the principles of health and safety are clearly understood throughout the OFG, we will be committed to:
- Ensuring that there are arrangements put into place for the effective planning, development and review of this health and safety policy;
- Ensuring that appropriate systems are developed and maintained for the effective communication of health and safety matters throughout the Group;
- Protecting the health and safety of all staff within the Group by preventing work-related injuries, ill health, disease and incidents;
- Complying with relevant health and safety laws and regulations, voluntary programmes, collective agreements on health and safety and other requirements to which the Group subscribes;
- Ensuring that staff and their representatives are consulted and encouraged to participate actively in all elements of the health and safety management system;
- Continually improving the performance of the health and safety management system;
- Provide the necessary information, instruction and training to staff and others, including temporary staff to ensure competence with respect to health and safety;
- Devote the necessary resources in the form of finance, equipment, personnel and time to ensure the health and safety of staff. Expert help will be sought where the necessary skills are not available within the organisation;
- Liaise and work with all necessary persons to ensure health and safety, and ensure that adequate arrangements are also in place for the health and safety of visitors.

2.0 EMPLOYERS AND EMPLOYEES RESPONSIBILITIES

Please ensure you read the Health and Safety Policy Statement – Roles & Responsibilities and Systems & Arrangements documents.

3.0 INFORMATION FOR EMPLOYEES

Information regarding health and safety laws is provided in a number of ways as follows:

- An electronic company Health and Safety at Work Handbook is provided and is available for all employees to read as necessary. An electronic copy is available on the Cascade system.
- “The approved poster “Health and Safety Law – what you should know” is displayed in all offices. This poster will always be kept in a prominent position and in a legible condition with the names of the local responsible person(s) in the appropriate space.”

- Management and employees have access to the health and safety general Policy that contains all relevant information with regard to recording and monitoring.
- A Group Health and Safety Committee will meet quarterly to monitor and review the Group's Health and Safety matters. Representation of this committee will be taken from the operating businesses and central services as appropriate. The Chair of this Group is the Group Health & safety Manager. The Group CFO will maintain a regular section within the Group Board Papers to ensure the Group Board is regularly informed on matters relating to Health and Safety. Health and Safety will be a mandatory standing agenda item on all management / team meeting agenda's under the responsibility of the local Registered Manager / Head Teacher or Office Manager.

4.0 EMPLOYEE CONSULTATION

The Health and Safety (Consultation with Employee) Regulations 1996 requires all employers to consult with employees. This consultation can be carried out directly or through an elected representative. These representatives are known as H&S representatives. All information is communicated by means of consultation between management and employees via the health and safety representatives. The management will ensure that all relevant health and safety information is communicated through the health and safety representatives.

5.0 DISCIPLINARY RULES

An employee may be liable for disciplinary action if they are found to have acted in breach of Outcomes First Group Health and Safety Policy. Please refer to the Disciplinary Policy located on Cascade. The refusal of any employee to meet their obligations will be regarded as a matter to be dealt with under the Disciplinary Procedure. Where an employee leaves them self or other employees open to risk or injury, it may be necessary to implement the formal stages of the Disciplinary Procedure up to and including Dismissal.

6.0 ACCIDENTS, NEAR MISSES AND DANGEROUS OCCURRENCES

OFG has a written policy stating that all accidents, industrial diseases and dangerous occurrences are reported and recorded on the Group's management information systems – these are currently XCenta, Info Exchange, Charms and Clearcare depending on the service for future reference and to comply with specific legislation.

All accidents/incidents that occur which require first aid treatment to be given will be recorded and will be investigated in due course to reduce the likelihood of any re-occurrence. All employees should report all injuries no matter how small to guarantee that treatment can be given where necessary and to ensure that the accident is recorded on the accident and incident record within the management information system you are given access to.

All injury records will be kept on file for a minimum of three years. In order that serious accidents are reported to the enforcing authorities, it is important to inform management if you are off work for more than seven days due to an accident at work. All near miss incidents and dangerous occurrences will be investigated and recorded on the accident and incident record form. These forms contain information that must be recorded by law and are regularly reviewed by management to ascertain the nature of incidents that occur in the workplace in order to decide if further control measures are required.

