

UNIVERSITY OF YORK STUDENTS' UNION

Health and Safety Policy

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Manager responsible for implementation:	Health and Safety Development Coordinator
Trustee responsible for interpretation:	Chair of HR and Audit Sub-Committee



University of York Students' Union

On 23rd March 2017, University of York Students' Union became an incorporate entity. As such, whilst the University of York Students' Union and YUSU Commercial Services are separate corporate entities, YUSU Commercial Services is a direct subsidiary of University of York Students' Union and operates under the same policies and procedures. As such throughout this policy,



University of York Student's Union

Health and Safety Policy

Statement of Intent

July 2017

University of York Students' Union and YUSU CS are committed to provide a safe environment for all employees and provide an organisational structure that promotes safety, positive well-being and prevents adverse impacts on this or employee health. We aim to be proactive in assessing and controlling aspects of business which may affect this.

Under the Health and Safety at Work Act 1974, the organisation understands and accepts its necessary statutory duties and the general need to ensure, as far as reasonably practicable, the health, safety and welfare of all employees or that of those who may be affected by our undertakings.

As such, we will ensure that:

- Health and safety is managed competently and proactively to identify and reduce risks so far as is reasonably practicable,
- All equipment, machinery and systems of work are maintained and designed to minimise and control associated risks,
- The storage, handling and use of substances and articles is assessed and controlled to minimise the risk to employees or other parties,
- The work environment and premises are maintained and controlled to provide safe access, egress and use to all who may be within them, whether employees or otherwise,
- Employees work environments are assessed for risks to their health, safety or well-being and this is control as far as reasonably practicable to minimise and reduce risks,
- Information, instruction and training is provided to all employees as necessary for their roles and to perform tasks competently and safely,
- A positive culture and attitude towards health, safety and well-being is encouraged at all levels of the organisation with suitable allocation of resources,
- Management systems are designed and implemented and supported with sufficient allocations and accidents and incidents are investigated and reported as required.

As an organisation, we aim to constantly improve and develop health and safety standards and performance through proactive controls and ongoing reviews of systems and controls. We will engage with any other parties, particularly within the University of York, wherever necessary to support this.

To this end, the organisation will:

- Constantly review policies, practices and arrangements against others in our industry and general best practices,
- Monitor and provide a report annually on key performances indicators to the Finance and Audit committee,
- Provide training to all levels of employees to ensure they are competent for their roles and have the skills for task to not endanger themselves or others,

- Engage employees at all levels to communicate issues, actions or controls as required and for consultation on issues which may affect them.

Employees also have a duty to ensure they take reasonable care of themselves at work and to the safety of others who may be affected by their actions or inactions. Employees are also required to cooperate with the organisation on health and safety matters to ensure we can maintain and develop our performance. All arrangements and policies will be reviewed no more than every 12 months and in light of any business or wider significant changes.

A handwritten signature in black ink, appearing to read 'Ben Vulliamy'.

Ben Vulliamy, CEO

July 2017



Responsibilities and Delegation of Duties relating to Health and Safety

2.1 Management Structure of University of York Students' Union

The Trustee Board and the CEO have overall and final responsibility for the management of health and safety matters at University of York Students' Union, and for ensuring that health and safety legislation is complied with.

The trustees and CEO delegate many of their responsibilities, including the implementation and monitoring of health and safety to nominated employees.

The Trustee Board will periodically review the operation of its health and safety policy, and will ensure:

- Employees and volunteers as appropriate receive sufficient information, training and supervision on health and safety matter,
- A system of risk assessment is undertaken and the results written up and made available to all employees,
- Accidents are reported, investigated, and recorded to the senior management team,
- There are arrangements in place to monitor the maintenance of the premises and equipment,
- There are adequate arrangements to liaise and co-operate on health and safety matters within the Health and Safety Department at the University of York and other relevant stakeholders.

2.2 Delegation of Duties

Primarily on a day to day basis, the CEO is responsible for the implementation of the policy on delegation from the Board of Trustees. However, many of the day to day duties and general control of health and safety is delegated to the Health and Safety Development Coordinator within the Finance and Resources Team. If the position is vacant, the role and duties will be undertaken by the Director of Finance and Resources.

