

Health and Safety Policy

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Amendment Record

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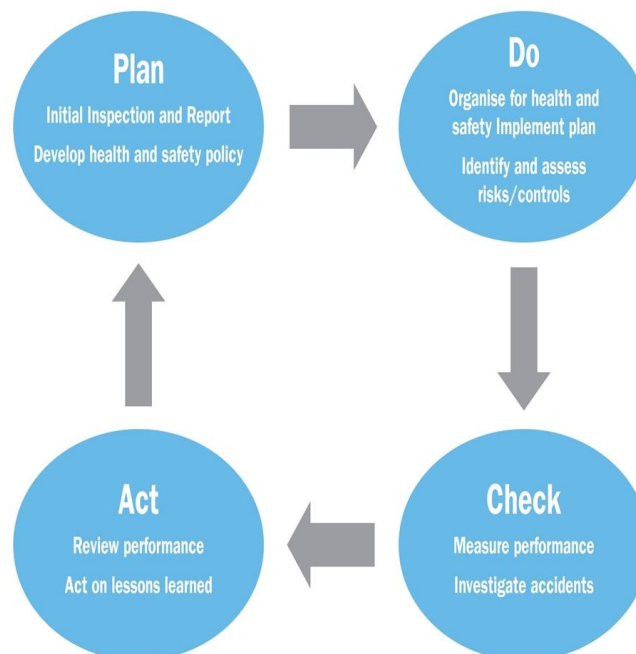
Health And Safety Management System

The Management of Health and Safety at Work Regulations (Regulation 5) requires the employer to have arrangements in place to cover health and safety. These arrangements should, where possible, be integrated within the management system that is already in place for the Business. The arrangements when implemented however, will depend on the size and nature of the business and will require the following factors to be considered when integrating them into any management system: –

- Plan
- Do
- Check
- Act.

This health and safety policy includes a management structure and arrangements developed for the Business to ensure compliance with the law; its format enables it to be integrated with any existing management systems.

Guidance is provided to show how this policy can be used as part of an effective Health and Safety Management System to ensure compliance and control in a logical manner, by describing the service provided by Citation Ltd and the contributions required by the company.



The flow diagram above provides a pictorial representation of good management practices in line with the HSE's normative standards; each step is explained further overleaf.

1. **Plan** - *Initial inspection and report, develop a health and safety policy*

Initial inspection/report - a visit by a Citation Ltd Health and Safety Consultant who will complete a questionnaire, inspect the premises and provide a written report. The report will identify the current practical, physical and procedural weaknesses in complying with regulations.

The policy will be developed and installed to the client by the Health and Safety Consultant. The installation visit will include an explanation of the system, advice on how to comply with legislation and an introduction to risk assessments. The Business's 'statements of intent' are contained within the policy, these should be signed and dated by the person with overall responsibility for health and safety.

2. **Do** - *Organise for health and safety and implement plan*

The organisational structure will be established along with individual responsibilities with regards to health and safety management within the Business. Management leading by example is essential to fostering a positive health and safety culture.

Bottle Green Training Ltd commit to adhering to the policy arrangements including identifying hazards and completing risk assessments. Implementing actions from the health and safety inspection report will assist in compliance with regulations.

Implementation of the plan should include: –

- Establish and prioritise preventative and protective measures to eliminate or reduce risks, and implement
- Allocation of sufficient resources (manpower, time, funds and competent advice)
- Provision and maintenance of the correct tools and equipment to do the job
- Consult, train and instruct, to ensure everyone is competent to carry out their work
- Supervise to make sure that arrangements are followed.

3. **Check** - *Measure performance*

Monitoring will establish where problems may exist within the management system and will help understand what causes them and what remedial actions are required.

Monitoring can include:

- routine inspections of premises, plant and equipment by employees
- health surveillance to prevent harm to health
- planned function check regimes for key pieces of plant
- investigating accidents and incidents

- monitoring cases of ill health and sickness absence records.
4. **Act** – *Review performance, act on lessons learned*
- Health surveillance to prevent harm to health
 - Conducting accident investigations and reviewing statistics
 - Monitoring cases of ill health and sickness absence
 - Compliance with regulations.

Bottle Green Training Ltd will carry out an internal review of health and safety systems to establish if they require updating or improving.

To support clients in the review process, Citation Ltd conduct an annual inspection. This will be carried out by a Citation Ltd, Health and Safety Consultant and includes a workplace inspection, review of documentation and arrangements in place and progress on assessments. On completion, a written report will be forwarded along with any required policy amendments. The outcomes of the review will become the next part of the health and safety plan to continue the loop.

Introduction

In compliance with the requirement of Section 2 of the Health and Safety at Work etc. Act 1974, Bottle Green Training Ltd is effectively discharging their statutory duties by preparing a written Health and Safety Policy. A copy of the policy and associated employee handbook, which outline our health and safety arrangements and organisational structure, are held at Bottle Green Training Ltd's main place of business.

Bottle Green Training Ltd is aware that in order to ensure the health and safety policy is maintained effectively, it is essential that all references and information are up-to-date and accurate. Should any changes occur within the Business, e.g. introduction of new processes or systems etc., or if changes occur that impact on the organisation of health and safety responsibilities, a nominated representative will liaise with Citation Ltd, whose Health and Safety Consultants will advise on any policy updates that are needed and arrange for such amendments to be forwarded.

The health and safety policy and management system requires constant monitoring by Bottle Green Training Ltd's management and reviewed particularly following changes to the Business and following accidents or incidents to ensure continual legal compliance. Citation Ltd will review the policy at the time of annual inspection.

In order for Bottle Green Training Ltd to discharge its statutory duties, employees are required by law, to co-operate with 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 at work. Bottle Green Training Ltd encourages all employees to inform management of any areas of the health and safety policy that they feel are inadequate or misrepresented to ensure that the policy is maintained as a true working document.

Citation Ltd will provide advice in line with relevant health and safety legislative frameworks, however, Bottle Green Training Ltd retain responsibility and accountability for the health, safety and welfare of their employees and others who may be affected by any acts and/or omissions made by the Business, including the implementation of risk control measures.

Health and Safety Policy Statement

The following is a statement of the Business's health and safety policy in accordance with Section 2 of the Health and Safety at Work etc. Act 1974.

It is the policy of Bottle Green Training Ltd to ensure, so far as is reasonably practicable, the health, safety and welfare of all employees working for the Business and other persons who may be affected by our undertakings.

As a business we acknowledge that the key to successful health and safety management requires an effective policy, organisation and arrangements, which reflect the commitment of senior management. To maintain that commitment, we will continually measure, monitor, improve and revise, where necessary, our Occupational Health and Safety (OHS) management system to ensure that health and safety standards are adequately maintained.

The Directors will implement the Business's health and safety policy and recommend any changes to meet new circumstances. The Business recognises that successful health and safety management contributes to successful business performance and will allocate adequate finances and resources to meet these needs.

The management of Bottle Green Training Ltd looks upon the promotion of health and safety measures as a mutual objective for themselves and employees. It is therefore, the policy of management to do all that is reasonably practicable to prevent personal injury and damage to property. Also, the Business aims to protect everyone, including visitors and members of the public, in so far as they come into contact with our activities, from any foreseeable hazard or danger.

All employees have duties under the Health and Safety at Work etc. Act 1974 and are informed of their personal responsibilities to take due care of the health and safety of themselves and to ensure that they do not endanger other persons by their acts or omissions. Employees are also informed that they must co-operate with the Business in order that it can comply with the legal requirements placed upon it and in the implementation of this policy. We are committed to continued consultation with the workforce to enable all viewpoints and recommendations to be discussed at regular intervals.

The Business will ensure a systematic approach to identifying hazards, assessing the risks, determining suitable and sufficient control measures and informing employees of the correct procedures needed to maintain a safe working environment. We will provide, so far as is reasonably practicable, safe places and systems of work, safe plant and machinery, safe handling of materials and substances, the provision of adequate safety equipment and ensure that appropriate information, instruction, training and supervision is given.

We regard all health and safety legislation as the minimum standard and expect management to achieve their targets without compromising health and safety.

Signature: -

Date: -

Position: -

Review: -

Environmental Statement

Bottle Green Training Ltd is committed to preventing pollution and to complying with all relevant environmental legislation, regulations and other environmental requirements.

We will regularly evaluate the environmental impact of our activities, products and services and we will take action to continually improve our environmental performance.

It is our policy to:

- Minimise the use of energy, water and natural resources
- Minimise waste through prevention, re-use and recycling where possible
- Dispose of waste safely and legally
- Avoid the use of hazardous materials, where practical
- Work with environmentally responsible suppliers
- Prevent environmental damage and minimise nuisance factors such as noise and air pollution.

We will define environmental objectives, targets and improvement actions that are related to this policy and to our significant environmental aspects. We will regularly evaluate progress.

We are committed to providing relevant environmental training and promoting environmental awareness to employees and, where appropriate, to suppliers and to communicating our environmental performance.

We will implement processes to prevent environmental non-conformities and to ensure that we are prepared to deal with potential environmental emergencies.

This policy will be regularly reviewed and updated to take account of organisational priorities and changes, environmental legislation and best practice.

Signature: -

Date: -

Position: -

Review: -

Health & Safety Organisation Chart



Health & Safety Responsibilities

Section 2 of the Health and Safety at Work etc. Act 1974 places a duty on employers to prepare a written health and safety policy that includes details of responsibilities for ensuring the health, safety and welfare of all employees. The following list of responsibilities has been collated to ensure compliance with legislation.

Tier 1

The Directors will ensure that :-

- The main requirements of the Health and Safety at Work etc. Act 1974 are understood and applied.
- Sufficient funds are made available for the requirements of health, safety and welfare provisions.
- Health and safety is integrated into the company's management systems.
- The same management standards are applied to health and safety as to other management functions.
- All levels of management within the organisation fully understand the arrangements for the implementation of the health and safety policy.
- All employees fully understand safe systems of work, rules and procedures and that suitable records are kept.
- The organisational structure is appropriate in order to manage health and safety.
- Adequate health and safety training is provided for all employees. This shall commence on induction and include any specific training regarding the organisation's rules, safe systems of work and training required to perform their duties and work-related tasks.
- Qualified first aid personnel and facilities are provided.
- Audits and inspections are conducted in accordance with the organisation's health and safety monitoring procedures.
- Employees and any other relevant persons are informed of the location of first aid personnel, facilities and the importance of recording all accidents / incidents in the accident book.
- All accidents / near miss incidents are investigated and recorded on the incident record form and control measures implemented to prevent any recurrence.
- Arrangements for fire safety are implemented and that all relevant checks are carried out.
- Nominated competent persons complete, record and review risk and COSHH assessments relevant to the activities and hazards within the organisation and

that relevant employees are informed of the significant findings of the assessments.

- Suitable and sufficient personal protective equipment is provided for employees at no cost.
- All health and safety issues raised by employees are recorded and investigated.
- Any faulty work equipment identified is immediately taken out of service until repaired or replaced.

Tier 2

The Managers will ensure that :-

- All levels of management within the organisation fully understand the arrangements for the implementation of the health and safety policy.
- All employees fully understand safe systems of work, rules and procedures and that suitable records are kept.
- Adequate health and safety training is provided for all employees. This shall commence on induction and include any specific training regarding the organisation's rules, safe systems of work and training required to perform their duties and work-related tasks.
- Employees and any other relevant persons are informed of the location of first aid personnel, facilities and the importance of recording all accidents / incidents in the accident book.
- All health and safety issues raised by employees are recorded and investigated.
- Regular safety checks are undertaken and records made available of the testing, maintenance and statutory inspections of all equipment.
- A system is implemented to ensure contractors have the necessary competence and resources in order to carry out work safely for the organisation.
- Contractors are adhering to safety rules and procedures and any other statutory legislation relevant to their work.
- All welfare facilities, including temperature, lighting and ventilation levels, are adequate.
- Safe access and egress are provided and maintained in all areas within the organisation.

Tier 3

The Employees will ensure that :-

- Risk assessments are compiled within the workplace.
- The organisation's fire safety arrangements are implemented.
- All accidents/incidents are reported to the enforcing authority in accordance with the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations (RIDDOR).
- Records and statistics of all accidents and incidents that occur within the organisation are compiled.
- The location of any asbestos containing materials is identified and appropriately managed.
- First Aid kits and equipment are checked on a regular basis to ensure that they are adequately stocked and that all items are in date.

Fire Responsibilities

The Manager will ensure that:

- All employees receive comprehensive induction before commencing work, to ensure that they are fully aware of all the arrangements in place during the evacuation procedure
- A register of employees is kept up-to-date at all times. This register must be available for inspection at all times and will be taken to the fire assembly point in the event of an evacuation for the purpose of calling the roll
- The requirements for employee training in fire safety are adhered to
- A fire logbook is kept up to date with all relevant records relating to fire safety and ensure that it is made available for inspection by the local authority fire brigade
- The fire alarm and associated equipment is tested weekly and tests are recorded in the fire logbook
- All fire-fighting equipment is tested on a regular basis as per the manufacturer's guidelines and records kept
- A fire evacuation drill is carried out at least annually which will be recorded in the fire logbook
- Any automatic fire detection equipment is tested according to current guidelines and the tests are recorded
- Any emergency lighting and emergency exit lights are tested according to current guidelines and tests recorded
- A fire risk assessment is undertaken within the workplace, outlining who may be affected by a fire along with any special requirements that may be identified
- All hazardous chemicals, gases and other hazardous materials are recorded and an inventory kept for information/inspection by the local authority fire brigade
- Where dangerous substances (classified as explosive, oxidising, extremely flammable, highly flammable and flammable) can cause harm from fire or explosion and are stored or used in the workplace, a competent person will need to prepare and implement a suitable and sufficient risk assessment and comply with the requirements of the Dangerous Substances and Explosive Atmospheres Regulations (DSEAR)
- A regular check is made to ensure escape routes and doors are not obstructed. Fire exit doors should be unlocked and available for use at all times when persons are in the building. Fire doors should be closed at all times and not wedged open.

General Responsibilities

As employers we have a duty to all employees, casual workers, part-time workers, trainees, visitors and sub-contractors who may be in our workplace or use work equipment provided by us. Consideration will also be given to our neighbours and the general public.

Management will ensure they:

- Assess all risks to worker's health and safety and bring the significant findings to the attention of employees
- Provide safe plant and equipment that is suitably maintained
- Provide a safe place of work with adequate facilities and safe access and egress
- Provide adequate training and information to all employees
- Have provisions in place to guarantee that articles and substances are handled and stored in a proper manner
- Provide health surveillance to employees where it is deemed necessary
- Appoint competent persons to help comply with health and safety law
- Provide employees and other workers who have little or no understanding of English, or who cannot read English, with adequate supervision, translation, interpreters or replace written notices with clearly understood symbols or diagrams.

Employee's Responsibilities

The Health and Safety at Work etc. Act 1974 details two main sections which employees are required to comply with. These are: -

- Every employee has a duty of care under the Health and Safety at Work etc. Act 1974, section 7, to take reasonable care of themselves and any other person who may be affected by their acts or omissions at work
- In addition to the above, Section 8 states that under no circumstances shall employees purposely or recklessly interfere or misuse anything provided in the interest of safety or welfare, life saving equipment, signs or fire fighting equipment
- Employees also have a duty to assist and co-operate with Bottle Green Training Ltd and any other person to ensure all aspects of health and safety legislation are adhered to.

Employees are obliged to:

- Always follow safety rules, avoid improvisation and comply with the health and safety policy
- Only perform work that they are qualified to undertake
- Always store materials and equipment in a safe manner
- Never block emergency escape routes
- Always practice safe working procedures, refrain from horseplay and report all hazards and defective equipment
- Always wear suitable clothing and personal protective equipment for the task being undertaken
- Inform the First Aider or Appointed Person of all accidents that occur.

The Management of Health and Safety at Work Regulations require all employees to:

- Utilise all items that are provided for safety
- Comply with all safety instructions
- Report to management anything that they may consider to be of any danger
- Advise management of any areas where protection arrangements require reviewing.

Sub-Contractors/Self Employed Personnel Responsibilities.

Will be made aware of the Business's health and safety policy, safety rules and:

- Will be fully aware of the responsibilities and requirements placed upon them by the Health and Safety at Work etc. Act 1974 and other relevant legislation
- Will comply with all instructions given by management
- Will co-operate with the Business to ensure a high standard of health and safety on all contracts with which they are involved
- Will carry out risk assessments in relation to their activities, ensure that adequate health and safety arrangements are implemented and co-operate as necessary with all affected parties
- Will comply with signing in and out procedures.

Employee Information

Information regarding health and safety law is provided in a number of ways:

- Employees are provided with a copy of the 'Employee handbook'
- The approved poster "Health and Safety Law – What You Should Know" is displayed on the premises. This poster is advisably completed with names of responsible persons. Alternatively a leaflet version of the Health and Safety Law poster is available and should be distributed to all employees.
- Management and employees have access to our Health and Safety Management System that contains all relevant information with regard to recording and monitoring procedures.

Joint Consultation

The Health and Safety (Consultation with Employees) Regulations require all employers to consult with their employees who are not represented by safety representatives, as detailed in the Safety Representatives and Safety Committees Regulations.

We recognise the importance and benefits to be gained by consultation and will maintain clear avenues of communication to ensure effective consultation between management and employees. It is the responsibility of management to ensure that consultation takes place in good time on matters relating to employee's health and safety at work.

If at any time the method of consultation becomes ineffective due to the size or nature of the Business then the Business will recognise the rights of employees or groups of employees to elect one or more persons to act as their representative for the purpose of such consultation.

Health and safety will be on the agenda of all management meetings. Items that may be included in the meeting are:

- Review of accident statistics, near misses and trends
- New legislation
- Compliance with the objectives of the health and safety plan
- Occupational health issues
- Introduction of new technology
- Result of health and safety audits
- Review of significant findings identified by reports produced by Citation Ltd
- Completion of corrective actions

- Review of training needs.

Citation Ltd along with other professional bodies will inform senior management of any relevant changes to health and safety. Management will disseminate this information to all relevant employees.

If any visitors or customers raise any concerns with regard to health and safety, senior management will investigate the issue and if required, take appropriate action to deal with the matter.

The Working Time Regulations

The Working Time Regulations set minimum standards for working hours, rests and holidays. Except for young workers, defined as those over school leaving age but below age 18, the Regulations do not apply to workers in certain occupations and the Regulations have limited application to certain workers in the transport sector, and to other groups of workers that are partially exempt.

There are special rules for night workers and for 'other special cases', which include the following: –

- Those whose place of work is distant from their home or whose places of work are distant from one another
- Those who work in security or surveillance activities requiring a permanent presence in order to protect property and persons
- Those whose work activities require continuity of service or production, including hospitals, residential institutions, docks, airports, media and continuous processes
- Those whose work is seasonal, including tourism
- Those whose activities are affected by 'force majeure', which includes unusual or unforeseen circumstances or exceptional events beyond the control of their employer or where there is an accident or the imminent risk of an accident.

Information on night workers and on 'other special cases' can be obtained from Citation's Health & Safety Helpline.

Access and Egress

Description

Safe access and egress within this arrangement includes the safe movement of persons into, around, and out of the place of work.

Associated Hazards

Slips, trips and falls:

- Slips caused by, e.g. snow, ice, wet floors, spilt pelletised food, polished floors
- Trips and falls caused by, e.g. uneven floors, trailing wires, uncontrolled patients, products poorly stored
- Slips, trips and falls caused by, e.g. poorly maintained stairs or steps, poor lighting, inappropriate footwear, poor manual handling practice
- Movement of vehicles, equipment and patients.

Employer's Responsibilities

Bottle Green Training Ltd will ensure that:

- A risk assessment is carried out for safe access, egress and movement within the workplace
- Suitable control measures are implemented to minimise harm and that employees and visitors are informed of the applicable procedures
- Patients are suitably contained, controlled and positioned to allow safe access and egress for persons and that reasonable separation of predator/prey species patients is provided
- Articles or substances do not impede safe access and egress on the premises and that objects which may restrict safe movement within the premises are removed immediately
- Cables are positioned away from pedestrian routes or suitable cable covers are provided
- Where relevant, arrangements are in place to segregate pedestrians and vehicles
- Any access restrictions are monitored and enforced
- Suitable covers are provided and placed over any openings in floors, or suitable safety fencing (rigid material – flexible chains not acceptable) is placed around such openings

- Floor coverings and walkways are kept in good condition and free of slip, fall and trip hazards and uneven or damaged flooring is repaired
- The edges of steps and stairs are clearly marked and stairways, passageways and working areas are well lit
- Suitable handrails are fitted to stairways
- Reasonable steps are taken to prevent slips, e.g. not over-buffing floors, removal of algae, applying de-icers/grit in winter, supplying and installing slip resistant surfaces, etc
- Materials and liquids are stored correctly and spillages or leaks are cleaned up immediately
- Regular cleaning is undertaken and good housekeeping is maintained
- Waste is correctly and regularly disposed of
- Employees wear appropriate footwear
- Lighting is sufficient to enable safe and easy access in the workplace and that it is regularly maintained
- All contractors and visitors are closely monitored to ensure that they do not hinder the safe access or egress of personnel whilst attending or working on the premises.

Employees Responsibilities

- Follow advice and information given by the Practice in relation to safe access and egress
- Regularly check that there is sufficient space to move about their work area freely
- Report any situation to the Business Manager or Senior Vet on duty where safe access and egress is restricted or obstructed so that appropriate remedial action can be taken
- Keep areas tidy and clean
- Wear appropriate footwear
- Do not leave equipment, tools, cables and rubbish to cause obstructions or tripping hazards in work areas
- Take care when walking around the premises.

Accident Reporting

Description

There are many hazards present in veterinary workplaces. Control measures, when implemented, should reduce the risks from those hazards to a level as low as is reasonably practicable in order to prevent accidents and cases of ill health. This arrangement provides advice and guidance to all employees, together with information necessary for the reporting and subsequent investigation of accidents, incidents and near misses. An accident is an unplanned event that results in personal injury or damage to property, plant or equipment. A 'near miss' is any incident, accident or emergency which did not result in an injury.

Employer's Responsibilities

Bottle Green Training Ltd will ensure that:

- Suitable procedural arrangements are made in order that all accidents and incidents occurring on the premises or associated with business activities are adequately recorded
- Appropriate First Aid procedures are followed in the event of an accident or incident resulting in injury
- All employees are adequately trained to carry out their work safely and are provided with information on safe working practices and accident prevention.

The Incident Contact Centre can alternatively be contacted on 0845 300 99 23 if there is a work related accident where:

- A member of staff, or a self-employed person, working for or on behalf of Bottle Green Training Ltd is killed or suffers a specified injury (including as a result of physical violence)
- A member of the public or other person not at work is killed.