7.0 HOMEWORKING

OFG is responsible for ensuring you receive full information regarding your place of work and for many of our employees this includes your home. You are required to complete a Home Workers Risk assessment to document the arrangements that ensure your home is a safe place for you to work. If you cannot carry out the appropriate management action identified you are responsible for advising your manager.

However, we recognise that a balance needs to be maintained between a workplace and a family home and although we would recommend that for example smoke detectors, carbon monoxide detectors, first aid kits should be available, it is the employees/ homeowner's decision to enable this. It is not envisaged that home workers invite other workers, carers or children into their home in connection with work.

8.0 LONE WORKING

The Health and Safety Executive (HSE) defines lone workers as those who work by themselves without close or direct supervision. Public sector union UNISON defines lone workers as those 'whose activities involve a large percentage of their working time operating in situations without the benefit of interaction with other workers or without supervision'.

OFG must ensure that lone workers are at no more risk than other workers. Therefore, the risk factors which relate specifically to lone workers must be assessed by employers and appropriate action taken to reduce the risks. A lone workers risk assessment must be carried out and the recommended control measures identified should be followed. The Lone Workers Policy covers employees who work in isolation from their colleagues, this includes those who work regularly from home.

9.0 MOBILE WORKING

Did you know that three drivers are killed every week in the UK whilst driving on business? Driving is one of the most hazardous activities which most of us regularly carry out. The Highway Code is based on legal requirements and failure to comply may mean that the driver is committing a criminal offence.

It is the company's responsibility to ensure that every employee receives full safety information about his or her workplace. This includes driving for work, or mobile working. Employees should make sure that their car is fit for purpose, this should include an up to date MOT certificate, Insurance (to include car insurance for business purposes), and appropriately taxed HR will ask that these documents are provided and checked on an annual basis We recommend that employees carry a first aid kit in their car. Regular maintenance checks by drivers are encouraged in addition to manufacturer servicing requirements. Drivers are also encouraged to take 30 seconds to carry out a visual check of the vehicle, paying attention to the condition of tyres, windows and light glasses before setting off. In addition, drivers are to periodically check light bulbs, wiper blades, water jets and the level of essential fluids. The frequency of these checks depends on the vehicle.

Don't Drink or Take Drugs and Drive

If you are taking prescribed or over the counter drugs you should ensure that the drugs do not have side effects that may affect your ability to drive safely.

Seat Belts

It is the driver's responsibility to ensure that seat belts are worn at all times by any passengers under the age of 14. In law, passengers over the age of 14 are responsible for themselves. Anyone carrying children under 14 should ensure that appropriate arrangements are made.

Feeling Sleepy

Stop immediately and have a short nap and / or drink a non-alcoholic drink.

Mobile Telephones

As a company we do not expect any driver to make or answer calls or texts which might place them in danger or cause them to break the law.

Car Accidents at Work

In the unfortunate event of an accident, please report this to your line manager, who will guide you through the process.

10.0 CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

COSHH stands for the control of substances hazardous to health and covers most workplaces. The regulations set out how employers must control risks to health arising from substances used at work. Although generally an office environment is considered low risk, you may still come across some substances hazardous to health including some cleaning chemicals, copier toner if ingested or paint stripper.

Schools and Residential premises will store and use different substances which will need to be assessed and managed. You should always be aware when working in other environments of substances that may be around. These include:

- Any chemicals that have by law to be labelled as Very Toxic, Toxic, Harmful, Irritant or Corrosive.
- Any substance with a maximum exposure limit or occupational exposure standard.
- Any other substance that creates a comparable health hazard.

Why know about COSHH?

It is important that you know about COSHH because your health and that of your colleagues is at stake. Knowing about COSHH helps you understand what hazards are present and how to protect against ill health. It is the employer's responsibility to provide suitable personal protective equipment (PPE) where necessary. The co-operation of all employees is essential, as keeping the workplace safe and healthy is a team effort.

COSHH Do's and Don'ts

- Do read the product label and any other information provided so that you understand the hazards of the job before you start work.
- Do wear the required personal protective equipment until the job is completed.
- Do make sure the PPE is in good condition and fits properly before use.
- Do make sure that all containers are closed when you are not using them.
- Do keep your work area clean and tidy.
- Do clean all spills as they occur.
- Do follow all instructions on the storage and transportation of chemicals.
- Don't taste chemicals or touch them with your bare hands.
- Don't try to identify chemicals by their smell.
- Don't smoke or drink in the workplace.
- Don't leave unmarked chemicals around, label as original container.
- Don't be afraid to ask questions.

