



Music Relief Foundation

Health & Safety Policy

Organisation	MRF
Scope of policy	Applies to all staff and volunteers and all services, activities, training and general running of the organisation.
Policy operational date	01/15/2019
Policy prepared by	Olga Shaumyan (Administrator)
Reviewed/Amended	05/04/2021
Review date	05/04/2023 (every year or sooner if required)
Distributing	This policy will be available on the MRF website and staff shared drive. It will be a requirement for all trustees and staff to read the policy after appointment or after its review. A summary of all relevant policies will be included in the volunteer handbook with clear signposting to the full text. Volunteers will be kept up to date with any changes that might affect their role.

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Health and safety policy statement

As an organization, MRF has a 'Duty of Care' towards those that come into contact with us. This means MRF has a duty to take reasonable care to avoid causing harm to service users, volunteers and members of the public. In practice this means providing suitable equipment, safe environment and training and/or supervision based on a risk assessment of the activity, event or work being undertaken. Similarly, MRF youth workers have a duty of care towards the young people and can be seen as acting 'in loco parentis' when they lead in activities.

Organisations employing at least one member of staff under contract have legal obligations under the Health and Safety at Work Act (HASAWA) 1974. However, the Health & Safety Executive (HSE) recommends that volunteer-run organisations use the Act as a good practice guide as far as practicable.

The Management of Health and Safety at Work Regulations 1999 place duties on employers to assess and manage risks to their employees and others arising from work activities. In addition, organisations that 'control' non-domestic buildings have a duty to ensure the building is safe to use and complies with relevant Health & Safety regulations.

MRF attaches great importance to the health, safety and welfare of our staff and volunteers and all who use facilities provided by us and who are involved in activities organised by us. To this end we aim to ensure that all activities carried out or undertaken by our staff and volunteers are managed in a manner to avoid, reduce or control foreseeable risks to the health and safety of any person who may be affected by those activities as far as reasonably practicable, whilst providing an environment that is supportive of our activities.

We will adopt and implement policy and procedures that are compatible with and acknowledge the duties imposed by the provisions of the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations and other Regulations that apply to our activities.

We will achieve this by:

- Ensuring that anyone who may be affected by our activities is not exposed to undue health and safety risks.
- Carrying out suitable assessments of the health and safety risks to which staff, volunteers and those participating in our activities may be exposed and minimise those risks as far as is reasonably practicable.
- Establishing clear organisational and procedural arrangements to effectively carry out our duties.
- Providing a safe working environment for staff and volunteers including a fire risk assessment.

- Providing equipment that is maintained in a safe condition at all times.
- Establishing emergency procedures for actions to be taken in the event of fire, incidents, accidents, dangerous occurrences and illness and ensure that fire drills and tests of fire points/detectors/emergency lighting are undertaken regularly.
- Ensuring the safe storage, handling and labelling of any hazardous materials.
- Providing relevant information, advice, training, instruction and supervision.
- Consulting with staff and volunteers on health and safety matters.
- Implementing appropriate procedures for the effective monitoring and review of this policy, our organisational arrangements and our health and safety procedures.
- Encouraging a positive attitude to health and safety and ensuring that all staff promote safe practice by example.

DESIGNATED LEADS & THEIR CONTACT DETAILS

Health & safety lead

Name: Magdalene Adenaïke

Phone/email: 020 8683 2922, magdalene@music-relief.org

Trustee/Senior lead for safeguarding and child protection

Name: Jonathan Bob-Amara, Board Chair

Phone/email: 020 8683 2922, jonathan@music-relief.org

REVIEW LOG

Date	Name	Signature
05/04/2020	Olga Shaumyan	OS
05/04/2021	Olga Shaumyan	OS

05/04/2023

Magdalene Adenaike

MA

Insurance

Liability and accident insurance is provided for all volunteers engaged with MRF. Specific information regarding such insurance is available from the volunteer coordinator. MRF insurance is in excess of your personal insurance.

Fire plan

Your support person will show you where the fire evacuation plan is for your work area. Be sure you know your nearest exit in case of fire. In case of fire, call **999**.