RIDDOR reportable instances include those described below. This list is not exhaustive and Bottle Green Training Ltd will contact Citation Ltd's advice line for further guidance, support and clarification.

Death

- Workers and non-workers who have died of a work-related accident.

Specified Injuries

- Fractures, other than to fingers, thumbs and toes
- Amputations

- Any injury likely to lead to permanent loss of sight or reduction in sight
- Any crush injury to the head or torso causing damage to the brain or internal organs
- Serious burns (including scalding) which:
 - cover more than 10% of the body, or
 - cause significant damage to the eyes, respiratory system or other vital organs
- Any scalping requiring hospital treatment
- Any loss of consciousness caused by head injury or asphyxia
- Any other injury arising from working in an enclosed space which:
 - leads to hypothermia or heat-induced illness, or
 - requires resuscitation or admittance to hospital for more than 24 hours.

Over Seven-Day Injury

This is an injury, which is not a specified injury but results in the injured person being away from work or unable to carry out their normal duties for more than seven days. Apart from the day of the accident, weekends and days that would not normally be worked, such as rest days, are counted.

Occupational Disease

- Tendonitis or tenosynovitis of the hand or forearm
- Severe cramp of the hand or forearm
- Carpal tunnel syndrome
- Hand arm vibration syndrome
- Occupational dermatitis
- Occupational asthma
- Any occupational cancer
- Any disease attributed to an occupational exposure to a biological agent, e.g. anthrax, zoonoses, bovine spongiform encephalopathy (BSE), influenza, legionella, severe acute respiratory syndrome (SARS).

Dangerous Occurrence

There are 27 dangerous occurrences which are relevant to most workplaces, e.g:

- Collapse, overturning or failure of load bearing parts of lifting equipment
- Electrical short circuit or overload causing fire or explosion
- Accident or incident which results or could result in the release or escape of a biological agent likely to cause human infection or illness
- Any breach of a radiation source.

People Not at Work

- A member of the public or a person not at work has suffered an injury and is taken from the scene of an accident to hospital for treatment to that injury
- A member of the public or person who is not at work has died.

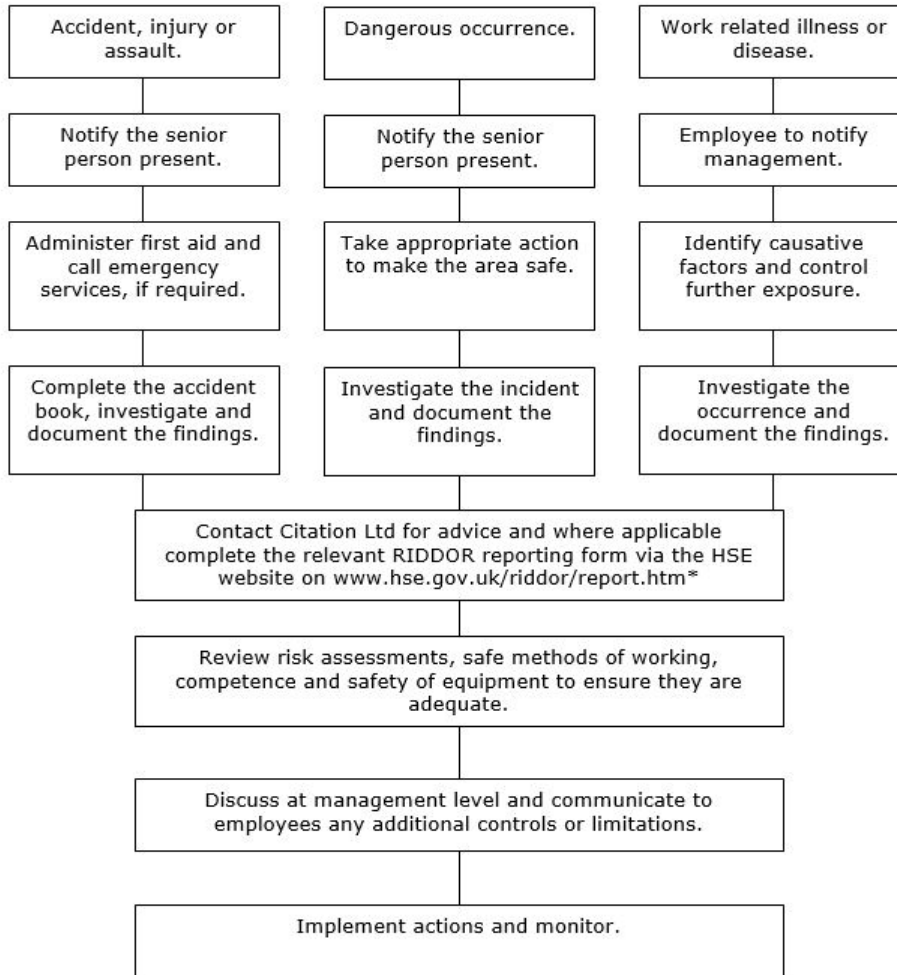
In addition Bottle Green Training Ltd will ensure that:

- All accidents and incidents, however minor, will be investigated to ensure the appropriate action is taken to prevent recurrence. In the majority of cases, the details contained within the accident book will constitute an investigation
- The risk assessments will be reviewed and, if necessary, further control measures will be introduced
- Improvement strategies will be implemented to help prevent or minimise occurrences, thus reducing future risk of harm.

Employees Responsibilities

Any members of staff who are involved in, or aware of, an accident must follow the accident reporting procedure and inform the Practice Manager or Senior Vet on duty, either orally or in writing as soon as possible after the accident occurs. The nominated person will complete the necessary documentation including accident book entry, investigation and comply with any notification and reporting requirements.

Accident and Incident Reporting Flowchart



*Note the HSE Incident Contact Centre telephone reporting service is only available for specified injuries and fatalities on 0345 300 9923.

Alcohol and Drugs Misuse

Description

Evidence confirms that alcohol or drug use and / or abuse significantly reduces personal performance and contributes to increased absence rates. Safety is paramount and any form of drug or alcohol related problem is a serious matter and in some circumstances a criminal offence. The scope of this policy extends to alcohol, illicit drugs or substances, and over-the-counter or prescription medication when abused or taken irresponsibly.

Associated Hazards

- Impaired co-ordination
- Inability to drive or use equipment safely
- Lack of awareness, judgement and sense of danger
- Heightened sense, and use of aggression towards others
- Overconfidence in potentially dangerous situations.

Employer's Responsibilities

Bottle Green Training Ltd will:

- Seek to identify problems at an early stage and thereby minimise the risk posed to the Health and Safety of employees and others
- Ensure that appropriate arrangements are in place to minimise the likelihood of alcohol, drugs and substance abuse occurring in the workplace
- Recognise that drug and alcohol problems are addictive conditions which are medically treatable
- Treat all information in the strictest confidence.

Disciplinary Procedures

- If an alcohol or drug related problem comes to light which results in unacceptable behaviour or performance it will be dealt with in accordance with Company disciplinary procedures including, but not limited to, summary dismissal depending on the circumstances of the individual case.

Employees Responsibilities

Employees must:

- Not attend work whilst under the influence of alcohol or illicit drugs
- Not bring alcohol, illicit drugs or substances of abuse onto company premises
- Advise the Manager if they are taking prescription medication which may affect their ability to use equipment which requires fully functional mental skills and judgement
- Seek help voluntarily if they recognise they have an alcohol or drug related problem
- Advise the Manager if they are aware that any employees have an alcohol or drug related problem that is affecting their work. This will ensure that employees receive the necessary support and assistance.

Anaesthetic Gases

Description

Anaesthetic gases are substances that are sometimes used for surgical procedures and produce a state of unconsciousness when breathed in or absorbed. Some anaesthetic gases have been assigned a statutory Workplace Exposure Limit (WEL), e.g. Nitrous Oxide.

Applicable Hazards

- Short-term (acute) exposure may result in headache, drowsiness or nausea
- Long-term (chronic) exposure may result in possible liver, kidney and central nervous system disorders and/or bone marrow suppression. In females it may result in reproductive problems and birth defects etc
- Fire and explosion.

Employer's Responsibilities

Specifically, Bottle Green Training Ltd will ensure that:

- Relevant health and safety data sheets are held in respect of anaesthetic agents used and that a COSHH assessment is conducted for each hazardous anaesthetic
- Adequate control measures are implemented to eliminate or minimise harm to employees including vulnerable groups, e.g. new and expectant mothers or young persons
- All relevant Business are properly trained, supervised and instructed in the local rules and safe use of anaesthetic equipment
- Regular monitoring is undertaken to check there are no leaks in the breathing hoses, breathing bag or from any connections
- Scavenging systems, e.g. passive, active or charcoal absorbers are operational at all times whilst anaesthetics are being used and that the systems are serviced every 12 months
- Anaesthetic pollution levels are monitored no less than annually or more often if the nature of the anaesthetic equipment has changed
- Personal dosimetry measurement for anaesthetic gases is undertaken where required and records of personal exposure monitoring are retained
- Anaesthetic equipment is regularly maintained and serviced in accordance with manufacturer's recommendations and records are kept
- Medical gases are not used for non-medical purposes

- Suitable fire extinguishers are available to extinguish any small fires or to aid escape from the premises.

Anaesthetic Induction and Recovery

Normal rules for sedation and intravenous anaesthetic induction should apply. Assisting the horse or pony to the ground should be the responsibility of an experienced handler who can better predict the animal's movements. In the rare event that an adverse reaction causes an animal to strike out or become violent, personal safety of the employees is of the utmost importance and no one should put themselves in danger.

Animals should be placed in a safe, padded recovery box and left to 'come round' on their own. In the event of a violent recovery, employees should not attempt to intervene. However, local protocol should be in place should the vet need to go into the box mid-recovery if assistance is required.

The use of Etorphine (e.g. Immobilon) is deemed inappropriate in veterinary practice. There are situations whereby its use in wild animal restraint is appropriate. However, the extensive set of rules and guidelines associated with its use should be observed and adhered to.

The senior vet present should make appropriate decisions as to the number of theatre employees required on a case by case basis, for example additional personnel may be required for procedures involving stallions.

Decisions should be made as to the necessity for hard hats to be worn at the discretion of the handler. Hard hats should not cause employees difficulty in either manoeuvring or impinge on their view.

Where possible a winch should be used for the safe movement of patients under anaesthetic. However the cost of installing a winch at a site should be balanced with the associated manual handling risk to employees, including frequency of anaesthetic induction at that site.

For reasons of operator safety it is preferable if castrations are performed under general anaesthetic. We understand that due to client and veterinary preference, standing castration may be an alternative, preferred procedure. This process should be discussed locally and a risk assessment completed locally so that all employees are aware of the risks and how to mitigate.

Employees Responsibilities

- Follow training, guidance and instruction provided
- Report any equipment faults to the employer
- Use protective and safety equipment provided
- Co-operate with management arrangements for health and safety.

Biosecurity

Description

Biosecurity measures are required for a number of situations including occasions when there is an outbreak of a notifiable disease in an area, and for premises under specific disease control restrictions.

Farm to farm movement of infected livestock is the most common means by which patient diseases such as Foot and Mouth Disease can be spread. Contact with patients and with their excrement also poses significant risks. Clothes, boots, vehicles and equipment can become contaminated and can carry disease from one premise to another.

Associated Hazards

- Transmission of diseases that can spread to humans, e.g. Salmonella, e-coli
- Transmission of disease from one farm to another.

Employer's Responsibilities

It is the policy of Bottle Green Training Ltd that staff members conduct themselves so as to prevent as far as possible any risk of carrying contagious diseases onto clients' premises.

The Bottle Green Training Ltd will ensure that:

- A risk assessment is completed to identify the potential for carrying diseases onto clients' premises
- Veterinary Surgeons and accompanying staff maintain a proper standard of hygiene
- Veterinary Surgeons and accompanying staff do not arrive at client's premises contaminated with dirt or bodily fluids on their hands or clothing. Additional care is required where previous sites visited have contained livestock
- Clean overalls are provided that can be easily changed between properties
- Footwear is provided that can be easily cleaned and disinfected
- Waterproof (or disposable) overalls and footwear are provided when attending a patient that has been potentially infected by an infectious disease (these should be discarded or thoroughly disinfected on leaving the premises)
- All equipment is cleaned before being placed in the Veterinary Surgeon's vehicle
- Proper waste disposal containers are provided in vehicles

- Facilities are provided to disinfect hands, overalls and equipment
- On-going suitable and relevant education is provided for applicable staff
- Arrangements are put in place to detect, manage and control outbreaks of infection.

Employees Responsibilities

- All employees have a duty of care to adhere to all Company protocols and procedures applicable to bio-security measures
- To be aware of the location and proper use of personal protective equipment (PPE) and to use only the materials provided for disinfection or removal of a potential source of infection
- Control surface contamination during sanitising operations
- To dispose of all contaminated waste in accordance with Practice procedures
- Where appropriate, ensure that all contaminated equipment and materials are correctly contained and disposed of.

Blood Borne Viruses (BBV)

Description

We recognise that there is a potential risk of employees coming into contact with Blood Borne Viruses (BBV) such as hepatitis and Human Immunodeficiency Virus (HIV). To reduce the risks posed by these viruses we will assess the potential for exposure and introduce controls to reduce the risk.

Associated Hazards

- Direct contact with infected blood or saliva
- Contact with clinical dressings
- Needle stick injuries.

Employer's Responsibilities

- Completing a risk assessment to identify the potential for contact with BBVs. This includes First Aid Contact and accidental contact with bodily fluids
- Ensuring that spillages are isolated and then cleared by a responsible and authorised person using suitable personal protective clothing to prevent any direct skin contact or splashes, etc
- Providing First aider's with information about dealing with spillages and discarded needles
- Ensure that first aid kits contain disposable gloves to protect against possible contamination when handling an injured person
- Allowing the use of syringes within the workplace only for medical reasons (employees using syringes at work for any other reason than for treatment of a medical condition will be subject to disciplinary action)
- Making suitable arrangements for the storage and disposal of syringes that are permitted for use within the workplace
- Taking all suitable precautions to secure the safety of employees who have been diagnosed with a BBV and those employees working in close contact with the affected person
- Treat any information that has been given by an employees in respect of a BBV condition in complete confidence.

Employees Responsibilities

- Immediately report any spillage of bodily fluids and arrange for suitable isolation and cleaning in line with their level of training

- Report to management in confidence, if they become aware that they are a carrier of a BBV, if it is relevant to their employment.

The risk of BBV infection is low, as direct contact with blood and body fluids does not occur regularly. Much depends on the nature of the exposure and not all exposures result in infection.

Body And Fashion Jewellery

Description

The wearing of body jewellery and fashion jewellery at work could lead to injury or ill health.

Associated Hazards

- Infection
- Injury to the wearer (i.e. rips or tears) or to others
- Entanglement.

Employers Responsibilities

Bottle Green Training Ltd will comply with its statutory duties in respect of health, safety and welfare and in particular, fulfil its obligations to take effective measures to control and monitor the wearing of jewellery, in particular body piercing practices.

Bottle Green Training Ltd will ensure that a risk assessment identifies:

- Persons at risk
- Significant risks arising from the wearing of jewellery
- Appropriate controls to be implemented.

Where significant risks are identified, Bottle Green Training Ltd will eliminate these by implementing a no-jewellery policy with an exception being made in the case of wedding bands. Where this policy conflicts with the cultural beliefs of the wearer, the risks arising from the wearing of jewellery will be effectively controlled, to reduce them to the lowest practicable level.

In addition, Bottle Green Training Ltd will manage risks further by:

- Providing advice and guidance on the wearing of both fashion and body jewellery in the workplace
- Developing safe systems of work to include the wearing of both fashion and body jewellery
- Ensuring employees follow instructions at all times, in accordance with the training or guidance provided
- Regularly monitoring and reviewing the effectiveness of these working arrangements

- Ensuring employees report any instances of infection arising from body piercing(s).

Employees Responsibilities

- Employees are responsible for the care of themselves and others engaging in work activities where jewellery is permitted to be worn
- Follow Practice guidance and instruction.

Compressed Gas Cylinders

Description

Accidents involving gas cylinders can be very serious and may result in major injuries or death.

The term 'gas cylinder' includes varying types of pressure vessel used to transport and store gas under pressure. They are used for different purposes. e.g. oxygen supply, anaesthetic gas supply, in heating appliances and in fire fighting appliances.

Associated Hazards

- Fire and explosion
- Manual handling
- Unsecure or unstable gas cylinders
- Accidental release or leaks of hazardous substances
- Cold surfaces.

Employer's Responsibilities

Bottle Green Training Ltd Will:

- Carry out a risk assessment to identify the significant hazards associated with using and handling compressed gas cylinders and implement suitable control measures to minimise harm
- Check that cylinders are labelled or marked indicating their content and hazards associated with their contents
- Ensure that affected employees are fully trained in the safe operating and handling of cylinders
- Follow manufacturer's instructions on how to store, handle and use compressed gas cylinders correctly and safely
- Store cylinders in their designated location in a secure, suitably restrained, upright position
- Ensure that storage areas are dry, well ventilated, preferably outdoors, and positioned away from any source of heat, naked flame or direct sunlight. Risk assessments must take into account compatibility of the gases stored
- Ensure that limited numbers of gas cylinders are stored at any time
- Ensure that gas cylinders and valves are regularly maintained, tested and examined in accordance with the manufacturer's recommendations and statutory requirements

- Undertake and record regular visual inspections of gas cylinders and their associated holders, clamps, couplers, regulators and hoses
- Provide personal protective equipment (PPE), as identified by risk assessment.

Employees Responsibilities

- Undertake training in the safe use of compressed gas and follow information and instruction provided
- Wear any personal protective equipment (PPE) issued
- Report any damage to cylinders or attachments to the Responsible Person
- Do not drop, roll or drag gas cylinders
- Use equipment provided by the Practice to handle cylinders.

Contractors

Description

A contractor is anyone who undertakes work on behalf of Bottle Green Training Ltd and who is not a direct employee. Contractors including self employed workers may be employed to undertake a variety of jobs on our behalf including maintenance and repair work, installation, construction, window cleaning. Work undertaken for a client by a contractor is usually covered by a civil contract.

Whilst it is good practice for health and safety requirements to be written into such a contract, health and safety responsibilities are defined by criminal law and cannot be passed on to another by a contract - either written or verbal.

Thus, in any client/contractor relationship, both parties have duties under health and safety law. Contractor's activities may put the client's own employees at risk.

Associated Hazards

- Movement of vehicles
- Slip, trip and falls
- Electricity/ fire/ gas
- Hazardous materials
- Excavation work.

Employer's Responsibilities

Bottle Green Training Ltd will ensure that competent contractors are selected and appointed having regard to: -

- Hazards on the premises
- In-house safety rules and procedures
- The need for and selection of personal protective equipment (PPE) and clothing
- Any special equipment required
- Information, instruction and training.

Other issues to be addressed are to:

- Ensure that risks associated with the work are assessed and suitable controls are in place
- Manage, supervise, co-operate with and co-ordinate contractors when on the premise

- Ensure that contractors provide and use safe plant and equipment and all necessary personal protective equipment, PPE
- Include contractor's operations in all safety audits/inspections, paying special attention to access and egress
- Inform staff whenever, and where, contractors are working in their particular area
- Check that work has been completed satisfactorily and the area has been left in a safe condition ensuring all debris and tools have been removed. Contractor's/sub-contractor's responsibilities.

All sub-contractors undertaking work on behalf of Bottle Green Training Ltd:

- Must accept responsibility for complying with the provisions of the Health and Safety at Work etc. Act 1974 and all other relevant statutory provisions in respect of the work comprising the contract
- Must provide suitable and appropriate supervision to plan, control and monitor their operations having carried out risk assessments for the work
- Must agree risk assessments and any safe methods of working with Bottle Green Training Ltd before work commences
- Must inform Bottle Green Training Ltd of any unforeseen hazards arising from the work to enable the necessary precautions to be put in place
- Shall undertake electrical work and work involving the use of electrical tools and equipment in accordance with the appropriate regulations and industry guidance
- Must ensure plant and machinery brought on site is fully guarded and complies with the requirements of the Provision and Use of Work Equipment Regulations (PUWER)
- Must make available for inspection, test certificates issued by a competent person for equipment such as lifting equipment
- Must report all accidents to employees immediately

Employees Responsibilities

Employees will:

- Immediately report any unsafe practices or concerns to the senior person present.

Control of Substances Hazardous to Health (COSHH)

Description

Using or handling hazardous substances and medicines or drugs at work may put employees health at risk. Employers are legally required in terms of the Control of Substances Hazardous to Health Regulations (COSHH), to control exposure to hazardous substances and to prevent ill health to employees and others who may be exposed.

Hazardous substances include: -

- Substances used directly in work activities, e.g. cleaning agents, X-ray developing chemicals, medicines, drugs, anaesthetics, disinfectants
- Substances generated during work activities e.g. dusts, fumes, waste)
- Naturally occurring substances (e.g. dust)
- Biological agents (e.g. pathogens, zoonoses, bacteria and other micro-organisms).

Effects of hazardous substances can range from mild eye irritation to chronic lung disease or even death.

Associated Hazards

- Skin irritation
- Asthma
- Loss of consciousness
- Cancer
- Infection from bacteria and/or micro-organisms
- Possible irreversible effects, e.g. infertility.

N.B. This list is not exhaustive.

Employer's Responsibilities

Bottle Green Training Ltd recognises its responsibility to provide a safe working environment and will: -

- Compile an inventory of hazardous substances used or stored within Practice premises
- Identify all work activities likely to use or generate hazardous substances

- Obtain up to date Safety Data Sheets from suppliers or other sources, e.g. NOAH compendium for information relating to medicines
- Identify who may be affected by the use of such substances, medicines or drugs e.g. employees, contractors, public
- Appoint a competent person to carry out and record COSHH assessments and reviewing the assessments regularly.
- Provide training in safe use of substance
- Report any harmful exposure to the relevant authority

Where reasonably practical, Bottle Green Training Ltd will prevent exposure by: -

- Changing the activity so that a hazardous substance is not required or generated
- Replacing the hazardous substance with a less hazardous substance
- Using the substance in a safer form.