11.0 DISPLAY SCREEN EQUIPMENT (DSE)

If you are required to operate computer equipment to undertake your work, it is important to familiarise yourself with the contents of the relevant risk assessments. All work stations provided with visual display screen equipment are risk assessed and the results are recorded and retained by the Human Resources team.

If you are a defined "user" under the Display Screen Equipment Regulations, a separate risk assessment will be completed for your work station. If at any time changes are made to your work station, the assessment will be required to be reviewed and it is therefore important to notify your Manager as soon as possible to ensure this process can be undertaken.

Your eyes play an important role when using display screen equipment and may be affected as follows:

- Close up work, leading to tired eye muscles due to holding the focus on the display screen.
- Constant adjustment of light changes and glare along with the shifting of your gaze between reference sources and the screen may result in tired eyes. Ensure your desk and VDU is arranged to avoid glare, or bright reflections on the screen. Adjust curtains or blinds to prevent unwanted light.

Generally wearing corrective glasses is not a problem when using display screen equipment however, if you:

- Wear contact lenses you may feel them dry if you blink less often while staring at the computer screen.
- Wear reading glasses or bifocals; they may prevent you clearly focusing on the screen.
- Wear bifocals; they often require you to tilt your head, this can often lead to neck strain and discomfort when using computer equipment.

If you have any problems it is important you notify your manager as soon as possible. If you are classed as a VDU user you may be entitled to free eye tests.

A mouse is a small device that is attached to the computer and is used to input data into the machine. If a mouse is used incorrectly it can lead to hand and arm problems or work related upper limb disorders (WRULDS).

You can help eliminate any problems by taking the following actions:

- Keeping the mouse within reach, you should not have to stretch your arm in order to reach the control.
- Do not hold the unit too tight; use your whole arm to move the mouse and not just your wrist.
- Where possible always rest your arm on the desk while using the mouse unit.
- Lightly rest your hand and wrist on the unit and don't push too hard on the controls.
- If possible switch hands now and then.
- Take regular breaks, even short breaks can help when completing intensive tasks.
- Regularly clean your mouse, as a mouse with clogged rollers requires more effort to move.
- When operating computer equipment you often have your arms raised or your wrists bent for long periods, this can lead to nerve and tendon disorders.

It is therefore important to:

- Ensure that you keep your forearm at right angles to your upper arm.
- Keep your wrists straight and in line with your hand and forearm.

Incorrect positioning of the computer equipment can lead to physical problems. When sitting at your computer equipment it is important that you sit correctly as failure to do so may lead to poor posture and muscle strain. The upper body is most comfortable when you:

- Keep your back supported.
- Keep your head upright.
- Keep your upper arms hanging in a relaxed position at your sides.
- Adjust your chair to obtain the correct position and height.

If you experience any discomfort it is important to advise management.

12.0 ELECTRICITY

Electricity cannot be heard or seen, and yet can kill if used incorrectly. An electric shock from a small electrical appliance may not be sufficient to kill but is capable of causing severe burns. Therefore all electrical equipment will be selected carefully to ensure that it is suitable for use within the organisation. Employees must not bring electrical equipment into their workplace without prior permission.

Where permission is granted and portable appliances are brought in then these must display the necessary dated PAT labelling. Moveable and portable electrical equipment will be PAT tested, (in accordance with the electricity at work regulations) inspected and maintained on a routine basis, depending on the use and application of the individual item. All operators of electrical equipment must be trained where appropriate to use the equipment in accordance with the manufacturer's instructions.

Always visibly inspect electrical equipment prior to use to ensure the item is safe. If electrical equipment is damaged, report it to management immediately. Under no circumstances tamper with electrical equipment unless you are competent, qualified and authorised to do so.

Electricity Do's and Don'ts

- Do not leave cables where they can get damaged, wet or where they can get pulled out of their connection.
- Do not lift, pull, lower or carry electrical equipment by the wire.

