



## Health & Safety Policy 2026

Impactful Lives takes all possible and practical steps to ensure that staff, volunteers, customers and clients have a safe working environment.

The organisation also actively looks for any unlawful Health & Safety breaches and conducts Risk Assessments of premises that we work within.

### The policy's purpose is to:

- Provide a safe and healthy discussion platform and ethos for all in our clients or those in our employment or volunteering whether temporary, part-time or full-time.
- Impactful Lives also looks at preventative methods of ensuring that personal injury to a person or property, including the general public when at one of our activities or events, from any foreseeable hazards. A Risk Assessment form is used for this purpose, where a traffic light system identifies the level of risk as Red= High Risk, Amber = Medium Risk and Green = Low Risk (see appendix A).

Impactful Lives recognises the duty to:

1. provide and maintain safe and healthy working conditions, taking into account statutory requirements.
2. Provide appropriate instruction and training to enable employees and volunteers to perform their work tasks safely and efficiently.
3. Make available any necessary safety devices or protective equipment giving reasonable instructions for their use.
4. Consulting with those involved in the delivery of services or activities to be assured of a safe working environment.
5. Make reasonable adjustments, so far as reasonably practical and safe to reduce the risks within facilities and welfare at work.

Impactful Lives further recognise that employees, volunteers and partners have an equal responsibility and duty in law under the **Health & Safety at Work Act 1974** to protect themselves and others from potential hazards or harm by:

1. Working safely and efficiently.
2. Using the appropriate protective equipment provided.
3. Reporting immediately, any incidents that have led to or may lead to injury of persons or damage to property.
4. Adhering strictly to Impactful Lives's Policies and Procedures, directions and safety instructions.
5. Assisting in the investigations of any accidents with the objective of improving or upgrading the existing measures to prevent a reoccurrence, using the Risk Assessment Form.
6. Refrain from any willful misuse or interference with any protective equipment provided by Impactful Lives and take reasonable care in any action which might endanger themselves or others.

## DUTY OF CARE

### DUTIES OF EMPLOYER

As outlined in the Health and Safety at Work Act etc. 1974, it shall be the duty of Impactful Lives to ensure, so far as is reasonably practicable, the health, safety and welfare of all employees. This duty requires:

(a) the appointment of a person to take overall responsibility for Health & Safety within Impactful Lives.

**The Trustees** has overall responsibility for Health & Safety and delegates operational day-to-day responsibility to the staff at each site location.

(b) the provision and maintenance of plants and systems at work that are safe and without risk to employees health;

(c) arrangements for ensuring the safety and absence of risks to health, in connection with the use, handling, storage and transport of articles and substances;

(d) the provision of such information, instruction, training and supervision as is necessary to ensure the health and safety at work of the employees;

(e) the maintenance of any place of work to minimise risks to health, and the provision of safe means of access to and egress from the place of work;

(f) the provision and maintenance of a working environment for employees that is safe, without risk to health, and is adequate as regards facilities and arrangements for their at work.

### DUTIES OF EMPLOYEES

It shall be the duty of every employee whilst at work to:

(a) take reasonable care for the health and safety of themselves;

(b) take reasonable care for the health and safety of other persons who may be affected by their acts or omissions at work;

(c) cooperate with their employer, or any other person, or any of the relevant statutory provisions so far as is necessary, to enable that duty or requirement to be performed or complied with.

### DUTIES OF OTHER PERSONS

It is the duty of persons designing, manufacturing, importing or supplying articles or substances for use at work to:-

(a) ensure they are safe without risk to health when properly used;

(b) carry out tests or examinations as may be necessary to ensure they are safe and without risk to health when properly used;

(c) provide any information necessary to ensure they are safe without risk to health when properly used;

(d) enable anyone erecting or installing articles for use at work to ensure they are safe and without risk to health when properly used.

### DUTIES OF THE HEALTH & SAFETY OFFICER

The duties of the Health & Safety officer include:

(a) advising staff, volunteers and the Trustees in order to assist the fulfilment of the responsibilities for health and safety;

(b) advising on safety aspects in the design and use of machinery and equipment and where necessary, the checking of new equipment before commissioning;

(c) carrying out periodic inspections to identify unsafe machinery, unsafe working conditions and unsafe working practices, to report the results of such inspections and make recommendations for any remedial action;

(d) promoting and, where appropriate, participating in safety education programmes to raise the level of safety awareness within the organisation;

(e) investigating accidents, assessing possible causes of injury and circumstances likely to produce accidents, and the tendering of reports and advice to prevent recurrence;

(f) developing, revising and, when necessary, updating the organisation's policies and procedures to ensure compliance with all relevant health, safety and environmental legislation.