If prevention is not practicable, Bottle Green Training Ltd will control exposure by: -

- Total enclosure/isolation of the activity or partial enclosure and installation of extraction where applicable
- Using a system of work, including handling, that minimises potential for leaks, spills and escape of the hazardous substance
- Providing suitable storage and transport facilities for hazardous substances and medicines/drugs; following manufacturer's guidance and ensuring containers are correctly labelled
- Determining the need by risk assessment or by statutory requirements for health or medical surveillance of employees
- Ensuring control measures (e.g. ventilation, scavenging and extraction systems) remain effective by inspection, testing, thorough examination (where relevant) and maintenance of plant and equipment
- Provide employees with suitable personal protective equipment (PPE) and respirable protective equipment (RPE) as required by risk assessment and ensuring that they are trained to use and handle the equipment. Where RPE is used, ensure that face fit testing is undertaken
- Ensuring emergency procedures are in place and that arrangements to dispose of waste are implemented
- Providing a copy of each relevant COSHH assessment to those persons considered at risk

- Preparing and implementing, by a competent person, a suitable and sufficient risk assessment that complies with the requirements of the Dangerous Substances and Explosive Atmospheres Regulations (DSEAR), where dangerous substances (classified as explosive, oxidising, extremely flammable, highly flammable and flammable) can cause harm from fire or explosion and are stored or used in the workplace
- Providing information, instruction, training and supervision in the safe use and handling of hazardous substances
- Regularly monitor compliance to the control measures implemented.

Note: See also the Policy Arrangement "Infection control".

Bottle Green Training Ltd will also consider the risks to other persons who may come into contact with hazardous substances, particularly vulnerable groups, e.g. visiting children and women of childbearing age, and will implement the necessary controls to minimise or eliminate harm.

Note*: controls need to include not exceeding any assigned legal Workplace Exposure Limits (WEL) or that exposure to astmagens, carcinogens and mutagens are reduced to as low as is reasonably practicable.

Employees Responsibilities

Employees have responsibilities in terms of COSHH Regulations, and are expected to: -

- Take part in training programmes
- Observe container hazard symbols and instructions
- Follow safe working practices when using hazardous substances following training provided
- Report any concerns to the Responsible Person or Senior Vet on duty
- Wear, use correctly and maintain any Personal Protective Equipment (PPE) and respirable protective equipment (RPE) provided
- Return all hazardous substances to their secure location after use
- Observe all control measures correctly.

Covid-19 And Pandemic Management

Where unprecedented situations, such as the Covid-19 pandemic occur, the Business will:

- Undertake a risk assessment reflecting all areas of Business activities in line with government guidelines and review as necessary in line with lessons learned and changes in government guidelines and legislation
- Inform employees and others as necessary, of the contents of the risk assessment
- Undertake audits and inspections where appropriate to check on compliance with the risk assessment
- Undertake staff health screening and return to work health checks where required by the relevant employment laws and risk assessment
- Consult with and provide information, instruction and training appropriate to the tasks to be completed to allow employees to undertake their work safely
- Provide appropriate PPE to employees where required
- Provide adequate information as to entry requirements and safe working procedures to those who may enter the premises, such as visitors
- Comply with the requirements of legally mandated government testing schemes and contact tracing
- Ensure that any pandemic procedures are compatible with existing infection control procedures, where established
- Provide suitable equipment to continue to operate such as cleaning equipment and PPE.

Employees Will:

- Comply with the contents and controls detailed within the Business risk assessments
- Comply with workplace procedures designed to mitigate against the effect of pandemics on the workplace, such as Covid-19
- Take care of themselves and others in the workplace where activities give rise to the potential for spread of infection
- Comply with the relevant Government guidelines and legislation in relation to their fitness to attend the workplace
- Follow any appropriate isolation/quarantine procedures which may be introduced in line with government guidance on travel
- Report any concerns or issues relating to non-conformance with pandemic controls to the person responsible
- Comply with testing requirements of the government and / or employer where there is a requirement to do so in line with legislation and / or risk assessment
- Comply with relevant contact tracing systems implemented by government, informing their employer where required to do so

- Notify their employer immediately should they be required to self-isolate in line with government and / or Business requirements.

Dental Work

Description

The combination of using dental equipment, handling patients and undertaking dental work can lead to a high risk environment unless strict control measures are implemented to minimise harm to dental staff.

Associated Hazards

- Patient handling
- Use of anaesthetics, sterilisation and antiseptic chemicals
- X-rays
- Legionella
- Cuts and sharps
- Dental tools.

Employer's Responsibilities

Bottle Green Training Ltd will:

- Carry out risk assessments and implement safe systems of work
- Provide safe, fit for purpose equipment and tools
- Ensure all equipment and tools are regularly maintained, inspected and cleaned by competent people according to manufacturer's instructions
- Practice good personal hygiene
- Provide Personal Protective Equipment (PPE) as identified by risk assessment
- Only permit competent and trained people to conduct dental work
- Follow the guidance from the Radiation Protection Adviser (RPA) and written local rules for undertaking X-ray related dental work
- Where necessary, restrain or sedate patients before undertaking dental work
- Ensure the safe and appropriate disposal of waste
- Provide facilities for scavenging anaesthetic gases and waste by-products
- Provide information, instruction, training and supervision to employees.

Employees Responsibilities

- Follow the Practice Standard Operating Procedures or safe systems of work, as applicable
- Only undertake dental work if trained and competent to do so
- Report any unsafe conditions or activities to the Responsible Person or Senior Vet on duty
- Wear the required Personal Protective Equipment (PPE) whilst undertaking dental work.

Dermatitis

Description

The word 'Dermatitis' derives from the Greek words for skin, "**derma**" and inflammation, "**itis**". Dermatitis is a skin condition usually caused by contact with something that irritates the skin or causes an allergic reaction. Contact Dermatitis affects mainly the hands but other parts of the body can also be affected. Dermatitis can be caused by:

- Wet work due to repeated and prolonged contact with water, e.g. by hand washing more than 20 times or having wet hands for more than 2 hours during a shift
- Chemical agents, e.g. through contact with chemicals, including by direct contact, splashes, contaminated work surfaces and tools, airborne particles settling on the skin
- Biological agents, e.g. through contact with plants, bacteria, spores, moulds, fungi
- Physical agents, e.g. by vibration, radiation or low humidity from air conditioning
- Mechanical agents, e.g. by abrasion.

Associated Hazards

The main categories relating to work-related Contact Dermatitis are classified as:

- Irritant Contact Dermatitis: mainly caused by chemical and physical irritants and is the most common form of Contact Dermatitis. Common chemical irritants include solvents, soaps, detergents, latex, cosmetics, metalworking fluids, oils and alkalis
- Allergic Contact Dermatitis: common allergens include, UV cured printing inks, adhesives, wet cement, some plants, nickel and chromium which can cause an allergic reaction, hours or days after contact. In rare cases a severe reaction can occur, known as an 'anaphylactic shock'
- Photo Contact Dermatitis: is a reaction that develops where chemicals are applied to the skin, e.g. sunscreens, fragrances, creams, insecticides, disinfectants.

Symptoms of dermatitis generally include a localised rash and/or irritation of the skin and can develop into flaking, scaling, cracking, bleeding, swelling and blistering which can take days or even weeks to heal.

Employer's Responsibilities

Bottle Green Training Ltd will:

- As part of the risk assessments process, in accordance with the Control of Substances Hazardous to Health Regulations (COSHH), identify all substances likely to generate the risk of dermatitis and those persons who are at risk of work-related developing dermatitis
- Where reasonably practicable, eliminate the use of substances that are likely to cause dermatitis
- Where relevant, replace substances likely to cause dermatitis with less harmful substances
- Establish control measures and safe systems of work to prevent and/or minimise skin contact with hazardous substances
- Provide suitable personal protective equipment (PPE), skin care products and adequate washing facilities
- Provide suitable personal protective equipment storage and disposal facilities
- Encourage employees to carry out regular skin checks to identify signs of dermatitis
- Introduce health surveillance for all employees likely to be at risk of developing dermatitis
- Provide employees with information, instruction and training in relation to hazardous substances, use of PPE and skin care products
- Consult with employees and their representatives in relation to skin care, skin care products and personal protective equipment
- Record and investigate any diagnosed cases of dermatitis and follow RIDDOR reporting procedures, where appropriate.

Employees Responsibilities

- Observe hazard symbols and instructions displayed on product containers
- Co-operate with the employer and follow the safe working procedures to minimise contracting dermatitis
- Wear suitable PPE and use skin care products according to the control measures identified in the risk assessments
- Use work equipment and methods of work that prevents the skin coming into contact with hazardous substances
- Regularly check skin condition and report any symptoms of dermatitis to the employer and seek medical advice, if necessary

- Ensure that hands are washed and dried regularly, including before and after the wearing of protective gloves
- Use 'before and after' work creams to ensure that the skin is kept in good condition – ***remember that barrier creams are not a substitute for protective gloves.***

Disciplinary Rules

Description

Bottle Green Training Ltd believes that health and safety is critical to running a business. To enable Bottle Green Training Ltd to control health and safety, a number of safety rules have been established. Failure to comply with these rules may result in disciplinary action.

Employer's Responsibilities

Any employee of Bottle Green Training Ltd may be dismissed for gross misconduct if, after investigation, the Practice determines an employee has acted in any of the following ways:

- Deliberately broken written safety rules
- Removed or misused any piece or item of equipment, label, sign or warning device provided by the company (or its agents) for the protection and safety of its employees
- Used a naked flame in any area designated NO NAKED FLAMES.

Failed To Follow Established Procedures For The Use Of:

- Flammable or hazardous substances
- Items of lifting equipment
- Plant or machinery
- Behaved in any manner that could lead to accidents or injury, including horseplay, practical jokes etc
- Undertaken any action to interfere with an accident investigation.

Note: It is advisable to contact, if applicable, the Advice Line at Citation Ltd prior to undertaking any disciplinary action.

Employees Responsibilities

- To report any hazards to the Responsible Person or Senior Vet on duty
- Co-operate with their employer and conduct themselves in a way that does not create risk of harm to themselves and others
- Not to misuse or interfere with anything provided for their health, safety and welfare
- To comply with clearly indicated and specific safety rules

- To wear Personal Protective Equipment (PPE) provided

Dispensing Of Drugs And Medication

Description

There are many medicinal and veterinary products that are known to cause harm to persons exposed to them. Some substances may cause an allergic reaction, others, if not handled correctly, could prove fatal.

The following is general advice regarding safe handling and management practices and must be followed by all members of staff:

- Before handling the product, staff must have knowledge and understanding of the relevant COSHH assessment
- All controlled drugs must be locked away securely when not in use
- A Controlled Drugs Register will be maintained and drug use entries made at time of use
- Only nominated members of staff will handle controlled drugs
- All dispensed drugs must be labelled correctly with the name and address of the Practice; owners name and address; date when dispensed; standard warning, i.e. *'for animal treatment only'*, " *keep out of reach of children*". In addition, the animals name, product quantity and strength; directions for use; product warning; details of food/drink withdrawal (where necessary)
- All spillages must be dealt with immediately in accordance with the relevant assessment
- All drugs must be dispensed in childproof containers unless otherwise specified by the customer
- Out of date drugs must be disposed of in the correct manner.

Employer's Responsibilities

Due to the potential to cause harm to humans, many drugs and medications that are found in a veterinary practice are classed as hazardous substances. Therefore, suitable and sufficient assessments will be undertaken for all substances that are used by the Practice.

Medicines will be stored in accordance with manufacturer's instructions and protected from adverse heat or cold. Where necessary, products will be stored in a suitable refrigerator and records kept of its temperature readings.

Under no circumstances will food products be stored within these refrigerators.

Medicines that are used whilst working away from the Practice will only be taken out when they are required and will always be returned promptly after the visit in order to eliminate the need to store drugs in vehicles.

It is the Practice's policy to regularly inspect the stock of medication and drugs stored on the premises. All damaged, expired or dispensed medication that has not been used will be disposed of safely. Suitable records will be maintained for a minimum of three years for all drugs and medications that are dispensed by the Practice.

The Practice will ensure appropriate control procedures are implemented, and monitored to ensure suitability and compliance and that staff receive sufficient instruction, training and supervision to ensure the procedures are understood and followed.

Employees Responsibilities

It is recognised that some products may have harmful effects on expectant mothers and their unborn child. Some products may have a sensitising effect or cause allergic reactions. Employees have a responsibility to inform the Practice as soon as they are, or expect they are, pregnant. Also, if staff suffer from asthma or known allergies they must inform the Practice at once in order for appropriate control measures to be implemented.

Staff are requested to:

- Not eat or drink in areas where drugs are used or handled
- Wear appropriate protective clothing e.g. gloves, goggles etc
- Wash hands after handling drugs/products even when protective clothing has been used.

All staff must follow safety procedures and report any failings or hazards that affect safety.

Display Screen Equipment (DSE)

Description

Display Screen Equipment (DSE) based work can potentially have serious effects on health.

DSE users can experience a range of physical and psychological health problems including eyestrain, blurred vision, headaches, and musculoskeletal problems including repetitive strain injury (RSI) and work related upper limb disorders (WRULD).

Problems are caused by a combination of badly designed jobs, equipment and work environment. However, most of these conditions are preventable by giving attention to the way in which work is organised, and providing appropriate equipment and workplaces.

Associated Hazards

- Musculoskeletal injuries
- Repetitive Strain Injury (RSI)
- Work related upper limb disorders (WRULD)
- Visual fatigue
- Stress.

Employer's Responsibilities

Bottle Green Training Ltd is committed to ensuring that employees are not subjected to adverse health effects as a result of the use of display screen equipment. For the purpose of this policy, a user is defined as someone who is required to use DSE equipment for a significant part of their working day.

Bottle Green Training Ltd will:

- Identify all DSE users as defined by regulations
- Undertake workstation risk assessments with the involvement of employees
- Reduce the risks associated with DSE use to the lowest reasonably practicable level
- Provide suitable work equipment
- Provide all DSE users with sufficient information, instruction, training and supervision
- Incorporate task changes within the working day in order to prevent intensive periods of on-screen activity. Ensure arrangements for regular breaks

- Arrange and pay for eye and eyesight tests on request by identified DSE 'Users'
- Contribute towards corrective appliances (glasses), where recognised 'Users' require these solely and specifically for working with DSE.

Bottle Green Training Ltd will ensure that, where required all new-starters will complete a DSE assessment questionnaire.

Where a user raises a matter related to health and safety in the use of display screen equipment, Bottle Green Training Ltd will:

- Take all necessary steps to investigate the circumstances
- Review the DSE risk assessment and implement any additional control measures required
- Ensure appropriate corrective measures are taken
- Advise the user of the actions taken.

Employees Responsibilities

Employees have a responsibility to:

- Inform the Responsible Person in confidence as soon as possible if a health problem arises through the use of display screen equipment
- Work in accordance with any advice or guidance given by Bottle Green Training Ltd
- Familiarise themselves with the contents of the relevant risk assessments
- Request Bottle Green Training Ltd to arrange and pay for eye and eyesight tests where required and if the employee is identified as a user of DSE equipment.

Driving At Work

Description

It has been estimated that up to one third of all road traffic accidents involve somebody who is 'at work' at the time, making work-related road collision the biggest single safety issue for many UK businesses. Promoting safe driving practices and a good safety culture at work is also beneficial to private driving, and could reduce the potential for employees getting injured in a road traffic accident whilst away from work.

Associated Hazards

- The driver: competency, training, fitness and health
- The vehicle: suitability, mechanical condition, safety equipment (seat belts) and ergonomic considerations
- The journey: routes, scheduling, time, distance, weather conditions
- Crime: theft, violence, personal injury, property damage
- Breakdowns and other emergencies

Employer's Responsibilities

Bottle Green Training Ltd will ensure that:

- Risk assessments are carried out for all work related driving activities
- Risk assessments will include dealing, where required, with hazards presented while attending to patients at road traffic incidents
- Appropriate control measures are implemented and communicated to employees
- Drivers are competent to drive, hold a valid driving licence, are suitably insured, are familiar with the vehicle, understand the risk assessment findings and control measures and have received appropriate training, as necessary
- Induction training covering driving at work is given to new employees and further training provided for those employees at highest risk, e.g. those with high annual mileage, poor accident record and inexperienced drivers
- Drivers are trained to carry out basic safety checks and what to do in the case of breakdown, accident or emergency
- Vehicles carry suitable equipment, based on risk assessment, to aid in an emergency, breakdown or bad weather conditions. Equipment may include First aid kits, mobile phones, de-icing equipment, personal protective equipment (PPE), etc

- Journeys are planned. Scheduling will take into account routes, times, distances and weather conditions
- Vehicles are fit for the task and regularly maintained in a roadworthy condition. Privately owned vehicles will not be used for work purposes unless insured for business use and have a MOT certificate, where required
- Any patients, equipment, chemicals or medicines carried in the vehicle are properly secured following, where relevant, manufacturer's recommendations
- There is clear segregation of clean and contaminated/waste items within the vehicle.

Mobile Telephones

The Road Safety Act sets fixed penalty fines and points for using a hand-held phone while driving. Penalties also apply for not having proper control of a vehicle - a measure that can also be used where a driver has been distracted by using a hands-free mobile phone.

If required, hands-free kits will be provided to members of staff who are required to use mobile telephones whilst working away from the premises.

Under no circumstances are employees permitted to use hand-held telephones other than via hands free kits, or similar hand-held devices whilst driving. The prohibition also applies when stationary at traffic lights or other delays that may occur.

Mobile Phone Use

If mobile phones are used whilst driving it is important that the phone is held in a cradle.

Drivers still risk prosecution (for failure to have proper control) even if they use hands-free phones when driving.

The following guidance is given to all drivers who are required to use mobile phone hands-free kits: -

- Only use the phone when it is safe to do so
- Understand how your phone operates
- Only acknowledge incoming calls on a hands-free system where answering is automatic or one touch button
- Only use short responses and indicate that you will return the call when it is safe to do so. Only use the mobile phone when it is essential to do so and do not talk longer than is necessary
- Whenever possible, drivers should not make outgoing calls whilst driving
- When making calls to, or receiving calls from mobile phones, always ask whether it is safe to speak.

Employees Responsibilities

- Employees must follow any advice, information, instruction and training given by the employer
- All employees who are expected to drive on company business must have a valid drivers' licence for the class of vehicle they are driving
- Drivers must ensure, so far as is reasonably practicable, that the vehicle is adequate for the purpose including being roadworthy, is in safe mechanical condition, is not overloaded, loads are secure and seat belts are worn
- Drivers shall comply with traffic legislation and The Highway Code, be conscious of road safety and demonstrate safe driving
- Employees driving vehicles on company business will not be under the influence of drink or drugs and must not drive whilst disqualified
- Drivers must stop after a crash or similar incident with which they are involved
- Employees must provide to the appropriate senior person a copy of their driving licence and declare any driving convictions. Employees using their own vehicles for work should also provide a copy of their insurance certificate and a valid MOT certificate for the vehicle where applicable
- Employees must inform the appropriate senior person if they become aware of any medical condition or take medication that might affect their ability to drive
- Promptly report defects, hazards and concerns to their appropriate senior person.

Personal Safety – Staying Safe In Your Vehicle

Plan ahead:

- Check your route; keep a map in the vehicle
- Check if the place you are visiting has parking. If not, try and use a manned, well-lit car park
- Check you have enough fuel
- Check basic vehicle maintenance, i.e. oil, water, tyre pressure etc
- Check vehicle breakdown cover and keep the number with you
- Check you have something in the vehicle to keep you warm, e.g. coat or blanket, bottle of water, food snack and a torch in the event of unexpected, lengthy delay due to road traffic accident or inclement weather
- Ensure your office know where you are travelling to, whom you are meeting, and your expected time of return. Inform them if you change your journey plan

- Take a mobile phone with you and ensure it is fully charged (do not use the phone whilst driving)
- Keep any valuables, including handbags, mobile phones and laptops out of sight. They can easily be snatched when you stop at traffic lights, especially if windows are left open and doors unlocked
- Do not leave luggage or documents on display within your vehicle
- Do not leave the parking ticket on display – unless it is a requirement of the car park facility
- When returning to your vehicle, immediately lock the doors and drive off promptly
- Avoid taking unnecessary risks – be aware - if someone is flagging you down it may not be genuine. You may be as much help by reporting the incident by phone to the emergency services
- Do not get into a vehicle with a stranger, or offer a stranger a lift.

In The Event Of A Vehicle Breakdown

- Try to reach the side of the road and contact the vehicle breakdown services. Advise them if you are vulnerable and alone
- Switch on hazard warning lights
- Avoid opening doors or windows to converse with strangers.
- If you decide to get out of the vehicle and await breakdown assistance (this is dependent on how safe you feel outside the vehicle) ensure you take the ignition key with you. Lock all the doors with the exception of the passenger door. This should be left wide open so you can quickly get back into the vehicle. If you breakdown on a motorway hard shoulder it is always advisable to get out of the vehicle and await assistance behind a barrier or away from the road side
- When the breakdown vehicle arrives, check they know your name and have your details – especially if the vehicle you were expecting is not clearly identifiable.

Electricity

Description

The safe management of electrical installations and equipment is essential to our business. It is therefore imperative that electrical systems and equipment are designed, constructed, selected, maintained and used with care. Not only is there a potential for harm, but loss of power supply could impact our ability to conduct business and force temporary closure.

Associated Hazards

- Direct or indirect contact with live parts, causing shock, burns, heart fibrillation and tissue damage
- Faults that could cause a fire due to equipment overheating
- Fire or explosion where electrical arcing could be the source of ignition
- Contact with overhead lines.

Employer's Responsibilities

With regard to fixed installations Bottle Green Training Ltd will: -

- Consider the design, construction and selection of electrical equipment for use in the workplace
- Ensure that electrical installations and equipment are installed, maintained, and inspected in accordance with BS 7671 – The IET Wiring Regulations (as amended)
- Review recommendations made by inspecting engineers
- Exchange safety information with contractors to enable compliance with the company's health and safety arrangements
- Identify all main circuit breakers/isolators to ensure relevant persons understand how to isolate the equipment or building services safely in the event of an emergency
- Promote and implement a safe system of work such as a lock-off procedure for isolation of electrical supplies during maintenance, inspection and testing
- Where it is considered necessary, ensure that the design and construction of structures and systems include protection against lightning
- Monitor the condition of electrical equipment, plant and accessories and take appropriate action to prevent danger if faults are identified
- Provide appropriate work equipment such as 110v plant and power tools for harsh environments

- Ensure that employees who carry out electrical work are trained and competent to do so
- Provide suitable personal protective equipment as necessary, maintain it in good condition and replace damaged or lost items as necessary
- Ensure that tools and equipment meet relevant standards, are CE or UKCA marked and are suitable and adequate for electrical working
- Maintain secure access to electrical cupboards and fuse boards and keep the areas free of flammable or combustible materials.

Portable equipment and testing

Definition - Equipment, which is not part of a fixed installation but is able to be connected to a fixed installation, or a generator, by means of a flexible cable via a plug and socket assembly.

This includes equipment that is either hand-held or hand operated while connected to the supply, or is intended to be moved while connected to the supply.

Bottle Green Training Ltd is responsible for ensuring that all portable electrical appliances are maintained in a safe condition and inspected at suitable intervals. Equipment will be marked to identify the date tested. The results of inspections shall be logged and records made available for inspection.