- Do not misuse electricity or electrical equipment.
- Do not attempt to remove any jams in equipment (such as shredders) whilst the machine is switched on
- Do not run power tools from a light socket.
- Do not force a plug into a wrong socket or jam wires into a socket.
- Do not overload sockets.
- Do take care not to run chairs or other objects over cables.
- Do take care not to damage cables that are under desks.
- Do check that cables are in good condition.
- Do only use equipment that has been checked and labelled as safe and has a date code mark.
- Do use extension leads only when necessary and they have been fully approved by the organisation. DO NOT use 'daisy chain' extension leads
- Do always follow the manufacturer's instructions.
- Do report and isolate faulty or damaged equipment.
- Do turn electricity supply off at main socket prior to moving of equipment or unplugging any cabling/connecting wires, i.e. computers and printers.
- Do always keep switchboards and switch rooms clear of combustible items and other obstructions at all times.

13.0 FIRE

People are at risk of serious injury and death when a fire starts. Their livelihoods are also at stake. Fire prevention therefore, is critical to the organisation. Please ensure you understand the evacuation plan for the premises where you are working or visiting.

Smoking is prohibited in all company premises. Where designated smoking area are provided, always ensure that smoking materials are extinguished properly before you leave the area.

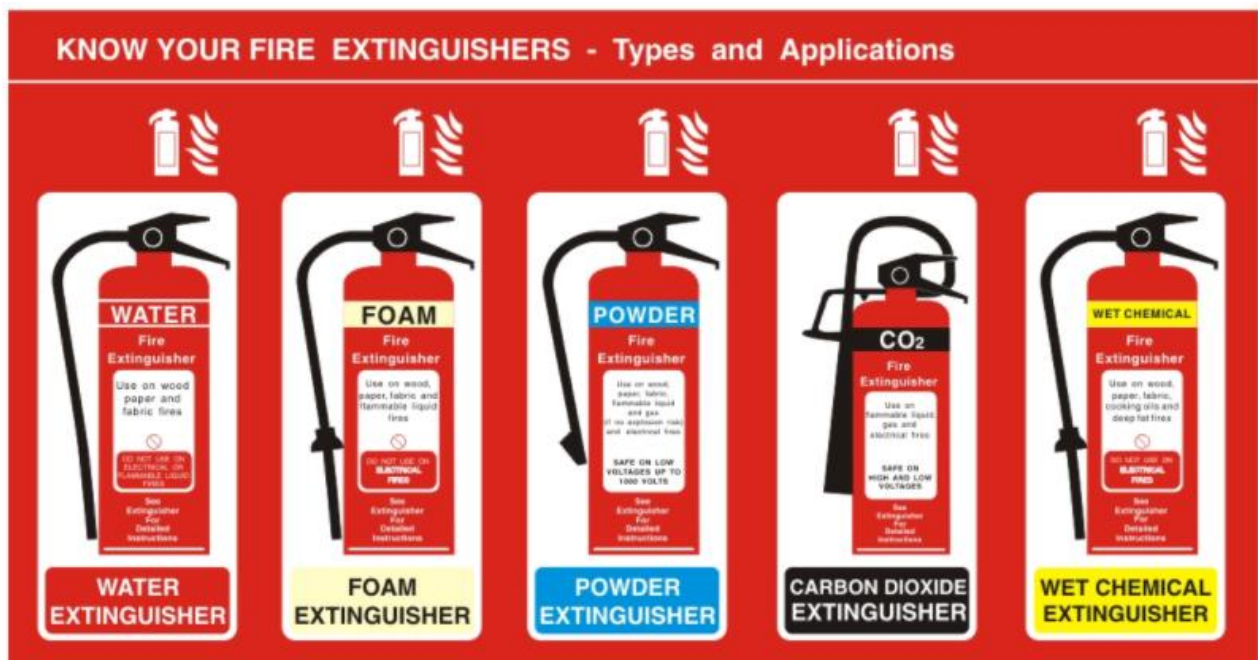
Help reduce the risk of fire by:

- Reporting and refusing to use all defective pieces of electrical equipment.
- Reporting the misuse of heating appliances.
- Reporting any leaking flammable liquid.
- Reporting any damaged fire safety equipment.
- Switching off all electrical equipment at the end of the working day. Where practical and equipment is of low infrequent usage turn off after use.
- Extinguishing any small fires on discovery, only if you are trained to do so. This should only be carried out if it is safe to do so.
- Always report any fire extinguished to the fire service.