## **STATUTORY PROVISIONS**

Under the Health and Safety at Work etc. Act 1974 there is a common duty on all persons at work to operate in a safe manner, and this duty is enforceable at law. The breach of the relevant statutory provisions is a criminal offence. Employees may be liable to prosecution as may other persons (e.g. manufacturers) who are in breach of any duty imposed upon them by such statutory provisions.

Impactful Lives and any employee or volunteer who endangers the health and safety of any other person is liable to prosecution, irrespective of whether their conduct is a breach of any specific rule or not.

## **COLLECTIVE RESPONSIBILITIES**

The effective implementation of the Impactful Lives Health and Safety Policy requires a participation of all employees although the overall responsibility lies with Impactful Lives (Company) Board of Trustees. The Board of Trustees accept that this accountability forms an integral and essential part of their executive responsibilities, ranking equally with all other Impactful Lives financial and operational commitments and objectives.

## **IMPLEMENTATION**

### **Trustees**

The Board of Trustees of Impactful Lives are responsible for the effective implementation of the Health and Safety Policy by:

- (a) keeping themselves informed of all the incidents of accidents occurring on Impactful Lives operational sites, both to Impactful Lives's employees and to other persons; recording them in the Accident Log Book (Held in Registered Office) and an Accident Log Book at all other external sites that we hire.
- (b) keeping under review all safety measures, instructions, training and to ensure the health and safety and welfare of all employees and other persons whilst on Impactful Lives premises or on or about its vehicle(s);
- (c) being available to receive safety delegates and to attend safety meetings as required;
- (d) making available such resources as are required in order that Impactful Lives may execute its statutory duties under all health and safety legislation.

Impactful Lives Trustees is responsible for the effective implementation of Impactful Lives's Health and Safety Policy within their area of control by:

- (a) keeping himself/herself informed of all incidents and accidents within premises under their control and any other situation which involves staff on duty anywhere else;
- (b) inspecting the premises under their control to check that the safety measures are being maintained and that safe systems of work are being followed in the method of work and in the work place generally, as determined in Impactful Lives's Policies and Procedures;
- (c) instructing those under their control and within premises under their control, precisely and clearly as to their duties with regard to the safety of themselves and all other within their areas of control;
- (d) informing employees of any hazards to health and safety encountered in the course of their work, the precautions to be taken and their duties to safeguard their health and general well-being;
- (e) making himself/herself readily available to receive and discuss health and safety queries raised by employees under their control;
- (f) maintaining an up to date knowledge of legislative and statutory requirements relevant to their area of responsibility and ensure they are complied with;
- (g) ensuring that all new plant and equipment meets the acceptable safety standards prior to final purchase and commission;
- (h) ensuring that any Contractors employed are conversant with Impactful Lives's Safety Policies and Procedures and adopt safe methods of work, and see that all written commissions are correctly completed and signed.

## **EMPLOYEES**

All Impactful Lives employees have a duty of care to themselves and to all other persons in the workplace and therefore must

- (a) observe all health and safety rules at all times;
- (b) familiarise themselves with all safety operating procedures and instructions applying in any work place and in any job to which they may be allocated;
- (c) use appropriate safety devices and equipment to ensure compliance with statutory regulations and appropriate Impactful Lives Policies and Procedures;
- (d) immediately upon detection report any defects or health hazard to their immediate manager or the Chief Executive;
- (e) assist in the maintenance of good housekeeping standards at all times;
- (f) report any accidents or plant damage immediately to their immediate manager or the Chief Executive, whether injuries are caused or not, and assist in the investigation of the accident;
- (g) co-operate in the work of the Board and in the inspections of the workplace as required.

## **RESPONSIBILITIES OF CONTRACTORS**

All the tender documents and contracts for service that are agreed between Impactful Lives and contractors will set out the contractors' responsibilities to Impactful Lives for the safety of its employees, those for whom Impactful Lives provides a service, and the public.