Within YUSU Commercial Services, the role is again delegated to the Health and Safety Development Coordinator, but additional support is required from each Venue Manager to support and achieve the aims of this policy.

2.3 Employees

The term employee within the University of York Students' Union refers to anyone employed, either full-time or part time, or elected full-time Officers of the Union. These may be students or otherwise but if they working within the structure of the business, they are to be considered employees.

All employees have a duty to:

- Co-operate with supervisors, managers, and other employees on health and safety matters,
- Not interfere with anything provided in the interests of health and safety to or to safeguard their welfare and wellbeing,
- Take reasonable care of their own health and safety,
- Report all health and safety concerns to an appropriate person, either line manager or health and safety representative.

In return, all employees can expect that:

- Concerns relating to health and safety will be investigated and reported back on the outcome,
- Have access to health and safety information pertinent to their roles and duties,
- Receive an induction and on-going training of which a part is relevant health and safety information.

2.4 University of York Students' Union and the University of York

The University of York Students' Union is the body that controls all student led activity but has a duty and responsibility within the wider university structure. As such, there are certain key departments and contacts within the university that the University of York Students' Union has and makes use of.

The main liaison is the Department of Health, Safety and Security. Within this, all persons have a role or responsibility which may be a contact for University of York Students' Union. These are for use by those in control of the health and safety processes within University of York Students' Union.

The Main points of contact within the Department of Health, Safety and Security are:

- Director of Health, Safety and Security,
- Health and Safety Officer (Training),
- Health and Fire Safety Officer.

At any point, if there is a conflict of policy, the University's Policy will take precedent for facilities for student events. A copy of University Policy will be found with this policy for reference.

2.5 Union Members

Every student of the University of York is automatically a member of the University of York Students' Union. The main points of contact a student will have will be with societies, volunteering or sports clubs as a participant. However, in relation to the Commercial Services sector of University of York Students' Union, Union members are not considered an involved part other than as a consumer.



For the University of York Students' Union, any members have a responsibility under this policy to:

- Familiarise themselves with the health and safety requirements that apply to the activity or event they are involved in,
- Co-operate with all employees on health and safety matters,
- Not to interfere with anything provided in the interests of health and safety or for their own welfare or wellbeing.
- Take reasonable care of their own health and safety and consideration to the affect their actions may have on others,
- Report all health and safety concerns to an appropriate person, either the Health or Safety Development Coordinator within University of York Students' Union or designated Responsible Person within societies, clubs or volunteering.

2.6 Fire Officer

The Fire Officer of the University of York Students' Union shall be fulfilled by the University of York Fire Safety Officer, who shall follow the regulations set out in the University's Health, Safety and Welfare Policy Statements and Arrangements.

In conjunction, the Health and Safety Development Coordinator within the University of York Students' Union will also play an active role in day to day fire safety, of which more information and procedures can be found in Section 12.

2.7 First Aid Responsibilities

The University of York Students' Union will endeavour to have suitable first aid provisions at all times, whether that be events or on a day to day basis. In addition to this and beyond defined places of work, first aid provision can be found from the University of York from either Reception Staff or through University Security.

The Union will ensure that there is:

- Suitably stocked first aid kits at designated points through University of York Students' Union premises allowing a reasonable dispersion,
- The provision of suitably trained First Aiders within each department and in each work location,
- In outdoor events or in places other than the day to day premises, first aid considerations will be taken into account and necessary provisions will be planned and available.

For a more detailed guide to the provisions and actions see Section 11.

Premises and Departments

3.1 Identification of Premises

This policy applies to two separate corporate entities; the University of York Students' Union and YUSU Commercial Services.

The University of York Students' Union has one main premises location that being the Student Centre located in James College on the Heslington West Campus. It is an office design with some open plan, some individual office space. It is over two floor and two separate buildings next to each other.

YUSU Commercial Services, or CS, operates 5 premises; 1 shop, 3 bars and 1 café. These are spread across the whole campus and times and layouts vary. They are named The Courtyard (located in Derwent College, West Campus), The Glasshouse (Located in Langwith College, East Campus), YUSUShop (located in Market Square), Kitchen at Alcuin (located in Alcuin in Phycology Buildings) and The Lounge (located in James College, in James Dining Hall).