RESPONSIBILITY FOR FIRE SAFETY

The Regulatory Reform (Fire Safety) Order 2005 puts the onus of responsibility on employers to ensure a fire safety plan and precautions are in place. Failure to do so could lead to prosecution. The law requires fire risk assessments for all areas in places of work and a nominated competent person to oversee all.

MRF leases its premises from the Croydon Council at the Thornton Heath Leisure Centre (THLC). The THLC has a detailed fire strategy and are additionally advised by the Croydon branch of the London Fire Brigade. The THLC has an appointed fire marshal to react to any situations involving an outbreak of fire. Its employees are trained to respond in the event of a fire and are made aware of the procedures in place via information on display and/or welcome talks. MRF staff will participate in the THLC-led drills and training.

The MRF-nominated person responsible for fire is the Managing Director, who liaises with the THLC fire-safety team and apprises all staff of fire-safety procedures.

All doors display what immediate action is to be taken in the event of a fire.

FIRE EVACUATION PROCEDURE

In the event of a fire (however small), the most important actions are:

- Raise the alarm. There are call points by all exit routes.
- Call 999 from a safe position.
- Evacuate the building.

Each member of staff will have responsibility for the above actions, with the lead person for the session having direct responsibility to call the fire brigade and call the register upon evacuation.

The preservation of life should override all other considerations, such as saving property and extinguishing the fire.

- Upon discovering a fire or hearing the fire alarm, please leave the building by the nearest fire exit (all are clearly signed). DO NOT use lifts. Escort young people towards the exit. Help others, if possible. Do not stop to pick up personal possessions on the way out.
- The meeting point in the event of the fire is at the front of the building, by the bike stand.
- At the meeting point, make a roll call for workers and young people present that day.
- Do not enter smoke filled rooms and never let a fire or smoke get between you and the exit. Make sure all doors are closed.
- Only tackle small fires yourself using the appropriate fire appliances where there is no risk to yourself. Only tackle fires using the correct fire extinguisher if you have been trained and feel confident enough and without taking any personal risks (there are extinguishers by exit points). You must NOT attempt firefighting if you feel that a fire is becoming out of control – get out and leave it to the fire brigade, you are more important than the property.
- DO NOT re-enter the building until given the go-ahead by the fire marshal or fire brigade.

NB: In case of a terrorist attack, stay inside and meet at the gym hall (this is per instructions from the Thornton Heath Leisure Centre).

FIRE EXTINGUISHERS

The label on the extinguisher will state any limitation of use, for example, water extinguishers must not be used on live electrical equipment. The chart below shows what colour-coded extinguisher should be used on which type of fire. You should be familiar with the various types, their operation and where they are located. All approved extinguishers are red in colour apart from a large colour mark on it and details explaining its specific use.

Water extinguishers must always be placed away from electrical hazards. Always place extinguishers for electrical hazards (e.g. CO₂) near electrical equipment. Spray fire extinguishers are now available. These are very efficient but care must be taken not to confuse them with similarly colour coded foam extinguishers, which are unsafe to use on live electrical equipment. Water and CO₂ extinguishers are the most common on the site.