The responsibility of the contractors when working on Impactful Lives premises will be to provide adequate supervision and monitoring by:

- (a) ensuring reasonable care for the protection of their own employees;
- (b) ensuring that all reasonable care is taken for the protection of Impactful Lives employees and those for whom Impactful Lives provides a service;
- (c) ensuring that their employees abide by any health and safety arrangements for the premises where the work is being undertaken;
- (d) ensuring safe access and egress;
- (e) providing that any such equipment, articles or substances provided for use at Impactful Lives premises is safe and maintained as such;
- (f) ensuring that prior arrangements are made with Impactful Lives relevant to create a safe place of work.

## **HEALTH AND SAFETY ARRANGEMENTS**

The following arrangements are in place for Impactful Lives to ensure that all systems, procedures and policies in respect of health and safety are designed to ensure the provision of a safe working environment and to prevent any personal injury and damage to property, and to protect all persons, including employees and members of the general public, who may be present on Impactful Lives premises.

### **12.1 Safety Inspections**

12.2 These will be undertaken at regular intervals by the Safety Officer. A Building Fault List will be produced and Risk Assessment folder maintained for our own premises.

### **12.3 Electrical Safety (PAT Testing)**

This will be undertaken for our premises in accordance with the requirements of the Electricity at Work Regulations 1989. Flex must not trail along the floor or be coiled. The last person in the building ensures lights are turned off and alarm is set.

Any non PAT tested equipment must not be introduced to the buildings unless they are

- a) New or b) authorised by the Chief Executive.

### **12.4 Health and Safety Training**

Impactful Lives will provide adequate and appropriate Health and Safety Training for all employees including induction training and skills training and maintain the appropriate training records. All staff will receive basic Health & Safety Training either face to face or online, senior Managers will receive face to face tuition on Health & Safety.

### **12.5 Accident Statistics and Reporting Procedures**

Impactful Lives will maintain all necessary accident statistics and monitor incidents in the Accident Log Books and, where appropriate, improve existing reporting procedures.

### 12.6 Waste Policy

Impactful Lives will ensure that its waste is dealt with according to the requirements of the Environmental Protection Act 1990.

Offices are to be kept tidy and free from potential trip hazards, replace chairs under desks, put away or cover equipment after use, report any structural damage to the Health & Safety Officer immediately. Clear up any spillage immediately.

### 12.7 First Aid Arrangements

Impactful Lives will ensure that all the requirements of the Health and Safety (First Aid) Regulations 1981 are complied with.

The Accident Log Book is kept in the Registered Office. All accidents, however small, must be recorded in the accident book. To comply with Data Protection, all personal details will be removed from the book and stored separately in a locked cabinet or data protected information in the Manager network folder. All accidents must be notified to one of the Health & Safety Officers, named on the H&S poster, immediately. Where necessary appropriate advice should be given i.e. visit to the casualty department of the local hospital or GP Practice. Any serious accident resulting in more than three days off work are to be reported to the Trustees who will refer the matter to the Environmental Health Department as appropriate.

In the case of illness, staff members and volunteers are to be encouraged to act responsibly, seek medical advice from the trained First Aid at Work staff member (Andrew Waite) or arrange professional medical attention.

### 12.8 Fire

A notice giving fire instructions is on display within each building. Practice alarm calls should be made at regular intervals and recorded in the Fire Log Book. It is the responsibility of each delivery site to maintain regular testing of fire equipment and procedures. We will conduct our own Fire Safety checks that are recorded in the Fire Procedures and Policy, General Personal Emergency Evacuation Plan (GEEP) & Personal Emergency Evacuation Plan (PEEP).

Doors may only be held open with the Fire approved door stops.

All passageways and stairways must not be obstructed. Smoking is not permitted.

Electric Plug sockets have been checked to ensure nothing over 13amps feeds from one socket outlet. Signing-in & Out charts are on display to account for staff. Visitors books are completed as signed in or out for visitors. Fire Officers are identified on each signing in & out form.

#### In the case of fire – **everyone's duties**

Staff and volunteers (in the event of a fire or fire drill) are expected to follow the instructions given in the Fire Procedures. Fire Procedures are checked by Consultants for each delivery site before commencing work there. For Impactful Lives purposes, our most senior staff present becomes the Fire Officer in the event of a fire or alarm.

Alert the Fire Service if there is time (telephone 999). Fire Warden or Officers to check that all rooms are vacated and check off at the designated meeting place outside the buildings.