These separate premises shall each have one guide on standard operating guidelines and emergency procedures due to the different natures and designs. These guides will be available at each location for the specified premises and centrally at the Student Centre.

Risk Assessment

4.1 Delegation of Risk Assessment

The Board of Trustees will ensure that a system of risk assessment for the University of York Students' Union activities and work environment is carried out in accordance with the Management of Health and Safety at Work Regulation (1992). This will be delegated to a competent person and its findings will be reported in written form and any failings highlighted and actioned.

Any specific high risk activity may also be included into a system of risk assessment. This could be within day to day activities or one off events. These findings should be communicated to those affiliated individuals.

On an annual basis, the risk assessments completed and written down will be reviewed and where necessary updated to reflect any changes in circumstance.

Where there is a major change in practices or in light of persistent or severe injuries, the risk assessments will also be reviewed to assess the practicalities and relevance of control measures currently in place.

Any completed risk assessment will apply to all employees of University of York Students' Union. If an employee becomes aware of any hazard that is not controlled, the Health and



Safety Development Coordinator must be notified. Where this is not possible, the issue must be raised to a line or senior manager.

Training

The University of York Students' Union will ensure that any new employees or volunteers receive health and safety training as part of a plan of induction. This should be specific to their role and incorporate any relevant knowledge of risk assessments.

Along with inductions, there will be a scheme of ongoing training for employees on relevant health and safety topics. Annually this should cover first aid, accident reporting, manual handling, risk assessment, fire safety, evacuation training and general health and safety. Wherever necessary the University of York Students' Union will also provide training for equipment or specialist training to ensure safe systems of work or compliance with this document.

If an employee or volunteer feels they require additional health and safety training, they should inform their line manager.

Work Environment

The University of York Students' Union has a responsibility to ensure an environment that employees, volunteers or visitors to the premises are not placed at an undue level of risk to their health, safety or wellbeing. All employees have a right to a safe and healthy environment.

6.1 Buildings

All employees have a responsibility for spotting hazards or potential hazards. If a hazard is seen, it should be removed or dealt with as soon as possible. If this is not possible, it should be reported to a competent person.

Due to the difference in purpose and design of all premises and particularly within CS, each building must have its own risk assessment along with a specific guideline outline hazards or emergency actions.

6.2 Housekeeping

6.2.1 Clean Desk Policy

A Clean Desk Policy is operated for all staff and officers.

The policy is designed to:

- Present a professional and approachable image to members who may come into the office,
- Reduce the risk of private or confidential information being misplaced or accessed inappropriately,
- Improve employee well-being and reduce spills and accidents in the workplace.

At the end of the working day, employees are expected to tidy their desk and should file away all office papers. Confidential information or private data should be filed securely, such as using a lockable filing cabinet or under-desk locker as required.

During the working day, employees should try to keep their workplace in good order and tidy papers and other items away when not in use.

Enforcement of the clear desk policy should not be dealt with in a heavy-handed way, but persistent breaches will be dealt with through the line management structure (or by the Chief Executive in the case of officers) and employees may be subject to disciplinary procedures if the situation does not improve.

6.2.2 Aisles and Gangways

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

Generally, aisles and gangways must be free from any boxes or obstructions that may limit movement.

6.2.3 Lighting

Adequate lighting must be provided. If lights are found to be out of order, the fault must be corrected as soon as reasonably possible. This should be reported via PLANNON for the Estates department within the University to resolve.

6.2.4 Overcrowding

The Union will avoid unhealthy and overcrowded working condition, and will consult employees on any changes in office layout.

6.2.5 Ventilation

The Union will endeavour to provide a well ventilated workplace where the organisation has control over their local level of ventilation. Any need for Local Exhaust Ventilation will be assessed on the risks and activities in the area.

6.2.6 Temperature

In office workplaces a minimum temperature of 16°C must be maintained. Efforts will be made so far as is reasonably practicable to ensure the workplace temperature does not rise to an uncomfortable level.