KNOW YOUR FIRE EXTINGUISHER COLOUR CODES

 <p>WATER</p> <p><input checked="" type="checkbox"/> SAFE FOR USE ON WOOD, PAPER TEXTILES ETC.</p> <p><input type="checkbox"/> DO NOT USE ON LIVE ELECTRICAL EQUIPMENT</p> <p><input type="checkbox"/> DO NOT USE ON FLAMMABLE LIQUID FIRES</p> <p><input type="checkbox"/> DO NOT USE ON FLAMMABLE METAL FIRES</p>	 <p>DRY POWDER</p> <p><input checked="" type="checkbox"/> SAFE FOR USE ON WOOD, PAPER TEXTILES ETC.</p> <p><input checked="" type="checkbox"/> SAFE FOR USE ON FLAMMABLE LIQUID FIRES</p> <p><input checked="" type="checkbox"/> SAFE FOR USE ON GASEOUS FIRES</p> <p><input checked="" type="checkbox"/> SAFE FOR USE ON ELECTRICAL FIRES</p>	 <p>CO₂ CARBON DIOXIDE</p> <p><input checked="" type="checkbox"/> SAFE FOR USE ON FLAMMABLE LIQUID FIRES</p> <p><input checked="" type="checkbox"/> SAFE FOR USE ON ELECTRICAL FIRES</p> <p><input type="checkbox"/> DO NOT USE ON WOOD, PAPER, TEXTILES ETC.</p> <p><input type="checkbox"/> DO NOT HOLD HORN WHEN OPERATING</p>
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 <p>AFFF FOAM SPRAY</p> <p><input checked="" type="checkbox"/> SAFE FOR USE ON WOOD, PAPER TEXTILES ETC.</p> <p><input checked="" type="checkbox"/> SAFE FOR USE ON FLAMMABLE LIQUID FIRES</p> <p><input type="checkbox"/> DO NOT USE ON LIVE ELECTRICAL EQUIPMENT</p> <p><input type="checkbox"/> DO NOT USE ON FLAMMABLE METAL FIRES</p>	 <p>Fire Blanket</p> <p>FOR SMOTHERING FIRES</p> <p><input checked="" type="checkbox"/> SAFE FOR USE ON CHIP PAN FIRES DEEP FAT FIRES WASTE BIN FIRES</p> <p><input checked="" type="checkbox"/> SAFE AND SUITABLE FOR WRAPPING AROUND SOMEONE WHOSE CLOTHES ARE BURNING</p>	 <p>WET CHEMICAL</p> <p><input checked="" type="checkbox"/> SAFE FOR USE ON COOKING OILS & DEEP FAT FIRES</p> <p><input checked="" type="checkbox"/> SAFE FOR USE ON WOOD, PAPER TEXTILES ETC.</p> <p><input type="checkbox"/> DO NOT USE ON LIVE ELECTRICAL EQUIPMENT</p> <p><input type="checkbox"/> DO NOT USE ON FLAMMABLE LIQUID FIRES</p> <p><input type="checkbox"/> DO NOT USE ON FLAMMABLE GAS</p> <p><input type="checkbox"/> DO NOT PUT NOZZLE INTO FAT/OIL</p>
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FIRE PRECAUTIONS

You should make sure that your work areas observe good fire precautions such as:

- Do not accumulate waste or rubbish – clear it promptly & don't assume someone else will do it.
- Safely store potential hazardous materials or flammable liquids.
- All electrical equipment should be safely connected to the appropriate mains supply and mains or higher voltage equipment switched off when not in use.
- Staff with physical disabilities are encouraged to take part in all practice fire drills and ensure that there are arrangements for their evacuation in an emergency.
- Remember that faulty equipment and any fire hazard or condition that could be a potential fire hazard should be brought to the attention of your manager.

Practice alarms are sounded for most groups with young visitors. You should be familiar with the sound and react to a practice as you would in a real situation.

GENERAL FIRE SAFETY CHECKS

Weekly and daily fire checks, including escape routes, extinguishers, notices, drills etc. are managed by the THLC. Compulsory Maintenance Equipment Checks, lights, alarms, detectors, annual external maintenance check etc. are also managed by the THLC.

NO-SMOKING POLICY

Please note there is a no smoking in any MRF/THLC premises or any premises where MRF holds its activities, as well as transport used on behalf of MRF. It is the duty of staff to ensure everyone, including visitors and contractors, adheres to these regulations. All smoking should only take place in designated smoking areas.

All staff are requested not to smoke when in view of young people or visitors and, where applicable, to use designated smoking areas.

Office safety

Office work is not hazardous, but accidents do happen! Most are preventable if we identify common hazards and preventive measures. Your support person will go over common hazards and ways to avoid them.

Some hazards in the work environment arise from lack of regular maintenance and servicing. Volunteers should report any work conditions that present potential safety hazards.

GOOD HOUSEKEEPING

A basic requirement for ensuring the health and safety of all people is an organised, tidy work place. It is every employee's responsibility to ensure good housekeeping.