Experience of operating the maintenance system over a period, together with information on faults found, should be used to review the frequency of inspection. It should also be used to review whether and how often equipment and associated leads and plugs should receive a combined inspection and test.

Any defective equipment will be removed from use until it can be repaired/replaced, with remedial action being recorded. All items of equipment that cannot be repaired will be withdrawn from use. Under no circumstances will any makeshift or temporary electrical repairs be made on any electrical equipment.

On occasion, we may hire-in equipment from a reputable supplier. This equipment must be treated the same as company equipment and not subjected to abuse or neglect.

Employees Responsibilities

Employees have a responsibility for: -

- Co-operating with management arrangements for electrical safety in the workplace
- Visually checking equipment before use for any obvious defects such as cable or casing damage or scorch marks
- Reporting any defects, faults or dangerous activities
- Using equipment only in line with the manufacturers operating instructions e.g. jet washer used with additional RCD or RCBO protection

- Complying with safety rules and use work permits/lock out procedures as applicable
- Not bringing personal electrical equipment onto company premises without prior authorisation from management. If allowed, any such equipment must be tested in accordance with company procedures.
- Gaining permission before using extension leads or adaptors.
- Switching off any non-critical equipment when not in use.
- Not attempting repairs to electrical appliances or circuits unless qualified to do so.
- Exercising caution when placing drinks near to appliances or power outlets.

Electromagnetic Fields (EMF)

Description

Electromagnetic fields, EMF, occur wherever there is electricity, whether a kettle or a mobile phone base station, either electric or magnetic fields (or both) will exist in close proximity. These fields can be large or small, powerful or benign, and will mainly be based on the power being supplied to the equipment.

Employers are required to follow the requirements of the Control of Electromagnetic Fields at Work Regulation (CEMFAW) relating to EMF.

Associated Hazards

Dependent upon the field type and frequency range, different frequencies affect the human body in different ways causing sensory and health effects e.g. nausea, vertigo, muscle contraction, deep tissue burns, thermal stress.

Others effects include interference to active or passive implanted or body worn medical devices, electric shocks sparks which can cause electro-explosive devices to initiate.

Employer's Responsibilities

Bottle Green Training Ltd will: -

- Carry out a risk assessment of any risks to employees arising from EMF exposure when statutory Exposure Limit Values (ELVs) are, or may be exceeded, or the indirect-effect Action Levels (AL's) are exceeded; and/or where employees are at particular risk e.g. those who have implanted medical devices, or new and expectant mothers

****HSE guidance HSG281 provides sources of EMF which are likely to be below or above the ELV and those people at particular risk, and helps decide when a risk assessment is required.***

- Where risks are present, ensure the risks are eliminated or reduced by implementing suitable and sufficient control measures, and that exposure to employees is kept below the statutory AL's and ELV's
- Prepare and implement an action plan to ensure compliance with the exposure limits. This should consider:
 - Other working methods that entail less exposure to EMF's
 - The choice of equipment emitting less intense EMF's
 - The use of signage, access controls and floor markings
 - Appropriate maintenance of equipment and design of workplaces, and EMF levels when replacing or hiring equipment

- Provide employees with information and training on the risks of exposure by EMFs in the workplace, and procedures to remove or control the risks
- Provide personal protective equipment, e.g. insulating shoes, gloves and other protective clothing where required by risk assessment
- Where employees are exposed to EMFs in excess of any health effect ELV and reports experiencing a health effect, ensure that health surveillance and medical examinations are provided as appropriate
- Record the significant findings from exposure assessment, action plan and risk assessment, and will regularly review the risk assessment.

Employees Responsibilities

Employees will: -

- Follow training, guidance and instruction given, to prevent injury or ill health
- Abide by safe controlled areas and only access if authorised
- Use protective and safety equipment provided and trained
- Report any unsafe conditions or dangerous situations
- Report any health effect potentially caused by an EMF.

Emergency Plans

Description

Bottle Green Training Ltd will create a safe working environment and implement a suitable and sufficient plan to control emergency situations.

Associated Hazards

- Fire and explosion
- Flooding
- Asbestos
- Asphyxiation
- Working at height
- Hazardous substances
- Power failure
- Patient behaviour
- Violence and aggression
- Bomb threat
- Spillage.

Employees Responsibilities

- Comply with and follow emergency procedures as trained
- Raise the alarm on discovering an emergency situation
- Only use emergency equipment if trained and authorised to use such equipment
- Report immediately any faults, damage to emergency equipment or concerns with emergency plans.

Fire

Description

Fire prevention is an important obligation for all businesses. Bottle Green Training Ltd has a responsibility for ensuring the health, safety and welfare of all employees and others who may have access to the workplace as well as adjoining businesses or premises. These general duties include safety in relation to fire hazards, both from work activities, as well as general fire safety in the workplace.

It is the responsibility of Bottle Green Training Ltd to ensure that all employees, visitors and contractors are protected from the risks of fire. In order to achieve this, appropriate fire prevention, precautionary and evacuation measures shall be taken in compliance with the relevant fire regulations and recognised good practice standards including the RCVS Practice Standards Scheme.

Associated Hazards

- Serious skin burn and bodily harm
- Asphyxiation through smoke inhalation
- Toxic fumes
- Falling building or construction materials.

Employer's Responsibilities

Bottle Green Training Ltd will ensure that:

- All employees receive comprehensive induction including fire evacuation arrangements
- A fire risk assessment for the premises is undertaken (and regularly reviewed) which clearly sets out identified control measures
- A register of employees is kept up-to-date, which will be taken to the fire assembly point in the event of an evacuation, for the purpose of taking roll call
- The needs of any disabled persons are taken into account when determining fire safety arrangements and evacuation procedures in respect of buildings under its control
- The requirements for employees training in fire safety are adhered to
- A fire logbook is kept up-to-date and available, on request, to the enforcement agencies
- The fire alarm and associated equipment is tested in line with current guidance and tests are recorded in a fire logbook
- All fire-fighting equipment is tested on a regular basis in accordance with the manufacturer's guidelines and records kept

- A fire evacuation drill is carried out at least annually and recorded in a fire logbook
- Any emergency lighting and emergency exit lights are tested in accordance with current guidelines and tests recorded
- All hazardous chemicals, gases and other hazardous materials are recorded and an inventory kept for information and inspection by enforcing authorities
- Regular, documented checks are made to ensure escape routes, fire doors and fire exit doors are kept free of obstruction. Fire doors and fire exit doors should be closed at all times and not wedged open
- Fire doors and fire exit doors should be designed to meet the relevant British Standards and marked with suitable signs
- Fire exit doors should open outwards and incorporate a 'push bar' or 'paddle' mechanism to aid egress in emergencies, where reasonably practicable. These doors should be unlocked and available for use at all times when persons are in the building
- Where dangerous substances (classified as explosive, oxidising, extremely flammable, highly flammable and flammable) can cause harm from fire or explosion and are stored or used in the workplace, a competent person will need to prepare and implement a suitable and sufficient risk assessment and comply with the requirements of the Dangerous Substances and Explosive Atmospheres Regulations (DSEAR).

Employees Responsibilities

Employees are required to:

- Practice and promote fire prevention
- Raise the alarm on discovery of a fire
- Report any concerns regarding fire safety to the Business Manager or Senior Vet on duty, so that shortfalls can be investigated and remedial action taken
- Receive basic training in emergency action procedures
- Follow instructions and training in relation to fire safety in the workplace
- Co-operate with management arrangements for fire prevention in the workplace
- Not chock or wedge fire doors open.

Bottle Green Training Ltd does not expect employees to fight fires, however, extinguishing action can be undertaken if it is safe to do so and training has been received.

On no account should a closed room be opened to fight a fire.

Fire Action

If You Discover A Fire

- Immediately operate the nearest alarm call point or notify the senior person present
- Attack the fire (only if trained and if safe to do so) with the appliances provided. **Do not take personal risks.**

The Fire Marshal will call the fire service immediately by:

- Using the phone to dial 999
- Giving the operator the telephone number and asking for the fire service.

When the fire service reply, give the response distinctly:

- Give the company name and location (as per Fire Action Notice / Fire Plan) to the operator from which the call is being made
- Do not replace the receiver until the fire service has confirmed the details.

Call the fire service immediately to every fire or on suspicion of a fire.

On Notification Of A Fire

- The Fire Marshals will take charge of the evacuation and ensure that everybody is accounted for
- As soon as the alarm is heard, all non-essential personnel and visitors will leave the building by the nearest available exit and proceed to the nominated fire assembly point as identified on the fire action notices
- Remaining personnel will proceed with the phased evacuation of young people to an area of safety.

The Fire Marshals will liaise with the fire officer in attendance, and arrange such assistance as the fire service may require.

Use the nearest available exit.

Do not stop to collect personal belongings.

Do not re-enter the building until told to do so by the Senior Fire Officer.

In the event of a fire, the safety of a life shall override all other considerations, such as saving property or extinguishing the fire.

First Aid In The Workplace

Description

People at work can sustain an injury or become ill. It is important that they receive immediate attention and that an ambulance is called for in serious situations. The provision of adequate First Aid cover is essential, it can save lives and prevent minor injuries becoming major ones.

Associated Hazards

- Bodily injuries: blows, cuts, scratches, bites, impact, crushing, stabs, grazes, scalds, falls
- Illnesses: asthma, diabetes, epilepsy etc.

Employer's Responsibilities

Bottle Green Training Ltd will:

Carry out a First Aid risk assessment for each workplace to identify:

- The level of First Aid cover required, e.g. 'First-Aiders' or 'Appointed Persons'. Consideration will be given to cover annual leave, sickness etc
- First Aid equipment and facilities
- Emergency procedures
- Ensure employees are aware of First Aid procedures whilst working on customer's premises
- Provide the minimum numbers of First Aid personnel at all times
- Display the names of trained First Aiders and the location of First Aid kits
- Regularly monitor the contents of First Aid kits and replenishment stock
- Provide training and refresher training of First Aiders and Appointed Persons
- Dispose of contaminated waste properly
- Keep Employees informed of the First Aid arrangements.

First Aid Kits In Vehicles

Where at risk employees travel in and operate from a specific vehicle, the First Aid kit may be allocated to the vehicle (where it must remain) rather than an individual. The contents of these First Aid kits must be monitored.

First Aid Provision For Non-Employees

Whilst the Health and Safety (First Aid) Regulations place a duty on employers to make provision for their own employees, there is no legal responsibility towards non-employees. However, the Health and Safety Executive strongly recommends they be included in an organisation's First Aid provision. Therefore, when calculating the number of First Aiders for a workplace, the number of persons that may use or be present in the building at any one time should be taken into account.

First-Aiders Are Responsible For:

- Ensuring that their First Aid at Work or Emergency First Aid at Work Certificate is kept up to date
- Undertaking an appropriate training course and, if required, attending refresher courses annually with requalification after 3 years from initial completion
- Assessing the immediate situation where First Aid is being applied, acting without placing themselves or others in danger and making the area safe
- Administering First Aid as required but within their capabilities. Where there is any doubt, managing the situation while waiting for medical assistance to arrive.

Appointed Persons Are Responsible For:

- Only administering the level of First Aid for which they are trained
- Calling for the appropriate medical assistance.

Employees Responsibilities

To reduce the risks of suffering personal injury or delay in getting treatment, employees must:

- Co-operate with management arrangements for First Aid in the workplace
- Know the procedure for summoning help
- Follow any guidance or instruction given, to prevent injury or ill health
- Report any hazardous or dangerous situations to the Responsible Person or Senior Vet on duty.

Gas Safety

Description

Every year, a number of people die from carbon monoxide poisoning caused by gas appliances or flues which have not been properly installed or maintained. When gas does not burn properly, toxic carbon monoxide is produced.

Associated Hazards

- Tiredness
- Drowsiness
- Headache
- Stomach pains
- Nausea
- Chest pains.

Employer's Responsibilities

Bottle Green Training Ltd will ensure that:

- All reasonable steps are taken to secure the health and safety of employees and others required to use or operate gas appliances. In this respect the term gas refers to mains gas, liquefied natural gas and liquefied petroleum gases, i.e. propane and butane
- Risk assessments are undertaken in respect of gas safety
- Gas installations and appliances are CE marked and installed by competent persons in accordance with the Gas Safety (Installation and Use) Regulations
- Gas installations are maintained in a safe condition by carrying out annual safety checks and regular maintenance
- Portable and transportable gas appliances are inspected and tested frequently as required by regulation. The frequency will also depend on the environment in which the appliance is used and the conditions of usage
- Safe systems of work for maintenance, inspection and testing are implemented
- Monitoring of gas inspection, design and installation work, and the gas safety management system is carried out by competent persons
- Contractors and persons who carry out work on gas installations and appliances are competent to do so

- Suitable equipment, e.g. special tools, gas detection devices, Personal Protective Equipment (PPE) is provided as identified by Risk Assessment. Such equipment is maintained in good condition
- Safety information is exchanged with contractors to ensure they are fully aware of (and agree to comply with) the company's health and safety arrangements
- Detailed records required by the regulations in relation to the above are maintained.

Employees Responsibilities

Employees must:

- Co-operate with management arrangements for gas safety in the workplace
- Not carry out repair work to gas appliances unless competent to do so
- Follow any training, guidance and instruction given to prevent injury or ill health
- Report any hazardous or dangerous situation to the Responsible Person or Senior Vet on duty.

Hand Protection – Latex Gloves

Description

Latex products are durable and flexible, affording a high degree of protection against micro-organisms, simultaneously giving the wearer sensitivity and control. However, health risks associated with exposure to natural rubber latex (NRL) have been increasingly recognised.

Associated Hazards

Exposure to NRL proteins can lead to a number of health problems including:

- Irritant contact dermatitis – redness, soreness, dryness or cracking of the skin exposed to latex. The symptoms could be due to contact with the product. Occasionally symptoms will disappear when contact ceases and will not reoccur
- Allergic reaction (Type I) – local or generalised rash; inflammation of the mucous membranes in the nose, red and swollen eyes with discharge and asthma-like symptoms. The effects occur almost immediately and in rare cases cause a severe reaction known as ‘anaphylactic shock’
- Allergic Reaction (Type IV) – Dermatitis and itching with oozing red blisters, localised to the hands and arms and occurring within 10-24 hours after exposure, can worsen over the following 72 hours. Chemical additives used in the NRL manufacturing process can cause this allergic response
- Skin sensitisation - The amount of latex exposure required to produce sensitisation is unknown and a product capable of causing sensitisation is also capable of causing an allergic reaction in certain people. Once sensitisation has taken place, even the slightest trace will cause symptoms to recur
- Respiratory sensitisation - Proteins in latex gloves can leak into the powder in powdered gloves. The powder can become airborne and subsequently inhaled when the gloves are removed.

Employer’s Responsibilities

Bottle Green Training Ltd will:

- Ensure that a risk assessment is undertaken to identify whether latex gloves are required. A further, more specific individual risk assessment will be carried out where employees are identified as allergic to latex
- Ensure that where single-use disposable NRL powdered gloves are necessary, they are low-protein
- Ensure that where gloves are required to be worn as Personal Protective Equipment (PPE), alternative non-latex gloves are made available

- Provide the necessary information, instruction, training and supervision to enable employees to manage latex allergy
- Limit exposure by only wearing gloves when necessary
- Inform all staff of good hygiene practice, such as washing hands after removing the gloves and that barrier creams should not be applied when wearing latex gloves
- Complete a health surveillance questionnaire for all employees using latex products. This questionnaire will be issued on commencement of employment and reviewed annually
- Protect employees who have been sensitised to latex, e.g. provide non-latex products.

Employees Responsibilities

- Comply with this policy and follow the associated protocols/procedures/safe systems of work within their areas of work and responsibility
- Wear non-latex gloves where possible according to control measures identified in risk assessments
- Minimise the time that gloves are worn
- Report any allergic reactions to the Responsible Person or Senior Vet on duty
- Ensure that gloves are in good condition when worn and regularly replaced as required
- Dispose of gloves in accordance with the Practice waste procedures.

Handling Of Horses

Description

The safe and humane handling of a horse requires the creation of a safe handling environment for both handler and horse. A horse handler must be confident of controlling a horse without risk of injury to either the horse or him/herself. A handler with a positive and confident approach, using safe methods and equipment will minimise stress, fear and possible trauma to the horse and contribute to a safe working experience for the handler.

Associated Hazards

Horses can be unpredictable, dangerous and easily cause injury, disease or even death if not handled correctly. Obvious hazards include:

- Physical injury from bites, scratches, kicks, crushing, etc
- Infection from faeces, urine, blood, body tissue, etc
- Allergy from hair, mites, etc.

Some hazards present a heightened risk to expectant mothers.

It is important for the Practice to eliminate the hazards wherever possible or reduce any subsequent risks to a level as low as is reasonably practicable.

Employer's Responsibilities

- Undertake risk assessments for all horse handling activities and review on a regular basis
- Provide employees with information, instruction, training and supervision in safe techniques for handling horses
- Not permit a horse onto the veterinary premises unless suitably restrained and handled
- Obtain information from the horse's owner regarding the horse's temperament, habits and past history
- Record and maintain records of all work related incidents that occur whilst handling horses either on or off the premises
- Provide safe, fit for purpose, equipment for handling horses including restraining equipment, trolleys, stretchers, personal protective equipment (PPE), e.g. disposable or washable aprons, where identified by risk assessment

and ensure the equipment is regularly inspected and maintained and that employees are trained in its use

- Arrange for prompt clean up of faeces and urine, etc
- Ensure employees follow vets about the house's infection control procedures when handling patients
- Ensure adequate procedures are in place when handling horses recovering from anaesthetics
- Where necessary restrain (e.g. halter, bridle), sedate, segregate or isolate horses as decided by the Veterinary Surgeon
- Ensure, where practicable, facilities for handling horses are available which minimise slip and trip risks to both people and horses
- Where employees are required to enter a confined area, e.g. stable or loose box, ensure that there are suitable means of rapid exit.

Employees Responsibilities

- Use equipment, including personal protective equipment (PPE), as instructed and trained when handling horses
- Follow good hygiene procedures
- Inform the Practice Manager of any allergies, e.g. horse hair or dust
- Report any unsafe situations to the Veterinary Surgeon and seek assistance if required when handling horses
- Report all injuries, (bites, scratches, kicks, muscle strain, etc) to the First Aider and record them in the accident book
- Follow established health and safety rules or codes in force whilst on third party sites.

General Guidance

- When applying minor dressings or bandaging a horse for the first time, the horse should be held by an assistant. Thereafter, if the horse is of suitable temperament these procedures may be carried out with the animal tied up.
- Leading out may be done with a headcollar and long line unless in doubt as to the temperament when a bridle should be used.
- Rugs should be removed or secured properly with the breast strap to prevent them from slipping back

- Always ensure that gates to the stable yard are closed
- When in doubt to a horse's temperament, a competent owner or their representative must be present before the animal is handled by a veterinary surgeon.

Restraint of Horses by Staff

- Sensible, practical clothing must be worn, with due regard to the fact that plastic and rubber make a noise that may frighten some horses
- Footwear should have non-slip soles and must have protective toe-caps
- Where possible floors should be dry and non-slip to prevent the horse losing its footing
- All staff involved in the restraint of horses should be proficient in the use of a twitch or lifting of the forelegs as a means of restraint

Restraint by client

- No client should be required to hold a horse for any minor surgical procedure unless the veterinary surgeon is in attendance
- It is the responsibility of the veterinary surgeon to explain fully the requirements and procedure to be undertaken and the methods of restraint to be adopted
- When dealing with fractious horses known to rear or strike out in front, hard hats must be worn by both the veterinary surgeon and the handler.

Handling of Small Animals

Description

The safe and humane handling of animals required the creation of the correct handling environment for both handler and animal and an animal handling must be confident that they can control an animal without risk of injury. A positive and confident approach by a handler using the correct methods and equipment will minimise stress, fear and possible trauma to the animal and should ensure humane and efficient handling.

Associated Hazards

- Patients can be unpredictable, dangerous and easily cause serious injury or disease if not handled correctly. Hazards include:
- Physical injury from bites, scratches, etc
- Infection from faeces, urine, blood, body tissue etc
- Allergy from hair, mites, feathers etc

Some hazards present a heightened risk to expectant mothers.

Employers Responsibilities

Bottle Green Training Ltd will:

- Carry out a suitable risk assessment to identify the significant hazards associated with handling various animals
- Provide information, instruction, training and supervision to employees in safe animal/patient handling techniques
- Not permit a patient onto the premises unless it is suitably restrained or contained
- Record and maintain records of all work related incidents that occur whilst handling patients either on or off the premises
- Provide safe, fit for purpose, equipment for handling patients where identified by risk assessment and ensure the equipment is regularly inspected and maintained and that employees are trained in its use. Equipment may include;
 - A variety of muzzles to suit all sizes of dogs
 - A variety of lengths of slip leads of robust design
 - Cat muzzles
 - Cat handling gauntlets

- A crush cage
- A dog handling pole
- A cat-catcher.
- Arrange for prompt clear up of faeces and urine etc.
- Ensure employees follow infection control procedures when handling infected patients
- Ensure adequate procedures are in place for handling patients recovering from anaesthetics
- Where necessary restrain, sedate, segregate or isolate patients
- Ensure all relevant staff are vaccinated against tetanus.

Employees Responsibilities

Employees will:

- Use equipment, including personal protective equipment (PPE), as instructed and trained when handling patients
- Know the whereabouts of all items of equipment. It is the responsibility of employees to ensure these items are serviceable. If they are broken or damaged, then the matter should be reported to the Responsible Person
- Follow good hygiene procedures and wash hands thoroughly after handling animals. Do not allow sick animals to lick your hands or face
- Inform the Manager of any allergies, eg hair, feathers or dust
- Report any unsafe situations to the Manager and seek assistance if required when handling patients
- Report all injuries (bites, scratches, muscle strains etc) to Manager and record them in the accident book
- Follow the established health and safety rules or codes in force especially in regard to barrier nursing and animals in isolation.

Guidance on handling animals within small animal practice

- Under no circumstances must an animal be carried free in the arms without the approved means of restraint
- Dogs must not be allowed to roam free in the waiting room, and owners must be politely asked to keep them on a lead. Practice choke leads are to be substitutes for the owners' lead and collar for movements of the dogs around the practice.