#### Vacating the buildings.

All staff and volunteers are to vacate the building upon hearing the fire alarm, taking with them any visitors, the signing in charts and visitor book is collected by the Fire Warden or Officer on duty at the site. Assembly is outside in the designated meeting place to check registers. The building must not be re-entered under any circumstances until the building Fire Warden has authorised a return.

### 12.9 Manual Handling

Impactful Lives employees and volunteers should avoid lifting heavy items alone and should seek assistance. Employees or volunteers may be required to manually lift and handle loads. Correct Manual Lifting and Handling reduced the effort required and prevents strain and risk of injury. Do not carry too many items at one time. Always lift with knees bent and back straight. Employees should not put themselves at risk by lifting heavy or awkward loads which could be divided into smaller quantities. When lifting in a team, take instruction from one person only. Any person feeling

any strain should stop immediately and record the incident in the Accident Book, to continue may cause a more serious injury.

#### 12.10 Care of Substances Hazardous to Health (COSHH)

Cleaning the building is the responsibility of the appointed staff who need to be aware of the danger of certain hazardous substances e.g. toner, bleach etc. Do not use specialised cleaning materials without consulting a Health & Safety Officer. Do not mix cleaning materials. All cleaning equipment including flammable liquids are to be stored in a locked cupboard. Proper storage of any flammable liquids must be maintained and container lids screwed on tightly after use.

#### 12.11 Hygiene & Welfare

Cleaning and maintenance of the toilets are the responsibility of the venue. Sanitary and Hygiene disposal is routinely collected by external contractors. Soap and hot water should be made available to reduce the spread of infections, if not contact the Centre Managers at each site. Always wash hands after toilet visits.

#### 12.12 Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).

Employers, the Self Employed and those in control of premises must report specified workplace incidents. Report online. Report by phone 0845 3009923 Report by email. Report by post.

#### 12.13 Health and Safety Annual Review

Impactful Lives will authorise the Health & Safety Officer to undertake an annual review of all work currently undertaken in the workplace and to report findings and recommendations to the Board of Trustees.

12.14 Staff are invited to comment on this policy and suggest ways in which it might be improved by contacting the Chief Executive.

All new staff and volunteers should receive a copy of this document. For information on Health & Safety Risks, see Risk Assessment Folder kept in the Registered Office.

### **REVIEW OF POLICY OR PROCEDURE**

This procedure will be monitored and reviewed regularly. Any changes will be communicated to all employees, volunteers and Consultants.

Impactful Lives reserves the right to amend or revise the policy above in accordance with changes in law and changes in Codes of Practice. Impactful Lives also reserves the right to amend or revise the policy above in accordance with changes in custom and practice.

# Appendix A

## Care of Substances Hazardous to Health (COSHH)

### Introduction

Impactful Lives recognises the importance of managing the risks associated with substances hazardous to health. This policy establishes the framework within which such management can take place. The Control of Substances Hazardous to Health Regulations 2002 (COSHH) provides a legal framework to protect people against health risks arising from hazardous substances used or encountered at work. This policy details Impactful Lives's approach to meeting its legal and moral obligations relating to hazardous substances.

### COSHH covers:

chemicals, products containing chemicals, fumes, dusts, vapours, mists and gases, and biological agents (germs).

if the packaging has any of the hazard symbols then it is classed as a hazardous substance, asphyxiating gases, germs that cause diseases such as leptospirosis or legionnaires' disease, germs used in laboratories.

Impactful Lives has a 'Duty of Care' to its employees and those who might be adversely affected by its activities, and must comply with the requirements of:

- The Health and Safety at Work etc. Act 1974
- The Control of Substances Hazardous to Health (COSHH) Regulations 2002
- The Management of Health and Safety at Work Regulations 1999
- The Personal Protective Equipment Regulations 1992
- Other relevant statutes/directives as they relate to substances hazardous to health.