Hazards can be reduced if you keep floors, passages and stairs clear of goods, obstructions and trailing leads. A litter bin, for example, should not be allowed to obstruct an area as it is a potential source of injury and can impede evacuation in the event of a fire.

Everyone should make sure that waste paper is thrown into a recycle bin. All rubbish must be cleared away regularly. Broken glass or other sharp objects must be disposed of carefully and never left exposed in a wastepaper bin. Particular attention must also be paid to the storage of paper and other combustible materials in the work place.

You should never overload top drawers of filing cabinets and desk drawers or open more than one drawer at a time as this may cause the cabinet or drawer to tip over. Bottom drawers of filing cabinets and desk drawers should not be left open as this creates a tripping hazard. You should also ensure that there are no trailing cables and leads from a computer or telephone – for example, which could cause a tripping accident.

Furniture which is broken or in some other way unsafe must immediately be taken out of use or effectively repaired.

To gain access to high shelves, you should use kick stools or secure step ladders and never climb on boxes or chairs.

Spilt liquids can cause many accidents. So always clear up spills immediately and use a 'wet floor' sign to inform users of the area.

Vision panels in doors should never be obscured as when walking through the door, you could collide with someone coming the other way if you cannot see them.

If the window sills in your building have ventilation ducts mounted in them, do not cover them over because this action will interfere with the balance of the heating and ventilation systems.

If you notice anything which you think is a potential hazard, you should not assume that someone else is dealing with the problem. Take action by reporting it to your line manager.

COMMON AREAS

Corridors, stairs and access routes: when moving around buildings everyone should always remember to look where they are going and be alert for moving items such as trolleys. On stairways it is important to walk in single file, keeping to the left.

Whatever the urgency, no one should ever run along corridors.

If you see worn stair treads, missing or damaged handrails, damaged floor coverings or inadequate lighting levels, you must report it to your line manager.



You should also make sure that fire exits are not blocked and that fire doors are not wedged open.

LIFTS

Everyone must obey the cautionary notices displayed in lifts, especially concerning the maximum load level of the lift. You should never obstruct the doors. Nor should you interfere with an out-of-service lift. Always be aware of floor level differences when entering or leaving a lift.

In the event of lift failure use the lift alarm if you are inside it. Do not attempt to leave the lift car until instructed to do so by the lift engineer or fire brigade. If there are lift problems, inform a senior manager, who will contact the fire brigade/service company depending on the problem e.g. if someone is trapped.

Lift maintenance is the responsibility of the Thornton Heath Leisure Centre.

Until the lift has been fully checked over after an incident, it must not be used by anyone. Do not use lifts if the fire alarm is sounding.

WORKING ENVIRONMENT

Lighting, noise, temperature and humidity are factors which contribute to a safe working environment. An imbalance in any one of these can reduce people's comfort and lower standards of safety.

Lighting

Incorrect levels of lighting at work may result in eye-strain, fatigue and headaches. The natural or artificial lighting provided must be suitable and sufficient for safe operation and you must inform your line manager if you are concerned lighting is inadequate.

Noise

Noise is any unwanted sound. Excessive noise can be produced from machinery, traffic, building works, people talking, whistling, singing and any manner of work activity. However, the effect of it will largely depend upon its loudness and duration. Low levels can cause annoyance and distraction but prolonged exposure to high levels, usually from machinery, may result in temporary or permanent hearing loss. Work colleagues may disturb your concentration by making excess noise.

There are many ways of reducing the effects of noise at work such as isolating, insulating or silencing the source; buying less noisy machines or wearing suitable ear protection. Polite reminders to work colleagues if they are the source may help! If you have a noise concern please discuss with your line manager.

Temperature

MRF has a responsibility to ensure that a reasonable temperature is maintained in all its premises. What temperature is considered reasonable will vary between individuals. It will also be affected by other considerations such as time of year, work activity, background heating, air circulation and clothing. As a general guide, the temperature of buildings is governed by the Workplace (Health & Safety Welfare) Regulations 1992. The temperature should not be less than 16 degrees centigrade but the upper limit is not defined. The policy is to inform your line manager to take appropriate action if the workplace is uncomfortable.