6.2.7 Smoking

Smoking is not allowed in any premises or within 5 metres of University of York buildings. This also extends to e-cigarettes or vaping devices which are prohibited from indoor or confined areas.

6.2.8 Noise

The Union will endeavour to ensure that noise in its offices and places of business is kept to as low as is practicable.

6.2.9 Office Atmospheric Pollutants

Office equipment such as photocopiers and printers can emit pollutants into the atmosphere. The organisation will take reasonable precautions in ensuring that these levels are kept as low as possible. Employees and volunteers will not be expected to work in

enclosed spaces with equipment that emits atmospheric pollutants. Spaces where these pollutants are present shall be well ventilated.

6.2.10 Equipment and Storage

The Union will ensure that:

- Equipment is not left lying around but is suitably stored,
- No wires are left trailing across floors,
- Non-flammable rubbish bins are positioned at various points,
- Expect in emergencies and with the permission of the Health and Safety Development Coordinator, paraffin, bar electric or bottled gas fires will not be used on YUSU premises.

6.2.11 Electrical Equipment

All building maintenance such as electrical work, carpentry, painting etc. is carried out by skilled people. Employees should not endanger themselves or others by carrying out such work. Primarily, the University Estates department should be contacted for facility issues.

Broken, ineffective or damaged electrical equipment must be reported and removed from use. Employees should use electrical equipment in accordance with instructions and any training that may be provided.

Any electrical appliances will be checked frequently as determined by the risk of the item and its usage. Portable items will be tested annually.

6.2.12 Facilities and Property

All works around the facility and property will be coordinated with the university of York Estates team. Whether additional projects or ongoing maintenance and monitoring will be planned and supported by both the Student's Union and institution Estates team.

6.3 Working at Heights

Injuries are often caused by falls from heights. This could be from:

- Ladders or stepladders,
- Scaffolding,
- Roofs and roof-edges, particularly fragile roofs,
- Gangways and catwalks,
- Vehicles.

Either by selecting unsuitable equipment or using equipment that has not suitably maintained will increase the risk associated with working at heights. As such, YUSU has a

responsibility to regularly check and maintain any equipment that is used for work at heights.

Under the Work at Heights Regulations, a duty is placed on YUSU as the employer to:

- All work at height is properly planned before commencing,
- Those who are performing the work should be suitably competent or supervised,
- The risk of working on or near fragile roofing is assessed and properly controlled,
- Any equipment is checked before use.

Wherever possible, working at height should be avoided and equipment and systems or work put in place to prevent or minimise the consequences of falls from working at heights where there is no reasonable alternative.

Any specific task requiring working at heights should be identified and assessed for risk and alternatives which may not involve working at heights.

Welfare Arrangements

7.1 Toilet and Washing Facilities

YUSU will ensure that there is a suitable and sufficient toilets and washing facilities for all employees wherever their usual working environment is. As a bare minimum, as directed by legislation, YUSU will ensure that there is:

- A toilet in a separate lockable room,
- Washing facilities that include an adequate supply of clean hot and cold water, soap and a suitable means of drying.

7.2 Drinking Water

YUSU will ensure that there is an adequate supply of fresh drinking water for all employees within their usual place of work on YUSU premises.

7.3 Rest Areas

So far as is reasonably practicable, YUSU will provide its staff with a seating arrangement where employees are able to take rest periods away from their workstation.

7.4 Hours of Work

The employees of YUSU should not work excessively long hours and should take adequate breaks for meals and rest as indicated within their statement and terms of employment.

Where display screen equipment is used regularly, a display screen assessment should be undertaken, see Section 9 for more details.

7.5 Hygiene

YUSU will ensure that all areas are kept clean and tidy including the provision of any equipment to employees to clean their own areas. Bins should be emptied regularly both in the interested of welfare and fire safety.

Toilets will be washed regularly and kept clean.

All wash basins must have hot water, soap, and a method for drying; either paper towels or hand dryers.

Any vending machines for sanitary products and disposal bins should be provided. Bins should be emptied and sanitised on a regular basis.

Specialist Groups

8.1 Specific Risk Assessments

Some at risk groups may require additional controls on their working practices to control risk. As such as specific risk assessment should be completed to assess the conditions and controls and keep the employee informed throughout the process.