The principles of this policy are:

- To ensure, as far as is reasonably practicable, that no individual is exposed to avoidable risks to their health resulting from hazardous substances used or encountered through the activities of Impactful Lives.
- To ensure that the least hazardous substances are purchased and used within Impactful Lives.
- To ensure that COSHH Risk Assessments are carried out for all substances or groups of substances, to which a person may be exposed as a result of the activities of Impactful Lives, before work commences which might cause such exposure.
- To ensure that reasonable steps are taken to prevent or control exposure to hazardous substances.
- To ensure that Information, Instruction and Training (IIT) will be provided for all employees on:
  - the hazardous substances to which they may be exposed,
  - the results of COSHH Risk Assessments,
  - the methods of controlling exposure,
  - the use of Personal Protective Equipment (PPE), and
  - the safe systems of work to be followed.
  - Substances will be present in the working environment in many forms and concentrations. Substances are any natural or artificial materials, whether in the form of a solid, liquid, gas or vapour, including micro-organisms.

## **Responsibilities**

### Trustees

The Trustees will have overall responsibility for:

- ensuring that this policy is effectively implemented,
- ensuring that Consultants are aware of this policy and other relevant legislation and best practice guidance, and its implications for work practice monitoring the activity of all employees in implementing this policy.
- establishing a database of incidents concerning the use, storage and disposal of hazardous substances and report on trends, and ensuring that this is maintained appropriately
- ensuring that line managers attend COSHH training, as required
- investigating serious incidents, if and when they occur.

### Staff responsibilities

- ensuring that all clients under their supervision are aware of this policy and its implications for work practice, reporting and recording any COSHH incidents, and supporting staff under their supervision to do so, as required.
- Undertaking COSHH Risk Assessments, as required, ensuring that appropriate Personal Protective Equipment is provided, informing staff of appropriate practices to be undertaken to minimise COSHH related risks, and ensuring that staff work in accordance with these procedures
- reviewing COSHH Risk Assessments following any COSHH related incident.

All staff have responsibility for:

- reporting any identified COSHH hazards to their line manager
- reporting any COSHH incidents to their line manager and recording these as directed
- seeking medical attention where they are involved in a COSHH incident, as required
- Working in accordance with this policy and any guidance resulting from COSHH Risk Assessments.

# COSHH Risk Assessment

The Trustees is responsible for ensuring that a COSHH Risk Assessments are undertaken for the Impactful Lives activities undertaken off-site, including with service users' homes, where there are COSHH issues. A copy of the COSHH Risk Assessment template can be found in Appendix A. These risk assessments should be reviewed annually and updated as required.

The COSHH Risk Assessment must take into account potential hazards to staff, volunteers, service users and visitors to the premises. Staff should refer to the Health and Safety Executive document Working with substances hazardous to health: What you need to know about COSHH available at <http://www.hse.gov.uk/pubns/indg136.pdf> for clear guidance regarding COSHH Risk Assessments.

# Appendix B

## COSHH Risk Assessment Form

Site:

Describe the activity or work process.  
(Include how long and how often this is carried out and the quantity of substance used)

Location of process being carried out?

Identify the persons at risk:

Name the substance involved in the process and its manufacturer.  
(A copy of a current safety data sheet for this substance should be attached to this assessment)

Classification (state the category of danger)

Hazard Type

# Appendix C

## General Risk Assessment Form

AREA/PROCEDURE/EQUIPMENT WHERE RISK ASSESSMENT IS TO BE CARRIED OUT: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_

What and where are the identified Hazards (slips, trips, fall, COSHH or other)?

\_\_\_\_\_

Who might be at risk of harm and how might they be harmed?

\_\_\_\_\_

What is the current level of risk? Green Amber Red

\_\_\_\_\_

What safety precautions/measures are in place already?

\_\_\_\_\_

\_\_\_\_\_

What additional precautions/measures can reduce this risk?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Who will do this?: \_\_\_\_\_ By when: \_\_\_\_\_

Signed as completed: \_\_\_\_\_ Date: \_\_\_\_\_

Have the risks been eliminated or significantly reduced **yes** **no**

What level of risk remains? Green Amber Red

**Future review date:** \_\_\_\_\_

This policy and the consequential procedures have been adopted by:  
"Impactful Lives" (the organisation) by its Trustees.

Policy adopted 20-9-23  
Last review date Feb 2026  
Next review date March-2027

Signed as read and understood .....

PRINT NAME IN CAPITALS. ....

**Please sign and return a copy** of this policy by email or post to:

Impactful Lives. Attn: Andrew Waite – Chair of Trustees  
Registered Office: The Old Free School, George Street, Watford, Hertfordshire WD18 0BX  
Telephone: 01923 231660

Registered Charity Number: 1203136