COMPUTERS, OFFICE AND GENERAL MACHINERY (INC. ERGONOMICS)

All new computing, office and general equipment should have been passed as safe for use on the MRF site by the relevant manager. If you are unsure of how to operate any item of machinery, you must not attempt to use it until trained. Seek assistance from your line manager.

When machinery has moving parts, ensure that loose clothing and jewellery does not become entangled.

If you discover a broken item of equipment, you should not attempt to mend it yourself. Report it to your line manager so arrangements can be made for it to be repaired or replaced. Put an 'out of order' sign on the equipment.

By law, dangerous moving parts must be guarded. In no circumstances should machines be operated if the guards have been removed or tampered with. You should report such an occurrence to your line manager.

Some machinery, even if portable, can be very heavy. No one should attempt to lift any item which is too heavy for them as it could lead to a serious back injury. When you need to move a heavy item always seek assistance.

Computer screens

There are recommended guidelines for the use of Display Screen Equipment / Visual Display Units, i.e. computer screens. A copy of the guidelines is available at <http://www.hse.gov.uk/pubns/indg36.pdf>. Anyone who is likely to use a computer for long periods should take a regular break away from it. That doesn't mean doing nothing but simply doing another task away from the screen. Many perceived health problems are often wrongly blamed on the screens whereas in fact it could be a problem with the working environment (e.g. lighting, humidity etc.), poor posture and ergonomics (see below). These issues should be addressed first if you are a regular computer user. A checklist for you to use to assess your workstation can be obtained from your line manager or via the HSE website.

For those using computers for a 'significant' part of their working day who feel they still might have eye problems caused by a screen (having addressed the above points) eye tests may be available through work once every two years unless there is a medical

reason to have it done more often. If special eyewear is prescribed specifically for your work (as opposed to normal prescription everyday eyewear), the charity may offer help with the cost over an agreed period. The working time is not set in stone in terms of being a significant computer user and is discretionary but it must involve regular use as part of your normal everyday job.

Ergonomics

In terms of working at a desk/computer, ergonomics involves ensuring that you are seated correctly and your workstation is efficiently laid out to avoid strains and fatigue. Please follow these guidelines (which will also be covered during staff induction):

Adjust your chair and screen to find the most comfortable position. The chair should support the small of your back and you should sit up straight.

1. Make sure there is enough room under your desk to move your legs freely. Move any obstacles such as boxes or equipment.
2. Avoid excess pressure on the backs of your legs and knees. A footrest, particularly for small users, may be helpful.
3. Do not sit in the same position for long periods. Make sure you change your posture as often as is practical.
4. Adjust your keyboard and screen to get a good keying and viewing position. A space in front of the keyboard is sometimes helpful for resting the hands and wrists while not typing.
5. Don't bend your hands up at the wrist when typing. Try to keep a soft touch on the keys and don't overstretch your fingers. Good keyboard technique is important.
6. Try different layouts of keyboard, screen and possibly document holder, to get the most comfortable position for you.
7. Make sure you have enough work space for the task you are completing. A document holder may help.
8. Arrange your desk and screen so that bright lights are not reflected in the screen. You shouldn't be directly facing windows or bright lights. Adjust curtains or blinds to prevent unwanted light. Ensure you have sufficient light in your working area.
9. Make sure the characters on your screen are sharply focused and can be read easily. They shouldn't flicker or move.
10. Make sure there are no layers of dirt, grime or finger marks on the screen.
11. Use the brightness control on the screen to suit the lighting conditions in the room.

12. Plan your work so that there are breaks or changes of activity. You should not use the computer and sit in front of the screen for more than 1 hour without short breaks and doing other work

Safe use of electrical equipment

The safe use of electrical equipment is vital to prevent the risk of electrical shock or fire. Always ensure you have received adequate training and instruction in the safe use of equipment before attempting to operate it.

When certain types of new electrical equipment is installed it must be properly tested and labelled accordingly before use. After this, it must be regularly tested (once every 1-3 years depending on the particular item) by a qualified person. If any equipment bears an out-of-date test label or no label at all, you must inform your line manager so that the equipment can be taken out of use until a test has been carried out.