- Under no circumstances should a cat, or other small animal, be carried free in the arms from one room to another. It must always be examined in a closed room and put in a basket or other suitable container when it is moved out
- The care and restraint of patients under treatment must only be undertaken as advised by the consulting Veterinary Surgeon
- Owners will not be allowed to handle/restrain the animal unless it would be safer to do so (for example if the animal is more placid when held by the owner). As are responsible for the safety of clients. It is recommended that you use your judgement, and if unsure, ask for advice from a senior vet.
- Appropriate protective clothing should be worn at all times, including a disposable or washable apron when handling animals. Leather gauntlets should be worn or a towel or blanket used to reduce the risk of bites or scratches, which can be serious.
- Personal hygiene is of utmost importance, particularly when handling infectious material and hands should be washed immediately after examinations.
- Care should be taken when lifting any heavy objects or patients and in particular cadavers. Always use a stretcher or trolley and seek assistance.
- Care must be taken when handling animals recovering from anaesthetics as they may be unpredictable, dangerous and often exhibit temporary changes in temperament.

Post anaesthetic guidance

Special care must be taken when:-

- Moving the animal into the recovery area
- Removing any endotracheal tubes
- Manipulating the tongue to clear the airway

Difficult animals, home visits and unknown animals

- Approach the animal with caution and use appropriate restraint techniques
- Assume that unknown animals will be difficult. Ask the owner about the animal's habits and past history (for details of specific hazards rather than an assurance of safety)
- Some animals are very territorial and may be more aggressive in their own homes and sedation should be considered where appropriate
- Muzzles are available for use where appropriate (always have one available when attending home visits)

- Only ask owners to assist handling animals if you are sure that they are competent to do so (as we are also responsible for their safety).

Animals being carried in vehicles

- Dogs and cats must be caged and must be fitted with a tight collar and lead to aid safe handling on removal
- Cats and other small animals must be in secure cages or containers – cardboard cat carriers are NOT adequate.

Hazard Reporting

Description

A hazard is something that has the potential to cause harm, ill health or injury. The associated risk is the likelihood that a hazard will cause harm, during the course of the work activity, and the severity of any potential injury.

Associated Hazards

For example:

- Tripping on trailing wires or loose floor coverings
- Faulty equipment or electrical fittings
- Waste anaesthetic gas
- Unsheathed needles
- Obstructed emergency exit routes
- Locked Fire Exit doors
- Slippery surfaces.

Note - This list of hazards is not exhaustive.

Employer's Responsibilities

- Bottle Green Training Ltd accepts that some of its work activities could, unless properly controlled, create hazards to employees, pet owners, other clients and visitors to the premises, such as contractors. To reduce the likelihood of injury or loss, Bottle Green Training Ltd will take all reasonable steps to reduce these risks to a level as low as is reasonably practicable
- Bottle Green Training Ltd will inform employees of likely hazards by means of risk assessments, information, instruction, training, documentation and signage
- Bottle Green Training Ltd will implement a hazard reporting procedure for employees to encourage safety awareness in the workplace. By encouraging employees to use this system, accidents should reduce, resulting in a safer working environment. In turn, this should improve the overall safety culture and attitude of employees towards safety.

Hazard reporting includes 'near miss' reporting. Near misses are hazardous incidents with the potential to cause an injury or damage, e.g. employee tripped over a trailing cable, but no actual injury occurred.

Employees Responsibilities

- employees are to use the hazard reporting system as a means of communicating potentially dangerous situations or practices that may be present in the workplace
- When a hazard has been identified, it must be reported immediately to your Supervisor. It Is their duty to assess the situation and introduce the necessary control measures, so far as reasonably practicable, to prevent injury or unsafe conditions.

Health Conditions

Description

Bottle Green Training Ltd is aware that people who have underlying health conditions may not wish to reveal their health problem. However, workplace adjustments can only be made if the individual is willing to let them as the employer know about the condition. Such conditions could include but not be limited to Diabetes, Epilepsy and Asthma (including Occupational).

Disclosure should help the individual in their job and facilitate help and support from management and colleagues.

Employer's Responsibilities

Bottle Green Training Ltd will:

- Carry out a risk assessment of each job (including lone working) to determine whether there are any significant health and safety risks, considering individual circumstances
- Ensure all employees complete a health screening questionnaire on starting with the Business
- Introduce the appropriate control measures to remove the risk or manage it
- Meet the cost of making reasonable adjustments, depending on the nature of the adjustment
- Permit employees with an underlying health condition to liaise with Bottle Green Training Ltd and organise their work area and work time accordingly and in line with guidance/supervision, except in exceptional cases where it is operationally impossible
- Allow more time and greater flexibility for induction training and choose the location for this carefully
- Establish procedures for dealing with the underlying health conditions in conjunction with any affected employees
- Allow agreed leave for counselling, supervision, management sessions, eye examinations or treatment
- Identify any specific training needs of the individual
- Make provision for employees with underlying health conditions within the arrangements for first aid, fire and emergency evacuation. This may include appointing another individual to ensure affected employees are supervised through evacuation.

Employees Responsibilities

- To co-operate with the employer in relation to health and safety arrangements
- Notify the employer of any prescriptive medication, general sale medication or pharmacy medicines that would affect the ability to work safely e.g. drowsiness
- Follow any training, guidance and instruction
- Report any accident or incident to the employer.

Note: The following list is not exhaustive and other health conditions diagnosed in conjunction with the individuals appointed GP and health specialist should be dealt with in a similar fashion.

Additional responsibilities for employees with underlying health conditions:

Cancer:

Employees suffering from Cancer have an additional duty to:

- Notify the employer if their Cancer could have an adverse effect on their day-to-day ability to work or if the condition could increase the risk of an accident at work.
- Notify the employer if taking medication that could have an adverse effect on their health and safety or that of others.
- Notify the employer and DVLA if their doctor says they might not be fit to drive, or their medication causes side effects which could affect their ability to drive.

Diabetes:

Employees suffering from Diabetes have an additional duty to:

Notify the employer and the DVLA if:

- receiving treatment with insulin where the job entails driving any type of vehicle or
- receiving any type of medication for diabetes where the job entails driving Group 2 vehicles (bus, coach or lorry).
- Inform the employer if they need access to a fridge or cold flask for storing insulin
- Inform the employer if they need a private area in which to check blood sugar levels

- Inform the employer if they need to maintain a check on blood sugar levels throughout the day and to take regular breaks
- Inform the employer if they need access to the services of their G.P. or diabetic nurse during the working day.

Epilepsy:

Employees suffering from Epilepsy have an additional duty to:

- Alert the employer if their epilepsy is having an adverse effect on their day-to-day ability to work
- Where necessary, to inform the employer if the condition could increase the risk of an accident at work
- If part of their job includes driving, to notify the employer and the DVLA if receiving treatment or tablets. Notification to the DVLA is a strict legal requirement.

Haemophilia:

Employees suffering from Haemophilia have an additional duty to:

- Inform the employer if their bleeding disorder is going to affect their ability to do their job or if they need specialised equipment or work wear.
- To be as prepared as possible for a bleed at work
- Inform the employer if they need a private place at work where they can administer their own treatment if the need arises.

Hypertension:

Employees suffering from Hypertension have an additional duty to:

- Notify the employer if they experience any symptoms that could affect their ability to operate plant or machinery.

Inform DVLA if driving a group 2 vehicle (bus, coach, or lorry)

- They must stop driving if a doctor says they have malignant hypertension. They can only drive again when both the following apply:
- a doctor confirms that their condition is well controlled
- their blood pressure is consistently below 180/110mmHg for cars or 180/100mmHg for group 2 vehicles.

Lupus:

Employees suffering from Lupus have an additional duty to:

- Notify the employer and the DVLA if they experience any symptoms that could affect their ability to drive or put their safety and the safety of those around them at risk, such as cognitive issues affecting their ability to concentrate
- If they are asked if they are disabled for the purposes of the Equality Act or the Disability Discrimination Act, they must answer yes, regardless of whether they consider themselves to be disabled.

Mental health disorders:

Employees suffering from mental health disorders have an additional duty to:

- Notify the employer if their mental health disorder is having an adverse effect on their day-to-day ability to work or if the condition could increase the risk of an accident at work
- Notify the employer if taking medication that could have an adverse effect on their health and safety or that of others
- Some mental health disorders also affect the ability to drive safely and will need to be reported to the employer and the DVLA. If they are unsure they can check on the DVLA website. <https://www.gov.uk/health-conditions-and-driving>.

Multiple Sclerosis:

Employees suffering from Multiple Sclerosis have an additional duty to:

- Alert the employer if their multiple sclerosis is having an adverse effect on their day-to-day ability to work
- Where necessary, to inform the employer if the condition could increase the risk of an accident at work
- If part of their job includes driving, to notify the employer and the DVLA. Notification to the DVLA is a strict legal requirement
- If they are asked if they are disabled for the purposes of the Equality Act or the Disability Discrimination Act, they must answer yes, regardless of whether they consider themselves to be disabled. These laws specifically define MS as a disability from the point of diagnosis.

Musculo-skeletal disorders:

Employees suffering from musculo-skeletal disorders have an additional duty to;

- Notify the employer if their musculo-skeletal disorder is having an adverse effect on their day-to-day ability to work or if the condition could increase the risk of an accident at work
- Notify the employer if taking medication that could have an adverse effect on their health and safety or that of others
- Some musculo-skeletal disorders also affect the ability to drive safely and will need to be reported to the employer and the DVLA. If they are unsure they can check on the DVLA website. <https://www.gov.uk/health-conditions-and-driving>

Health Surveillance

Description

Health surveillance is conducted by observing, communicating and systematically watching for early signs of work-related ill health. Health surveillance is essential if there is an identifiable disease or adverse health effect related to an employee's exposure to a health risk, where this has been identified by a risk assessment.

It requires implementing procedures to achieve this. These can include simple methods (e.g. looking for skin damage on hands), technical checks (i.e. audiology tests) or more involved medical examinations.

Some hazardous substances require health surveillance as a condition of use, such as asbestos.

Health surveillance records should be kept for forty years and must include:

- Surname and forename
- Permanent address
- Sex
- Date of birth
- National Insurance Number
- Date of commencement of present employment
- A historical record of jobs involving exposure to the hazardous substances requiring the health surveillance.
- Date they were carried out and by whom
- Outcome of the test/check
- The decision made by the occupational health professional in terms of fitness for task and any restrictions required. This should be factual and only relate to the employee's functional ability and fitness for specific work, with any advised restrictions.

Associated Hazards

- Noise
- Vibration
- Certain solvents, fumes, dusts and other hazardous substances
- Biological agents and animal allergens

- Ionising radiation (monitoring)

Health Effects

Examples include:-

- Dermatitis
- Respiratory symptoms (allergens)
- Hand arm vibration from surgical tools
- Hearing loss

Employer's Responsibilities

Bottle Green Training Ltd will:

- Carry out a risk assessment to identify the health hazards within the workplace and communicate the findings to employees
- Take measures to control risks identified by the assessment
- Ensure that resources are available for health surveillance needs
- Appoint competent people to assist with health surveillance
- Ensure that employees are consulted on the need and procedures for health surveillance including night workers
- Ensure that all relevant staff are included in and attend health surveillance programmes
- Provide staff with relevant information, instruction, training and supervision
- Communicate the results of health surveillance to the affected employees
- Ensure that personal health surveillance records are kept up-to-date
- Ensure that sickness absence is monitored and employees are referred to management if the reason for absence is thought to be work-related
- Ensure employees are encouraged to report symptoms of work related ill health
- Report under RIDDOR any occupational disease that employees may present with whilst in your employment.
- Provide personal protective equipment, where required
- Monitor and review the effectiveness of the arrangements

Employees Responsibilities

- Employees must co-operate with their employer on matters of health and safety. This extends to health surveillance where it has been identified as a necessary control measure or where there is a specific statutory requirement
- If any employees have a concern about their health or experience symptoms of ill health, they must inform the Responsible Person or Senior Vet on duty immediately.

Homeworking

Description

A homeworker can be considered as those who use their home as their office or place of work for much or all of their time. Most home working is office type work, which is a low-risk activity, but other situations may include higher risk activities.

Employers do not have direct control over the homeworking environment and therefore reliance is placed upon the provision of information, instruction and training to employees to maintain health and safety compliance.

Associated Hazards

- Use of electrical equipment
- Faulty or non-maintained equipment
- Lone working
- Exposure to chemicals/hazardous substances
- Manual handling and upper limb disorders
- Effects of display screen equipment use
- Stress and isolation
- Slip, trip and fall hazards
- Fire hazards
- Travelling

Employer's Responsibilities

Bottle Green Training Ltd realise that there may be concerns surrounding homeworking, to allay these fears we will:

- Produce a suitable and sufficient assessment of the risks to the health and safety of these employees and others who may be affected and communicate such risk assessments to employees
- Identify the preventative and protective measures needed, so far as is reasonably practicable
- Provide suitable DSE training to employees so to enable those employees to carry out their own Display screen equipment assessments
- Review completed DSE assessments and supply and maintain suitable equipment, where necessary, to allow employees to work safely

- Encourage staff to maintain good housekeeping so to prevent slips, trips and falls and fires
- Encourage staff to test battery powered fire detection systems regularly
- Provide employees with suitable equipment, where required, to enable effective communication, such as: computer, phone and video conferencing equipment
- Ensure regular consultations are arranged to prevent these employees feeling isolated from the rest of the business
- Check that lone workers have no medical conditions, which make them unsuitable for homeworking
- Supervision of lone workers will be provided which will be based upon the findings of the risk assessment
- Establish risk assessments and emergency procedures in consultation with employees
- Provide access to first aid facilities as identified by the work activity risk assessment
- Establish an emergency point of contact and communicate this contact to our employees
- Ensure that appropriate support is given to staff following an incident
- Ensure homeworkers are covered by the Employer's Liability Insurance cover.

Employees Responsibilities

Employees who are recognised as homeworkers, must:

- Co-operate with the employer by following rules and procedures designed to protect their safety as a homeworker
- Manage their time efficiently so as to carry out their daily tasks
- Report any damage to work equipment using Bottle Green Training Ltd reporting procedure
- Report all incidents relating to homeworking using Bottle Green Training Ltd reporting procedure.

Infection Control

Description

Employees may be exposed to biological hazards through patient handling and treatment, pests, waste and cross-contamination. Infection control is an effective part of a risk management programme to improve the occupational health of staff.

Associated Hazards

- Bacteria, viruses and fungi
- Zoonoses, e.g. salmonella, E Coli, MRSA, Campylobacter, Leptospirosis, Ringworm , Toxocariasis
- Waste products, e.g. faeces, urine, vomit, patient carcasses.

Note: The above list of hazards is not exhaustive. Micro-organisms can also cause allergies and / or be toxic.

Employer's Responsibilities

Bottle Green Training Ltd will carry out a risk assessment as required by the Control of Substances Hazardous to Health regulations, COSHH to identify:

- Persons at risk from workplace infections, including employees, visitors, contractors and vulnerable workers, e.g. new and expectant mothers, young persons
- Appropriate controls to be implemented.

Where significant risks are identified, Bottle Green Training Ltd will prevent exposure by:-

- Changing the way in which employees work, so that the job/task/equipment presenting the risk is no longer needed
- Modifying the work to remove any hazardous products or waste.

If these options are not reasonably practicable, the following approaches will be used to control infection:-

- Employ principles of good occupational hygiene and follow the Practice Standard Operating Procedures, where relevant
- Provide information, instruction, training and supervision to employees regarding infection control and on the symptoms of infection to enable them to detect occupationally acquired illness

- Provide separate areas for washing, disinfecting and food storage away from clinical areas
- Provide equipment that is fit for purpose, designed to minimise cross contamination, regularly inspected and maintained
- Provide personal protective equipment (PPE), as identified by risk assessment
- Obtain advice from medically qualified practitioners with regard to any relevant health issues
- Report to the enforcing authority as required by the Reportable Injuries Diseases and Dangerous Occurrence Regulations (RIDDOR), any reportable disease diagnosed by a registered medical practitioner, e.g. brucellosis, anthrax, rabies, tetanus, Q fever, leptospirosis, contracted as a result of work activities
- Investigate all infection control incidents and implement any action identified as necessary to prevent a recurrence. Monitor the effectiveness of the actions.

Barrier Nursing

Patients diagnosed with infectious conditions will be placed in isolation.

Cross infection to humans may be rare but all precautions will be taken to reduce the risk.

Bottle Green Training Ltd is responsible for:

Identifying infections which require barrier nursing.

Providing an isolation unit as far away as reasonably practicable from other patients to prevent cross infection.

Erecting suitable signs advising staff that the area is being used for quarantine purposes and to restrict entry to designated personnel only.

- Wherever possible, designating a dedicated employee to the isolation area
- Providing suitable decontamination equipment and facilities for changing protective clothing
- Ensure that all waste materials, faeces etc. is bagged prior to being moved to the waste collection area
- Advise owners on the safe practices necessary to home nurse their animals.

Employees Responsibilities

To take care of themselves and others in the Practice where activities give rise to the potential for infection and to also:-

- Observe good hygiene practice before and after handling patients particularly before eating and drinking

- Cover all cuts and abrasions with suitable waterproof dressing and wear gloves, where necessary
- Use any equipment provided, including PPE as authorised and trained
- Treat all patient faeces and urine as infectious and follow the Practice waste procedures accordingly, particularly pregnant women
- If an employee experiences symptoms they feel may be work related they must notify the Responsible Person or Senior Vet on duty immediately
- Report to the Responsible Person or Senior Vet any hazardous or dangerous conditions relating to infection control and barrier nursing procedures
- Report all bites and scratches to the First Aider.

Information, Instruction, Supervision and Training

Description

Preventing accidents and ill health caused by work is a key priority for Bottle Green Training Ltd. Health and safety information, instruction, supervision and training helps the Practice to ensure its employees are not injured or made ill by the work undertaken; promotes a positive safety culture, where safe and healthy working becomes second nature to everyone; and enables the Practice to meet its legal duty to protect the health and safety of its employees.

Employer's Responsibilities

- Consult with relevant persons to identify the information, instruction, supervision and training required, taking into account employee's level of skills, knowledge and experience, the risks identified in the workplace and any relevant, specific individual needs
- Undertake a training needs assessment for all employees and provide the necessary training identified
- Ensure that the demands of the job do not exceed the employee's ability to carry out their work without risks to themselves and others
- Provide and prioritise information, instruction, training and supervision based on risk assessment and ensure that any high risk needs are met first
- Determine the most suitable method for delivery of the information, instruction and training, including the use of internal and external providers
- Assess the suitability of the information, instruction, supervision and training and its effect on the employee and/or the business to enable changes, modifications or additions to be made if required.

Relevant information, instruction, training and supervision will also be provided: -

- On recruitment/induction
- When moving persons to another task or on promotion
- When the workplace environment, process, equipment or system of work changes
- If a review of risk assessments, safe systems of work and training needs determines a refresher program is required.

Bottle Green Training Ltd will document and maintain records of all information, instruction and training provided.

Employees Responsibilities

- Co-operate with the Practice in relation to all training aspects
- Attend all training courses identified as necessary
- Follow training, guidance and instruction to prevent injury or ill health
- Use protective and safety equipment provided
- Report hazardous or dangerous situations to the Responsible Person or Senior Vet on duty.

Laboratory Safety

Description

Veterinary laboratory activities may involve testing, e.g. blood, urine and faeces of patients.

Associated Hazards

- Hazardous substances including those leading to infection, e.g. from blood and bodily fluids
- Slips and trips
- Physical injury, e.g. broken glass.

Employer's Responsibilities

Bottle Green Training Ltd will:-

- Carry out risk assessments for laboratory activities
- Carry out COSHH assessments for hazardous substances stored, handled or used in the laboratory
- Implement appropriate control measures to eliminate or minimise the risk of harm and inform relevant employees of the findings
- Control access to the laboratory to authorised persons only
- Provide information, instruction, training and supervision in safe laboratory practice
- Provide suitable personal protective equipment (PPE) as identified by risk assessment
- Provide suitable storage facilities for personal protective equipment (PPE)
- Ensure the correct storage and labelling of hazardous materials
- Maintain good housekeeping
- Prepare and implement emergency procedures
- Maintain all laboratory equipment in efficient order and good repair
- Where necessary, implement health surveillance programmes as identified by risk assessment
- Implement proper waste disposal procedures.

Employees Responsibilities

Employees will:-

- Follow training, guidance and instruction given
- Use personal protective equipment (PPE) and other safety equipment provided
- Follow good hygiene practice and refrain from eating and drinking in the laboratory
- Report any hazardous or dangerous situations to the Responsible Person or Senior Vet on duty.

Ladders and Stepladders

Description

Over a third of all reported falls from height incidents involve ladders or stepladders, many injuries are caused by inappropriate or incorrect selection and use of equipment.

By conducting a risk assessment, it may be determined that ladder use is acceptable for work of short duration (less than 30 minutes), providing three points of contact can be maintained whilst working from the ladder or steps, necessary control measures and training are adhered to. The duration of work should not determine whether ladders are the most suitable means of working at height. Selection of ladders should be considered, as part of a risk assessment, if the intended work is low risk and safer means of working at height (e.g. a fully guarded working area or mobile elevating work platform) are not reasonably practicable.

Associated Hazards

- Failure of the ladder itself, causing persons or equipment to fall
- Items falling from the ladder
- Users over-reaching or over stretching from the ladder
- Overloading of the ladder
- The ladder slipping and falling due to not being correctly secured
- Faulty, damaged or poorly maintained equipment
- Inappropriate use of ladders
- Manual handling when using ladders.

Employer's Responsibilities

Work at height should be avoided where possible. Where this is not possible then all reasonable actions will be taken by Bottle Green Training Ltd, through consideration of the working at height hierarchy, to ensure ladders are the most appropriate means of working at height. Bottle Green Training Ltd will ensure, so far as reasonably practicable, the safety of employees who work with ladders.

Bottle Green Training Ltd will, in consultation with employees and their representatives:

–

- Carry out a risk assessment of work activities involving the use of ladders
- Take all necessary measures to reduce any risks found as a result of the assessment

- Design the task so that 3 points of contact can be maintained whilst climbing the ladder and at the work position. Brief periods where a handhold is not maintained can be justified (e.g. when starting a screw), otherwise alternative measures will be required to prevent or reduce the distance of a fall, such as a work restraint harness
- Ladders should only be used on firm, level ground and clean and solid surfaces which are free from loose material, enabling the feet to grip properly. Shiny surfaces can potentially be slippery even when not contaminated
- Ensure that when new ladders are purchased that they conform to EN131 Professional standard and are suitable for the task required
- Ensure the maximum load capacity is not exceeded (i.e. through consideration of the combined weight of the user, equipment and any materials being carried)
- Risk assess ladders conforming to older standards (purchased prior to January 2018). Ensure that adequate checks have been completed and, where ladders are no longer suitable for use, they must be replaced with ladders conforming to the newer EN131 Professional standard
- Ensure domestic ladders are not be used for work purposes
- Ensure that all ladders supplied are of good construction, sound material and are suitable for the tasks to be performed
- Ensure that all ladders used are clearly identified, regularly inspected and maintained
- Formal, detailed inspections should be carried out and recorded by a competent person. The frequency of said inspections will be determined by risk assessment (e.g. considering the frequency of use, environment in which they are used and the potential for damage).
- Maintain a records system, which identifies each ladder and logs each inspection, repair and maintenance procedure undertaken
- Provide appropriate information and training to employees who use ladders, including additional information and training where the ladder is used in a high-risk environment or in a way which increases the risks involved
- Ensure ladders are stored in a way that does not lead to warping, defects or reduction in strength
- Implement a reporting system, so that any concerns, problems, risks or defects encountered while using the ladders can be reported to a responsible person and the appropriate action taken
- Ensure that ladders are secured when not in use to prevent unauthorised use
- Ensure stability devices and other accessories are included in pre-use checks and maintained in accordance with manufacturer's instructions

- Ensure the working area is secure to prevent collisions with vehicles, pedestrians or moving objects such as doors and windows. If necessary, barriers, cones or, as a last resort, a person standing guard at the base may be required.