A copy of the standard Specific Risk Assessment can be found under Appendix A.

8.2 New or Expectant Mother

YUSU is not required to take any action until the employee notifies YUSU in writing of their condition.

Any new or expectant mother has a right to reasonable adjustments to working conditions. Any pregnancy should be reported to their line manager who should undertake a specific personal risk assessment of the individual and their working conditions. This should be completed in collaboration with the employee. Any reasonable adjustments should be noted and agreed upon and stored with their personnel file.

This specific risk assessment should be reviewed monthly for the duration of the pregnancy.

YUSU will provide suitable rest facilities for new or expectant mothers.

8.3 Young Persons

YUSU does not anticipate the employment of any young person (defined as someone under the age of 18) within its usual operation. However, if a position is offered to someone under the age of 18, a specific risk assessment will be completed with participation of the employee.

This should be reviewed annually or whenever there is a change in work practice up until their 18th birthday.

Work Stations

9.1 Visual Display Units

It is the policy of YUSU to comply with the law as set out in the Health and Safety (Display Screen Equipment) Regulations 1992.

YUSU will conduct health and safety assessments of all workstations staffed by employees who use visual display units (VDU) screens as part of their usual work. All workstations must meet the requirements set out in the Schedule to the Regulations for the user.

All employees have a responsibility to highlight faults or concerns regarding their workstations and YUSU has a responsibility to assess on an individual basis. Any reported outcomes must be recorded and followed up.

9.2 Nature and Organisation of Work

Appropriate, adjustable seating must be available for all users. This should be in good repair and meet the needs of the individual.

Employees should take regular breaks (at least 5 minutes away for every hour at the VDU). Short frequent breaks are more satisfactory than longer occasional breaks.

9.3 Equipment

Resources will be sought by YUSU to:

- a) Provide VDUs with a detachable and adjustable screen, i.e. in height, swivel, etc. to allow for the individual preference of the operator,
- b) Provide computer cleaning supplies,
- c) Provide a wrist and foot rest at each workstation when required,
- d) An anti-static mat at each workstation,
- e) Provide keyboards which are separate from screens,
- f) Provide anti-glare screens where direct light cannot be prevented from falling on the screen,
- g) Provide adequate workstation space.

9.4 Maintenance

The relevant manager should hold copies of manufacturers' detailed instructions on the maintenance of machinery and will ensure that maintenance contracts are adhered to and, where appropriated, renewed.

9.5 Eye and Eyesight Tests

New employees are entitled to have eyesight tests paid for by YUSU.

Where an employee is experiencing eyesight problems attributable to their work with VDUs, they will be entitled to have an eyesight test paid for by YUSU. The employee may organise this themselves and claim the monies owing to them back.

Where a test shows that as a result of work with the organisation's VDUs and an employees is required to purchase any special corrective appliances (usually glasses), YUSU may provide these free of charge. This excludes any equipment that may be needed by the individual for anything other than work with VDUs and is subject to a maximum expenditure of £50.

9.6 WRULDs/RSI

Work Related Upper Limb Disorders (WRULDs) or Repetitive Strain Injury (RSIs) are often associated with prolonged or extensive keyboard work. It is the intension of YUSU, by following systems of best practice, to provide VDU or keyboard equipment and furniture which helps prevent the development of these musculoskeletal disorders.

Employees should contribute to their own safety and welfare by:

- Avoid sitting in the same position for prolonged periods,
- Adjusting equipment and furniture to appropriate and comfortable positions,
- Taking regular rest breaks away from VDU work (at least 5 minutes every hour of consistent work in front of a screen) which can include doing other work that does not involve VDUs.

YUSU will endeavour to ensure that all work stations are assessed on a regular basis to ensure there is sufficient space to prevent the development of WRULDs.

First Aid and Accident Reporting

10.1 First Aid

YUSU will ensure there is an adequate provision of first aid equipment at all times through the location of identifiable First Aid Boxes throughout its premises. As a minimum, each premise must have one First Aid Box stocked in line with BS 8599-1:2011. Where identified, more extensive equipment may be needed. The specific information for premises is found in the individual premises guide.