It is important that you familiarise yourself with the fire precautions and routines **TODAY!** This means knowing how to raise the alarm, the positions of fire extinguishers and fire blankets, knowing which doors can be kept open and which ones need to be kept closed.

Tackling Fires: Know Your Fire Extinguishers

In a typical workplace you will find a variety of fire extinguishers. It is very important that you know the differences and how to use them. All extinguishers have a red body with various coloured labels to denote the type of fire extinguisher.



If you discover a fire immediately operate the nearest Fire Alarm Call Point. Attack the fire only if it is safe and you are trained to do so with the portable fire extinguishers provided, without taking further risks.

- Call the Fire Service immediately by telephone.
- Select a line and dial 999.
- Give the operator the company telephone number and ask for the Fire Service.

When the fire service answer the call, give the following information:

- “We have a fire at the (state premises address and phone number).”
- Do not hang up until the Fire Service operator has repeated the address and told you to hang up.
- Call the Fire Service to every fire or suspicion of fire.

On notification of a fire:

- Evacuate the building by the nearest available exit and proceed to the assembly point.
- The designated Fire Marshall or Manager present will take charge and take a roll call.
- Use the nearest available exit.
- Do not stop to collect personal belongings.
- Do not use lifts.
- Do not re-enter the building until told that it is safe to do so.

14.0 FIRST AID

OFG will ensure that all first aid kits provided in Group Premises are fully stocked at all times and will only contain items that the first aider’s have been trained to use, therefore will NOT contain and drugs, medication or creams. OFG is committed to ensure that there are enough trained first aiders on site to deal with any accidents and injuries that may occur.

The management will ensure that:

- Employees are familiar with the identity of the trained First Aider and the location of the nearest First Aid Kit (office specific to be identified on Induction).
- The First Aid kit is easily accessible at all times.
- Professional medical advice is sought when necessary.

- All relevant details are recorded on the accident and incident report form when necessary.

The names of First Aiders are displayed on the first aid notices in a prominent position on the notice boards. The First Aid box will be checked and restocked by the nominated First Aiders. If medical treatment is required dial 999 and call an ambulance, giving the address and the nature of the injury.

15.0 HAZARD AND RISK

A hazard is something that has the potential to cause harm. Risk is a combination of the likelihood that an accident will happen and the consequences of that accident happening.

The company accepts that some of its work activities could, unless properly controlled create risks to employees and other persons, therefore it is OFG's policy to take all reasonable steps to reduce the risks to an acceptable level. Risk assessments have been completed for all work activities that present significant risk. These risk assessments are kept in the risk register and are available for you to view at any time.

You should ensure that you are familiar with the relevant risk assessments for the work you are undertaking prior to the commencement of the work. If you identify any hazards that may put someone at risk you should report it immediately to the appropriate manager or your H&S representative.

16.0 MANUAL HANDLING

Incorrect methods of lifting and handling can often result in back injury, which is one of the most common injuries in industry. It is the policy of OFG to comply with all legislation that is outlined in the Manual Handling Regulations.

Wherever possible, manual handling operations shall be avoided wherever reasonable, if there is any risk of injury. Where it is not possible to avoid manual handling operations, an assessment of the operation will be made taking into account the task, load, capability of the individual and the working environment.

The assessment will be reviewed if there is any reason to suspect that it is no longer valid. The Manual Handling Risk Assessment should be available from your local manager and the online management information platform.

17.0 NEW AND EXPECTANT MOTHERS

It is OFG's policy to take all reasonable steps to protect the health and safety of employees who are new or expectant mothers. A specific risk assessment will be carried out for all new and expectant mothers by the line manager and the appropriate action taken to control the significant findings and risks identified by the risk assessment.

All female staff should inform management as soon as possible when they become aware they are pregnant so that control measures can be implemented immediately. The new and expectant mother's risk assessment will need to be reviewed by the employee and their line manager on a monthly basis.

18.0 SAFETY SIGNS

It is important that you take notice of all warning signs whilst at work. They have been installed for your safety. All safety signs are colour coded and each colour code has a meaning.

Under statutory legislation certain signs and notices must be displayed in prominent positions as appropriate. Safety signs are required to convey the message pictorially as well as in writing to ensure that the information can be understood by everyone in the workplace, not just those who speak English.

It is important that you make yourself aware of all of the safety signs displayed in any premises you visit.