Safe Use of Leaning Ladders

- Leaning ladders should be appropriate for the job and not exceed 9 metres in length
- Leaning ladders should comply with British/European standards, ladders purchased should conform to EN131 Professional standard
- Domestic ladder equipment should not be used
- Leaning ladders must be undamaged and free of paint or any other coating which could hide cracks or splits
- Leaning ladder stiles must be undamaged and unbent
- Wood should be free of warping or splitting
- Metal ladders must be free from corrosion, sharp edges or dents and rungs free from distortion
- Footpads must be in good condition
- Leaning ladders should have slip-resistant rubber or plastic feet
- Leaning ladders must be free of missing/loose rungs
- Leaning ladders should be regularly inspected and defective ladders removed from use
- If ground conditions are poor, ladder feet should be tied into stakes in the ground, with a large flat wooden board as a base
- During use, leaning ladders should extend at least 3 rungs (1 m) past the landing point or above the highest rung on which feet rest
- Leaning ladders should be positioned one metre out at the base for every four metres in height
- Leaning ladders should be secured at the top or, if this is not practicable, should be secured near the bottom, weighted or footed to prevent flipping. Footing should be considered a last resort
- Leaning ladders should have a strong upper resting point (i.e. not glazing or plastic gutters) – a stability device may be required to ensure an adequate upper resting point
- The overlap for extendable leaning ladders should be up to 5m closed length 2 rungs, 5-6m closed length 3 rungs, and over 6m closed length 4 rungs

- There should only be one person on the ladder at any one time
- Employees should be trained to transport tools in a shoulder bag or wear a tool belt. Consider the use of a gin wheel or other lifting equipment
- employees should be fully trained in ladder use
- Never use ladders in strong winds or within 6 horizontal meters of overhead power lines (unless it has been made dead or protected with insulation)
- Do not move or extend the ladder whilst it is in use.

Safe Use of Stepladders

- Stepladders should be of robust construction and in good condition, any replacements purchased should conform to EN131 Professional standard
- Stepladders should not be used to access another level, unless they have been specifically designed for this purpose
- Any retaining cords or straps must be of equal length and in good condition
- Any metal braces between the legs must be locked into place
- Legs of stepladders must be opened fully when in use
- All legs need to be firmly and squarely placed on a solid level surface
- The stepladder should be positioned close to the work to prevent over-stretching
- The stepladder should be placed at right angles to the work if the work could cause sufficient force to make the stepladder unsuitable if used sideways
- The top tread should not be used unless it has been designed as a platform with a secure handhold
- When in use, the knees should be kept below the top of the steps for support and stability
- Only one person should use the stepladder at any one time.

Employees Responsibilities

Employees will: –

- Follow instruction, training and information provided by the employer on the safe use of ladders
- Check whether the type of work activity requires the use of a ladder; establish whether the ladder is suitable for the task and match the ladder to the job. Work should not commence if a point of work risk assessment deems a ladder

unsuitable for the task, until further instruction from a supervisor or line manager is sought

- Ensure the ladder is in good condition; check that it has been inspected and stored correctly; any repairs have been carried out correctly; that it has been regularly maintained and that it is free from defects, of good construction and of sound material
- Carry out visual inspection prior to use, following an event which may have caused damage to the ladder and when moving to a different environment (e.g. from a dirty area to a clean area)
- Avoid holding items whilst climbing (e.g. use a tool bag or belt)
- Do not use defective ladders and report any defective ladders to the employer immediately
- Make use of any personal protective equipment provided by the employer
- Avoid over reaching through proper positioning of the ladder. Employees' feet/belt buckle should remain within the rungs
- Always grip the ladder and face the rungs while climbing or descending. Never slide down the rungs
- Advise the employer of any health issues, which may affect the ability to work at height.

Laundry Safety

Description

Practice policy is to ensure that the laundry equipment and area is safe for use by the equipment operators and others who have access to the area.

Associated Hazards

- Manual handling, entrapment and musculoskeletal injuries
- Slip, trip, falls
- Biological risks from infected laundry
- Fire
- Occupational dermatitis from laundry chemicals.

Employer's Responsibilities

To maintain a safe working environment the Practice will ensure that: -

- Suitable and sufficient risk assessments for laundry activities are undertaken
- Safe systems of work are developed, implemented and staff trained therein
- Laundry equipment is regularly maintained
- Infected materials are not cleaned using laundry equipment
- Manual handling aids are provided where practicable
- Chemical data sheets are available and COSHH assessments carried out
- Suitable personal protective equipment (PPE) is provided, as identified by risk assessment
- The laundry arrangements are regularly monitored.

Employees Responsibilities

- Use equipment as instructed and follow manufacturer's guidelines
- Not to interfere with any safety device fitted on laundry equipment
- Report any faulty equipment to the Responsible Person or Senior Vet on duty
- Familiarise themselves with COSHH assessments and safe handling of laundry chemicals before use
- Wear personal protective equipment (PPE) as provided

- Not eat or drink in the laundry area
- Maintain good personal hygiene.

Legionella

Description

Legionellosis is a collective term for those diseases caused by legionella bacteria including the most serious, Legionnaire's disease as well as the less serious Pontiac fever and Lochgoilhead fever.

Legionellosis can affect anyone who inhales small droplets of water (aerosols) from water systems, e.g. showers that are contaminated with legionella bacteria.

The Health and Safety Executives (HSE)'s Approved Code of Practice defines the following responsibilities: -

Duty Holder

A Duty Holder may be: -

- The employer, where the risk from their undertaking is to their employees or others
- A self-employed person, where there is a risk from their work activities to themselves or others
- The person in control of the premises (or systems in connection with work), where there is a risk from the systems in the building e.g. where a building is let to tenants but the landlord keeps responsibility for its maintenance.

The Responsible Person

This is the person(s) appointed by the Duty Holder, to help them carry out the risk assessment and the day-to-day operational procedures to control the risks from Legionella bacteria. They will have sufficient authority, competence and knowledge of the water systems and installation.

The Risk Of Someone Contracting Legionellosis Depends On:

The presence of Legionella bacteria: the conditions that encourage Legionella bacteria to multiply include poorly maintained systems, ineffective control measures, presence of rust, sludge, scale, etc. and water temperatures between 20 – 45 deg C.

The means of creating and disseminating breathable aerosols, e.g. from spas, showers, taps, fire sprinkler systems, water jets, hose pipes, fountains and hot water systems, etc.

The person: The disease/fever can affect anyone however some people are at higher risk than others e.g. those people over 50, smokers, heavy drinkers, diabetics, those with respiratory problems and immune system impairments.

The Duty Holder's Responsibilities

Bottle Green Training Ltd will ensure that:-

- A suitable and sufficient risk assessment is carried out to identify and assess the risk of exposure to Legionella bacteria from work activities and water systems under their remit
- A Written Scheme is produced and implemented, where a reasonably foreseeable risk of exposure exists, for preventing or controlling the risks
- A Responsible Person is appointed to help the Duty Holder manage the day-to-day operational control procedures in accordance with the Written Scheme
- Steps are taken to check that equipment supplied for water systems are designed to minimise the growth of legionella bacteria and are installed in compliance with relevant water related regulations
- Persons working with water systems are appropriately supervised and have been provided suitable information, instruction and training including the significant findings of risk assessments
- The risk of Legionella is eliminated where reasonable practicable through improved engineering design of water systems, e.g. by removing dead legs or removing unused showers where water can stagnate
- Regular cleaning, treating, maintaining and operating of water systems at predetermined intervals
- Regular monitoring, inspecting, testing e.g. water temperatures and Legionella bacteria levels, if needed and review of the water system's control measures, risk assessments and the Written Scheme to check their effectiveness
- The risks from scalding are minimised.
- Records are kept of the: -
 - Appointed responsible people for conducting the risk assessment, managing and implementing the Written Scheme
 - Significant findings of the risk assessment
 - Written Scheme and its implementation
 - State of operation of the water system (working or not)
 - Results of any monitoring, inspections, tests or checks carried out including dates.
- Where relevant, the requirements of the Reporting Injuries and Dangerous Occurrences Regulations, RIDDOR is complied with.

The Manager will ensure that: –

- With the assistance of a competent person, carry out a risk assessment, develop a Written Scheme and seek/implement advice on prevention and control procedures.

Employees Responsibilities

Employees must:-

- Co-operate with Bottle Green Training Ltd arrangements for the control of Legionella in the workplace
- Follow any information, training and instruction given by Bottle Green Training Ltd to prevent ill health
- Report to the Manager any disease diagnosed as Legionnaires' Disease
- Report to the Manager, any hazardous or dangerous situations.

Leptospirosis

Description

Two types of Leptospirosis can affect employees in the UK: -

Weil's Disease: a serious and sometimes fatal infection that is transmitted to humans by contact with urine from infected rats.

The Hardjo form of Leptospirosis: this is transmitted from cattle to humans. Symptoms include: a flu-like illness, severe headache and vomiting.

With both forms bacteria can enter the body through cuts and scratches, through the lining of the mouth, throat and eyes. This is normally after contact with infected urine or contaminated water found in sewers, ditches and ponds.

Associated Hazards, Those At Risk

- Construction workers
- Farmers, sewer or ground workers
- Vets and abattoir workers
- Dairy farmers or fishery workers
- People who participate in outdoor water sports in contaminated water.

Employer's Responsibilities

In line with our other procedures, Bottle Green Training Ltd will: -

- Carry out a risk assessment of work activities that may put employees at risk of contracting the disease
- Take any necessary measures to remedy any risks found as a result of the assessment and inform employees of the findings
- Consider eliminating the rat population by using pest control measures
- Ensure employees are issued with and wear suitable and appropriate PPE
- Introduce safe systems of work after removing PPE, for handling any animal, or any contaminated clothing or other materials, and always before eating, drinking or smoking
- Make a RIDDOR report to the HSE should an employee contract the disease.

Employees Responsibilities

Employees must: -

- Co-operate with management arrangements for the prevention and control of Leptospirosis in the workplace
- Follow information, guidance and instruction given by the employer
- Report any incidences of ill health to the employer
- Make full and proper use of all personal protective equipment that has been issued to them.

Lone Working

Description

Employers have a responsibility to ensure the health, safety and welfare of all their employees including lone workers. Lone workers include anyone working alone without direct contact or supervision. Examples include a vet on callout and persons working in a Practice on their own.

Associated Hazards

- Work-related injury
- Hazardous substances, medicines, drugs, zoonoses, etc
- Fire
- Violence at work
- Manual handling activities
- Transport breakdown/accident en route
- Severe weather conditions
- Poor visibility/lighting.

Employer's Responsibilities

Bottle Green Training Ltd will:-

- Identify all Practice lone workers
- Make a suitable and sufficient assessment of the risk to the health and safety of lone workers and take reasonably practicable steps to avoid lone working
- Establish that no lone worker has a medical condition which places them at additional risk when working alone
- Implement suitable procedures to deal with risks to lone workers particularly to vulnerable lone worker employees, e.g. young persons, new and expectant mothers and those with medical issues
- Take reasonable steps to know the whereabouts of lone workers
- Provide adequate security for lone workers, e.g. locks, CCTV
- Establish procedures and provide information and training for lone workers in dealing with emergency procedures, e.g. fire, first aid and aggression
- Consider installing or providing devices to raise an alarm in the event of an emergency, e.g. mobile phones, panic alarms, 'person- down' systems

- Provide lone workers with information, instruction and training in the safe use or handling of equipment, patients and substances
- Limit the amount of cash kept on the premises
- Provide employees with suitable personal protective equipment (PPE) where identified by risk assessment
- Ensure lone workers are covered by the employer's liability cover.

Employees Responsibilities

Lone workers will:-

- Follow rules and procedures designed to protect their safety
- Provide information on their whereabouts during working hours to the employer
- Report all incidents relating to lone working.

Maintenance

Description

Work equipment in a veterinary practice includes X-ray equipment, operating tables, chairs, ladders, surgical equipment, cages, trolleys, computers, printers, restraints, scales, centrifuges, etc.

By using safe, well maintained equipment, operated by adequately trained staff, accidents and associated financial costs can be reduced or prevented. Maintenance includes cleaning and adjusting.

Associated Hazards

- Bodily injury
- Exposure to hazardous substances or radiation
- Fire.

Employer's Responsibilities

Bottle Green Training Ltd will:-

- Ensure that all work equipment is kept in efficient order and good repair. Maintain a written maintenance log
- Undertake suitable and sufficient risk assessments of maintenance activities
- Implement appropriate measures to protect employees undertaking maintenance operations
- Ensure that contractors provide suitable risk assessments and safe systems of work before undertaking any maintenance work within the Practice
- Ensure that all persons who maintain, supervise or manage maintenance work are competent to do so
- Ensure that any maintenance work undertaken by employees or contractors is adequately supervised and that other people in the Practice are made aware of maintenance activities being performed
- Provide personal protective equipment (PPE) to employees as identified by risk assessment.

Employees Responsibilities

Employees must:-

- Follow instruction, guidance and safe systems of work in respect of equipment or machinery maintenance

- Notify the Responsible Person or Senior Vet on duty of any problems or hazards with any equipment
- Not carry out any maintenance activities on machinery unless trained to do so
- Make full and proper use of all personal protective equipment (PPE) that has been issued to them.

Manual Handling

Description

Manual handling is defined as the supporting and transporting of a load by human effort and includes lifting, lowering, pushing, pulling or carrying. Load means equipment, materials, substances or patients.

Manual handling is one of the most common causes of injury at work and causes over a third of all workplace injuries which include work related Musculoskeletal Disorders (MSDs) such as upper and lower limb pain/disorders, joint and repetitive strain injuries.

Manual handling injuries can occur anywhere in the workplace.

Associated Hazards

- Heavy, unstable or unpredictable loads
- Restrictive working environment
- Uneven or wet floors
- Poor manual handling technique.

Employer's Responsibilities

Bottle Green Training Ltd will ensure that: -

- Manual handling operations presenting a risk of injury are identified by risk assessment
- Those operations that cannot be avoided are assessed using an ergonomic approach that considers the Task, Individual capacity, Load and Environment (TILE) elements to determine the level of risk. The assessment will be recorded and reviewed if circumstances change
- The assessment considers the capabilities of an employee to undertake manual handling tasks based upon, e.g. size, strength, health, and whether they are a young person or a new or expectant mother
- Suitable, fit for purpose, equipment including personal protective equipment (PPE) is provided to minimise harm from manual handling tasks
- Suitable information, instruction, training, supervision and monitoring is provided for all employees engaged in manual handling tasks and that such training is recorded, monitored, evaluated and reviewed
- Annual reviews of assessments are made. Re-assessment is carried out immediately if any of the components of the work situation have changed
- Manual handling injuries to staff are fully investigated and risk assessments and systems of work are reviewed in the light of such incidents

- Call-out duties are taken into consideration when undertaking a manual handling assessment.

Employees Responsibilities

Employees must: -

- Follow the safe system of work introduced by the Practice
- Use any mechanical aids that have been provided for their use and for which they have been trained. Any faults with mechanical aids should be immediately reported to the Responsible Person or Senior Vet on duty
- Assist and co-operate with the process of the assessment of risk
- Attend training sessions as required and apply knowledge gained from training
- Report all accidents, injuries, near misses and any unsafe practices
- Inform the Responsible Person or Senior Vet on duty if they are unable to undertake their normal manual handling duties because of injury, illness or any other condition
- Not undertake any manual handling operation that they believe is beyond their capability.

Monitoring, Inspection And Review

Description

There is a legal requirement to monitor and review health and safety arrangements.

The frequency of monitoring and review will be decided by the level of risk, competence of people, legal requirements, results of accidents and the recommendations of manufacturers or suppliers of equipment.

Monitoring includes:-

- Establishing compliance with Bottle Green Training Ltd Health and Safety Policy, and safe systems of work (e.g. Standard Operating Procedures)
- Inspecting and testing of work equipment
- Inspecting workplace locations and activities
- Establishing competence of workers
- Establishing the wellbeing and health of workers.

Employer's Responsibilities are to: -

- Prepare and implement a plan for regular monitoring of health and safety arrangements
- Arrange with Citation Ltd for annual inspections of the workplace and processes to be undertaken
- Monitor employees general health and fitness to work and carry out health surveillance where required
- Ensure that competent persons regularly inspect, examine and test equipment
- Regularly inspect the workplace to ensure a safe working environment
- Regularly monitor compliance with health and safety plans
- Regularly monitor employee and contractor competence while working to ensure they are working safely
- Review risk assessments at least annually, or where there has been a significant change in tasks, premises layout, equipment or personnel
- Record the results of inspections and monitoring undertaken
- Gather and analyse data about injuries, cases of ill health (including monitoring of sickness absence records) and incidents with the potential to cause injury, ill health or loss. This data provides information about health and safety failures and gives the opportunity to learn from mistakes and to prevent recurrence

- Take any necessary remedial actions to safe guard the health and safety of employees, contractors, public or visitors where hazards, faults, omissions, non-compliances, lack of training, unsafe activities or conditions are found through complaints, inspection, monitoring and review
- Prioritise when, how and who implements any actions required
- Periodically review the whole of the health and safety management system including the elements of planning, organisation, control and monitoring to ensure that the whole system remains effective and legally compliant.

Employees Responsibilities

Employees must:-

- Check equipment, including any personal protective equipment (PPE) supplied, is safe before use
- Co-operate with management arrangements in respect of workplace inspections
- Follow any training, information, guidance and instruction given by the Practice for checking and inspection of safe practices
- Report any hazards or defects to the Responsible Person or Senior Vet on duty immediately.

New And Expectant Mothers

Description

Bottle Green Training Ltd is committed to protecting the health and safety of all new and expectant mothers. The phrase "new and expectant mother" means an employee who is pregnant, or who has given birth within the previous six months or who is breastfeeding. "Given birth" is defined as having delivered a living child or, after 24 weeks of pregnancy, delivered a stillborn child.

Associated Hazards

- Physical agents (e.g. handling patients, standing for long periods of time, radiation)
- Biological agents (e.g. zoonoses)
- Chemical agents (e.g. medicines/drugs anaesthetic gases)
- Working conditions (e.g. workload, working alone or stress).

Employer's Responsibilities

To safeguard the health and safety of new and expectant mothers, Bottle Green Training Ltd will:-

- Consider, in general workplace assessments, any risks to the health and safety of female employees of childbearing age and, in particular, risks to new and expectant mothers
- Encourage employees to inform their Manager, as early as possible, if they become pregnant, are breastfeeding or have given birth in the previous six months
- Once notified, carry out a 'new and expectant mother' risk assessment in conjunction with the employee, reviewing the general risk assessments as part of that process, to identify any significant risks that need to be controlled or eliminated to ensure a safe working environment for the employee and her unborn baby
- Regularly review the 'new and expectant mother' risk assessment, taking into account any additional or heightened risks that may occur at different stages throughout the pregnancy and after her return to work. Incorporate into the assessment any advice provided by the employees GP or midwife
- Provide information, including the results of risk assessments, instruction, training and supervision to, and monitoring of, all new and expectant mothers
- Arrange for frequent rest breaks to be taken by the new or expectant mother

- Provide appropriate facilities for expectant and breastfeeding mothers to rest e.g. rest room equipped with a comfortable chair
- Allow the new or expectant mother to temporarily change her working conditions or hours of work, if necessary, to minimise the risks
- If, despite all practicable measures being taken, Bottle Green Training Ltd considers that there is an unacceptable risk to a new or expectant mother, or her unborn baby, Bottle Green Training Ltd will take all reasonably practicable steps to find suitable and appropriate alternative work for her. If none is available, the employee will be medically suspended from employment in accordance with the terms of the Employment Rights Act.

Employees Responsibilities

Employees will:-

- Report to the Practice as soon as pregnancy is confirmed
- Follow advice and information given by the Practice in relation to safe working practices
- Report any hazardous situation to the Practice so that arrangements for the appropriate remedial action can be taken
- Co-operate with arrangements for health and safety and use all protective and safety equipment provided by the Practice.

Noise

Description

Hearing damage caused by exposure to noise at work can be permanent and incurable. Hearing loss is usually gradual due to prolonged exposure to noise.

Associated Hazards

- Hearing damage/loss
- Tinnitus.

Employers are required by the Control of Noise at Work Regulations to comply with the following noise exposure values: -

Lower exposure action values:-

- Daily or weekly exposure of 80dB(A)
- Peak sound pressure of 135dB(C).

Upper exposure action values:-

- Daily or weekly exposure of 85dB(A)
- Peak sound pressure of 137dB(C).

There are also Exposure Limit Values (ELV) which must not be exceeded: -

- Daily or weekly personal noise exposure of 87dB(A)
- Peak sound pressure of 140dB (C).

The ELV should account for any hearing protection provided and worn.

Employer's Responsibilities

Bottle Green Training Ltd will:-

- Identify work equipment and workplace areas where there may be a risk of noise exposure and if necessary engage the services of competent person to carry out a noise risk assessment
- Identify those employees and other workers, who are likely to be at risk from noise exposure
- Not expose employees above the exposure limit values (ELV)
- If the lower exposure action values are being exceeded make appropriate hearing protection available to employees
- If the upper exposure action value is being or likely to be reached or exceeded:-

- develop and implement a formal action plan to reduce the risk to as low as reasonably practicable
 - minimise the noise at source, e.g. modify equipment
 - reduce noise exposure times, e.g. by task planning, job rotation
 - isolate noisy areas, e.g. with use of sound proofing
 - designate hearing protection zones, using specific signage (e.g. as shown below) restrict access and ensure that appropriate hearing protection is being worn in these areas
- Purchase work equipment with the lowest noise levels, where reasonably practicable
 - Regularly inspect and maintain work equipment including personal protective equipment (PPE)
 - Provide veterinary employees with information, instruction, training and supervision on noise, including its effects on health, control measures, safe systems of work, maintenance of equipment, health surveillance and hearing protection
 - Record the findings of noise assessments, including those for which no action was required
 - Regularly monitor and review the assessment. Undertake further noise measurements, if necessary, particularly where new equipment or processes, or layout of the workplace change
 - Provide hearing checks for all employees who are regularly exposed to noise levels above the upper exposure action value, or to those who, e.g. have prior partial hearing loss. Maintain records of any hearing checks undertaken.