Box type multi-way adapters must not be used as there could be a fire risk from overloaded sockets. If you use strip adapters, make sure they are surge protected if connected to computers. Always place new equipment as near as possible to the electrical source. This reduces the risk of a trailing lead becoming a trip hazard.

During normal use, examine equipment to ensure that obvious defects such as worn or damaged cables or broken switches, plugs or sockets are reported immediately so that repairs can be undertaken. Unsafe equipment must be reported to your line manager and taken out of use until it has been repaired.

If electrical equipment develops a fault, never attempt to carry out repairs yourself but report it to your manager who will call in a qualified person.

Where possible, electrical equipment must be switched off after use and the plug removed from the socket.

Never stand containers of liquid on or near electrical items as they could spill over. This could give an electric shock to the person using the equipment. If spills do occur, switch off the equipment immediately at the power socket, clear up the liquid safely and check equipment before further use.

No one is allowed to bring any privately owned electric appliance to their place of work unless checked and given permission by your line manager. All hired equipment must be examined and assessed for safety by the appropriate line manager or member of maintenance staff.

As per legal requirements, building electrical wiring must be fully checked every five years. This will be done by the MRF's landlord, Thornton Heath Leisure Centre.

LIFTING & MANUAL HANDLING

Lifting and manually handling any size of object the wrong way can cause serious back injuries and strains. If your job involves lifting you should be trained in the

proper lifting techniques. But if you have not received formal training there are guidelines for lifting which you must always follow to prevent injury:

- You should never attempt to lift a weight beyond your capacity. Always take into consideration the size, shape of the load, the height at which you will have to lift and your own physique. Seek help if the load is too heavy or awkward for you to deal with on your own. You must make full and appropriate use of the available lifting and handling aids (e.g. trolleys, sack trucks). Ask your line manager if you are unsure where these are kept.
- Before lifting, you should look for protruding sharp edges, notches, grease or anything that may weaken your grip or injure a hand. If possible wear appropriate gloves and avoid the difficulties of handling heavy items in a cramped space. Plan your lifts and route to be taken in advance to make sure it is safe to undertake.
- Your feet must be adjusted to a comfortable and well balanced position to provide a firm base for the lift. You should tilt the object to test its weight and enable you to reach the bottom corner. At the point of lifting always raise your head first, allowing your legs to take the strain. The whole movement should be a smooth continuous action and you must never lift when your spine is twisted.

PROTECTIVE CLOTHING & EQUIPMENT

Some parts of your job may require you to use personal protective equipment (and clothing), often referred to as PPE (Personal Protective Equipment at Work Regulations 1992, as amended). There are certain tasks where use of this protection is mandatory and it is imperative that you always use such items when they have been provided.

Under the current COVID pandemic, wearing face coverings and possibly gloves are recommended.

Your line manager is responsible for providing you with any PPE required to complete your duties. If you have any doubt about how to use this clothing or equipment, contact your line manager.

TRUSTEES, FREELANCERS, CONTRACTORS AND GUESTS

MRF has a legal responsibility for the safety of all trustees, contractors, consultants/freelancers, volunteers who are undertaking work for us on or off premises, as well as for any visitor. If you see any of them carrying out their business in a way that endangers themselves, our staff, apprentices or other members of the general public, you should bring this to the attention of your line manager immediately, or if there is an immediate danger, ask them to stop.

HAZARDOUS SUBSTANCES

You are unlikely to encounter hazardous substances whilst at work with MRF. All hazardous substances must comply with the Control of Substances Hazardous to Health Regulations (COSHH).










You should always read instructions carefully and only use the substance as directed.

Everyone should take care not to allow chemicals to come into contact with their eyes, skin or clothing. In the event of contamination, use plenty of cold water to wash the area and seek medical advice and treatment without delay.

Only the minimum quantities of solvents or chemicals needed should be kept and stored in suitable cabinets. You must always keep them properly labelled and in the containers which the manufacturers supplied.

Everyone should always use an alternative to an aerosol spray if one is available.