19.0 SMOKING

Smoking is the main cause of preventable disease and premature death in the UK. It has long been recognised that smoking not only affects the smoker but also those who are around them (known as passive smoking). Smoking is not permitted in workplaces, including vehicles, and places of public assembly even in outdoor environments.

OFG has a duty of care to our employees and others who work within our work places and therefore it is the Policy of NFA Group that all our workplaces are smoke free. Therefore, it is the aim of OFG to implement a policy to control smoking within the areas under its control. OFG permits smoking in designated areas only.

Breaches of the policy will be dealt with through the company disciplinary procedure. All visitors and contractors are expected to conform to the Company policy and contraventions must be challenged by members of staff.

Electronic Cigarettes

All references and policies relating to smoking also apply to the use of electronic cigarettes and vaporisers.

20.0 STRESS

Stress is the adverse reaction people have to excessive pressure or other demands that are placed upon them. It can be caused by issues at work or by concerns outside work or in some cases both.

Stress may be caused by a number of factors including:

- Long hours
- Too much or too little work
- Poor management
- Bad relations with work colleagues
- Low pay
- Lone working
- Low job satisfaction
- Either actual or threatened violence, bullying or harassment

Work-related stress itself is not an illness but can lead to increased problems with ill-health, (if it is prolonged or particularly intense) e.g. heart disease, back pain, insomnia, gastrointestinal disorders and other disorders including anxiety and depression. We have a duty to ensure that your health and safety are not harmed by work-related stress and will consult with you about organisational or workplace changes that are likely to make additional demands. Management also have a duty to assess the risk to your health from work-related stress. If you are feeling under additional stress please ensure that you inform your line manager and/or Human Resources.

If we don't know there is a problem, we can't help you. Furthermore, the management realises that all employees should contribute ideas and have some influence over decision making, especially regarding their own work.

The following advice will not reduce work-related stress but may help you take care of yourself and ensure that you do not make the problem worse.

You can:

- Help by talking to your manager, family and friends
- Be physically active, it helps to stimulate you and give you more energy
- Eat healthily
- Stop smoking and keep within the government guidelines for alcohol intake.
- Speak to your GP if you are worried about your health.

- Try learning relaxation techniques, some people find it helps to cope with problems in the short term.
- Think about what would make you happier and discuss this with your manager.

OFG have various means for getting help with stress, depression and anxiety. You will be sent this information within your induction and through access to an online platform called 'The Hub'.

21.0 TRAINING

All employees have a legal responsibility to take all reasonable care of themselves and others who may be affected by their acts or omissions. Employees must also co-operate with the employer in relation to all training aspects and will be expected to attend any H&S training courses that are provided. It is company policy to provide all employees with suitable and sufficient information, instruction and training. This is provided not only to ensure that we comply with statutory legislation but also to ensure a safe and healthy working environment for all employees and visitors who may be affected by the organisation's undertakings.

Management will ensure that all employees undertake a thorough induction course on or as close to the first day of employment that will include all relevant health and safety issues. All health and safety training will as far as possible take place during working hours.

22.0 VISITS FROM ENFORCING OFFICERS

The Health and Safety at Work Act 1974 conveys certain powers on Inspectors who are appointed under the Act, by the relevant enforcing authority, in order that they may ensure that the relevant statutory requirements are being complied with.

Your local Fire Authority can inspect your premises to ensure you are complying with the duties of current fire legislation and best practice. If you have any concerns relating to fire safety please get in touch with your line manager.

OFG recognises the need to co-operate with the enforcement officers once they have produced satisfactory identification. For this reason, it is important that all required documentation is maintained and kept up-to-date and can be easily located. Such documentation will include the Health and Safety Policy, risk assessments and emergency plans.

It is every employee's responsibility to co-operate with the company to ensure that all health and safety documentation is kept up-to-date and all relevant paperwork is completed where necessary.

23.0 YOUNG PERSONS

OFG are aware that there may be additional risks when employing young persons or providing any type of work experience and will take all reasonable steps that are necessary to minimise the risks as far as practicable. It is company policy to assess and record any significant risks to young persons along with the necessary control measures for future reference.

If any employee has any concerns regarding work or the young person, they should address their concerns to their manager so that the appropriate measures can be taken to investigate and rectify the problem.