Employees Responsibilities

Employees will:-

- Comply with signs and notices identifying hearing protection zones
- Wear hearing protection where identified by risk assessment. Use, keep clean and store hearing protection as instructed and as trained to do. Report any faults of the hearing protection to the Responsible Person
- Report any noisy areas or equipment to the Responsible Person
- Attend hearing checks (audiometric testing), where required.

Operating Rooms

Description

The operating rooms must be available for the conduct of sterile surgery at all times.

Associated Hazards

- Patient handling
- Hazardous and dangerous substances
- X-rays
- Cuts, injections, scratches.

Employer's Responsibilities

In order to safeguard the health and welfare of all employees and patients being treated, Bottle Green Training Ltd will:-

- Develop and implement risk assessments and safe systems of working for operating rooms and activities undertaken
- Only allow authorised persons in the operating rooms wearing the appropriate clothing and personal protective equipment (PPE)
- Provide equipment that is regularly maintained, inspected and cleaned to provide sterile surgery, e.g. X-ray equipment, surgical kits, adjustable height operating tables, scrub facilities, lighting, computers, etc
- Only permit competent and trained people to conduct surgery and support the surgical operation including the use of equipment and handling of hazardous substances and medicines
- Where there are explosive gases or substances, provide equipment to prevent potential ignition
- Provide adequate temperature, ventilation and lighting
- Provide adequate space in which to complete the work activities safely
- Ensure the safe, frequent and appropriate disposal of waste
- Follow the Practice infection control procedures
- Provide suitable emergency back up in case of power outage
- Provide facilities for scavenging of anaesthetic and waste gases during any operating procedure
- Implement good manual handling techniques where required for handling patients and equipment.

Employees Responsibilities

- Follow the Practice Standard Operating Procedures or safe systems of work for working in the operating room
- Not take food or drink into the operating room
- Only undertake work in an operating room if trained and competent to do so
- Report any unsafe conditions or activities to the Responsible Person or Senior Vet on duty
- Wear the required personal protective equipment (PPE) whilst working in the operating room.

Oxygen

Description

Oxygen is very dangerous and reactive. Pure oxygen, at high pressure from a cylinder, can react violently with common materials, e.g. grease, whereas many materials will burn vigorously in oxygen e.g. textiles, rubber.

Associated Hazards

- Increased oxygen levels in the air from leaking equipment
- Use of materials not compatible with oxygen
- Use of oxygen in equipment not designed for oxygen service
- Incorrect or careless operation of oxygen equipment
- Maladministration of oxygen to patients.

Employer Responsibilities

- To provide safe equipment which is fit for purpose
- To conduct a risk assessment in respect of use of oxygen in the workplace
- To develop Standard Operating Procedures for the use of oxygen to include: -
- Correct secure storage, handling, use and operation of oxygen cylinders and equipment following manufacturer's instructions
 - Inspection and maintenance procedures to ensure that equipment is leak-tight and in good working order
 - Provision of adequate ventilation in areas where oxygen is stored and used
 - Arrangements for managing smoking and naked flames
- To provide suitable and sufficient information, instruction, training and supervision for employees
- Not to store excess oxygen cylinders but have sufficient to deal with emergencies.

Employees Responsibilities

- To comply with Standard Operating Procedures for administration of oxygen to patients
- To not use a naked flame where oxygen is being used
- To deliver oxygen only if trained and authorised to do so

- To report any adverse incidents and any faults with the equipment.

PERSONAL PROTECTIVE EQUIPMENT:

The Business acknowledges that PPE forms the last level of protection within the hierarchy of controls, and will ensure all other practicable controls are in place. It is, however, recognised that PPE is often required to bolster other controls. As such the Business will:

- Assess the risks and provide the appropriate PPE to workers.
- Supply PPE to the relevant standards and conformity markings (such as UKCA)
- Maintain, clean and replace PPE as required.
- Provide storage for PPE when it is not being used.
- Give training and instruction to workers on its use and how to look after it.
- Monitor use and condition of PPE.

Some examples of PPE used by workers include, but are not limited to: Protective footwear, gloves, high visibility clothing (vests / jackets), hard hats (with and without chin straps, dust masks and safety glasses.

Workers will be consulted at the selection stage to ensure equipment is suitable for their needs and to encourage usage. All workers will confirm receipt of their PPE.

All PPE is provided free of charge and is expected to be kept in a good condition by the workers using it.

Worker Duties:

- Make full and proper use of all PPE that has been issued to them
- Inspect all PPE before use to ensure that it is suitable, clean and undamaged
- Report any defective PPE to the employer
- Report any discomfort or ill health experienced as a consequence of wearing the equipment
- Not undertake any work unless the correct equipment is being worn
- Store PPE securely at all times and in line with instructions.

Pest Control

Description

Pests can be divided into three groups: - rodents, insects and birds. They can enter a building via open doors and windows as well as gaps in building structures, looking for warmth, food and shelter. Unfortunately they can spread disease, viruses, bacteria and parasites so any infestation requires urgent action. Pests also cause damage to premises and equipment by their habits, for example burrowing and gnawing.

Associated Hazards

- Bacterial contamination (bacteria on the pest or in droppings)
- Physical contamination (droppings, eggs, hair and dead bodies)
- Cross contamination (bacteria left on surfaces and utensils)
- Chemical contamination (poor and uncontrolled use of insecticides)
- Damage to premises.

Employer's Responsibilities

Bottle Green Training Ltd will ensure that:-

- Pests cannot gain entry to premises by ensuring that all airbrick openings are covered with mesh screens, all doors will fit closely to the apertures and will be kept shut when not being used, all holes around the premises i.e. around pipes, areas of access to roof voids and wall cavities will be filled
- Where flying pests become a problem, fly screens are fitted over windows
- Premises are kept clean and in a good state of repair, including pipes and drains
- The exterior of the premises will be kept clear of overgrowing vegetation
- Good storage procedures will be followed and regular stock rotation will be employed to identify any pest activity that may be present
- All spillages and food debris will be cleared away immediately to ensure that a good standard of housekeeping is achieved at all times
- Where required, the services of an approved company providing pest control measures are taken as soon as possible following evidence of infestation
- Any pesticides used are approved for use under the appropriate legislation and appropriate assessments carried out for their use
- Provision of adequate waste receptacles that are regularly washed and disinfected.

Employees Responsibilities

- Ensure windows and doors are kept closed when not in use
- Cleaning schedules are followed and premises are kept clean and tidy
- All spillages and food debris will be cleared away immediately to ensure that a good standard of housekeeping is achieved at all times
- Not to allow waste receptacles to overflow, especially those in external areas
- Good storage procedures will be followed and regular stock rotation will be employed to identify any pest activity that may be present
- Inform the employer of any evidence of infestation
- Not interfere with any measures taken by the employer to control pest infestation.

Portable Electrical Appliances

Description

Portable electrical appliances are generally classed as equipment that has a lead (cable) and plug. Typical equipment used by a Veterinary Practice includes autoclaves, centrifuges, washing machines, electric clippers, computer equipment, kitchen appliances, portable heaters, X-ray screens, portable lighting, and equipment such as cable extension leads. Where equipment is powered from the mains electrical supply there may be a significant electrical hazard that will need to be specifically controlled.

Associated Hazards

- Shock or burns
- Uncontrolled start up of equipment
- Fire or explosion
- Trips and falls.

Employer Responsibilities

Bottle Green Training Ltd will:-

- Undertake a risk assessment for using portable electrical appliances for the task required and implement suitable safe systems of work to control the risks
- Ensure that trained and competent persons undertake the work
- For equipment connected to power sources either use "double insulated" or earthed cables and ensure cables are protected against damage
- Ensure that equipment is regularly maintained in accordance with manufacturer's instructions
- Ensure users visually check equipment before and during use
- Regularly undertake, by competent people, formal visual inspections of the equipment including inspection of the plug and its assembly
- Carry out combined inspection and testing by electrically competent persons at frequencies identified by a competent person. Maintain a record of such inspections
- Remove from use and/or arrange for the repair of any appliance that fails any inspection, test or other checks
- Where identified by risk assessment and where necessary, provide additional precautions, e.g. residual current devices (RCD)
- Ensure that the appliance can operate within the voltage range available

- Ensure that, where provided, guards and protective covers are in place and kept in good condition.

Employees Responsibilities

Employees Will:-

- Visually check the equipment before and during use, looking for signs of faults, overheating or damage to the equipment including to the wiring, plugs, casing and any guarding
- Immediately stop work if faults are found and report any defects to the Responsible Person
- Do not carry out any electrical repairs unless trained to do so
- Take care of the equipment that has been provided
- Disconnect the equipment from the supply before making any repairs
- Ensure that equipment is plugged into the correct supply by an approved method, do not attempt to use a makeshift temporary connection
- Do not bring into the workplace personal electrical equipment unless authorised to do so.

Respiratory Protective Equipment

Description

Respiratory protective equipment (RPE) is to be supplied and used at work wherever there are risks to health and safety from harmful substances contaminating the air in the form of dust, mist, vapour, gas or fume or from oxygen-deficient atmospheres that cannot be adequately controlled in other ways.

Associated Hazards

- Harmful substances, including chemicals and biological agents in the air - in the form of dust, fumes, vapours, gas, mist resulting from a work activity or present in the working environment
- Oxygen-deficient atmospheres where a supply of clean air is needed.

RPE must be adequate and suitable. It must be right for the hazard, matched to the job, the environment, the exposure level and the wearer so that the wearer can work freely and without additional risks due to the RPE.

Types of RPE

Respirators (filtering devices) can be tight fitting or loose and use filters to remove contaminants from the air being breathed in.

Breathing apparatus can be tight fitting or loose and use a supply of breathing-quality air from an air cylinder or compressed air.

Employer's Responsibilities

Bottle Green Training Ltd will:

- Ensure that all reasonably practicable measures are taken to prevent or control exposure to harmful substances
- Carry out risk assessments to determine whether the use of RPE is necessary
- Provide adequate and suitable RPE:
 - where a risk of exposure by inhalation remains after putting in place other control measures.
 - As an interim measure when other controls are being put in place.
 - For emergency work e.g. when other controls have failed.
 - For short term or infrequent exposure e.g. during maintenance work or clearing up a spillage.

- Determine the suitability of RPE using safety data sheets, COSHH assessments, assigned protection factors (APF), workplace exposure limits (WELs), exposure measurements and any specific wearer requirements
- Plan for and practice emergency procedures where RPE is to be worn in case of emergencies
- Arrange for initial fit testing to be carried out by a competent person for all tight fitting masks and a repeat fit test if there are changes to a wearer's face that may prevent a good face seal being achieved
- For frequently used RPE, arrange repeat fit tests at regular intervals
- Regularly maintain RPE in line with manufacturer's instructions and keep records for a minimum of 5 years
- Ensure employees receive information, instruction and training on the safe use and maintenance of RPE
- Provide an alternative adequate and suitable type of RPE for any wearer who, for good reason, cannot be clean shaven e.g. for religious reasons.

Employees Responsibilities

Employees will:

- Wear RPE as provided and trained to use
- Carry out pre-use checks of RPE every time it is used
- Follow manufacturer's instructions
- For tight fitting face pieces, carry out a 'fit check' when the RPE is first put on
- Not wear RPE if a good seal cannot be achieved
- Be clean shaven to achieve a good seal when using tight fitting face pieces
- Report any defective RPE to the employer
- Report any discomfort or ill health experienced as a consequence of wearing RPE
- Inform the employer of pre-existing or new medical conditions that may affect the use of RPE.

Risk Assessment

Description

In many workplaces there are risks, which may affect the health and safety of employees. There is an absolute duty on employers to 'conduct suitable and sufficient risk assessments' in the workplace, under Regulation 3 of the management of Health & Safety at Work Regulations. In many instances, straightforward measures can control risks, and whilst the law does not expect employers to eliminate all risks, they are required to protect people so far as is reasonably practicable.

Associated Hazards

- Physical, chemical and/or biological agents
- Working conditions and processes
- Manual handling activities
- Exposure to infection
- Work-related stress
- Workstations
- Other workplace hazards.

Employer's Responsibilities

Bottle Green Training Ltd will ensure:-

- Persons undertaking risk assessments are competent
- Identify all significant hazards with the potential to cause harm to employees and others who may be affected
- Identify employees who may be especially at risk, e.g. young persons and new and expectant mothers
- Evaluate the risk
- Identify and implement control measures, in consultation with relevant employees, for eliminating or minimising the identified risks
- Provide employees with information, instruction, training and supervision necessary to work safely based on the findings of risk assessment
- Regularly monitor compliance to the risk assessments
- Review risk assessments annually, where they may no longer be valid, following an accident or where there has been a significant change in work activities or processes

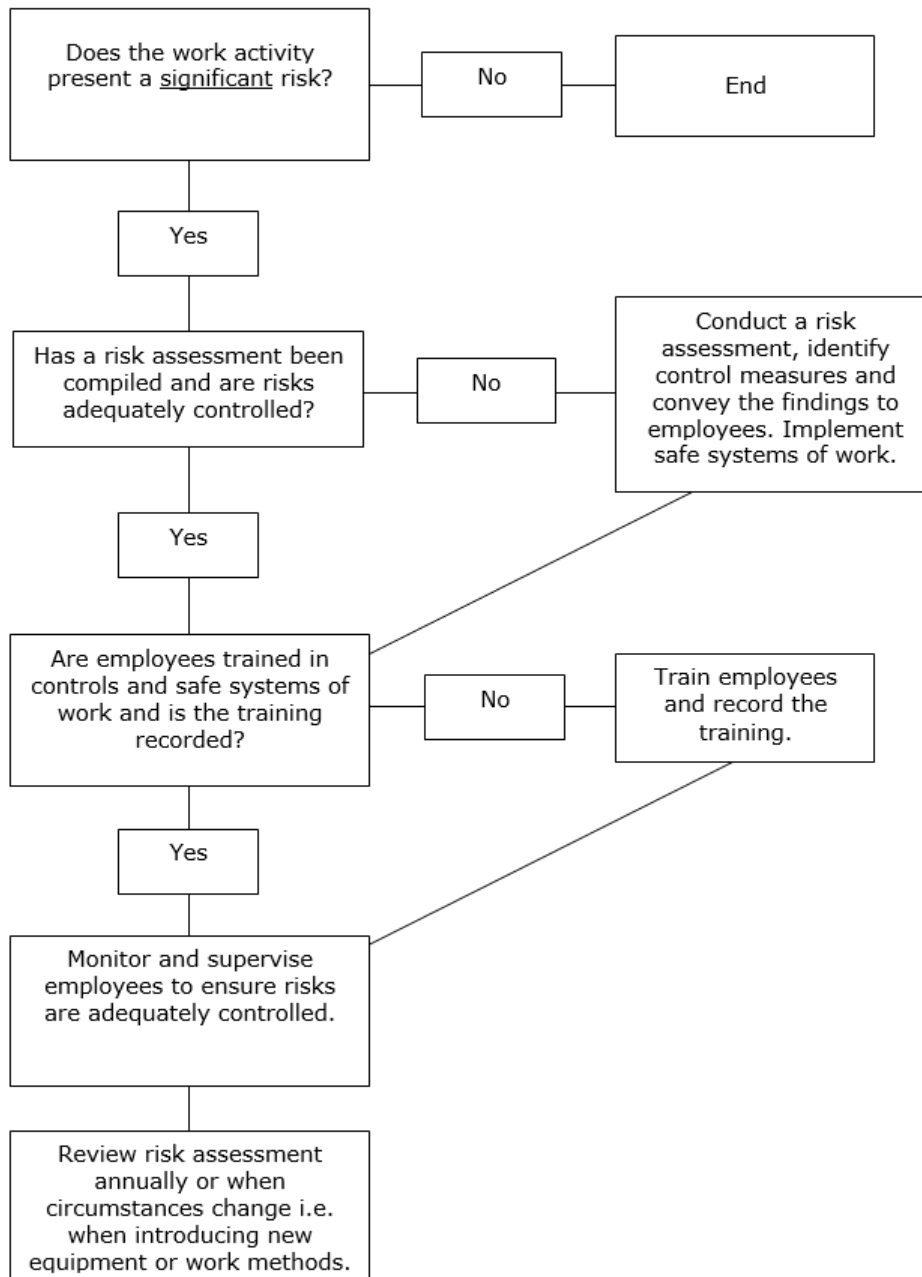
- Keep records of the significant findings of the risk assessments
- Provide appropriate health surveillance where there is an identifiable disease or potential adverse health condition related to the work activity
- Provide visitors and contractors working on the premises with relevant information on risks, control measures and emergency procedures.

Employees Responsibilities

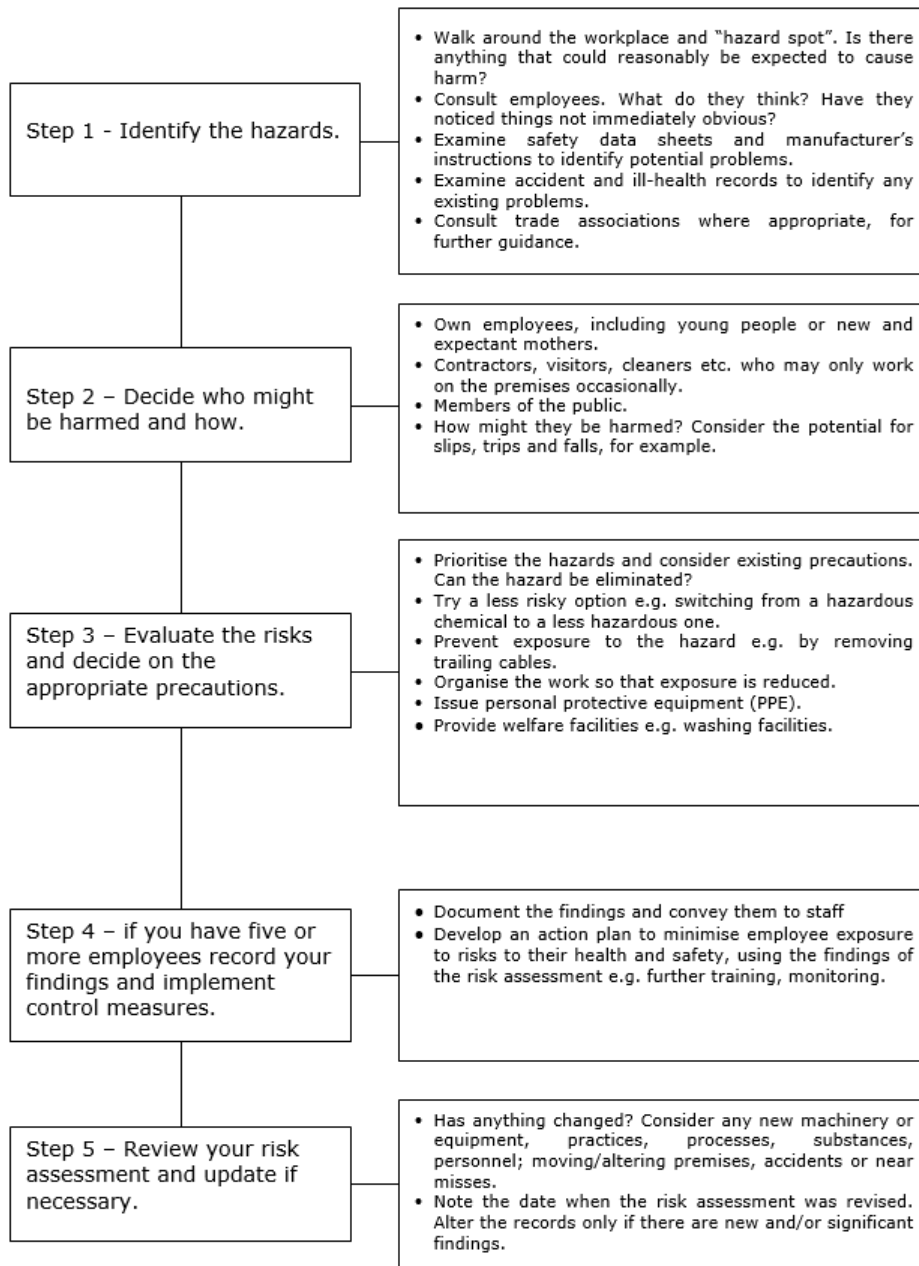
Employees must:-

- Co-operate with Practice arrangements in respect of workplace risk assessments
- Follow any training, information, guidance and instruction given by the Practice
- Comply with any control measures laid down within risk assessments
- Report any hazards or defects to the Responsible Person or Senior Vet on duty immediately
- Make full and proper use of any personal protective equipment (PPE) provided.

Risk Assessment Flow Chart



Risk Assessment Process



Safety Signs

Description

Safety signs include the use of illuminated signs, hand and acoustic signals (e.g. fire alarms), spoken communication and the marking of pipe work containing dangerous substances. Traditional signboards such as prohibition and warning signs may need to be supplemented to comply with more specific legislation, e.g. photo luminescent signs for fire exits and fire-fighting equipment.

Bottle Green Training Ltd will provide specific safety signs whenever there is a risk that cannot be avoided or controlled by other means, for instance by engineering controls and safe systems of work. Where a safety sign would not help to reduce that risk, or where the risk is not significant, there is no need to provide a sign.

All safety signs are colour coded and each colour has a meaning, for example: -

- White circle with red edging and a diagonal line indicates **PROHIBITED** e.g. no smoking



- Blue signs indicate that it is **MANDATORY** to carry out an action, e.g. the wearing of personal protective equipment



- A triangular sign with black edging and a yellow background indicates **WARNING** of a hazard and would normally contain a black pictogram, e.g. radiation



- Green signs identify or locate safety equipment as well as marking emergency escape routes.



Employer's Responsibilities

Bottle Green Training Ltd will:-

- Maintain all signs in a good condition
- Position all signs correctly

- Explain signs to all members of employees to ensure that they are aware of their meaning and the correct actions to be taken.

Employees Responsibilities

- Comply with any signs and notices on display
- Report damaged signs to the Responsible Person.

Safe Systems of Work

Description

A Safe System of Work (SSOW) is the method to be followed to carry out a task, which may be high risk, or involve multiple processes in a safe way. It considers all the foreseeable hazards to health and safety and seeks to eliminate or minimise these risks to as low a level as reasonably practicable.