Please be aware that whilst certain substances may have their own COSHH regulations (which you must read if you use them), mixing with other materials may result in more hazardous material being produced. An example of this is bleach. In contact with other cleaners (and even other manufacturers’ bleaches), it can produce chlorine gas which is highly dangerous particularly when used in confined spaces like toilet cubicles or over sinks.

What do the COSHH symbols mean?		
 Dangerous to the environment	 Toxic	 Gas under pressure
 Corrosive	 Explosive	 Flammable
 Caution – used for less serious health hazards like skin irritation	 Oxidising	 Longer term health hazards such as carcinogenicity

Sample warning signs as used on product packaging.

Contractors working on our premises must provide MRF with a document commonly known as a ‘method statement’. This will identify their safe system of work, training and instructions, in their agreed contract. All such people must be briefed and given a talk on general do’s and don’ts whilst on our premises or working for us offsite (this should include information as to what to do in the event of an emergency). They should all also be given a copy of our H & S policy statement. Consultants and volunteers also have an obligation to abide by the provided H&S information as part of their written agreement for their work/volunteering.

Injuries & accidents

REPORTING

If you or someone else is injured on your volunteer duty, please report the incident to your support person immediately. Though a work-related injury may appear to be of little consequence, it is urgent that it is reported in sufficient detail to establish a claim, should complications follow. Our volunteers are covered by the Public Liability Insurance. In emergency, call **999** or **101** for non-serious incidents.

If there has been an accident at work (in the MRF offices or offsite), no matter how trivial it seems, you must report it and it must get recorded using the form (see Appendix 2: Accident Report Form, p. 21). Records are maintained by MRF and blank forms are available online on www.music-relief.org. If you do not know where the forms are or are unsure how to fill them, you should ask your line manager.

It is a legal requirement for all accidents to be reported and investigated.

You must complete accident reports within 24 hours. If you are unable to do this (e.g. if away from the office) it is acceptable for someone else to complete it on your behalf. On receipt of this form, your line manager will investigate the circumstances of the accident and record any action taken.

If an accident is not reported within 24 hours, MRF will note that an incident has taken place but will not necessarily accept liability for injury.

In the case of an accident that requires a visit to the hospital, your line manager will have to fill out a RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) form online (<https://www.hse.gov.uk/riddor/report.htm>).

'Near misses' and workplace violence (see Violence to Staff, p. 18) should also be recorded and investigated.

ACTION IN THE EVENT OF AN ACCIDENT

An 'accident' is defined as an unplanned event that results in personal injury or property damage. An 'incident' is defined as an unplanned event that does not result in personal injury but may result in property damage or is worthy of recording.

1. Inform your line manager or a senior member of staff. The senior member of staff will then take the appropriate action. If required, injuries will be treated by a qualified first-aider.
2. The accident is to be recorded on an accident report form and passed to the management.
3. If the casualty is taken to hospital as a result of an accident, we are required in most instances to report this to the HSE RIDDOR Incident Centre and complete a RIDDOR online form. If unsure ask a senior manager for advice.



ACTION IN THE EVENT OF AN INCIDENT

All incidents should also be recorded and the procedures followed as below:

1. Inform a manager, supervisor or officer. The senior member of staff will then take the appropriate action.
2. The incident is to be recorded on an incident report form (see enclosure 2) and passed to the Director of Operations & AT.
3. The incident will be reviewed by senior management staff to understand cause and mitigate where possible against future reoccurrence

All accidents and incident data is recorded and trends are reviewed, and where appropriate action taken to mitigate them from future occurrence.

EMERGENCY CONTACT NUMBERS

Police, Fire, Ambulance: 999 and 101 for non-serious incidents

Flooding: call Floodline on 0345 988 1188 (24-hour service)

MRF Office: 020 8683 2922

Electricity: 0800 31 63 105 (or 105 from landline or mobile)

Gas: 0800 111 999 (24-hour service)

Water: Thames Water Leakline on 0800 714 614

NHS Direct: 111

Anti-terrorist hotline - 0800 789 321.

FIRST AID

There is a first aid kit located in the office. It is on the shelf straight ahead of you as you walk into the office. Know the location of the kit. An accident may require the immediate use of its contents. If you are not familiar with basic first-aid procedures, there is a booklet explaining basic first aid in the kit. Another staff person can usually be found who can be of help. Additional kits and help can be obtained from the Thornton Heath Leisure Centre.