There will be a minimum of one suitable first aid trained employee available at all times during normal business hours. Where an employee is working outside of normal hours or in a location that is not a YUSU premises on campus, the nearest college porter should be contacted.

All new employees will receive as part of their induction information pertaining to first aid and accident reporting. New employees will be shown the location of first aid equipment and told who the nearest first aid trained employee is.

Where first aid treatment is given, a record of the accident and treatment given is made and stored in the accident book, located next to the First Aid Box.

10.2 Accidents and Emergencies

All employees must report all incidents which resulted in or nearly resulted in personal injury to themselves or others. This must be reported to the Health and Safety Development Coordinator in the first instance. It should be recorded in the Accident Book stored with the First Aid Kit. Any accidents must also be reported via the

The Health and Safety Development Coordinator will ensure that personal details of individual(s) will be stored separately from the Accident Book in a secure location in accordance with the Data Protection Act 1998.

It is the responsibility of the Health and Safety Development Coordinator to ensure that any necessary follow-up action or investigation is taken to reduce the risk of the accident or near accident recurring.

The Health & Safety Development Coordinator is responsible for reporting incidents which come within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR), to the University of York Health, Safety and Security Department or directly to City of York Council Environmental Health Department, depending on the location and circumstances. RIDDOR covers the following incidents:

- (a) Fatal accidents

- (b) Major injury accidents/conditions
- (c) Dangerous occurrences
- (d) Accidents causing more than 7 days' incapacity from work
- (e) Certain work-related diseases.

10.3 Off Site Accidents

Where an accident occurs during work time but in a location away from YUSU or University premises, this must still be reported directly to University of York Students' Union. Examples may be:

- Societies using spaces off campus for society events,
- Tournaments or competitions held at other universities,
- Trips or days away from University campus, including to foreign countries.

Accidents that occur off campus but not during an activity run under YUSU management are not included in this. If there is an injury to a student whilst not participating in a YUSU ratified event, local accident procedures must be followed and if medical assistance is required, the emergency services must be contacted.

If the accident or incident also falls within the criteria of RIDDOR, necessary follow up and reporting to external parties will be undertaken by YUSU along with investigation to the root cause.

Fire Safety

As outlined under Section 3.5, the ultimate responsibility for Fire Safety on all designated YUSU premises is given to the Health, Safety and Security Department (HSSD) of the University of York. As such, one member of the HSSD team will act as Fire Officer for YUSU premises.

Any responsibilities delegated to an employee of YUSU by the Fire Officer will be completed fully and in due diligence with this policy.

The day to day fire safety is not solely the responsibility of the Fire Officer, but also every employee and officer of YUSU.

11.1 Premises

Each employee has a responsibility to report or to rectify any issue relating to fire safety in their work area.

If an issue is discovered that is either in violation of this policy or the Fire Risk Assessment, it must be reported to either line manager or Fire Officer and resolved as soon as is reasonably practicable.

The University should communicate and plans or schedules or work with YUSU for the maintenance of fire safety systems, including emergency lighting and extinguisher tests.

11.2 Training

As and wherever is necessary, YUSU will endeavour to ensure that there is a sufficient provision of trained fire wardens in all its premises of business. This training will be provided by the University. A list of trained fire wardens must be kept and readily available at all premises and if there is a gap or deficit, the Health and Safety Coordinator must be notified immediately.

Any trained person has a duty and a responsibility to ensure they follow designated and assigned procedures in the carrying out of their duties.

11.3 Fire Risk Assessment

The fire risk assessment for all YUSU premises will be carried out by the University Fire Safety Officer. A copy of this will be provided and stored at each relevant YUSU premises.

The Health and Safety Development Coordinator may on an annual basis carry out reviews of current procedures and perform and audit on standards across premises.

These results will be recorded and results discussed with relevant senior managers.



11.4 Evacuation

Each of the separate premises will have on file their own plans for evacuation in conditions of fire, utility failure, bomb threat or structural failure.

These will also be stored with the fire risk assessment and any further relevant documentation

11.5 Fire Drills

On a six monthly basis, YUSU will ensure that a full drill is carried out for the evacuation of each of its premises. The method for any planned evacuation should be clarified beforehand and the University and any external events must be notified. These drills should be recorded and any necessary improvements or resolutions taken.

11.6 Equipment

All fire safety equipment must be checked on an annual basis. This will be carried out by the University and a record provided for YUSU. This record must be filed and stored with other pertinent fire safety documentation.

Hazardous Substances (COSHH)

12.1 General Statement

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

The person responsible for carrying out this assessment will be the Health and Safety Coordinator. This will be recorded in the standard COSHH assessment form and filed in the COSHH file. A copy will also be available at point of use for the chemical.

Following this assessment, in accordance with the Approved Code of Practice (ACOP) YUSU will:

- In the first instance take action to remove any hazardous substances.
- If this is not possible, action shall be taken to find a substitute for the hazardous substance.
- If this is not possible, such substances shall be enclosed within a safe environment.
- If none of the above is possible, protective equipment will be issued to ensure the safety of employees.

12.2 Monitoring

If for any reason an employee has been exposed to a possibly hazardous substance, levels of exposure will be monitored.

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

12.3 Removal, Substitution, enclosure and Protection

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

Personal Safety

13.1 Office Security

It is in the nature of the organisation's work that employees may, on occasions, find themselves in potentially dangerous situations whilst on YUSU business. The following policy is concerned to minimise the risk to people working for YUSU.

Employees who are working on their own should not allow access to casual visitors who have no appointment. Such callers should be encouraged to make an appointment.

Where an employee is dealing with an individual but feel uneasy about being alone with them they have the right to refuse to make an appointment or give access if it would put them in that position. In these situations the management will put their trust in the feelings of the worker.

All windows and entry doors will be lockable.

13.2 Working Away from the Office

Employees who are going to be working away from the office should make it clear to other employees where they will be, how long for and how they can be contacted.

If in the course of a trip away from the office plans change significantly, this should be communicated back to the office.

Employees should make clear who they wish to be informed (outside of work) in the event of an emergency and how they can normally be contacted.

YUSU will keep a personal alarm for use by employees.

13.3 Holding or Carrying Money or Valuables for the Organisation

Employees who carry money for YUSU have the right to be accompanied by another person. Large amounts of cash, over and above petty cash should not be kept on YUSU premises.

Visits to the bank should not be at a regular time.

Under no circumstances should employees put themselves at risk on account of the property of YUSU. If money is demanded with threats it should be handed over.

13.4 Personal Awareness

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

13.5 Whilst Out and About

- **Trust your intuition and listen to your feelings.** If you sense something is wrong, it probably is. Acting on intuition may prevent an aggressive situation.
- **Be prepared.** Do you know whom to contact and what to do if a difficult situation arises? Find out and if there is no one designated, ask for a supervisor or manager to be nominated.
- **Be observant.** Notice everything around you - exit doors, telephones, windows, sources of help. This will make you more aware of your surroundings and help you escape if you need to.
- **Assess potential risks.** Avoid dangerous short cuts, walk facing the traffic on the street side of pavements, think about where you park your car and remember where you have parked it.
- **Make sure you have all relevant information with you.** Have you checked to see if there is a known problem with whom you are or where you are going?
- **Look confident.** "Walking tall" and being aware of your surroundings deters assailants.
- **Never stay in a situation where you think you may be at risk.** Don't feel you have to stay because of your work. You can see the client, arrange the visit or do the interview again. You can ask a colleague to come in or be with you. Don't be afraid to ask for help.
- **Be aware of personal space** - yours and others. Encroaching on other people's personal space can make them aggressive. If other people are too close to you and making you uncomfortable, ask for more space or move away.
- **Don't get into lifts with people who make you feel uneasy.** If you are in a lift and feel uncomfortable, get out and use the stairs, or wait for another lift. Make sure you know where the emergency button is and stand where you can reach it.
- **Don't accept lifts in vehicles from people you have no reason to trust.**
- **Think about what you are wearing.** Can you run if you need to?

13.6 In Dealing with Aggression

- **Try to stay calm** if someone is starting to get angry. Your body language, voice and response can help to defuse a situation. Take a deep breath, keep your voice on an even keel, and try to help.
- **Offer an angry person a range of options** from which they can choose the one they prefer. They will find it difficult to stay angry.
- **Do not be aggressive back** - this is how anger can escalate into violence.
- **Are you the best person to deal with this situation?** Going to get someone else is often helpful particularly if they can solve a problem that you can't.
- **Get on the same level as the aggressor.** If they are standing so should you. It makes you feel less vulnerable and makes it easier for you to get away or fetch help if necessary.
- **Keep your balance and keep your distance.**
- **Do not touch someone who is angry.**
- **Don't let your escape route be blocked.**
- **Keep yourself between an escape route and an aggressor** so you can still get away.
- **If the situation is dangerous, then get away as fast as you can.** Never remain alone with an actively violent person.
- **If you cannot get away, then scream or use the panic alarm.**

13.7 Reporting and Recording

All incidents of aggression or violence should be reported to management and recorded in the accident book.

Employers have a responsibility to provide a safe working environment. Employees should report any current or potential situation at work which is a threat to personal safety. Talking about fear and other problems related to aggression or harassment are not marks of failure but good practice. A serious incident, even if it results in no physical harm, may cause feelings of fear, panic or despair which can carry on long afterwards. The management committee of YUSU recognises this and will be disposed to provide whatever support, counselling or time off work seems appropriate.

Homeworking

When employees are carrying out work for YUSU at home all health and safety rules and guidance in this policy apply in the same way that they do in the workplace.

It is the responsibility of the employee to ensure that their home working environment and equipment used in the home is safe. A risk assessment in accordance with the guidance given in this policy should be carried out. Advice should be sought from the nominated health and safety officer at YUSU, if needed.

The employee will be asked to indemnify the organisation from damages caused by accidents in the home.

Lifting and Handling

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

Employees should not put themselves at risk by attempting to lift heavy loads which could be taken apart or divided into smaller quantities. The assistance of other employees, or tenants during home visits, should always be sought for moving large quantities or for lifting heavy and awkward loads. When lifting is done by a team, instructions should be given by one person only.

Any employee feeling a strain should stop immediately and record the incident in the Accident Book.

Aids to reduce the risk of injury (e.g. trolleys) must always be used if available.

Stress Management

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

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



YUSU will do all it can to eradicate problems relating to stress at work. In particular it will:

- Ensure close employee involvement, particularly during periods of change
- give opportunities for employees to contribute in the planning and organisation of their own jobs
- Ensure employees have work targets that are stretching but reasonable
- Implement effective policies and procedures for dealing with bullying and any form of harassment
- Encourage good communications between employees and management
- Promote the maintenance of a supportive culture in the workplace
- Where appropriate take into consideration employees' personal situation/problems at home
- Ensure employees avoid working long and unsocial hours.

YUSU will ensure as far as practicable that its policies, working practices and conditions of employment support its commitment to the above.

Employees should ensure that they do not work in a way that could cause them to suffer an increase of stress, nor cause an increase of stress on others.

Employees must respect each other, and ensure that interpersonal conflict is avoided or dealt with sensibly.

Employees must not make unrealistic demands on other workers by increasing others' workload.

Employees should participate with the organisation's intention to maintain a supportive workplace environment.

If an employee is suffering from stress at work, s/he should discuss this with their line manager at the first opportunity. Where practicable and reasonable, YUSU will seek to provide assistance to the employee.

Control of Non-Employees

17.1 Contractors

The standard operation and practice for the management of contractors on YUSU premises will be controlled through the University. Due to the fact the University has overriding control over the premises, most repairs or contractor management will be dealt with by the University Facilities team.

Outside of this, if a contractor is required on YUSU premises and organised by YUSU, the University Facilities team must be informed. Any works should be recorded and logged and contractors signed in. Due to the spread of premises, there will not be one central signing in point, but rather in each premises file, there will be a log for the signing in of guests and contractors.

17.2 Visitors

Any non-university visitors to premises must be signed in and recorded. In the expectation that most visitors will arrive at the Student Centre, a system of recording and tracking visitors on premises will be in place an available.

In each of the satellite premises, a system will be in place for non-consumer visitors. This will be recorded in the premise's file and filed in the Student Centre.