The safe system of work considers the employees and others who may be affected, such as visitors and contractors, and provides a formal framework to ensure all the steps necessary for safe working have been anticipated and implemented.

Risk assessment findings will generally be incorporated into the safe system of work.

Hazards

- High risk machinery routine maintenance
- Cleaning and break down of equipment, including blade changes, or other sharps
- Normal high-risk operating processes, including normal manufacturing processes
- Lone working
- Confined spaces
- Complex operations, including electrical installations and work on high voltage systems
- Working at Height
- Substances hazardous to health, including handling, decanting, and use.

Note: this list is not exhaustive.

Employer's Responsibilities

Following the completion of a risk assessment Bottle Green Training Ltd may feel it necessary to also compile a Safe System of Work to further control the work activity and will communicate those findings to the individuals affected by the operations. The safe system of work should include, where relevant: -

- The sequence of operations to be carried out
- The equipment, plant, machinery, and tools involved
- Chemicals and other substances to which individuals might be exposed in the course of the work

- To consider the need for any permits to work, for example work being carried out on high voltage apparatus, complex machine machinery maintenance
- The people doing the work – their skill and experience
- All foreseeable hazards (Health, Safety, Environmental)
- Practicable precautions, scheduled and statutory maintenance; pre-use checks
- Personal protective equipment required
- Training requirements of those carrying out the operations under the procedure, including re-training
- Documented evidence of communication and confirmation of their understanding, with individuals who might be exposed to risks involved with the task
- Implemented monitoring systems to ensure that the defined precautions are implemented effectively
- Any welfare facility arrangements
- Any emergency procedures.

Employees Responsibilities

employees must: -

- Carry out work in accordance with the safe system of work
- Co-operate with management arrangements in the safe system of work
- Report any uncontrolled hazards to the employer
- Follow instruction, training and guidance given by the employer.

Standard Operating Procedures

Description

Standard Operating Procedures (SOP) are common in Veterinary Practice and set out how a particular process or task will be carried out. These can also be used to detail the possible dangers and risks associated with an activity. The health and safety aspects of an SOP are generally developed using the findings of risk assessments and contribute to further controlling the risks associated with a task. SOPs are particularly useful as support in the training of employees.

Typical SOPs Are Documented For:-

- Surgical operations
- Use of anaesthetics, hazardous substances, medicines
- Dealing with wastes, pathogens, zoonoses, infection
- Sending pathological samples to external organisations
- Lifting and manual handling operations
- Use of medical and veterinary equipment, e.g. scavenging, autoclaves, centrifuges, gas cylinders
- Injection procedures
- Use of X-ray equipment
- Handling patients.

Employer's Responsibilities

Following the completion of a risk assessment Bottle Green Training Ltd should decide if risks can be further controlled with the use of an SOP. If required, Bottle Green Training Ltd will compile a suitable Standard Operating Procedure. The SOP will address many of the under-mentioned aspects:-

- Equipment used, checks, inspections, manufacturer's instructions
- Personal protective equipment (PPE) required
- Instruction, training, supervision and competence requirements
- Emergency procedures including shut down operations
- Procedures for reporting faults or unsafe conditions
- Who, when, where and how work is done.

Employees Responsibilities

Employees must:-

- Carry out work in accordance with the SOP
- Co-operate with Practice arrangements in respect of SOP procedures
- Report any inaccuracies of the SOP to the Responsible Person
- Follow instruction, training and guidance given by the Practice.

Storage And Dispensing Of Drugs And Medication

Description

Many drugs and medicines found in a veterinary practice are classified as hazardous and require suitable procedures for storage and dispensing.

Employer's Responsibilities

Bottle Green Training Ltd will ensure that:-

- Drugs and medicines in the Practice, at homes (for on call purposes) or in a Practice vehicle are stored in accordance with manufacturer's recommendations, Veterinary Medicines Regulations and Standard Operating Procedures, where applicable
- Under no circumstances will food products be stored with medicines
- Medicines used whilst working away from the Practice will only be taken when required and returned promptly after visits
- Medication and drug stock-holding levels will be regularly checked
- Damaged, spilled, expired or partly unused medication will be disposed of safely and in the appropriate manner
- Records will be maintained for a minimum of three years for all drugs and medications dispensed
- Records of medicines stored and dispensed will be maintained
- Controlled drugs will be kept in secure, lockable and immovable cabinets and access controlled by an authorised person in accordance with regulation
- A Controlled Drugs Register will be maintained and include information on drugs received, supplied and used
- Appropriate control procedures are implemented for storage and dispensing of medicines
- Employees receive sufficient information, instruction, training and supervision and to ensure the procedures are understood and adhered to
- Only nominated members of employees will handle medicines in the absence of a veterinary surgeon
- Ensure that medicines and drugs are appropriately labelled in accordance with legislation
- Where practicable all drugs must be dispensed in child-resistant containers unless otherwise requested by the customer

- Provide information to customers regarding prescribing medicines.

Employees Responsibilities

Some products may have a sensitising effect or cause allergic reactions to employees.

Certain products may have harmful effects to expectant mothers and their unborn child.

Employees should inform the Practice as soon as they are, or suspect they are, pregnant. Also, if employees suffer from asthma or known allergies they must inform the Practice at once in order for appropriate control measures to be implemented.

Employees are required to: -

- Not eat or drink in areas where medicines or drugs are used or handled
- Wear appropriate personal protective equipment (PPE) where required by risk assessment
- Wash hands after handling drugs/products even when protective clothing has been used.

All employees must follow safety procedures and report any failings or hazards that affect safety.

Stress

Description

Stress is not a weakness and can affect anyone. Bottle Green Training Ltd recognises that there is a difference between pressure and stress at work and that taking action to reduce the risk of ill-health, because of work-related stress, leads to the creation of a good working environment and a healthy workforce.

Although a certain amount of pressure can be motivational and enable employees to perform at their best, it is when too much pressure is experienced, leaving employees unable to cope, that stress can result.

The Health and Safety Executive has defined stress as 'the adverse reaction a person has to excessive pressure or other types of demand placed upon them'.

Work-related stress can be tackled by the company and its employees working together to identify sources of stress and how those can be managed.

Sources of stress can include:

- Demands of the role, leading to an unmanageable workload
- Being under challenged or having no autonomy, leading to a lack of job satisfaction or low esteem
- Environmental factors, such as noise, temperature, lone working
- Lack of support from management or colleagues
- Organisational changes and how those are communicated and managed
- Relationships and being subjected to unacceptable behaviours, such as bullying.

Employer's responsibilities

Bottle Green Training Ltd will:-

- Carry out a risk assessment in conjunction with employees to identify sources of stress and the associated risks and gather information, such as completed health questionnaires, sickness absence records and exit interview notes to assist in this process
- Take steps to reduce the risks from work-related stress, as far as is reasonably practicable
- Put in place a system so that employees can raise, with their line manager, a health and safety representative or colleague, if they are experiencing work-

related stress or have any concerns about their work environment or instances of unacceptable behaviour

- Consult with, and communicate to, employees over any proposed changes to their work patterns or proposed changes to the working environment
- Encourage employees to develop new skills to help them achieve their goals
- Provide employees with access to support, such as and Employee Assistance Programme/counselling service, advice or training to help reduce work-related stress.

Employees responsibilities

Employees will:-

- Follow Employees reporting procedures if they are experiencing work-related stress. It will be beneficial to do this at an early stage, to prevent a situation from getting worse
- Contribute to the development of any work-related stress risk assessment carried out by the employer
- Read all communications from the employer that concern work related changes and the reasons behind those
- Attend any counselling or stress management training sessions provided by the employer.

Vibrating Tools

Description

Vibration White Finger (VWF) is the most common symptom of Hand-Arm Vibration Syndrome (HAVS). It is possible to suffer from HAVS when using veterinary equipment, e.g. grooming clippers, depending on their design, condition and exposure period. The first sign of VWF is when fingertips become white, or feel numb.

For HAVS there are prescribed legal Exposure Action Values (EAV) and Exposure Limit Values (ELV) where:-

- EAV is the amount of daily exposure (8hours) to vibration at, which if reached or exceeded, employers are required to take action to reduce the risk
- ELV is the maximum amount of vibration which an employees may be exposed to in any single day (8 hours).

The legal values and levels for HAVS are:-

Exposure Action Value (EAV) is **2.5 m/s² A (8)**

Exposure Limit Value (ELV) is **5.0 m/s² A (8)**

Associated Hazards

- Damage to blood cells
- Reduced circulation
- Nerve damage to the hands and fingers
- Loss of manual dexterity, grip, strength, etc.

Employer's Responsibilities

Bottle Green Training Ltd will:-

- Carry out a risk assessment to identify the hazards associated with using vibrating tools
- Determine whether employees are likely to be exposed to values above the specified EAV, and if so: –
 - introduce control measures to eliminate or reduce the risk to a level as low as is reasonably practicable
 - provide health surveillance to those who continue to be exposed above the EAV

- Determine if employees are likely to be exposed above the specified ELV and if so, take immediate action to reduce their exposure below the ELV
- Provide information (including health risks), instruction, training and supervision to employees
- Keep records of any health surveillance provided
- Regularly review the risk assessment.

Typical risk reduction measures will include:-

- Alternative work methods to eliminate or reduce exposure
- Assessing the suitability of the tool before purchase, to ensure it is fit for purpose and the calculated vibration emitted is the lowest possible
- All tools are regularly maintained
- Improving the design of working areas and workstations to reduce loading on arms, wrists, etc
- Introducing rotas and breaks to limit exposure time
- Providing personal protective equipment (PPE), including clothing to keep employees warm and dry to encourage good blood circulation. Gloves can be used to keep hands warm but should not be relied upon to provide protection from vibration risk
- Reporting of equipment faults and removal of defective equipment from use until repaired or replaced.

Employees Responsibilities

Employees will:-

- Report tingling, numbness, pain and change of colour (white) in the fingers to the Responsible Person
- Report any loss of manual dexterity or loss of strength to the Responsible Person
- Use equipment provided and as trained
- Avoid gripping tools too tightly
- Wear personal protective equipment (PPE) provided
- Check all equipment before use
- Report all defective equipment to the Responsible Person.

Violence And Aggression

Description

The Health and Safety Executive definition of work-related violence is 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'. Employees whose job requires them to deal with the public can be at higher risk of violence.

Associated Hazards:-

- Physical attacks
- Verbal abuse
- Low morale
- Stress or depression.

Employer's Responsibilities

Bottle Green Training Ltd will:-

- Carry out a risk assessment to identify the potential for violence in the workplace. This will be undertaken in consultation with employees where appropriate
- Provide information, instruction and training regarding violence at work to employees
- Consider installing or providing devices to raise an alarm in the event of an act of violence or aggression, e.g. panic alarms
- Provide adequate security, e.g. locks, CCTV and avoid lone working, where practicable
- Record all physical and verbal threats to employees
- Investigate all incidents relating to violence at work
- If there is a violent incident involving employees, provide support, including debriefing, time off work and legal help, where necessary
- Report to the Enforcing Authority a death, specified injury or over-7-day physical injury caused by a non-consensual act of physical violence at work in accordance to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
- Report the matter to the Police as necessary
- Establish monitoring arrangements and regularly review risk.

Employees Responsibilities

Employees will:-

- Attend appropriate training sessions regarding violence or aggression at work
- Report to the Responsible Person or Senior Vet on duty, any incidents of violent or threatening behaviour
- Complete an incident report form regarding the event.

Visit By An Enforcement Officer

The Health and Safety at Work etc. Act 1974 and associated legislation conveys powers on inspectors/ fire officers who are appointed by the relevant enforcing authority to enforce statutory compliance.

Non-compliance may lead to prosecution but this is always seen as a last resort, except for: -

- Failure to comply with an Improvement or Prohibition Notice
- Failure to manage fire safety or notify the Fire Service of any significant risks on the premises
- A breach of law that has significant potential for harm, regardless of whether it caused an injury
- Reckless disregard for the health and safety of workers or others
- Repeated breaches of legal requirements where it appears that management is neither willing nor structured to deal with adequately
- Substantial legal contravention, where there has been a serious accident or a case of ill health.

Employer's Responsibilities

Bottle Green Training Ltd recognises the importance of liaison and co-operation with enforcement officers. For this reason, it is imperative that all relevant documentation is maintained and kept up-to-date. Such documentation includes:-

- This health and safety policy
- All relevant risk assessments
- Fire risk assessments and log book
- Induction and training records
- Maintenance, test and inspection records
- Health records
- Emergency plans, etc.

Employees Responsibilities Include:-

- Not obstructing any reasonable request made by an Enforcement Officer
- Complying and co-operating with requests by the officer

- Follow instruction and guidance given by the Practice.

Waste Disposal

Description

Bottle Green Training Ltd has a legal 'duty of care' to ensure that it produces, stores, handles, transports and disposes of its business waste without harm to human health or the environment.

Examples of waste produced include:-

- Office waste, e.g. waste paper, empty printer cartridges, fluorescent tubes, sanitary and hygienic wastes
- Industrial waste, e.g., packaging, defective products, electrical waste, scrap metal, chemicals
- Pharmaceuticals, carcasses, blood, body parts, sharps (blades, syringes), infected waste, X-ray materials
- Food wastes.

Associated Hazards

- Fire
- Cuts, abrasions
- Health hazards
- Poor housekeeping.

Employer's Responsibilities

Bottle Green Training Ltd will:-

- Store, dispose of and transport waste appropriately and securely
- Ensure that waste is transported and handled by people or businesses that are authorised to do so
- Ensure the necessary permits, licenses, registrations or exemptions are obtained where required from the environmental regulator for the production, collection, treatment, dismantling, reprocessing, recycling or disposal of any waste materials
- Implement procedures to eliminate or minimise waste produced
- Ensure that different waste streams are segregated appropriately and removed regularly

- Provide suitable waste collection receptacles dependent upon the waste to be disposed of and where required, label or sign the receptacles to easily identify the waste type to ensure no cross contamination
- Where practicable, store waste and waste collection receptacles in areas away from buildings and ignition sources
- Maintain good housekeeping/hygiene practices
- Secure waste and waste containers in order to prevent unauthorised access and damage
- Instruct all employees in the correct procedures for the disposal of waste and maintain records of instruction and training given
- Provide suitable equipment and personal protective equipment (PPE) for handling waste.

Employees Responsibilities

Practice good personal hygiene. All personal protective equipment (PPE) must be worn as instructed; defective equipment should be reported.

Details of incidents, accidents, illness or suspected symptoms, which may relate to waste, should be notified to the Responsible Person.

Employees will:-

- Dispose of waste as instructed
- Inform the Responsible Person of any unidentified waste
- Not climb onto skips or other waste receptacles
- Inform the Responsible Person if waste receptacles are full and need emptying
- Not remove items from waste receptacles
- Use the equipment provided as instructed and trained
- Follow all information, instruction and training provided.

Welfare

Description

The provision of welfare facilities in the workplace is taken seriously and is applicable to all areas of the Practice premises. Welfare facilities will also be provided for those people who are not employees but who may use the premises infrequently, e.g. clients, visitors and contractors.

For disabled persons it may be necessary to specifically adapt parts of the workplace to make facilities accessible to them, e.g. toilets, washbasins, doors, passageways, etc.

Employer's Responsibilities

Bottle Green Training Ltd will assess the specific requirements for, and provide adequate welfare facilities for, employees and other persons using the premises and will take account of the general working environment to include:

- Ventilation
- Indoor temperature and the impact of working in hot and cold environments. This should also consider, where necessary, adequately controlled ambient temperatures for patients
- The provision of adequate room and space in which to carry out work activities
- The appropriate numbers of sanitary conveniences and washing facilities
- Suitable changing facilities and storage arrangements for clothing
- Suitable facilities to rest, drink and eat away from potential sources of contamination, e.g. clinical areas
- Provision of potable water
- Compliance to legal requirements regarding smoking in workplace premises or vehicles (where applicable) including use of appropriate display of no-smoking signs.

Bottle Green Training Ltd will assess the safety requirements of the workplace based on risks and implement adequate control measures to minimise harm with regard to:-

- The floors and traffic routes; providing suitable standing for vehicles and persons
- The safe use and maintenance of lifts, where relevant
- Housekeeping, including safe and frequent removal of waste and regular cleaning of the workplace
- The position, integrity and visibility of transparent windows, doors, gates, etc

- Windows or other translucent surfaces in walls, partitions, gates or doors with regard to contact with people and breakage.

In the interests of safety, windows and patio doors should be constructed of safety glass to a recognised standard or alternatively be fitted with a suitable safety film to prevent the glass from shattering. Bottle Green Training Ltd will also clearly mark the doors and windows affected in a prominent position, to prevent people colliding with them when closed.

Any windows accessible to people above ground level, where a fall could result in personal injury, and which can be opened, will be fitted with suitable restrictors to prevent them being opened and thereby prevent any such fall. To permit adequate natural ventilation in the room the opening gap will be restricted to approximately 100mm.

- Safe methods for cleaning or replacing lights or windows
- Security
- Lighting
 - to enable good access and egress particularly in an emergency.
 - work is carried out by natural light wherever possible.
 - lights are positioned to avoid risks, e.g. fire.

Employees Responsibilities

Welfare facilities provided and maintained by Bottle Green Training Ltd are for the benefit and safety of all employees and visitors. Employees have a responsibility to use them in a proper manner and not damage or misuse any equipment provided.

Personal responsibility should be taken for clearing personal waste and cleaning of utensils when eating or drinking on the premises.

Employees Will:

- Co-operate with Practice arrangements for good housekeeping in the workplace
- Report to the Responsible Person or Senior Vet on duty any hazardous or dangerous situations including damage to floors, doors, windows, fixings, signs, defective lighting, discomfort experienced as a consequence of lighting in the workplace
- Follow training, guidance and instruction to prevent injury or ill health
- Not smoke within any workplace premise or in any other area or vehicle that is designated as 'Non-Smoking'.

Work Equipment

Description

Equipment used in Veterinary Practices includes photocopiers, laboratory equipment, surgical, ultrasonic, dental and X-ray equipment, stethoscopes, display screens, ladders, scales, operating tables, vehicles, restraints, etc.

Associated Hazards

- Sharp objects
- Electric shock
- Fire, overheating or explosion
- Gas, liquid, vapour or hazardous substance
- Excessively hot or cold surfaces.

Note: The above listing is not exhaustive.

Employer's Responsibilities

Bottle Green Training Ltd will: -

- Carry out risk assessments to identify the hazards associated with the use, cleaning and maintenance of work equipment and implement suitable control measures including manufacturer's guidance to minimise harm
- Ensure that safe systems of work are implemented
- Provide employees with sufficient information, instruction, training and supervision. Records of all training shall be kept
- Ensure that all necessary safety controls are in place such as guards*, stop buttons and isolation switches etc. and are secured in position, properly adjusted and working correctly

*** Even if equipment is supplied with guarding, assess its suitability and with advice from guarding specialists, fit additional guarding if required, to prevent access to all dangerous parts of the equipment/machinery**

- Provide personal protective equipment including that for hearing, sight, and breathing protection as required by risk assessment. Ensure employees are trained in its use and maintenance
- Ensure that all work equipment, including guarding is regularly* maintained and inspected by competent people as required by risk assessment and the

manufacturer's instructions, statutory requirements and written schemes of examination (e.g. certain autoclaves, dental equipment). Records will be kept of all maintenance and inspections

*** *The complexity and frequency of maintenance will vary with the type of equipment and its conditions of use.***

- Ensure that work equipment is safe to use and fit for purpose
- Identify and label equipment as "Unsafe to use" or similar and take out of service
- Undertake an assessment of hazardous substances that are used or created by work equipment as required by the Control of Substances Hazardous to Health (COSHH) Regulations
- Ensure that all pressure systems have an appropriate inspection and maintenance system in place, including, where necessary, a thorough examination, determined through completing a written scheme of examination.

Employees Responsibilities

Employees will: -

- Use work equipment safely and in accordance with the information, instruction and training provided
- Only use, clean and maintain the equipment that they are trained on
- Visually check and carry out other checks, required by risk assessment, prior to and during use and report any faults and unsafe conditions to the Responsible Person
- Take reasonable care of themselves and others who may be affected by their actions
- Co-operate with the Practice in the management arrangements for the provision and use of work equipment
- Seek the permission of the Responsible Person before bringing any personal items of equipment to work
- Make full and proper use of any personal protective equipment (PPE) provided
- Inform the employer if they are taking any prescription medications that may affect their ability to safely operate any item of work equipment.

Young Persons

Description

There are specific legal requirements and restrictions on those who employ young persons or offer them work experience. A young person is defined as anyone under 18 years old.

Under health and safety law, employers must assess the risks to young people before they start work/work experience and tell them what the risks are.

After leaving school a Young Person must:

- Stay in full time education e.g. college, or
- Start an apprenticeship or traineeship, or
- Spend 20 hours or more per week working or volunteering while in part time education or training.

Associated Hazards

Some young people may be at particular risk because of: -

- Their lack of awareness, skills and training
- Unfamiliarity with their work environment
- Being physically or psychologically less suited to certain tasks.

Employer's Responsibilities

Bottle Green Training Ltd will carry out a risk assessment specifically relating to work experience or employment of young people before taking them on or employing them.

The risk assessment will give particular consideration to the: -

- Immaturity and inexperience of the young person and any consequential lack of awareness of risks
- Health & safety information, instruction, training and supervision to be given to the young person
- Extent of exposure to any chemical, biological or physical agents or medicines and drugs
- Nature and layout of the work area
- Types of equipment, e.g. hoists, personal protective equipment (PPE) and methods of use

- Work activities to be undertaken including, manual handling, dealing with patients and observing theatre operations (e.g. risk of fainting).

Where a Child or Young Person is on work experience, communicate the findings of the risk assessment, together with protective and preventative measures to be taken, to a person having parental responsibility or rights for the child (e.g. parent or guardian, etc.) and to the school/college/training provider, where applicable.

Where a young person is on work experience, the parents or guardians must be notified of the key findings of the risk assessment and any control measures that have been taken to protect the person's health and safety.

Bottle Green Training Ltd will liaise with the relevant school regarding work experience placement in the practice and follow rules set by the applicable education authority.

Employees Responsibilities

Employees will:-

- Report any hazards to the Responsible Person
- Follow any guidance, information, instruction and training given by the Responsible Person regarding young persons.

Young Person's Responsibilities

Young Persons must: -

- Co-operate with Practice arrangements for young persons in the workplace
- Report any hazards or defects to the Responsible Person or Senior Vet on duty
- Follow any guidance, information, instruction and training given by the Practice
- Ask the Responsible Person or senior member of staff if unsure about anything
- Make full and proper use of all personal protective equipment (PPE) that has been issued to them
- Not undertake any tasks unless trained.