Electric shocks

The correct first aid treatment for somebody whom is having an electric shock is as follows:

- It is essential that the electrical contact with the casualty is broken before anyone touches them. To break the contact, switch off the power supply, remove the appropriate plug or wrench cables away if safe to do so. If none of these are possible, stand on dry insulating material such as a rubber mat, wood or thick

newspaper and use a piece of non-conducting material such as a broom handle, to push the casualty out of contact with the power source.

- Once the casualties are not in contact with the electrical source, check for breathing and circulation and start CPR if necessary. If casualties are unconscious but breathing, place them in the recovery position. Look for signs of shock and for localised burns and check accordingly.

If you are not immediately confident in dealing with the situation, call the emergency services and a qualified first-aider.

VIOLENCE TO STAFF

If you are threatened or attacked by anyone whilst working for the charity, try to keep calm and remember:

- It is best not to retaliate, especially as the law permits only a reasonable amount of force to restrain an attack.
- Always attempt to leave the situation even if this means surrendering cash or equipment. There is certainly no obligation to physically defend MRF property.

If you feel vulnerable in your work, discuss the situation with your line manager so that action can be taken to minimise the threat.

If you are assaulted on duty and the incident results in a legal case, you can sometimes obtain legal assistance via MRF's legal and insurance coverage. Your line manager should have details of this (also available from the CEO or board of trustees).

If you feel anxious, you may want to speak to your GP.

Reporting Violence

You must report any incident where you experience violence. The type of incident will usually fall into the following:

Physical Violence:

- major assault involving injury;
- minor assault involving pushing, holding or spitting;
- sexual assault or unwanted physical contact;
- attacks from animals.

Non-physical Violence

- verbal abuse, including threats of physical violence and of a racist or sexual nature;
- threatening postures and gestures;
- threatening use of animals.



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Preventative action can only be taken when MRF knows about these incidents. So when reporting an incident to your line manager, you will be required to submit a report of the incident.



Appendix 1: Young person’s emergency contact form

Please complete this form for every young person that is going to attend an MRF activity.

Email Address

Details of Young Person

This form should be completed by a young person aged 13 or over or by their legal guardian.

Full Name of Young Person.....

Date of Birth

Sex M / F Ethnicity/Nationality (optional)

Address.....

Emergency Contact Details

These details will be used to keep you safe.

Full Name of Parent (Or person with Parental Responsibility)

.....

Relationship to young person (e.g. mum, dad, aunty etc.)

.....

Address if different from above:

.....

Emergency Phone Number:

MobileHome:

Work/Other.....

Health and Wellbeing

If you have any allergies/dietary requirements, ongoing medical requirements, disabilities or impairments please provide details.

.....
.....
.....
.....



Appendix 2: Accident Report Form

This form should be completed by the youth worker on the scene at the time of any accident, and as soon after the event as possible. The report should then be handed to the Health & Safety Lead or Office to complete the subsequent action taken section.

Date, time and location of accident:

.....

Name and role of person completing form:

.....

Name of injured person:.....

Injured person's link to MRF (service user, visitor etc.).....

Age and gender if under 18

Address of injured person:

.....

Nature of incident/injury and extent of injury:

.....

.....

.....

Give details of how and precisely where the incident took place:

.....

.....

Give full details of action taken during any first aid treatment and the name(s) of first-aiders(s):

.....

.....

.....



Were any of the following contacted or notified? (circle as appropriate)

Parents/carers: Yes/No Details:.....
Police Yes/No Details:.....
Ambulance Yes/No Details:.....
Other.....

Who was the accident reported to in the group? (e.g. Health & Safety lead, senior manager. Please include date & method.)

.....
.....

What happened to the injured person following the incident/accident?

.....
.....
.....

All of the above facts are a true record of the accident/incident

Signed: Date:.....
Name:

To be filled by the Health & Safety Lead/Office.

Subsequent action taken:

.....
.....

No action taken (please provide reason):

.....

Signed: Date:.....
Name: