



Rape Crisis
North East

SAFETY STATEMENT

Approved By: **Grace McArdle**

Signed

____/____/____
Date

Revision Record

1st Review:

Reviewed By: _____
Name

Signature

____/____/____
Date

2nd Review:

Reviewed By: _____
Name

Signature

____/____/____
Date

3rd Review:

Reviewed By: _____
Name

Signature

____/____/____
Date

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1. Safety Policy & Objectives

The Management recognise that the greatest assets of Rape Crisis North East CLG are its employees and, to this end we endeavour to promote a spirit of cooperation, participation and partnership within all aspects of our business. In this spirit, we must continue to develop our own ethos on Health & Safety and implement suitable policies for securing the Safety and Health at work of all our employees, so far as is reasonably practicable.

It is the expressed wish of the Management that the activities of Rape Crisis North East CLG through its employees, will become synonymous throughout all our activities with Best Practices in Health & Safety as well as inherent to our practices over coming months and years. We would ask everyone to work towards this aim by taking care of themselves at all times, by being aware of any potential hazards and by implementing and adhering to the policies and procedures detailed in this Safety Statement fully on a day-to-day basis.

Rape Crisis North East CLG has an existing and active policy of regular and ongoing consultation with employees. This will obviously continue and has a particular relevance in Health & Safety issues and the various policies and procedures in this regard are detailed herein. All employees are encouraged to put forward suggestions and ideas for consideration and for improving standards of Health & Safety about the premises.

It is the intention of the Manager to review this Safety Statement to a regular schedule and in the light of developments in our premises and in industry generally. We are also committed to providing sufficient resources in time, personnel and finance to ensuring, so far as is reasonably practicable, the safety of all employees and persons who are on our premises at any time.

The Manager is committed to the continuing development and implementation of policies for securing the health and safety of our employees, so far as is reasonably practicable. This is actively supported by means of the on-going training and awareness programmes, which help to reinforce the company's safety strategy, as detailed in this Safety Statement.

Rape Crisis North East CLG shall ensure that all works that their employees are carrying out during the Coronavirus (COVID-19) pandemic are protecting their workforce and minimising the risk of spread of infection which we are committed to in full and shall prioritise everything to achieve same.

We also encourage the participation of the Safety Representative and recognise that safety issues raised by him/her through consultation with Management must be assessed and resolved in a satisfactory way.

We look forward to working with you all towards achieving this policy in the coming months and years.

Grace McArdle
Manager

____/____/____

2. Introduction

2.1 Safety Documentation

The Safety, Health and Welfare at Work Act 2005, (SI No. 10 2005) and the General Application Regulations, 2007 (SI No 299 2007), govern health and safety in the workplace. The management of Rape Crisis North East CLG must ensure, so far as reasonably practicable, that the workplace is safe, that the equipment provided is safe, that staff are properly trained and that they work under a system of work that will help to ensure their health and safety whilst at work. Staff must co-operate with these systems of work and the arrangements that are provided, for health and safety reasons.

This document has been prepared in accordance with the requirements laid down in Part 3, Section 20 of the Safety, Health and Welfare at Work Act, 2005, and applies to all persons working on the premises, including the employees of sub-contractors.

The Management must consult with staff on health and safety issues and is entitled to their co-operation in the development of safe systems and safe arrangements for the workplace.

The Fire Services Act (1981) and the Building Regulations (and amendments) set out the fire safety standards that must be met by occupiers of buildings. The Act and the Regulations are concerned with the fabric of buildings and the provisions for emergencies in the event of fire.

The Safety, Health and Welfare at Work (General Application) Regulations, 2007, set out some of the specific standards to be met by the workplace, including standards in relation to electricity, manual handling, first aid and workplace design and work equipment.

2.2 Safety Statement

A provision of the 2005 Safety, Health and Welfare at Work Act, requires that employers prepare a Safety Statement. This Statement must describe the organisational and physical arrangements for safety, including the assignment of responsibilities to individuals and a statement of the co-operation required from employees to maintain those standards.

The Statement must refer to the particular hazards in the workplace concerned and must indicate the risks associated with those hazards and the arrangements for control of the particular hazard. This document has been prepared to comply with the centre's duty under this provision of the Act.

This Safety Statement outlines how Rape Crisis North East CLG manages health and safety. The safety statement concerns our premises at Cherrywood Counselling Centre, Jocelyn House, Jocelyn Street, Dundalk, Co Louth and is reviewed and approved by the Manager. All staff members are required to read the safety statement and to confirm this in writing by signing the acknowledgement page. This safety statement is available to all staff members. If changes are made to the safety statement, the revision number is incremented and the amended section is circulated to all relevant persons.

This Safety Statement has been prepared specifically for Rape Crisis North East CLG and its employees and includes the following:

- An identification of the hazards present in the workplace
- An assessment of the risks arising from these hazards and in particular hazards which put any employee at unusual risk.

- The specification of the manner in which safety, health and welfare are to be secured by deciding on any control measures and if necessary, the protective equipment to be used in situations where no control measures are feasible.
- Details of the arrangements made and resources provided for securing safety, health and welfare.
- Details of the co-operation required from employees in safety and health matters.
- The names and job titles of persons responsible for safety and health in the workplace.
- The arrangements made for consultation with employees on safety and health matters.
- Details of health and safety information available to employees.
- Details of health and safety training available to employees.

2.3 Legislation

A master list of reference documents, such as, legislation, codes of practice, as shown below, should be maintained. The Health & Safety Authority (HSA) will be contacted every twelve months in order to identify any new or amended relevant legislation. The Safety Officer is responsible for reviewing the applicability of legislation and assessing its implications for the company. Management should be acquainted with these implications and, where applicable, should implement controls to ensure that the company complies with the legislative requirements.

The following is a list of some of the applicable legislation:

- Safety, Health & Welfare at Work Act, 2005
- Safety, Health & Welfare at Work (General Application) Regulations 2007 - 2016
- Safety, Health & Welfare at Work (Reporting of Accidents and Dangerous Occurrences) Regulations 2016
- The Chemicals Act 2008
- Chemicals (Amendment) Act 2010
- Dangerous Substances Act 1972
- Dangerous Substances (Amendment) Act 1979
- The Organisation of Working Time Act, 1997
- Code of Practice on the Prevention of Workplace Bullying
- Public Health Tobacco Acts, 2002 & 2004
- Public Health (Tobacco) (Amendment) Act 2013
- European Communities (Organisation of Working Time of Persons Performing Mobile Road Transport Activities) Regulations 2005
- Emergency Measures in the Public Interest (Covid-19) Act 2020

Other legislation is available at <http://www.hsa.ie/eng/Legislation/Acts/>

2.4 Safety Records

The Safety Records List lists all safety records. These records are legible, identifiable and traceable to the activities involved. They are stored and maintained in such a way that they are readily retrievable and protected against damage, deterioration or loss. These records are retained indefinitely.

Safety Records List

Record	Location	Collection	Indexing	Retention	Responsibility	Access
Risk Assessments	Safety Statement	On Completion	By Area	2 Years	Safety Officer	General
Training Record	Personnel File	On Completion	By Name	Ongoing	Manager	Restricted
Training Certificates	Personnel File	On Completion	By Name	Ongoing	Manager	Restricted
Safety Checks	Safety Folder	On Completion	By Date	2 Years	Safety Officer	General
PPE Issue Sheet	Safety Folder	On Issue	By Date	Ongoing	Safety Officer	General
Maintenance Record	Machine	On Updating	By Date	2 Years	Safety Officer	General
Accident Report	Safety Folder	On Completion	By Date	2 Years	Safety Officer	Restricted
Safety Management Meeting Minutes	Safety Folder	On Completion	By Date	2 Years	Safety Officer	General

3. Management Responsibility & Commitment

3.1 Manager

The Manager assumes ultimate responsibility for Health & Safety.

3.2 Employer Responsibilities

Employer responsibilities are detailed in the Safety, Health and Welfare at Work Act 2005. They must:

- Show through their personal behaviour that only the highest safety standards are acceptable.
- Be fully familiar with the company's Safety Statement.
- The Manager will be responsible for planned implementation of effective Health and Safety standards within the company according to agreed objectives and for ensuring that Health and Safety standards are taken into account in planning all activities and in organising work/training generally.
- Ensure that the Safety Statement is communicated and implemented.
- The Manager bears the ultimate responsibility for ensuring that staff are given correct information and training for them to their job effectively and that their training targets are realistic and do not compromise Health and Safety requirements.
- The manager is responsible that all employees & trainees under his control, including visitors, are made aware of and fully adhere to the company's safety and health policy.
- Continue to develop safety practices in the company to ensure so far as is reasonably practicable, the safety of all employees under his/her control.
- The manager ensures all staff under his control have received the appropriate occupational safety and health training.
- The manager is aware of his responsibilities under the company's emergency response plan.
- Put in place measures to ensure the safety, health and welfare of employees
- Manage work activities so as to ensure safety
- Manage work activities in such a way as to prevent improper conduct
- Provide a safe place of work
- Provide a safe means of access and egress from the workplace
- Provide safe plant and machinery
- Prevent risk from noise, vibration, radiation
- Provide safe systems of work
- Provide welfare facilities
- Provide information, training and instruction
- Implement safety measures identified through risk assessment
- Use the general principles of prevention to protect employees
- Implement Emergency plans & procedures
- Report accidents to the HSA
- Further Employer Responsibilities are outlined in Appendix 15

3.3 General Duties of Employees

In general employees must:

- Show through their personal behaviour that only the highest safety standards are acceptable.
- Be fully familiar with the company's Safety Statement.
- Ensure the Safety Statement is communicated and implemented.
- Ensure that all trainees under his/her control, including visitors, are made aware of and fully adhere to the company's health and safety policy.

- Ensure all tasks being carried out under their control are completed safely and without risk to health.
- Continue to develop safety practices in the company to ensure so far as is reasonably practicable, the safety of all trainees under their control.
- Maintain safe work conditions and practices by being alert to and immediately correcting unsafe conditions.
- Ensure only trained personnel are authorised to operate machines and equipment.
- Ensure all trainees under their control have received the appropriate occupational health and safety training.
- Ensure that all accidents, dangerous occurrences and near misses are reported and investigated in a timely manner and corrective actions are put in place to prevent recurrence.
- Maintain good housekeeping standards.
- Be aware of their responsibilities under the company's emergency response plan.
- Consider all representatives from trainees concerning health and safety.
- Comply with company policies and procedures.
- Take all precautions necessary to safeguard their own health and safety and that of their fellow workers.
- Take a leading role in promoting health and safety in the company.
- Be aware of the possible hazards in the company.
- Take care when carrying out their duties to ensure their own safety and that of their fellow employees.
- Report all injuries to the safety representative.
- Know the location of the first aid kit.
- Be aware of the company's evacuation plan.
- Comply with relevant safety and health laws,
- Not be under the influence of an intoxicant at the place of work; and in that regard, submit to an appropriate test, if reasonably required by their employer
- Not engage in improper conduct or behaviour
- Wear personal protective clothing where necessary
- Co-operate with their employer and look out for one another
- Not do anything which would place themselves or others at risk
- Further Employee Responsibilities are outlined in Appendix 16

3.4 Safety Officer

The Safety Officer at Rape Crisis North East CLG is **Grace McArdle**.

The Safety Officer is responsible for:

- Ensuring that Health & Safety management system requirements are established, implemented and maintained,
- Ensuring that reports on the performance of the Health & Safety management system are presented to management for review and as a basis for improvement of the Health & Safety management systems.

3.5 Fire Officer

The Fire Officer at Rape Crisis North East CLG is **Grace McArdle**.

The Fire Officer is responsible for the safe evacuation of all personnel from buildings. He / she is responsible for contacting the fire brigade.

3.6 Safety Representative

In accordance with Section 25 of the Safety, Health and Welfare at Work Act, 2005, employees have the right to select a Safety Representative.

The Safety Representative at Rape Crisis North East CLG is **Jennifer Norton**.

The role of the Safety Representative may be summarised as follows:

- The Safety Representative will be given access to any information in the possession of management that pertains to the safety, health and welfare of employees – subject to the exclusion of information relating to:
 - An individual
 - Information pertaining to Rape Crisis North East CLG taking or defending a legal action; or
 - Information, which may not be disclosed without contravening a legal prohibition.
- The Safety Representative will be given the opportunity to receive appropriate training.
- The Safety Representative will be informed when an Inspector of the Health and Safety Authority (HSA) visits the premises and will be facilitated with the discharge of his/her functions under Section 25 of the Safety, Health and Welfare at Work Act, 2005.
- Make representations to an employer on any aspect of safety, health and welfare in the work place.
- Investigate accidents and dangerous occurrences.
- Make oral or written representations to inspectors on matters of safety, health and welfare at work.
- Subject to prior notice to the employer, in circumstances in which it is reasonable to assume that risk of personal injury exists, to investigate potential hazards and complaints made by any employee whom he/she represents relating to that employee's safety, health and welfare at the place of work.

Note: The safety representative shall not suffer any disadvantage in their employment through discharging their functions and cannot be held criminally liable for failure to perform any function of a safety representative.

3.7 COVID-19 Compliance Officer

The COVID-19 Compliance Officer at Rape Crisis North East CLG is **Grace McArdle**.

The role of the COVID-19 Compliance Officer may be summarised as follows:

- The role of a COVID-19 Compliance Officer is to monitor day to day activities to ensure social distancing and hygiene rules are being maintained to protect health and reduce the spread of the COVID-19 virus.
- The person undertaking the role must receive training in what the role will entail.
- Ensuring compliance to the 2-metre social distancing rule and good hygiene is not the sole responsibility of the COVID-19 Compliance Officer. Their role is supported by all management and staff.
- Management must communicate details of the appointed COVID-19 Compliance Officer.
- A COVID-19 Compliance Officer must not put themselves at risk while carrying out their duties.
- COVID-19 Compliance Officers must have a structure or framework to follow within the organisation to be effective in preventing the spread of COVID-19. This structure must be regularly audited and managed to ensure it works and protects all onsite. Failure to take it seriously could result in an outbreak of COVID-19 in the workplace.

3.8 Third Parties

Responsibilities of **All Third Parties**, including members of the public, Visitors and Contractors visiting the office and car park site for Rape Crisis North East CLG.

- Third parties must observe all safety rules and co-operate fully with management in the pursuit of the Safety Policy and in the event of any emergency.
- Management of Rape Crisis North East CLG are committed to outlining the health and safety policy of the business to contractors
- Contractors are expected to comply with all Health and Safety legislation. Depending on the nature of the work carried out by contractors they may have to produce an insurance certificate showing the required level of Employers and Public Liability insurance cover as well as a copy of the written risk assessment for the job to be carried out.
- Contractors must give adequate warning to management of any operations being undertaken which would be likely to create a health and safety hazard.
- All third parties must co-operate fully with the management of Rape Crisis North East CLG during any investigation relating to safety, health welfare.
- Prior to contractors bringing persons, other than their own direct employees i.e., subcontractors, onto site they must inform the Rape Crisis North East CLG management.
- Contractors and self-employed persons will ensure that all their employees and others under their care are provided with, and use, all the necessary personal protective clothing and equipment required.
- All Contractors, Sub-Contractors and Self-Employed persons shall provide their safety statement when requested to do so.
- All Contractors, Sub-Contractors and Self-Employed persons must comply with the requirements of this safety statement.
- All Contractors, Sub-Contractors and Self-Employed persons have a duty to report to the occupier any defect in the plant and equipment, place of work, or system of work without unreasonable delay.

Contractor's responsibilities include:

[A contractor is a person or organisation who signs a contract to do certain work within a specified time for payment.]

All contractors involved in work activity on our premises are expected to comply with our policy for safety, health and welfare and must ensure that their own safety statement is made available while the work is being carried out.

Contractors are required to provide us with details on any potential hazards that may impact on the wellbeing of our employees while work is being carried out in our workplace. To ensure compliance with the legislation we will provide the contractor with the relevant sections of our safety statement to ensure that they are aware of the hazards in our workplace.

Contractors must report to the designated person on arrival at our workplace.

Contractors on Rape Crisis North East CLG premises or work sites are bound by the following:

- They should not work on the premises unless covered by adequate employer's and public liability insurance. Contractor's insurance policies must be submitted for examination prior to work commencing to ensure they confirm to Rape Crisis North East CLG requirements.
- They are obliged to observe the Rape Crisis North East CLG safety rules and comply with any other applicable regulations or instructions given by a representative of Rape Crisis North East CLG.

- Contractors must not commence with any work on the premises or project site until relevant safety procedures are read, understood and accepted.
- Contractors may be asked to provide their Safety Statement or a Methods Statement prior to the commencement of work at the discretion of the Safety Officer.
- Contractors will issue necessary personnel protective equipment to their employees

Visitor Responsibilities:

(A visitor is a person other than an employee or contractor)

All visitors to our premises are to be made aware of our safety procedures and where possible must be accompanied by an employee at all times. Visitors are required to conduct themselves in a safe manner at all times. Visitors are required to observe the fire policy and in the event of an emergency they should identify themselves to an employee and they shall be escorted to the designated assembly point.

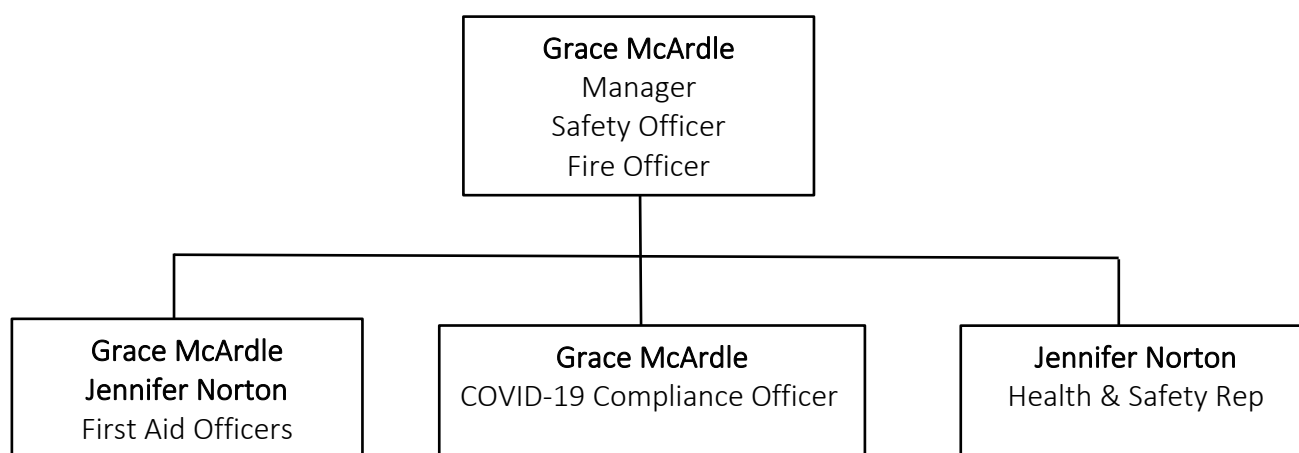
Visitors are bound by the following rules:

- Report to reception on entering the building and sign the visitor's book.
- Conduct themselves in a safe manner at all times
- Visitors must be accompanied by Rape Crisis North East CLG personnel at all times while in the building.
- They are obliged to observe the company's Safety Rules and any instructions given by company personnel who enforce the safety policy.
- They are obliged to adhere to the company's emergency evacuation procedures.

3.9 Resources

Management shall provide adequate resources essential to the implementation, control and improvement of the Health & Safety management system. Management will afford staff whatever time is necessary to carry out their duties outlined in this manual.

3.10 Safety Organisational Chart

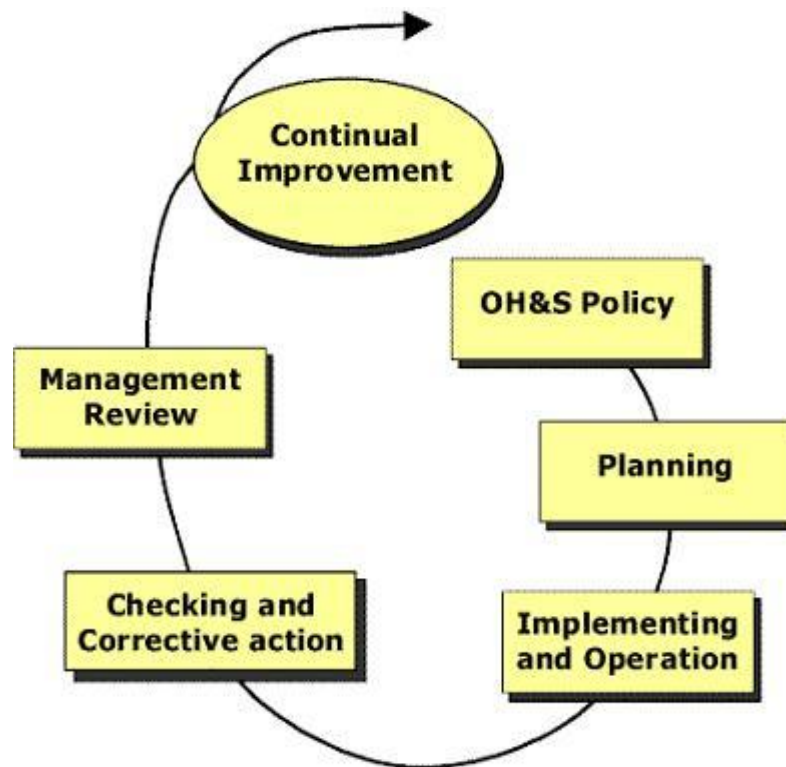


4. Safety Management Programme

Task	When	Record	Responsibility
Review legislation	Annually	Audits	Safety Officer
Induction of staff	On appointment	Induction Record	Safety Officer
Hold safety review meeting	Annually	Minutes	Safety Officer
Holding of fire evacuation drills	Annually	Fire drill record	Safety Officer
Testing of fire protection equipment, systems and alarms	Annually	Fire drill record	Safety Officer
Record and investigate accidents	Immediately	Accident / Incident Log	Safety Officer
Check contents of the First Aid Box	6 Monthly	First Aid Contents Log	First Aid Officer
Report serious accidents	Immediately	IR1 / IR3 Form	Safety Officer
Carry out safety checks	Quarterly	Safety Check Sheet	Health & Safety Rep
Carry out safety audits	Annually	Safety Audit Report	Safety Officer

The above management programmes outline how the Company achieves its safety objectives of reducing risks within the workplace and complying with our legal requirements. This programme will be reviewed at the management review meetings. Other objectives and programmes will be detailed in the management review meeting minutes.

5. Safety Management System



Our safety management system outlined below details how we achieve our safety objectives.

In order for us to achieve our safety objectives:

- **Planning** - The Company must identify the risks and legal requirements associated with our work activities and establish controls to control these risks.
- **Implementing and Operation** - The Company must implement the controls identified in the planning phase.
- **Checking and Corrective Action** - The Company must monitor these controls through active and reactive monitoring to ensure compliance and take corrective action if required.
- **Management Review** - The company must review the effectiveness of the Safety Management System at defined intervals in order improve the system.

6. Planning

Comprehensive risk assessments have been carried out on the company's operations activities. Records of accidents, legislation, ill health and insurance claims can also help to identify the main hazards.

Step One is an analysis of the workplace. This involves drawing up a list of activities and locations.

Step Two is to identify the hazards associated with these work activities and locations. When doing this, it is useful to think of a hazard as anything that might cause harm. Many hazards are common to almost all workplaces, as for example electrical hazards or tripping and falling.

Step Three is to rate the risk level associated with the hazard. To do this we need to establish the probability or likelihood that the injury might occur, and the extent or severity of the injury. Consideration must also be given to controls that may already be in place.

Risk Assessment Process:

The HSA describes the risk assessment process as "a careful examination of what could cause harm or loss so that you can weigh up whether you have taken enough precautions or should do more".

The process used is as follows.

Once a hazardous situation is identified, the first step is to identify what controls are currently in place. The illustrated priority table is then used to work out the associated risk and to provide a risk rating. Using the table, assessments of likelihood and consequence are translated into levels of risk.

Slightly Harmful

Superficial injuries

Minor cuts & bruises

Eye irritation from dust

Nuisance & irritation

Temporary discomfort

Harmful

Lacerations

Burns

Concussion

Serious sprains

Minor fractures

Dermatitis

Asthma

Minor disability

Very Harmful

Amputation

Major fractures

Poisoning

Fatal injuries

Occupational cancer

Life shortening disease

Deafness

Fatal disease

Head injuries

Eye injuries

		SEVERITY		
LIKELIHOOD		Slightly Harmful	Harmful	Extremely Harmful
	Unlikely	1	2	3
	Likely	2	4	6
	Very Likely	3	6	9

Assessment	Priority	Action
Trivial Risk 1	Non-Urgent	No action needed
Acceptable Risk 2	Non-Urgent	- No additional controls - Monitoring required - Assessment recorded
Moderate Risk 3 - 5	Action Needed	- Controls required as soon as practical - Assessment recorded - Controls documented
Substantial Risk 6 - 8	Action Needed	- Controls required immediately - Assessment recorded - Controls documented
Intolerable Risk 9	Urgent Action Needed	- Work prohibited/ceases - Controls required immediately - Assessment recorded - Controls documented - Work stoppage documented

Clearly, the assessment of risk is a question of judgement. You must form an opinion in each case. You may need to draw on the advice of a competent person. The consultative process means that you should also draw on the opinions of your employees and their Safety Representative.

Step Four is to evaluate the risk in terms of the adequacy of all existing controls.

Additional controls or precautions may be needed to eliminate or further reduce the risk level to as low as is reasonably practicable. These controls:

- must be consistent with the operational experiences of employees
- should indicate any facility requirements and training needs
- are documented on the risk assessments
- should state any required operating criteria
- will also cover risks associated with goods and work subcontracted out to other companies

A good approach to eliminating risks is set out in the legislation and referred to as the **nine principles of prevention**.

Safety, Health & Welfare at Work Act, 2005 sets out **9 General Principles of Prevention** (set out in schedule 3 of the Act):

1. **Avoidance** of risks
2. **Evaluation** of unavoidable risks
3. **Combating** of risks at source
4. **Adaptation of work to the individual**, especially with design of place of work, choice of work equipment and the choice of systems of work with a view to alleviate monotonous work
5. **Adaptation of the place of work** to technical progress
6. **Replacement** of dangerous articles, substances or systems of work by safe or less dangerous articles, substances or systems of work.
7. **Giving of priority** to collective protective measures over individual protective measures
8. **Development of an adequate prevention policy** in relation to safety, health and welfare at work, which takes account of technology, organisation of work, working conditions, social factors and the influence of factors relating to the working environment
9. **Giving of appropriate training** and instruction to employees

These nine principles are often summarised into a five step **Hierarchy of Control**. It's called a hierarchy because the most effective control is placed at the top. Each layer below the top compromises some level of safety. You should implement these controls in priority order starting at the top and working step-by-step down the list.

Hierarchy of Control

1. Eliminate
2. Substitute
3. Engineering
4. Administrative
5. Personal Protective Equipment (PPE)

Finally, **Step Five** involves a continuous review of all these activities. Each risk must be monitored and reviewed periodically to ensure that the control measures in place are effective, and to change or alter them if necessary. In summary, every organisation must carry out a Risk Assessment for their workplace. This must include risks for all people, including visitors and contractors.

For every hazard, controls must be identified, according to the nine principles of prevention. Furthermore, procedures must be put in place to monitor the ongoing identification of hazards, the assessment of risks, and the implementation of necessary control measures.

Recognising Hazards

You will become aware of a potential occupational hazard through your senses:

- By **seeing** an overflowing vessel or a drip from a solvent transfer line
- If you **smell** a build-up of flammable gas or toxic vapour
- By **tasting** an airborne substance
- By **knowing the symbols** used on labels and their meaning
- By **observing electrical hazards** like bare wires, overloads, overheating cables/ instruments etc.
- By **sound**, e.g., Bearings on machine, etc.
- By **touch**, e.g. Over-hot surfaces, etc.

These are the critical stages where action must be quickly taken to prevent an accident from happening. It is the **employee's responsibility** to inform his/her line manager or Safety Officer of any safety problems as soon as they arise, as many accidents are preventable. The Managing Director/Safety Officer must take immediate corrective action following notification of the problem.

7. Implementing & Operation

7.1 Implementation of Controls

The implementation of controls will include:

- the issuance of Personnel Protective Equipment
- the erection of signs where appropriate
- the adaptation of workplaces
- the execution of workstation assessments
- putting consultation & communication arrangements in place

7.2 Training

General

The strength of the Company is directly related to the skills and talents of its employees. We are committed to maintaining a growth environment in which individuals will be challenged, encouraged and empowered to develop their careers. Our training and development strategy will be driven by the business objectives, goals and values.

Rape Crisis North East CLG will give employees adequate training to do their job safely and competently. Our business believes training is a two-way process. We encourage employees to participate and to highlight any gaps in their own skills or knowledge they believe they have.

It is the responsibility of management to ensure that personnel are competent to perform tasks that may impact on Health & Safety in the workplace. Training is provided on induction, transfer to new tasks, new equipment, new systems of work, new technology.

Training shall take into account differing levels of responsibility, ability, literacy and risk.

Induction Training

The Safety Officer must also ensure that all employees are aware of the necessity to follow their procedures, and the consequences of not following them. New employees are required to read and sign the Safety Statement.

Induction training will include the following:

- Specific hazards associated with the workplace and the controls that are in place
- Workplace rules
- Roles and responsibilities
- Emergency procedures and first-aid arrangements

Operator Training

All employees are required to be competent to carry out tasks assigned to them. They must be aware of the hazards associated with the work they carry out. They are required to read risk assessments for each work activity that they are involved in.

Manual Handling Training

Manual Handling training will be given to all staff at least every three years. New staff will be trained on induction.

Training Records

A current record of each employee's health and safety training shall be maintained by the company.

7.3 Consultation and Communication

The Safety, Health and Welfare at Work Act, 2005 places a duty on employers to consult with their employees/trainees. The Act states that it shall be the duty of every employer:

1. To consult his employees/trainees for the purpose of the making and maintenance of arrangements which will enable him and his employees/trainees to co-operate effectively in promoting and developing measures to ensure their safety, health and welfare at work and in ascertaining the effectiveness of such measures.
2. As far as is reasonably practicable, to take account of any representations made by his employees/trainees

The Act states that:

"Employees shall have the right to make representations to and consult their employer on matters of safety, health and welfare in their place of work."

The effectiveness of our Health, Safety and Welfare Procedures will be achieved only through co-operation between Management, Employees and Sub-Contractors and this is best achieved through a forum of active participation and communication.

Management will communicate with staff in relation to:

- measures which may affect their health and safety
- the designation of employees to implement emergency plans and procedures
- activities arising from or related to protection from and prevention of risks to health and safety
- hazard identification and risk assessments
- the preparation of safety statements
- information on hazards and risks identified by risk assessments and the protective and preventative measures to be taken
- information required to be kept or notified to the HSA about accidents or dangerous occurrences
- the appointment of competent persons
- the planning and organisation of training
- the planning and introduction of new technologies

Employees are encouraged to communicate any deficiencies in the safety management system and any other safety issues. They can communicate these through their immediate supervisor. Should the staff wish to nominate a formal safety representative, management will give the elected safety representative the co-operation required by the act and will consult on safety issues through him / her.

7.4 Disciplinary Procedure

Disciplinary action, up to and including dismissal, will be taken against Employees/Trainees where compliance with Safety and Health rules/regulations cannot be achieved through advice and persuasion.

8. Checking and Corrective Action

8.1 Active Monitoring and Corrective Action

Safety Inspections

Safety checks have been developed for all areas of the company. Safety checks are carried out monthly. Problems and findings are recorded on the Check Sheet. These problems are brought to the attention of the person responsible for the area where the problem was identified.

Recorded problems are rechecked at subsequent checks to ensure that the problem has been rectified.

Audits

The Safety Management system is audited by an independent person at least once a year. Audit findings and required corrective action is recorded on the Audit Report. Audits are reviewed to ensure that the corrective action has been taken and is effective.

8.2 Reactive Monitoring (Accidents and Dangerous Occurrences Procedures)

Purpose

Accidents are unplanned events that may result from unsafe work practices and / or unsafe physical conditions. They may result in needless, painful injury to personnel, extensive damage to material and property, and interfere with the orderly flow of operations. Consequently, the purpose of accident reporting by the immediate Supervisor is to uncover the causative factors promptly, so that proper corrective action may be taken to prevent recurrence. Causative factors may include hazardous conditions and / or unsafe work practices.

Procedure

All accidents and injuries and dangerous occurrences, however small, must be reported to the Manager, Safety Officer, Supervisor or whoever is in charge in his / her absence.

- The Manager must be informed immediately in the event of an accident or dangerous occurrence
- The details will be entered in the Accident Log
- The Safety Officer will raise an Accident / Incident Report Form if appropriate
- The Safety Officer will investigate the accident with the assistance of the Safety Representative and any other persons that may be of assistance
- The Safety Officer must firstly secure the accident area
- The Safety Officer must collate all facts pertaining to the accident / incident. This should include interviewing witnesses and the injured person
- The Safety Officer must determine the sequence of events. All this information will be detailed on the Accident / Incident Report
- The Manager, Supervisor, Safety Officer and Safety Representative will meet to identify the root cause(s) of the incident
- They will review existing procedures to identify any failings and subsequent corrective actions necessary to prevent recurrence. Any corrective action required will be detailed on the Accident / Incident Report

The Safety Officer is responsible for ensuring that any corrective action required is implemented and is effective.

Reporting to the Health and Safety Authority

The Health and Safety Officer is responsible for completion, where necessary, of the form prescribed by the Safety, Health and Welfare at Work (Reporting of Accidents and Dangerous Occurrences) Regulations 2016 for reporting of accidents or dangerous occurrences to the Health and Safety Authority (HSA). This report is made where:

- An employee dies, either at the workplace or while carrying out work at another location, as a result of an accident
- An employee is prevented from performing their normal duties, for more than three consecutive days, excluding the day of the accident but including any days which would not have been working days, as a result of an accident at a place of work or in the course of work in a location other than their normal place of work
- Accidents involving an employee who dies within one year as a result of an accident at their place of work or in the course of work in a location other than their normal place of work
- Accidents involving persons who are not at work but as a result of an accident related to a place of work or work activity die within one year of the accident
- Accidents involving persons not at work but who as a result of an accident related to a place of work or work activity suffer any injury or condition that results in the person being taken to receive medical treatment in a hospital or medical facility
- A dangerous occurrence has occurred

Fatal accidents should be reported as soon as possible by the quickest practical means, detailing the name of the deceased, brief particulars, and location of the accident. Within five days a written report should be sent to the HSA. Non-fatal accidents should be reported within ten days. All accidents and dangerous occurrences can be reported online at www.hsa.ie, or by completing the relevant Form (IR1 or IR3) and posting it to:

Workplace Contact Unit
Health & Safety Authority
Metropolitan Building
James Joyce Street
Dublin 1

Where an accident occurred, and caused loss of life, the scene of the accident shall not be disturbed or tampered with before a HSA inspection has been completed and the expiration of three clear days after reporting of the accident.

Keeping records

Records of reportable accident or dangerous occurrence are required to be maintained for a period of 10 years from the date of the accident and dangerous occurrence.

9. Safety Management Review

A Health & Safety Management Review Meeting must be held at least once every twelve months for the purpose of reviewing the suitability and effectiveness of the Health & Safety management system.

The Safety Officer will collate all relevant information necessary to facilitate this review.

The meeting should address the possible need for changes to policy, objectives and other elements of the Health & Safety management system, in light of the Health & Safety management system audit results, changing circumstances and the commitment to continuous improvement.

The management review meeting, therefore, provides managers with an opportunity to:

- Take an overview of the safety systems and look at what has been achieved
- Review progress against objectives and ongoing performance
- Identify new or updated objectives and targets
- Agree actions to address any outstanding issues
- Drive improvement

The Safety Officer should maintain minutes of this meeting.

10. Emergency Procedures & Plans

10.1 Fire Training

All staff to receive fire awareness training.

10.2 Fire/Evacuation Drills

Fire Drills will be carried out twice a year. Records of these drills will be maintained.

10.3 Means of Escape

Fire exits will be kept clear at all times.

10.4 Fire Extinguishers

Fire extinguishers are available throughout the premises. These are inspected annually.

10.5 Fire Emergency Procedure

The Fire Emergency Procedure is detailed in Appendix 4 (Emergency Procedures).

10.6 First-Aid Arrangements

First-Aid kits are located in the **Main Office, Ground Floor Kitchenette & Basement Kitchenette**. The First Aid box is labelled with a white cross on a green background.

The First Aid Officers are: **Grace McArdle**
Jennifer Norton

Appendix 1 - Risk Assessment

Hazard Analysis

Description of Activity: Manual Handling	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Who is at risk?	Current Controls	Risk Score	
Incorrect lifting, Dangerous Loads, Musculoskeletal Disorders, Back Injury	Employers Employees Visitors	• Tasks are organised to allow the use of mechanical aids to avoid/reduce the need for manual handling • Tasks are organised to ensure handling is carried out between waist and shoulder height • Heavy or large/unwieldy loads are broken down into more manageable weights or are lifted by two people • Work is planned to prevent handling over long distances or frequent repetitions • Workplace is organised to ensure adequate room to prevent bending, twisting, unstable posture • Materials to be stored so as to minimise moving and handling • Each manual handling task has been assessed • Employees receive manual handling training at least every three years	4	
Risk Assessment Scores		6 - 9 High Risk	3 - 5 Medium Risk	1 -2 Low Risk

Control Measures

Description of Activity: Manual Handling	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Risk Score	Control Measures / Remedy	By Whom
Incorrect lifting, Dangerous Loads, Musculoskeletal Disorders, Back Injury	4	Manual Handling techniques to be monitored	Safety Officer

Hazard Analysis

Description of Activity: Slips, Trips & Falls	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Who is at risk?	Current Controls	Risk Score
Trailing Cables, Damaged Flooring, Working at Height, Poor Housekeeping	Employers Employees Visitors	- Spills are cleaned up immediately - Mats are properly designed/fitted and secured - Changes in levels are highlighted e.g., steps, slopes - Employees should walk...not run - Trailing cables and leads are re-routed, removed or secured - Incidents involving slips, trips and falls will be monitored and investigated to identify causes and implement remedial measures	4
Risk Assessment Scores		6 - 9 High Risk	3 - 5 Medium Risk
			1 -2 Low Risk

Control Measures

Description of Activity: Slips, Trips & Falls	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Risk Score	Control Measures / Remedy	By Whom
Trailing Cables, Damaged Flooring, Working at Height, Poor Housekeeping	4	- All staff to follow a 'clean as you go' policy - No items to be stored on floor - House-keeping is maintained to prevent build-up of trip hazards such as boxes, trays and waste materials, discarded wrappings - Stairwells to be monitored periodically to prevent tripping hazards	Manager All Staff

Hazard Analysis

Description of Activity: Access & Egress	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Who is at risk?	Current Controls	Risk Score
Obstacles restricting safe access & egress inadequate lighting unsafe ladders/steps	Employer Employees Visitors	- Employees must immediately report any defects in equipment that would prevent safe access & egress - Always check the area you are going to be working in before carrying materials and clear away any obstacles - Employees must always inspect the work area before work commences. This will include checking for trip hazards, headroom, positioning of electrical and other services - Never work in unsuitable lighting conditions. - Never work alone outside normal working hours unless informing management - Use ladders or steps in the manner for which they were intended - For access required above head height use step ladders - Return all articles to their correct places	5
Risk Assessment Scores		6 - 9 High Risk	3 - 5 Medium Risk
			1 -2 Low Risk

Control Measures

Description of Activity: Access & Egress	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Risk Score	Control Measures / Remedy	By Whom
Obstacles restricting safe access & egress inadequate lighting unsafe ladders/steps	5	- There will always be trip and sometimes slip hazards present. Watch where you are walking and be aware of the activities that are taking place overhead. - Before starting work in an area, employees must check that access to and around the work area is clear, safe, secure and has sufficient lighting (natural or artificial). If access is not appropriate, they must inform their supervisor and/or site management	Manager

Hazard Analysis

Description of Activity: Cleaning	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Who is at risk?	Current Controls	Risk Score
Cleaning Using incorrect equipment or techniques can cause musculoskeletal disorders and/or back injury	Employees	- Employees are given information on the cleaning activities to be carried out and are trained in safe cleaning and good hygiene procedures - Trolleys are provided and used where needed - Furniture is suitably arranged or fitted with casters/glides for ease of movement where possible - Suitable PPE is provided and used - Equipment (e.g., vacuum, polisher, etc) used for cleaning is visually inspected before use, reported defects are dealt with promptly and unsafe equipment is taken out of use - Safe practices are in place for the use of cleaning equipment and employees are instructed to adjust equipment as required - Consider the equipment: its weight, ease of movement, where it is stored, adjustable wand/handle, avoiding bucket lifting if possible, etc. - Rotate tasks to alter physical position where possible	5
Risk Assessment Scores		6 - 9 High Risk	3 - 5 Medium Risk
			1 - 2 Low Risk

Control Measures

Description of Activity: Cleaning	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Risk Score	Control Measures / Remedy	By Whom
Cleaning Using incorrect equipment or techniques can cause musculoskeletal disorders and/or back injury	5	- Where possible use trolleys/wheeled carts to move heavy items around the workplace e.g., large amounts of cleaning equipment, bags of rubbish, stacks of chairs, etc. - Regularly check trolleys/carts and maintain them in good condition - Make sure the gloves are suitable for the task e.g., if handling chemicals or dealing with body fluids - Portable electrical equipment that could be subject to wear and tear to be inspected and tested - The use of PPE should be monitored at all times	All employees

Hazard Analysis

Description of Activity: Human Factors	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Who is at risk?	Current Controls	Risk Score
Unsafe person/practices: Injury caused by human factors	Employer Employees Visitors	• Trainees, or others with limited experience, are instructed and closely supervised • Internal training to meet changing requirements within the workplace is ongoing • There is adequate provision of trained first aiders and equipment • The workplace is locked when not in use and access is controlled by keys issued to authorised personnel only • Visitors are required to report to reception • The use of personal mobile phones is not permitted	3
Coronavirus	Employer Employees Visitors	• Ensure all coronavirus prevention measures are in place and all guidelines followed	2
Risk Assessment Scores		6 - 9 High Risk	3 - 5 Medium Risk
			1 - 2 Low Risk

Control Measures

Description of Activity: Human Factors	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Risk Score	Control Measures / Remedy	By Whom
Unsafe Person Practices	3	• The consumption of food or drink is not allowed in the workplace, except in designated areas	Manager Safety Officer

Hazard Analysis

Description of Activity: COVID-19 in the Workplace	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Who is at risk?	Current Controls	Risk Score
Spread of COVID-19 Coronavirus COVID-19 can cause serious illness and, in some cases, can be fatal	Employer Employees Visitors	Induction Training - All Employees to complete Covid-19 induction prior to returning to workplace Physical Distancing - All of the regulations regarding Physical Distancing must be adhered to at all times. - Conference calls to be used instead of face-to-face meetings - Employees should: - Avoid close contact with others - Where possible keep at least 2 metres (6 feet) away from other people - Avoid an area if it looks busy - Always adhere to social distancing advice Travelling / Commuting Measures - All work trips and events – both domestic and international – will be curtailed until further notice. - Person-to-person meetings should be done virtually where possible, especially with non-Rape Crisis North East CLG parties. - If you normally commute to the office by public transportation and do not have other alternatives, you can request to work from home as a precaution. - All employees travelling abroad must inform management of their destination. Cleaning - Frequently cleaning and disinfecting objects and surfaces that are touched regularly using appropriate cleaning products and methods - Staff have been instructed to clean and sanitise communal equipment (e.g., photocopier, printer) before and after each use Hand & Respiratory Hygiene Rules - We have provided Hand Sanitisation at several points throughout the building, please use them at regular intervals. This is the case even if provided with protective gloves. If you discover dispensers are empty it is your responsibility to advise management immediately. At a minimum wash hands at least once every hour. - Employees should ensure they are familiar with and follow hand hygiene guidance and advice - Wash their hands with soap and water or with an alcohol-based hand rub regularly and in particular: - After coughing and sneezing - Before and after eating - Before and after preparing food - If in contact with someone who is displaying any COVID-19 symptoms - Before and after being on public transport (if using it) - Before and after being in a crowd - When arriving and leaving the workplace/other sites	5

		- Before having a cigarette or vaping - When hands are dirty - After toilet use • Cough / sneeze into your sleeve, preferably into your elbow (of your non-dominant arm). If you use a tissue, discard it properly and clean / sanitise your hands immediately. • Avoid touching their eyes, mouth, or nose • Not share objects that touch their mouth, for example, bottles or cups • If you find yourself coughing / sneezing on a regular basis, avoid close physical contact with your co-workers and take extra precautionary measures (such as requesting sick leave). General Hygiene Rules • We are adopting 'no handshake' and 'social distancing' policies for the duration of the current COVID-19 outbreak. • All employees are encouraged to wash their hands frequently during the day in line with good hygiene protocols, but especially after coughing or sneezing. You can also use the sanitisers strategically located and clearly visible throughout the building. In the event that the sanitiser station is depleted, please ensure to inform your line manager immediately. • Open windows regularly to ensure open ventilation. • Avoid touching your face, particularly eyes, nose, and mouth with your hands to prevent from getting infected. • If the Company deems the risk to be extreme, and in line with advice from the HSE, the use of appropriate PPE (e.g., face masks) will be mandatory. • When performing duties away from the office all employees must practice social distancing and hygiene guidelines as determined by the HSE. • Do not use anyone else's equipment unless it has been completely sanitised. Equipment is deemed to include forklift trucks, trucks, vans, knives, desks, computers, calculators, phones, pens and any other items that could be a medium of transfer. Personal Protective Equipment (PPE) • Use PPE as instructed by employer - Check that: - PPE is provided - it offers adequate protection for its intended use - You are trained in its safe use - it is properly maintained and any defects are reported Customer Interaction • Remind customers about physical distancing measures • Have sanitiser available for customers • Refer difficult customers to management • Use signage • Be nice! Mental Health • Management will promote mental health & wellbeing awareness to staff during the COVID-19 outbreak and will offer whatever support they can to help	
Risk Assessment Scores	6 - 9 High Risk	3 - 5 Medium Risk	1 - 2 Low Risk

Control Measures

Description of Activity: COVID-19 in the Workplace	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Risk Score	Control Measures / Remedy	By Whom
Spread of COVID-19 Coronavirus COVID-19 can cause serious illness and, in some cases, can be fatal	5	Induction Training - Employees to sign copy of revised safety statement, Covid-19 Policy, and induction record Physical Distancing - Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it - Management checks to ensure this is adhered to Travelling / Commuting Measures - Persons should not share vehicles or cabs, where suitable distancing cannot be achieved. Cleaning - Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed - Staff to be instructed to bring minimal personal belongings into the workplace to avoid risk of contamination Hand & Respiratory Hygiene Rules - Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap - Employees to be reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it - Encourage staff to report any problems or issues relating to COVID-19 General Hygiene Rules - When performing duties away from the office all employees must practice social distancing and hygiene guidelines as determined by the HSE. - If the Company deems the risk to be extreme, and in line with advice from the HSE, the use of appropriate PPE (e.g., face masks) will be mandatory. Personal Protective Equipment (PPE) - Staff to be reminded that wearing of gloves is not a substitute for good hand washing Customer Interaction - Remind customers about physical distancing measures - Have sanitiser available for customers - Refer difficult customers to management	Manager COVID-19 Compliance Officer

		Mental Health - Regular communication of mental health information and open-door policy for those who need additional support General - It is the responsibility of all personnel to help prevent the spread of COVID-19 by following and implementing the steps as outlined in the Company COVID-19 Response Plan - Inform management if there are any other circumstances relating to COVID-19 which may need to be disclosed - Self-isolate at home and contact their GP promptly if they have any COVID-19 symptoms - Stay out of work until all symptoms have cleared following self-isolation - Participate in any training provided by the employer on their return to the workplace - Complete any temperature testing as implemented by the employer and in line with HSE advice - As far as is reasonably practicable, all internal building doors left open to avoid the risk of potential contamination - All unnecessary items to be removed from the work area, including, spare / extra chairs, storage boxes or any items which could contribute to the risk of contamination Employees must Take 5 before works can commence and throughout task: STOP – Stand back, look at your environment THINK – How you can carry out your task safely which will meet the HSE guidelines IDENTIFY – The risk to yourself and other with regards to social distancing CONTROL – What can you do to reduce the risk to yourself and others COMPLETE – Complete your task safely	
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Hazard Analysis

Description of Activity: Work-Related Stress	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Who is at risk?	Current Controls	Risk Score
Working to unreasonable deadlines, abusive behaviour by clients or management, unfavourable working conditions, lack of communication between management and employees Risk: Ill health, absenteeism, high staff turnover	Employer Employees	- Management will ensure that workloads are evenly balanced and reasonable. - Management will not act in an abusive manner towards employees and where necessary clients will be asked to do likewise. Clients will be given realistic deadlines and will be kept informed of any changes in a timely manner.	3
Risk Assessment Scores	6 - 9 High Risk	3 - 5 Medium Risk	1 -2 Low Risk

Control Measures

Description of Activity: Work-Related Stress	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Risk Score	Control Measures / Remedy	By Whom
Working to unreasonable deadlines, abusive behaviour by clients or management, unfavourable working conditions, lack of communication between management and employees	3	Employees must bring to the attention of management any working conditions that they find unfavourable. Management will alter or change these where it is reasonable and practical to do so.	Manager Safety Officer All Staff

Hazard Analysis

Description of Activity: Electricity	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Who is at risk?	Current Controls	Risk Score
Electrocution, Burns, Lack of Maintenance of Equipment Fires/fumes	Employers Employees Visitors	- All new electrical installations and all extensions are tested and certified as safe by a competent qualified electrician - Electrical installations are checked regularly by a competent qualified electrician - Testing, certification and repairs are carried out in accordance with appropriate Electro Technical Council of Ireland (ETCI) standards - Enclosures/covers are in place to prevent contact with live electrical equipment - Damaged extension leads are repaired or removed from use - Means of cutting off power to electrical installations and equipment e.g., fuses, trip switches, are provided and employees are aware of their locations - All circuits supplying socket outlets are protected by a Residual Current Device (RCD) - Operation of the RCD is tested regularly in accordance with manufacturer's instructions - Fire extinguishers are provided that are suitable for fighting electrical fires	7.5
Risk Assessment Scores		6 - 9 High Risk	3 - 5 Medium Risk
			1 -2 Low Risk

Control Measures

Description of Activity: Electricity	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Risk Score	Control Measures / Remedy	By Whom
Electrocution, Burns, Lack of Maintenance of Equipment Fires/fumes	7.5	- All portable appliance to undergo PAT testing by a competent person - Electrical power is isolated when workshop is closed - Silver paper, wire, nails etc. must never substitute fuses. If a fuse is blown the reason must be discovered and repaired	Manager Safety Officer

Hazard Analysis

Description of Activity: Fire	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Who is at risk?	Current Controls	Risk Score
Fire Can cause smoke inhalation, burns and other serious injuries	Employers Employees Visitors	- Sources of ignition are controlled and waste is removed daily - Fire alarm, smoke detectors etc. are in place and are kept in good working order and tested regularly - Emergency exits are clearly marked and kept clear - Emergency lights are working - Fire extinguishers are accessible and regularly inspected - Employees are trained in the use of fire extinguishers - Emergency evacuation procedures are in place - Combustible waste materials are disposed of on a daily basis	7.5
Risk Assessment Scores		6 - 9 High Risk	3 - 5 Medium Risk
		1 -2 Low Risk	

Control Measures

Description of Activity: Fire	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Risk Score	Control Measures / Remedy	By Whom
Fire	7.5	- Fire drills are held regularly - Adequate fire escape routes are checked routinely for obstructions	Safety Officer

Hazard Analysis

Description of Activity: Chemicals	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Who is at risk?	Current Controls	Risk Score
Contact with skin, Swallowing of chemicals, Inhalation of vapours	Employer Employees Visitors	- Chemical labels and Safety Data Sheets are available for each chemical and the associated hazards of each chemical identified - Employees are trained in the safe use of chemicals - The number of employees and the exposure to chemicals is minimised - Less hazardous chemicals are used where possible - Adequate ventilation is provided - Good personal hygiene practices are followed e.g., hand washing - All chemicals are used, stored and disposed of in accordance with the safety data sheet or supplier - Suitable Personal Protective Equipment is provided and worn and employees have received appropriate training in its use - Appropriate chemical storage facilities are in place	3
Risk Assessment Scores		6 - 9 High Risk	3 - 5 Medium Risk
			1 - 2 Low Risk

Control Measures

Description of Activity: Chemicals	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Risk Score	Control Measures / Remedy	By Whom
Contact with skin, Swallowing of chemicals, Inhalation of vapours	3	- Personal items must not be stored/placed in same location as chemicals - All employees using chemicals must read and adhere to warning labels on containers - Use of PPE to be monitored	All employees

Hazard Analysis

Description of Activity: Hazards Associated with Workplace Environment	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Who is at risk?	Current Controls	Risk Score
Welfare Facilities: Contracting illness as a result of poor welfare facilities	Employer Employees Visitors	- Personal hygiene facilities (sink, hot water, soap, towels) are provided - Toilet facilities are available nearby - A common room for the consumption of food and drink is provided - A drinking water supply is available	1
Coronavirus	Employer Employees Visitors	Ensure all coronavirus prevention measures are in place and all guidelines followed	2
Risk Assessment Scores		6 - 9 High Risk	3 - 5 Medium Risk
			1 -2 Low Risk

Control Measures

Description of Activity: Hazards Associated with Workplace Environment	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Risk Score	Control Measures / Remedy	By Whom
Welfare Facilities	1	- Toilets must be clean and well ventilated - Toilet facilities to be sanitised after each use	Manager Safety Officer COVID-19 Compliance Officer

Hazard Analysis

Description of Activity: Lone Working	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Who is at risk?	Current Controls	Risk Score	
Accidents/emergencies arising out of the work, including inadequate provision of first aid equipment/training	Employees	• Ensure task can be carried out by one person. • Employee should have mobile phone on their person at all times. • Employee to have access to adequate first-aid facilities. • Manager/supervisor to make regular visits to a lone worker • Use simple procedure for employee to report incidents	1	
Sudden illnesses	Employees	• Employee should have mobile phone on their person at all times. • Employee to have access to adequate first-aid facilities.	1	
Inadequate facilities	Employees	• Employer to ensure that adequate welfare facilities are in place • Employee has ability to lock and secure place of work.	1	
Physical violence from members of the public and/or intruders	Employees	• Employee should have mobile phone on their person at all times. • Employee has ability to lock and secure place of work. • Personal protection equipment (PPE) is provided to lone workers where required.	1	
General	Employees	• All doors should be locked at all times when you are working alone and ensure you are aware of the person entering the building before granting permission. • You should notify a colleague of the time you expect to leave the building and inform them if this differs.	1	
Risk Assessment Scores		6 - 9 High Risk	3 - 5 Medium Risk	1 -2 Low Risk

Control Measures

Description of Activity: Lone Working	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Risk Score	Control Measures / Remedy	By Whom
Accidents/Emergencies	1	- Appropriate instruction and training in proper procedure is provided where necessary - The Company will provide counselling as necessary	Manager Safety Officer
Sudden Illnesses	1	Ensure that employee is medically fit to perform task	Manager Safety Officer
Physical Violence	1	- The Company will provide counselling as necessary - Encourage lone workers to seek help and advice if any safety concerns arise	Manager Safety Officer
General	1	- During any telephone contact when working alone, you should not disclose the fact you are alone. - You should check that the building is empty when you leave. - Any problems re: building, alarm, etc. must be reported to your manager as soon as possible.	All Employees

Hazard Analysis

Description of Activity: Use of Alcohol / Drugs	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Who is at risk?	Current Controls	Risk Score
Intoxication, endangering safety of yourself and others	Employees	- The consumption of alcohol and/or drugs immediately before work or when working is strictly prohibited - Reporting for duty under (or appearing to be under) the influence of alcohol and/or drugs, or being in possession of alcohol & or drugs when working is regarded by the Company as a serious disciplinary offence - The Company has a zero tolerance drugs and alcohol policy - Where alcohol and/or drugs are prescribed by your doctor which may affect your ability to perform work you should immediately discuss the problem with your manager	3
Risk Assessment Scores		6 - 9 High Risk	3 - 5 Medium Risk
			1 -2 Low Risk

Control Measures

Description of Activity: Use of Alcohol / Drugs	Location in Workplace: Various Locations
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Risk Score	Control Measures / Remedy	By Whom
Intoxication, endangering safety of yourself and others	3	- If the Company suspects that your work performance or conduct has been impaired through alcohol and/or drugs abuse, the Company will immediately invoke its Disciplinary Procedure. This may result in your summary dismissal - You will at all times carry out your duties in accordance with the Drug & Alcohol Policy as outlined in Appendix 7 to this Safety Statement	Safety Officer Employee

Hazard Analysis

Description of Activity: Display Screen Equipment	Location in Workplace: Administration/Office Area
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Who is at risk?	Current Controls	Risk Score
Display Screen Equipment (DSE) Use can result in musculoskeletal injuries, eye strain and fatigue caused by poor ergonomic set-up of DSE area.	Employers Employees	- Suitable workspace and lighting are available for computer use - Suitable adjustable chairs are made available to DSE users - Work tasks are varied to ensure that staff are not working at their computers for excessive time periods - Employees are encouraged to vary their work tasks to prevent prolonged DSE work	3
Risk Assessment Scores		6 - 9 High Risk	3 - 5 Medium Risk
			1 -2 Low Risk

Control Measures

Description of Activity: Display Screen Equipment	Location in Workplace: Administration/Office Area
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Risk Score	Control Measures / Remedy	By Whom
Display Screen Equipment	3	- All employees to have their workstation assessed in accordance with current legislation - Operators should avail of a 'Task-Break' for 5 minutes every hour - Staff suffering discomfort as a result of the layout of their workstation must inform their supervisor - DSE should be sanitised before and after use	Safety Officer Operators COVID-19 Compliance Officer

Hazard Analysis

Description of Activity: Administrative/Office Duties	Location in Workplace: Administration/Office Area
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Who is at risk?	Current Controls	Risk Score
General Slips, trips & falls Struck by or against objects Equipment Hazards Entrapment Ergonomic Injury	Employers Employees	- Suitable lighting is available in administration area - All office equipment is positioned so as to avoid risks of falls or collisions when in use - Adequate means of access to and exit from the workplace is provided including adequate means of escape in case of fire - Passageways should be kept free from obstruction - All tripping hazards (e.g., loose, upturned or damaged carpet) must be reported immediately - Waste paper should be removed regularly - Safe means must be used when accessing heights....suitable steps are provided and must be used	3
Electrical equipment: Staff sustaining electric shock from office equipment	Employers Employees	- The use of extension leads should be avoided where possible - Electrical equipment should be switched off when not in use - All power, phone and equipment cables and extension cables are positioned so as to avoid risks of falls	3
Filing Cabinets Slips, trips & falls Equipment Hazards Entrapment Ergonomic Injury	Employers Employees	- Store heavier items in the bottom drawer - Start with the bottom drawer when setting up files or after moving cabinet - Never open more than one drawer at a time - Use drawer handles when opening cabinets	3
Shelving Slips, trips & falls Struck by or against objects Equipment Hazards Ergonomic Injury	Employers Employees	- All shelving must be of sound construction, adequate strength and free from defects - Items stored on shelving must be placed in such a manner so that they will remain stable. - Safe means must be used when accessing heights....suitable steps are provided and must be used - Shelving must never be overloaded with any items or goods, to such an extent, as may be likely to cause collapse.	3
Office Cleaning & Maintenance Slips, trips & falls Equipment Hazards Ergonomic Injury	Employers Employees	- All equipment for the purpose of cleaning shall be properly maintained and used accordingly, any defects must be reported immediately - Adequate ventilation is provided - Good personal hygiene practices are followed e.g., hand washing, equipment sanitisation	3
Unsuitable furniture: Staff sustaining musculoskeletal injury from using unsuitable furniture	Employers Employees	Ergonomic office chairs to be used	3
Coronavirus	Employer Employees Visitors	Ensure all coronavirus prevention measures are in place and all guidelines followed	2
Risk Assessment Scores		6 - 9 High Risk 3 - 5 Medium Risk 1 - 2 Low Risk	

Control Measures

Description of Activity: Administrative/Office Duties	Location in Workplace: Administration/Office Area
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Risk Score	Control Measures / Remedy	By Whom
General	3	- Under no circumstances may employees use files, boxes or swivel chairs as a means of access to items stored above shoulder height - Files/books should be stored in cabinets...not on the floor - Running in the building is prohibited - If a spill occurs, then this must be cleaned up immediately to minimise the risk of someone else slipping on it	Safety Officer All Employees
Filing Cabinets	3	Always close file drawers after use	All Employees
Office Cleaning & Maintenance	3	- Proper PPE will be worn when using cleaning products containing hazardous substances - Appropriate chemical storage facilities are in place - All employees using chemicals must read and adhere to warning labels on containers - All cleaning equipment must be properly stored away after use - Chemical labels and Safety Data Sheets are available for each chemical and the associated hazards of each chemical identified - Suitable Personal Protective Equipment is provided and worn	Safety Officer All Employees
Shelving	3	- Shelving must be installed by competent personnel - The storage on shelving of goods & materials must be ergonomically organised, in such a manner, so as to avoid repetitive strain injury from continuous stooping or bending - Safe & free access to shelving must be maintained at all times	Safety Officer All Employees
Unsuitable furniture	3	All employees to have their workstation assessed in accordance with current legislation	Safety Officer

Hazard Analysis

Description of Activity: Preparing Food/Beverage	Location in Workplace: Kitchen
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Who is at risk?	Current Controls	Risk Score	
Slipping Sustaining injury as a result of slipping on spilled liquid	Employer Employees	• Due care to be taken when pouring liquids	3	
Electric Shock Receiving electric shock from frayed electrical lead	Employer Employees	• Pay particular attention to damaged or frayed electrical leads	4	
Burns Sustaining burn when using cooking equipment	Employer Employees	• Due care to be taken when using kitchen equipment • Gloves to be used when handling hot items	2	
Scald Being scalded when using kitchen equipment	Employer Employees	• Due care to be taken when using kitchen equipment	2	
Risk Assessment Scores		6 - 9 High Risk	3 - 5 Medium Risk	1 -2 Low Risk

Control Measures

Description of Activity: Preparing Food/Beverage	Location in Workplace: Kitchen
Date of Assessment: 6th May 2021	Assessed By: Grace McArdle & Eugene Grant

Hazard	Risk Score	Control Measures / Remedy	By Whom
Slipping	3	Clean up all spillages immediately	All Employees
Electric Shock	4	Ensure all electrical leads undergo PAT testing regularly	Managing Director
Burn	2	Manufacturer's instructions to be followed at all times	All Employees
Scald	2	Manufacturer's instructions to be followed at all times	All Employees

Appendix 2 - Control of Hazards (General)

Where reasonably practicable, Rape Crisis North East CLG commits itself to dealing with the hazards identified, firstly on the basis of their elimination by engineering out the hazard in some way. This approach takes into account normal practices in Rape Crisis North East CLG operations, the expert advice available and regulatory requirements/standards/guidelines where applicable and available. The person(s) responsible for the area of safety shall examine the options available for dealing with the particular problems and seek advice from external competent consultants and Head Office, as appropriate, and will take account of the potential extent of the problem and the capacity for potential injury.

If it is not reasonably practicable to engineer the hazards out, the operation should be either discontinued or, as a last resort, adequately and suitably assessed with all required/ relevant safety features applied and appropriately and formally assessed/selected Personal Protective Equipment (PPE) employed (if it is safe to carry out the operation with PPE).

Alcohol, Drugs, Medication

Any person who comes to work under the influence of alcohol or drugs will be sent home immediately and may be subject to disciplinary measures. Persons on prescribed medication, which may cause drowsiness or have other side effects must inform the Manager.

Eating & Drinking

Eating, drinking or storing consumables in any work area is strictly prohibited due to the potential short and long-term health effects. It is allowed only in the tearoom/canteen area at any time. This is a strict requirement and is good practice advice from the Health & Safety Authority. Good hand hygiene standards are encouraged at all times.

Warning Signs

Warning signs are provided in relevant areas throughout and in accordance with the requirements of the Safety Health and Welfare at Work (General Application) Regulations 2007 (Chapter 1 of Part 7: Safety Signs at Places of Work), and primarily in relation to the provision and maintenance of emergency evacuation routes from the building. It is expected that all persons on the premises, especially employees, will obey them at all times.

Interference with any warning-signs or safety notices or defeating safety devices on equipment constitutes a serious breach of company safety policy and will result in disciplinary action up to and including dismissal.

Co-operation by Employees

There are certain standards and rules that must be adhered to by all employees, so as to provide ongoing co-operation. It is the responsibility of all employees to observe these rules and behave in a responsible manner whilst at work. Any breach of safety and health legislation by employees may result in prosecution by the Health and Safety Authority and/or disciplinary actions taken by management. As every single rule cannot be written down, employees are expected to act in a reasonable and sensible manner and adhere to verbal instructions given by management.

The following rules should be read carefully so that you understand what is expected of you in the day-to-day operations of the plant and premises.

Working Practices

- A report must be made to the Manager, within a reasonable time frame, of any fault, damage, defect or malfunction of any equipment.
- Repairs or maintenance of equipment must not be carried out without authorisation.
- Chemical and other specialised substances must only be used with written or verbal instructions and must be returned to a designated safe storage area when not in use.
- All hazardous warning signs and safety notices displayed in the premises must be complied with.
- Proper use of all safety equipment and facilities is essential to ensure safety and health.
- Work areas must be kept clean and tidy at all times in the interest of good housekeeping.
- Any use of fire-fighting equipment must be reported to your immediate supervisor.
- Medical treatment for any injuries received should be sought and details recorded by the Manager.
- All accidents and dangerous occurrences should be reported immediately to the Manager.

Employees must not engage in any wilful breach of the safety rules or engage in any wilful damage to or interference with any item or equipment provided in the interest of health and safety or welfare at work.

IDENTIFICATION OF HAZARDS

Checklist. This is an indicator and is not complete (hazards in bold type and possible ways to deal with them in normal type).

- **Access / Exits:** Identified, kept clear, barriers, emergency lighting
- **Floors:** Smooth and even, steps marked, spillages cleared up, non-slip surfaces, non-slip footwear
- **Ladders, Steps etc:** In good condition, correct size and capacity, metal / electrics
- **Lighting:** Adequate level, maintained and cleaned, lead / lag, emergency
- **Ventilation:** Fumes / dust, changes per hour, alarms, supervision
- **Heat:** Temperature controls, ventilation, alarms
- **Humidity:** Ventilation, air conditioning
- **Welfare:** Toilets, washing, canteen.
- **Housekeeping:** A places for everything and everything in its place.
- **Goods storage / stacking:** Properly and safely stacked. Ease of access and placement handling equipment, gloves, protective clothing, protective footwear
- **VDU's:** Up to safety standards. Consult suppliers
- **Manual handling:** Define maximum weights, training, gloves, protective clothing, protective footwear
- **Chemicals / paints:** Follow health and safety data sheets and insurance requirements
- **Electrical:** Low voltage, trailing leads, secure connections, earthing, RCDs, identification, certified installer, incident reporting
- **Fire safety:** Exit routes. Exit lights. Extinguishers, hoses, fire buckets, training, drill, alarms, emergency procedure

First priority is to engineer the hazard out. If not practical, then precautions and prevention and protection measures

Common Workplace Hazards

The 6 most common hazards in the workplace are as follows:

1. Safety hazards
2. Biological hazards
3. Chemical and dust hazards
4. Ergonomic hazards
5. Work organization hazards
6. Physical hazards

1. Safety Hazards

These are the most common and will be present in most workplaces at one time or another. They include unsafe conditions that can cause injury, illness and death.

Safety Hazards include:

- Spills on floors or tripping hazards such as blocked aisles or cords running across the floor
- Working from heights including ladders, scaffolds, roofs, or any raised work area
- Unguarded machinery and moving machinery parts; guards removed or moving parts that a worker can accidentally touch
- Electrical hazards like frayed cords, missing ground pins, improper wiring
- Confined spaces
- Machinery-related hazards (lockout/tagout, boiler safety, forklifts, etc.)

2. Biological Hazards

Associated with working with animals, people, or infectious plant materials. Workers most at-risk of biological hazards include those who work in schools, care facilities, colleges and universities, hospitals, laboratories, emergency response, nursing homes, outdoor occupations.

Types of biological hazards workers may be exposed to:

- Blood and other body fluids
- Fungi/mould
- Bacteria and viruses (especially coronavirus)
- Plants
- Insect bites
- Animal and bird droppings

3. Chemical Hazards

Are present when a worker is exposed to any chemical preparation in the workplace in any form (solid, liquid or gas). Some are safer than others but, to some workers who are more sensitive to chemicals, even common solutions can cause illness, skin irritation, or breathing problems.

Beware of:

- Liquids like cleaning products, paints, acids, solvents – especially if chemicals are in an unlabelled container!
- Vapours and fumes that come from welding or exposure to solvents
- Gases like acetylene, propane, carbon monoxide and helium
- Flammable materials like gasoline, solvents, and explosive chemicals
- Pesticides

4. Ergonomic Hazards

Occur when the type of work, body positions, and working conditions put strain on the body. They are the hardest to spot since you don't always immediately notice the strain on the body and the harm that these hazards pose. Short term exposure may result in "sore muscles" the next day or in the days following exposure while long-term exposure can result in serious long-term illnesses.

Ergonomic Hazards include:

- Improperly adjusted workstations and chairs
- Frequent lifting
- Poor posture
- Awkward movements, especially if they are repetitive
- Repeating the same movements over and over
- Having to frequently use too much force
- Vibration

5. Work Organisation Hazards

Hazards or stressors that cause stress (short term effects) and strain (long-term effects). These are the hazards associated with workplace issues such as workload, lack of control and/or respect, etc.

Examples of work organization hazards include:

- Workload demands
- Workplace violence
- Intensity and/or pace
- Respect (or lack of)
- Flexibility/Control or say about things
- Social support/relations
- Sexual harassment

6. Physical Hazards

Are factors within the environment that can harm the body without necessarily touching it.

Physical Hazards include:

- Radiation: including ionizing, non ionizing (EMF's, microwaves, radio waves, etc.)
- Prolonged exposure to sunlight/ultraviolet rays
- Temperature extremes – hot and cold
- Constant loud noise

Safety Data Sheets

The safety data sheet (SDS) is provided to inform you of the hazards of the chemical you are using and the measures you need to take to protect your health and that of your employees. It consists of 16 obligatory sections. Each section contains specific information relating to the chemical for which the SDS is prepared. You must have an SDS for each hazardous chemical you receive from a supplier.

The following serves as an aid in helping you to understand what information you should be aware of and what information you need to take into account when completing the risk assessment for the chemicals you use.

Section 1 contains contact details of the person/company responsible for supplying the chemical as well as the emergency telephone number to contact in case of an emergency.

Section 2 gives details on the hazards of the chemical. This will help you assess the risk and what harm it can do to your health, the health of your employees and the environment.

Section 3 If the chemical you are using is a preparation (mixture), this section will give you information on the hazards of each of the individual substances in the preparation.

Section 4 details the first-aid measures you need to take in case of an accident while using the chemical.

Section 5 gives specific information on fighting a fire caused by the chemical.

Section 6 details what actions need to be taken if there is an accidental release of the chemical, such as what protective equipment to wear and how to clean up the spill.

Section 7 contains details on how to handle and store the chemical safely. The information in this section should be used to help you put in place safe procedures for working with chemicals.

Section 8 gives you details of the steps you need to take to reduce exposure and of the personal protective equipment you need to wear when working with the chemical to protect yourself.

Sections 9, 11 & 12 provide detailed information on the physical/chemical, toxicological and ecological properties of the chemical.

Section 10 contains details of any hazardous reactions that may occur if the chemical is used under certain conditions.

Section 13 explains how the chemical should be disposed of correctly.

Section 14 contains information relating to the transportation of the chemical.

Section 15 contains the details of the classification of the chemical as given on the label.

Section 16 gives any other information relevant to the chemical, e.g., training advice.

Appendix 3 - Manual Handling

Manual Handling Assessments

Step 1 - The first step in the process is to identify those tasks or activities that involve a manual handling operation and may present a risk of injury.

Step 2 - Once a list of tasks has been prepared an initial simple assessment will be carried out to act as a filter and help to identify those manual handling operations deserving more detailed examination.

Step 3 - Where it is decided that a more detailed assessment is needed a competent assistance will be sought either through trained, on-site, personal or outside consultants.

Avoidance of Manual Handling Operations

If the risk assessment indicates a possibility of injury from Manual Handling operations, consideration will first be given to avoiding the need for the operation in question. For example:

- Does the load really need to be moved?
- Can the process be changed?
- Can the operation be automated?
- Would mechanical assistance be appropriate?
- Can the load be broken down into smaller loads?

Reducing the Risk of Injury

Where it is not possible to avoid manual handling, appropriate steps need to be taken to minimise the risk. The following aspects of the risk will be considered.

The Task

The task - is it possible to:

- improve workplace layout to improve efficiency?
- reduce the amount of twisting and stooping?
- avoid lifting from floor level or above shoulder height?
- avoid and / or minimise repetitive handling?
- cut carrying distance or provide mobile lifting equipment?
- provide breaks and / or vary work to allow one set of muscles to rest while another is used?

The Individual

Individual capacity - is it possible to:

- redesign the task and / or the workplace so that a wider range of employees can safely undertake the task?
- take better care of those who have a physical weakness or are pregnant?
- give your employees more information, e.g., about the range of tasks they are likely to face?
- provide training?

The Load

Can the load be made:

- Lighter or less bulky?
- Easier to grasp?
- More stable?
- Less damaging to hold?

Have you asked your suppliers to help?

The Working Environment

The Working Environment - is it possible to:

- Remove obstructions to free movement?
- Provide better footing?
- Avoid steps and steep ramps?
- Prevent extremes of hot and cold?
- Consider less restrictive clothing or personal protective equipment?

Manual Handling Training

Training will be provided for all personnel for whom manual handling represents a significant part of their work. Assessments and ongoing reviews will be conducted for each area where manual handling represents a significant part of the work performed.

Eight Principals of Safe Lifting

1. Assess the **task**, the **area** and the **load**
2. Adopt a **broad stable base**
3. **Bend** your **knees**
4. Keep your **back straight** (though not necessarily vertical)
5. Keep the **load close to your body**
6. Use a firm **palmar grip**
7. Keep your **arms close to your body**
8. Point / pivot your **feet in direction of movement**

Appendix 4 - Emergency Procedures

Where the premises have to be evacuated, protection of life and limb takes absolute priority over protection of Rape Crisis North East CLG assets.

All employees should understand that in an evacuation, in no circumstances should any action which creates or increases unnecessary risk to life or limb be taken.

At the scene of any incident **FIRST** ensure your own safety.
If help can be summoned by shouting or calling someone quickly....do so.

Rescue

- If a victim's problems are caused by running equipment switch it off
- If immediate action is required to rescue a person, use objects, which are available to hand to assist or make the situation safe
- Do not expose yourself to the same danger as the victim

Accident

- Do not move the victim unless there is a possibility of further danger
- If the victim has been electrocuted isolate the electricity
- Summon help immediately, i.e., first aider and emergency services
- To facilitate clear and immediate access for the emergency services the following procedure will be:
 - Person assuming charge of the situation will place sentries at strategic points to guide the emergency services to the casualty
 - After removal of the casualty the incident area must be sealed off prior to investigation
 - Inform the Manager and Health and Safety Manager immediately

Accident Procedure

1. When a serious accident occurs the following procedure is to be followed:
2. The manager or his / her deputy must be notified immediately and take charge of the situation
3. Observe accident location and status of injured person. If there is a risk of further injury move the injured person to safety, taking care to avoid further injury to the person.
4. Call for immediate medical assistance or emergency service
5. See that first aid is administered as required by a competent person
6. If an ambulance is called make sure that the correct address is given and that the ambulance can access the premises as near as possible to the injured person
7. Establish the location of the hospital and nominate a suitable person to travel with the injured person in the ambulance
8. Notify the family of the injured person
9. Gather all information immediately about the accident and what led to it.
10. Obtain witness statements (written down and signed by a
11. Witness)
12. Complete accident report form and report accident, if appropriate to the health and safety authority
13. Assist the officer of the authority to investigate the accident, if required, in conjunction with the safety representative

Fire & Evacuation

In the event of a fire breaking out in any area the following procedure will be adopted:

- If the fire can be controlled with the equipment at hand (if you know how to use it) and at no personal risk, you should attempt to fight the fire.
- If this is not possible, raise the alarm and make sure all personnel are evacuated from the area and accounted for.
- Confine the fire by shutting doors
- Shout a warning to others
- Activate the fire alarm
- Isolate the electricity
- Shut off all equipment affected by the fire
- Alert management as soon as possible
- Ring the Fire Brigade or request that management do so. Do not assume that someone else has done so

The Fire Service shall be summoned immediately to all outbreaks of fire even though the outbreak may appear to have been successfully extinguished. Similarly, if fire is only suspected by the smell of burning, the lack of evidence should not act as a deterrent and the Fire Brigade shall be summoned.

The quickest method of calling the fire service is by landline telephone, i.e., **DIAL 999 or 112**. When the exchange operator replies:

- state that you wish to be connected to the Fire Service
- when asked, give the telephone number from which you are calling

When calling the Fire Brigade, ensure that the following information is provided:

- Your Name and Telephone Number (in case you are cut off).
- Address and exact location.
- Nature of fire i.e., chemicals and number of people who may be affected the fire.

Make the area as safe as possible until help arrives, i.e., move any vehicles and other materials / equipment, if possible.

On hearing the fire alarm

Some emergencies (e.g., gas leak, fire, bomb threat, etc.) may require an evacuation of the workplace. The person who become aware (or is made aware) of a potential emergency should follow the emergency procedures. All employees and visitors must follow the procedures below for evacuation:

- Warn others and shut down equipment you are in control of
- All personnel will exit their area immediately and calmly by the nearest fire exit
- On leaving their area by the nearest exit, everyone should proceed to the assembly point located **in the rear car-park**
- Do not wait to find out what is happening
- Do not stop to collect personal items
- Do not attempt to return for any personal items or other equipment

- Go at once to their assembly point and wait for further instruction
- Employee nominated will hold a roll-call to account for everyone in the area
- On completion of this roll-call, the employee will report to the Safety Officer
- The person on duty in office at the time of the fire alarm being raised will leave the office and proceed along roadway to direct the Fire Brigade (This is to be taken into account during the roll-call)
- The Safety Officer will liaise directly with the Fire Brigade and give all possible information with reference to personnel and hazards within the premises
- Do not re-enter the building/premises until authorised to do so by the emergency services

Safe Means of Access & Egress

The Manager has overall responsibility for the maintenance of safe means of access and egress to/from the premises and will ensure that at all times, so far as is reasonably practicable, that:

- Roads, paths and walkways under the Company's control are free from serious defects, obstructions and slip or trip hazards;
- Exterior illumination on all egress routes and is maintained in proper working order;
- Care must be taken to reduce any potential exposures from wet floors in adverse weather condition to reduce the possibility of an employee or customer slipping at any time;
- Fire escape routes are provided where required, in accordance with relevant applicable Fire and Emergency Evacuation requirements. The condition of all fire escapes should be checked regularly;
- No vehicles, including bicycles or other objects, are allowed within buildings or to obstruct exits, escape routes or manoeuvring areas for emergency vehicles externally at any time. Any obstructions to escape routes will be removed by Rape Crisis North East CLG personnel at the owner's expense and liability. This includes any vehicles obstructing fire exits;
- When the building is in use, all exit/emergency escape doors, both internal and external, must be free to open or are easily operable by approved devices;
- Ensuring that all floor coverings, stair nosing and handrails are in good and safe condition at all times, that cables are not allowed to introduce or become trip hazards across walkways at any time and that fire escape routes are maintained in good, accessible, unobstructed and safe condition at all times.

First-Aid

After assessment of the workplace and the type of hazards that exist, we will ensure adequate provision of first-aid equipment and facilities, including:

- At least one adequately stocked and accessible first-aid kit will be provided
- We will ensure first-aid equipment is prominently placed, that employees are aware of its location and that it is accessible to all employees
- We will appoint a person to take charge of first-aid equipment, keeping it stocked and in date (where there is a first-aid officer, they will be given this responsibility)
- Contact details and directions to the nearest doctor or hospital will be available / displayed

Recommended Contents of Occupational First Aid Boxes and Kits

	First Aid Travel Kit Contents	First Aid Box Contents		
		1-10 persons	11-25 persons	26-50 Persons *1
Adhesive Plasters	20	20	20	40
Sterile Eye Pads (No. 16) (bandage attached)	2	2	2	4
Individually Wrapped Triangular Bandages	2	2	6	6
Safety Pins	6	6	6	6
Individually Wrapped Sterile Unmedicated Wound Dressings Medium (No. 8) (10 x 8cms)	1	2	2	4
Individually Wrapped Sterile Unmedicated Wound Dressings Large (No. 9) (13 x 9cms)	1	2	6	8
Individually Wrapped Sterile Unmedicated Wound Dressings Extra Large (No. 3) (28 x 17.5cms)	1	2	3	4
Individually Wrapped Disinfectant Wipes	10	10	20	40
Paramedic Shears	1	1	1	1
Examination Gloves Pairs	3	5	10	10
Sterile water where there is no clear running water *2	2 x 20ml	1 x 500ml	2 x 500ml	2 x 500ml
Pocket Face Mask	1	1	1	1
Water Based Burns Dressing Small (10x10cms)*3	1	1	1	1
Water Based Burns Dressing Large*3	1	1	1	1
Crepe Bandage (7cm)	1	1	2	3

Notes

*1: Where more than 50 persons are employed, pro rata provision should be made.

*2: Where mains tap water is not readily available for eye irrigation, sterile water or sterile normal saline (0.9%) in sealed disposable containers should be provided. Each container should hold at least 20ml and should be discarded once the seal is broken. Eye bath/eye cups/refillable containers should not be used for eye irrigation due to risk of cross infection. The container should be CE marked.

*3: Where mains tap water is not readily available for cooling burnt area.

First Aid Kit Contents Log

Checked By: _____

Date: ____/____/____

Materials	Required Quantity	Actual Quantity	Variation + / -
Adhesive plasters	12		
Individually wrapped triangular bandages	2		
Safety pins	2		
Large individually wrapped sterile unmedicated wound dressings (approx. 13 x 9cm)	1		
Individual wrapped wipes	8		
Scissors	1		
Pairs of latex gloves	1		
Additional where there is no running water: sterile eye pads	1		

Fire Extinguishers

Fire extinguishers are devices used in putting out a fire. Persons need to be trained in their operation, and they should only be used for small fires.

Water

Water fire extinguishers are used for cloth, paper and wood fires only.

Dry Powder

Dry powder fire extinguishers can be used on most fires including electrical fires. However, in areas where there might be a wind or draught, the powder fire extinguisher will probably not extinguish a cloth, paper or wood fire.

Furthermore, a risk assessment must be carried out to see if the discharge of a powder extinguisher will impact on the visibility of emergency egress routes.

Also, if members of the staff suffer from asthmatic conditions, this would exacerbate this and result in having to deal with a possible medical emergency.

Foam

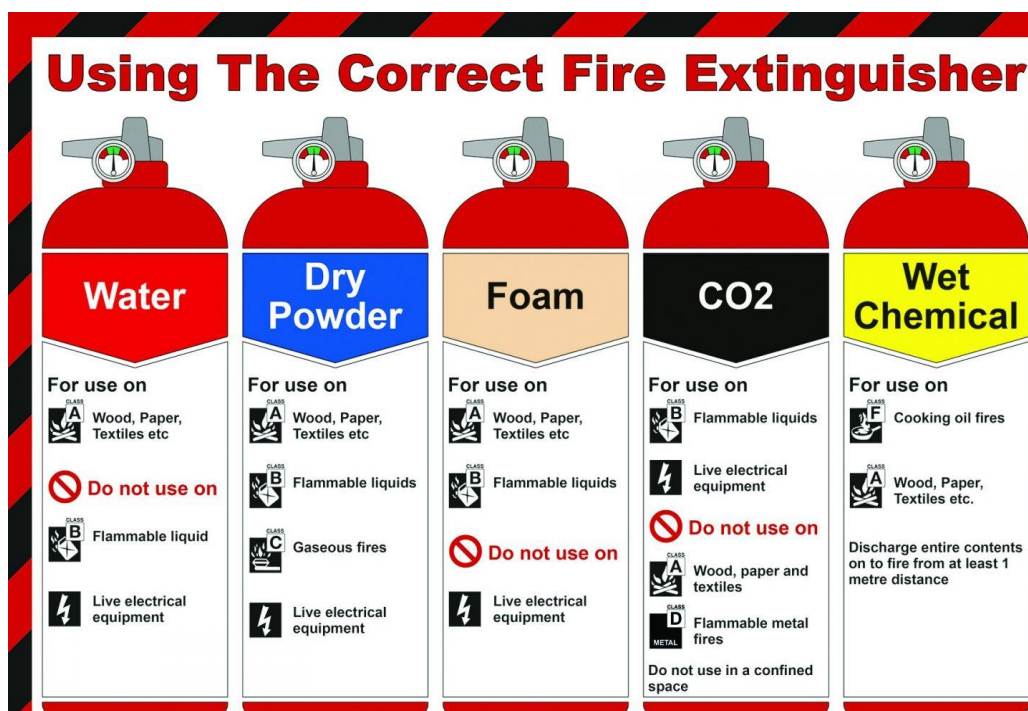
Foam can be used on Class A fire risks such as paper, wood and cloth, as well as all other types.

CO₂

Carbon dioxide fire extinguishers can be used on electrical fires. It will assist in the extinguishing of flammable liquids.

Wet Chemical

Wet chemical extinguishers can be used on cooking oil fires and wood, paper, textiles, etc.



Using a Fire Extinguisher

The correct procedure in the use a portable fire extinguisher is as follows:

1. Raise the fire alarm first by pressing the nearest break-glass unit on the wall
2. Lift the extinguisher carefully off the wall bracket
3. Pull out the extinguisher's steel pin and break the plastic seal
4. Aim the funnel or hose at the base of the fire
5. Squeeze the handles together and release the extinguishing agent
6. Direct and control the extinguishing agent to the base of the fire from a safe distance
7. Watch closely in case the fire re-ignites

NOTE: All portable fire extinguishers receive an annual full inspection by an external competent contractor and are serviced in accordance with I.S. E.N. 3 (formerly I.S. 291) (Irish Standard).

Basic Maintenance Requirements of I.S. E.N. 3 (formerly I.S. 291)

Extinguisher Type	Recommended Maintenance Period	Test Discharge	Pressure Test
Water (cartridge type)	Annual	Every 5 years	N/A
Water (Stored pressure)	Annual	Every 3 years	N/A
Foam (Stored pressure)	Annual	Every 3 years	N/A
Foam (cartridge type)	Annual	Every 4 years	N/A
Powder (stored pressure)	Annual	Every 5 years	N/A
Powder (cartridge type)	Annual	Every 5 years	N/A
Carbon Dioxide	Annual	Every 5 years	Pressure test at 5-year intervals. Replace every 10 years
Cartridges	Check condition and weight	N/A	After 10 years' service or replace annually

Note: Where a seal is found not to be intact on a cartridge-operated extinguisher during maintenance it is advised within I.S. E.N. 3 that the extinguisher concerned is totally discharged before any further maintenance work is carried out.

Appendix 5 - Electricity in the Workplace

Electricity is used in all work places on a daily basis. However, when it is uncontrolled or misused, it can severely burn, injure or kill individuals or cause fires with devastating results. The simple but essential safety steps as given below will prevent most of the accidents caused by electricity, and you may find them useful as a safety checklist.

1. Know the electrical system within the premises where you will be working. Ensure that it is soundly constructed and that it has been properly installed. If necessary, hire a competent person to carry out safety checks for you.
2. Secure switchboards and fuse boards in a room or cupboard. Ensure fuses are properly identified and clearly labelled.
3. Provide adequate socket outlets to prevent overloading and the need to use adaptors. Use suitably fused multi-plug socket outlets where additional sockets cannot be provided.
4. Employ only those outside electrical contractors who are registered with an organisation that checks the work of its members.
5. Ensure all persons engaged in electrical work for you, or whose work takes place at or near electricity, are competent for the tasks required of them and are not placed at risk due to lack of skills or information on the part of themselves or others.
6. Select equipment, including portable electrical appliances, which is suited to the working environment, especially if it is, or could be, wet, corrosive, flammable, or subject to impact damage. Consider the use of pneumatic or double insulated tools, or reduced voltage supplies.
7. Have a recorded inspection and maintenance programme for all electrical equipment. Train staff to carry out visual inspections and report faults e.g., worn cables, scorching, loose connections into plugs etc. Ensure faulty equipment is taken out of use until repaired (label as faulty or remove the plug to prevent use).
8. Do not undertake makeshift repairs or attempt to clean equipment whilst it is still connected. If there is no in-house electrical expertise, hire a registered contractor.
9. When using an electrical supply outside, ensure that external cables are properly rated and protected against damage and the environment. Protect against risk of shock by fitting a residual current device to external supplies.
10. Alert staff to the risks of electric shock by promoting the following safety messages - "Do not insert or remove a plug, clean, repair or adjust appliances when the power is switched on". **"Never touch light switches or appliances with wet hands".**

Appendix 6 - Office Ergonomic Guidelines

Visual Display Unit

- Adjustable brightness and contrast between the background and the text
- Free from reflections, screen flicker and glare
- Able to rotate and tilt to be easily adjustable
- At an appropriate height above the work surface where the top line of text is just below eye level (15°)
- Legible characters of appropriate size, colour and quality
- No greater than six colours should be simultaneously displayed

The orientation of the VDU will also influence posture, particularly head posture and ease of viewing

VDU Adjustments

- Fixed monitor raisers or monitor arms are used at times to enable optimum screen placement.
- Some monitor arms offer increased flexibility in monitor heights. These are often a good consideration for multiple user stations
- Desk top stands often take up more desk space than the monitor arms - a small number have adjustable heights
- Some large monitors may require the desk to be pulled out from the wall to ensure it is at a comfortable viewing distance. Care needs to be taken with balancing the equipment to prevent tipping.
- Phone books may provide an adequate short-term solution to adjusting monitor height, providing they are not required to be accessed once the monitor is set upon them.

Anti-Glare Filters

- Alternative light control options should be investigated first e.g., blinds to reduce glare from the work environment.
- Glass, mesh and plastic filters are available and a correct fit to the screen is important
- Regular cleaning is necessary for optimum long-term use.

Document Holders

The source material should not be positioned flat on the desk or in a position to the extreme side of the monitor. To read a document at such angles requires prolonged bending and twisting of the neck and therefore greater prolonged muscle tension.

Preferences for document holders

- At a comfortable viewing distance in line with the screen
- A3 size document holders located between the keyboard and screen can conserve desk space
- Stable and free from vibration
- Consider as well, the need to turn pages frequently or write on the document
- Select from designs on the basis of document size, weight, legibility of documents and reading distance

Keyboards

Keyboard type and position

- It is preferable that the keyboard be separate from the screen to allow the screen and the keyboard to be independently adjusted. This requirement is essential for intensive users.

- There are various keyboard designs, including split keyboards, compact, "Internet" and "ergonomic". These will need to be trialled to check whether the design matches the hand size, finger reach and keying style of the users.
- A shorter, compact keyboard can sometimes assist in reducing arm and shoulder fatigue in combined keying and mouse tasks as it reduces the reach required when using the mouse. Correct arm posture is also important.
- The primary part of the keyboard to be used (i.e., alpha or numeric), should be directly aligned in front of the body

Laptop computers

- Laptop screens and keyboards cannot be optimally adjusted and consistent/prolonged use of these for input work is not recommended.
- Attachment of a standard keyboard and mouse and placement of the lap top unit at a height with the top line of text just below the eye line is important for extended keying.

Keying Technique

- Over stretching the fingers to reach shift and function keys should be avoided
- Micro pauses in between program operations are important e.g., resting hand in lap whilst document saves
- Touch typing skills and keyboard short cuts are advantageous as they can cut down on key strokes and mouse use

Mouse Controls

The problems associated with intense mouse work and work without breaks cannot be solved by mouse design alone. Consider the following options and seek trial of mouse design before purchase where possible through suppliers or colleagues.

Mouse shape and position

- The slope and shape of the mouse fits you best when it allows your wrist to be aligned with the forearm and not at an angle to either side
- Consider the incline of the mouse to ensure there is minimal bending up of the wrist
- The mouse should be used as close as possible to the keyboard

Mouse movement and use

- Controls that allow a variety of finger movement rather than holding a position on a button are preferred as this ensures better blood flow to the muscles and prevents fatigue
- Easy alternation between the left and right hands is a beneficial consideration if extensive mouse use is required
- Moving the whole forearm and not just the wrist side to side to operate the mouse is also important

Speed

- Speed can often be altered through the Control Panel or mouse software and should be considered as an option to reduce the demands of maintaining a tense grip to control excess movement

Activation force and grip

- A concerted effort needs to be made to relax the grip on the mouse and release the mouse when not in use

- Minimal activation force for button operation is desirable. E.g.: standard Microsoft Mouse requires minimal force

Scrolling options

- Scroll wheels can reduce prolonged holding down of mouse buttons e.g., during web searches
- Take care the wheel use does not cause extra finger strain

Track ball controls

- The mouse with the trackball on the top at the middle often places the wrist at an excessive angle and requires the fingers and thumb to stretch when operating the ball. This may cause problems for those with high levels of use, and for people with small hands

Chairs

- **Sitting too long in any chair will lead to fatigue and stress on the spinal column.**
- A chair needs to maintain the curves of the spine by providing adequate support to the lower back curve. The backrest should be sufficiently padded and contoured to fit and support the small of the back.
- **Individual chair needs are different.**
- Purchase of standard chairs for the whole work group is not recommended without considering people who are shorter, taller or larger than the average. For larger workers, a longer seat base is often more comfortable to support the weight and length of the legs.
- **Varied postures are important.**
- Consider a chair which allows alternation between a semi-reclined and upright posture throughout the day, e.g., when on the phone.

Chair preferences

- Adjustable in height whilst seated
- Stable under normal operating conditions at all heights
- Have backrest adjustable in height and tilt whilst seated on the chair
- Allow close access to the desk. Some armrests impede correct arm posture whilst keying
- Select styles to suit task requirements e.g., Sit-stand stools, glides rather than castors for vinyl floors, easy care covering, draughting style for high desktops
- Some people prefer a higher back rest which can offer a good opportunity to change posture and lean back when reading
- The backrest width should not impede keying posture by causing the arms to be held out to the side

Chair Movement

- Chairs may not move easily across some surfaces leading to extra strain on the upper limbs in pulling and pushing the worker towards or away from the desk
- Use of a plastic or vinyl floor mat over carpet can be of assistance

Castors or glides

- Glides are recommended if chairs are on linoleum or similar floors, as castors may present a hazard by rolling too freely
- Lockable castors may be used on linoleum floors. These are free rolling when there is no weight on the chair, and lock in position when weight is applied

Desks

When selecting a desk design, consider the tasks to be performed and the adjustability required to meet the range of sizes of users and the diversity of task performed at the desk.

Desk top size

Adequate width and depth of desk top allows for correct posture at the keyboard. If there is insufficient space for source documents, muscles can be strained by holding or balancing documents. The following are recommended minimum desk top sizes:

- Mixed tasks e.g., computer and clerical - 1500 X 900mm
- Single tasks e.g., computer only - 1200 X 900mm

Large monitors may necessitate the need for larger space.

Desk Height

- Older style desks are often too high for most employees compared to those designed for computer use. With increased desk height, there is a tendency to tense the shoulders to key or write
- Adjustable desks are an advantage where desks are shared by different sized workers
- Fixed height keyboard desks should be in the height range of 680 mm to 710mm

Standing height benches

For standing height benches such as laboratory benches or reception counters, adjustable height is preferred to suit workers of different heights. In most offices, having a higher work area is often useful to provide safe and efficient working postures for layout, sorting and collating of documents.

- Fixed height - approximately 950mm
- Adjustable height - at least adjustable between 900 and 1100mm

Leg Well Space

The underside of the desk should be free from obstruction to the knees and shins through items such as under desk CPU holders and drawer units. The recommended leg well spaces are as follows:

- Minimum depth 550mm
- Minimum width 800mm
- The desk top and supporting frame should be a maximum thickness of 30mm to allow for adequate leg clearance.

Cut-out keyboard platforms (part of the desk structure)

- Can assist with establishing a relaxed shoulder position whilst keying by lowering the keyboard
- Designs which adequately fit the mouse control on the same level are preferred as raising the shoulder and over reaching to the mouse must be minimised

Attached keyboard extensions (located under the desk on a moveable arm)

- Purchase of desks fitting the standard depths rather than this equipment is the preferred option thus allowing monitor and keyboard location on the desk top
- Fittings may obstruct leg space
- Need to look for designs that fits mouse at same level

Desk top raise

- Extended periods of reading or writing at a desk may cause flexed and uncomfortable postures. Bringing the material up to the worker on a sloping work surface with a desk top raise may be helpful. Various sizes are available.

Equipment Layout on Desktop

- Generally, the items most frequently handled should be within easy reach
- Less frequently used equipment and materials should be placed within the distance reached by the outstretched arm

Phones

- Telephones are ideally positioned on the non-dominant side to allow pick up and holding in the non-dominant hand while writing or keying with the dominant hand
- Holding the handset between the shoulder and ear creates excessive muscular tension in the shoulder and neck
- When phone answering is frequently combined with keying and or writing a phone head set should be considered

Footrests

- The footrest should be stable, height adjustable and large enough to comfortably accommodate both feet.

PC set-up for bi/tri/multi-focal wearers

- As we age it is natural for our visual capacities to decline. It is important to have your eyes checked regularly.
- For those who wear bi/tri or mutely-focal spectacles, the standard set up of the monitor may not be adequate and may contribute to poor neck posture.
- The monitor must be positioned low enough to allow the user to correctly utilise their spectacles without having to raise their chin to look at the screen.
- The monitor distance from the user needs to match the focal length of the spectacles.
- It is vital you inform your eye practitioner regarding your work activities to ensure the spectacles prescribed suit the primary tasks performed at work.

All office equipment must be sanitised before and after use

Appendix 7 - Drugs and Alcohol Policy

Commitment

Rape Crisis North East CLG is committed to safe working practices. Misuse of alcohol or drugs by employees can prove fatal for both staff and clients.

The aim of this policy is to ensure the safety of all employees, workers, and visitors by having clear rules in place regarding use and possession of alcohol and drugs, and to support those who have reported a problem with alcohol or drug dependence.

Policy Statement

Rape Crisis North East CLG is concerned to provide a safe and healthy working environment. It recognises that this can be put at risk by those who misuse alcohol or drugs to such an extent that it may affect their health, performance, contact and relationships at work. The policy, which applies to all employees, aims to:

- Promote the health and well-being of employees and to minimise problems at work arising from the effects of alcohol or drugs.
- Identify employees with possible problems relating to the effects of alcohol or drugs at an early stage.
- Offer employees known to have alcohol or drug related problems affecting their work referral to an appropriate source for diagnosis and treatment if necessary.

Alcohol and other drugs affect concentration, co-ordination and performance. It is recognised that the effects of alcohol and other drugs may spill over from one's private life into the workplace resulting in inefficiency, accidents and absenteeism. Rape Crisis North East CLG recognises its employees as its most valuable resource and is committed to providing a working environment, which is a healthy and safe one for the entire workforce. Therefore, this policy should be seen in the context of the promotion of health, safety and welfare of all employees of Rape Crisis North East CLG.

Under legislation we, as your employer, have a duty to ensure so far as is reasonably practicable, the health and safety and welfare at work of all our employees and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the business and/or the health and safety of our staff.

Rape Crisis North East CLG recognises that alcohol, drugs or other substance abuse by individuals can have an adverse effect on their ability to perform work and consequently put themselves, the Company and others at significant risk.

The Company expects employees or Sub-Contractors to ensure that neither drugs nor alcohol affects their work. If the Company has reasonable grounds to suspect that an employee is under the influence of alcohol or drugs (illegal or misused legal substances), he / she may be required to undergo a medical test. When on duty, if employees are found to be under the influence of non-prescription drugs or alcohol, disciplinary procedures will be invoked, which may lead to dismissal of the individual concerned.

Safe Systems of Work

The effects of alcohol or drugs at work can create serious health and safety risks. Therefore, the following rules should be adhered to:

- Do not come to work under the influence of alcohol or drugs

- Do not bring alcohol or non-prescribed drugs onto Company premises
- Check with your doctor or pharmacists about the side effects have prescribed medications
- Never drive, operate machinery if you are affected by alcohol or drugs
- Ask your general practitioner or Rape Crisis North East CLG for guidance and advice on sensible limits of alcohol consumption
- Offer support and advice to colleagues who you suspect of suffering from alcohol or drug abuse; do not “protect” them by keeping silent
- Ask for assistance if you feel that matters are beyond your own control

The use of alcohol is not appropriate in the workplace and drug abuse can be a criminal offence as well as a serious risk to health and safety.

The three most important steps are to:

1. Look after your own health and safety by developing a responsible attitude towards alcohol and drugs
2. Be aware of colleagues or others who may put safety at risk by their actions
3. Recognise when and how to ask for help

Increased absenteeism, injuries, industrial damage and theft of property are all claimed to be symptomatic of endemic corporate drug use.

- This policy applies equally to all staff
- All Company premises are alcohol and drug free during working hours
- Employees shall be alcohol and drug free while on duty
- After work functions and other social events are outside the remit of this policy

All employees are encouraged to notify the organisation if they take prescription drugs and over the counter preparations which could affect performance and create a safety risk.

If your performance or attendance at work is affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, you may be subject to disciplinary action and, dependent on the circumstances, this may lead to your dismissal.

Suspected Intoxication in the Workplace

In the instance of suspected intoxication in the workplace the manager or supervisor will record the factors supporting this conclusion, for example: smell of alcohol on breath, dilated pupils, impaired co-ordination or speech. The first step will be the manager requesting an immediate meeting with the staff member. If possible, another manager or senior staff member will also be present.

The employee in question will be sent to the Company doctor for an assessment and they must co-operate in the disclosure of all results and reports to the Company. Failure to disclose the results/reports of such medical examinations to the Company will be seen as Gross Misconduct which may result in disciplinary action being taken against the employee, up to and including dismissal.

Confidentiality

All discussions with an employee in connection with drugs or alcohol will be strictly confidential. This will also be the case with counselling or other treatment which the employee undertakes. No discussion about the employee will take place with another party without the permission of that employee.

Appendix 8 - Policy on Harassment and Bullying

Harassment and Bullying in the Workplace

Rape Crisis North East CLG will make every effort to ensure that its work environment is safe and enjoyable for all and gives all staff the freedom to do their work without having to suffer harassment or bullying from any source. All employees should be aware that harassment or bullying is unacceptable behaviour and is in breach of Company policy.

Present day changes of attitude mean that behaviour once tolerated by colleagues is no longer acceptable. Behaviour that is acceptable to one person may not be acceptable to another. If the behaviour is unwelcome and unacceptable, then it is a problem. Whether the harasser intended it to be offensive is not the point. If the behaviour is unwelcome it is harassment. The Company will not tolerate harassment of employees from employees, nor at any level in the organisation or third parties.

Under this policy harassment covers unfavourable treatment on the following grounds:

- Gender
- Marital status
- Family status
- Sexual orientation
- Age
- Disability
- Race
- Religion
- Membership of the travelling community.

Harassment is any form of unwanted conduct related to any of the above discriminatory grounds, being conduct which has the purpose or effect of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person.

Harassment may include:

Verbal harassment - offensive jokes about a person's race or ethnic origin (which may include membership of the travelling community), or their country of origin.

Visual Harassment - display of material offensive to a particular racial or ethnic group, such as cartoons, racial propaganda material etc.

Physical Harassment - physical assault.

Sexual Harassment is defined as unwanted conduct based on a person's gender which is offensive to the recipient, and which might threaten a person's job security or create a stressful, hostile or intimidating work environment. While it is generally regarded, that sexual harassment is an offence committed by men against women, the evidence of recent years shows that men are also victims of this form of maltreatment.

Sexual Harassment takes various forms, for example:

Verbal - jokes, innuendo, requests for sexual favours, persisting in attempts to continue a relationship against the wishes of the other person.

Visual - display of or sending offensive pictures, slogans.

Physical - unwanted physical contact, from "groping" to rape.

Examples of some forms of Sexual Harassment:

- Any unwelcome verbal advances
- Any unwanted pressure for social contact
- Sexually derogatory statements
- The display of sexually suggestive or degrading objects, pictures or calendars in the workplace.
- Sexually discriminatory remarks, or innuendo, or jokes made by someone that is offensive or objectionable to the recipient, or which causes the recipient discomfort, humiliation, or which interferes with their job performance
- Any unwelcome physical advance, which includes:
 - Unnecessary touching, groping, pinching, patting, fondling, or kissing
 - Sexually suggestive or derogatory remarks
 - Leering at a person's body
 - Compromising invitations
 - Demands for sexual favours
- Sexual assault or rape, (where civil/criminal proceedings may also be appropriate).

Harassment on grounds of sexual orientation may take several forms, from jokes and innuendo to serious physical assault and may include a person's perceived rather than actual sexual orientation.

Bullying

Workplace bullying has a detrimental effect on the Company and its people. It can create an unsafe working environment, result in a loss of trained and talented workers, cause the breakdown of teams and individual relationships, increase absenteeism and reduce efficiency and productivity. People who are bullied can become distressed, anxious, withdrawn and can lose self-esteem and self-confidence. For these reasons, bullying will not be tolerated by the Company.

The Company recognises that workplace bullying may involve comments and behaviours that offend some people and not others. The Company accepts that individuals may react differently to certain comments and behaviour. That is why a minimum standard of behaviour is required of workers. This standard aims to be respectful of all workers.

Workplace bullying occurs when an individual, or a group of individuals, repeatedly behaves unreasonably towards a worker, or a group of workers, and the behaviour creates a risk to health and safety. It includes both physical and psychological abuse and has been defined as: *“repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual’s right to dignity at work”*. **An isolated incident of the behaviour in this definition may be an affront to dignity but as a once-off incident is not considered to be bullying.**

A pattern of the following behaviours are examples of types of bullying (this list is not exhaustive):

- Exclusion with negative consequences
- Verbal abuse/insults
- Physical abuse
- Being treated less favourably than colleagues
- Belittling a person's opinion
- Disseminating malicious rumours, gossip or innuendo
- Socially excluding or isolating a person within the work sphere
- Intrusion - pestering, spying or stalking
- Intimidation / aggressive interactions

- Undermining behaviour
- Excessive monitoring of work
- Humiliation
- Withholding information necessary for proper performance of a person's job
- Repeatedly manipulating a person's job content and targets
- Blame for things beyond the person's control
- Use of aggressive and obscene language
- Other menacing behaviour

This Policy applies to behaviours that occur:

- In connection with work, even if it occurs outside normal working hours;
- During work activities, for example, when dealing with clients;
- At work related events and functions, for example, at Christmas parties; and
- On social media platforms where workers interact.

What Bullying is Not

It is important to note that bullying at work does not include reasonable and essential discipline arising from the good management of the performance of an employee at work or actions taken which can be justified as regards the safety, health, and welfare of the employees. For example, an employee whose performance is continuously signalled at a level below required targets may feel threatened and insecure in their work but this in itself does not indicate bullying. Objective criticism and corrections that are intended to provide constructive feedback to an employee are not usually considered bullying, but rather are intended to assist the employee with their work.

It is important to distinguish bullying from other inappropriate behaviours or indeed appropriate workplace engagement. As set out in the definition above, a once-off incident of bullying behaviour may be an affront to dignity at work and may be unsettling, but does not of itself make for an adequate level of distress as to fall within the definition of bullying, and other remedies should be sought for these scenarios. As a once-off, such behaviours cannot be presumed to be done in a targeted, purposeful and unrelenting way.

The following are some examples of reasonable management action:

- Realistic and achievable performance goals, standards and deadlines;
- Fair and appropriate rostering and allocation of working hours;
- Transferring a worker to another area or role for operational reasons;
- Deciding not to select a worker for a promotion where a fair and transparent process is followed;
- Informing a worker about unsatisfactory work performance in an honest, fair and constructive way;
- Informing a worker about unreasonable behaviour in an objective and confidential way;
- Implementing organisational changes or restructuring;
- Taking disciplinary action, including suspension or terminating employment where appropriate or justified in the circumstances.

Bullying at work can involve people in many different work situations and at all levels:

- Manager/supervisor to employee
- Employee to supervisor/manager
- One employee to another (or group to group)
- Customer or business contact to employee
- Employee/supervisor/manager to customer/business contact

Effects of Harassment or Bullying

Harassment/Bullying can:

- Cause distress and affect the employee's confidence and self-esteem.
- Affect the recipient's job performance.
- Create an upsetting and stressful work environment.
- Decrease staff morale.
- Undermine the recipient's job security.
- Affect productivity levels.

Location

Harassment can take place:

- In the workplace
- At functions such as Christmas parties or other functions taking place under the aegis of the Company
- Any other place where employees are present on Company business, such as training courses, business meetings away from the Company's workplace, overnights away from base, etc.

Harassment / Bullying by Outsiders

Harassment or Bullying of Company personnel by persons not employed by the Company, such as repair persons, customers, clients, etc., is unacceptable and should be promptly reported to one of the contact people listed at the end of this section.

Although the Company has no power to discipline the offenders in such cases, upon receipt of a complaint and after investigation, it will take action in the effort to prevent the recurrence of such conduct.

Undertaking by Management

Any complaint involving Harassment or Bullying will be immediately, seriously and sympathetically investigated. It is recognised that harassment, especially sexual harassment or bullying, is very difficult for all concerned to deal with.

Where a complaint has been substantiated, the victim will be protected and will not be required to move unless they wish to do so. Victims shall be protected from intimidation, victimisation, or discrimination for filing a complaint under this policy. Employees assisting in an investigation will also be protected. All staff will be provided with a copy of this policy.

Responsibilities of Employees

In addition to ensuring their own behaviour does not cause problems, all employees have an important role in creating an environment where harassment or bullying is unacceptable. They should make clear to others they find such behaviour unacceptable and support colleagues suffering such treatment.

The Company expects employees:

- Not to engage in harassment, bullying or workplace violence;
- Not to aid, abet or encourage others to engage in harassment, bullying or workplace violence;
- To behave in a responsible and professional manner;
- Treat others in the workplace with courtesy and respect;
- Listen and respond appropriately to the views and concerns of others;
- To be fair and honest in their dealings with others.

Responsibilities of Managers & Supervisors

Managers and supervisors have an important role to play in terms of fostering a culture that does not tolerate or encourage harassment, bullying or workplace violence and should ensure that they do not engage in any conduct of this nature themselves.

Managers and supervisors should also ensure that workers understand this Policy and consequences of non-compliance. When managers and supervisors observe harassment, bullying or workplace violence occurring, they should take steps to prevent this conduct from continuing and warn the person or people involved of the consequences if the behaviour continues (including disciplinary measures up to and including dismissal).

Managers and supervisors must also treat all grievances raised by workers in accordance with the Company's Grievance Procedure.

Responsibilities of Management

In addition to ensuring their own behaviour does not cause problems, Management should:

- Know the Company policy
- Communicate the policy as necessary
- Endeavour to maintain a harassment-free / bullying-free work environment
- Immediately inform one of the contact people if a complaint is received

Malicious Complaints

Malicious complaints will be treated seriously and may result in disciplinary action. In this regard, it should be noted that where a complaint is not upheld, this does not necessarily indicate that the complaint was malicious.

Complaints Procedure

If you believe you are being harassed or bullied, you should consider carefully if that is the case. If so, you should raise the problem with the alleged perpetrator, point out that their behaviour is unacceptable and ask that it stop.

If the harassment/bullying does not cease or if you find it difficult or embarrassing to confront the alleged perpetrator, you may seek advice from one of the contact people listed at the end of this section or from a Senior Manager. It would be useful to keep a record of incidents, dates and witnesses, if any.

If you proceed with the complaint, you may contact one of the contact people for assistance who, depending on the nature of the complaint, will try to find a solution acceptable to both parties. Complaints will be handled speedily and in a confidential manner. They will be treated seriously and sympathetically.

It is a requirement that all individuals involved maintain confidentiality on the subject. All concerned are guaranteed a fair and impartial hearing. If a problem is not resolved under the above Complaints Procedure, the Formal Procedure outlined below will apply.

Informal Procedures for Handling Complaints

- In the first instance, the unacceptable behaviour/acts should be raised by the person who feels bullied, with the person involved but only if they feel comfortable in doing so. This should be done quickly and calmly, focusing on the facts regarding acts done and their consequences.
- If it is more suitable, the individual who perceives that they are the recipient of unacceptable

behaviour should put their concerns in writing, again focusing on the offending acts and their effects on them.

- Where an employee perceives that the concerns relate to an immediate manager, the employee may wish to discuss the matter informally with their manager's manager or a person at the next level of management.
- The employee may wish to avail of the support of a Contact Person, where applicable, for guidance and to get a copy of the Anti-Bullying Policy document.

The focus of the above is to seek to resolve the matter informally by agreement without recourse to any other step. An informal discussion is often sufficient to alert the person concerned to the effects of the behaviour alleged and can lead to a greater understanding and an agreement that the behaviour will stop. It can also lead to an explanation of the original intention of the behaviour and/or an agreement to modify the behaviour. On the other hand, it may be that the behaviour is valid and reasonable and the reaction of the offended party is at odds with the generally accepted understanding of the behaviour.

Secondary Informal Procedures for Handling Complaints

- The employer may nominate a separate person, who has had appropriate training and experience and who is familiar with the procedures involved, to deal with the complaint on behalf of the organisation.
- The complaint may be verbal or written. If verbal, a written note of what is being complained about should be taken by the nominated person and a copy given to the complainant.
- This nominated person, managing the complaint, should then establish the facts, the context and then the next course of action in dealing with the matter under the informal procedure.
- If the complaint concerns alleged bullying, as defined, and includes concrete examples of inappropriate behaviour, the person complained against should be presented with the complaint and their response established.
- Thereafter a method should be agreed to progress the issue to resolution so that both parties can return to a harmonious working environment without bullying being a factor.
- Line managers should be kept informed, as appropriate, about the process in train.
- Steps to stop the bullying behaviour, where it has been partly or fully identified, and monitoring of the situation along specified lines should be implemented with both parties. This may involve mediation by an agreed mediator who is practised in dealing with alleged bullying at work.
- Enough time needs to be allowed for the mediation to be successful and behaviour change to be realistically achieved over the longer term. It may be necessary to consider if other working arrangements are required or feasible during this short-term phase.
- The nominated person who was responsible for managing the complaint should keep a nominal record of all stages; the complaint, the first meeting, action agreed and signed records of the final meeting. The purpose of the records, which do not include the detail of discussions, is to provide evidence of the complaint having been met with an organisational response and attempt at resolution.
- Confidentiality is crucial for this stage to be effective and breaches of confidentiality, where exposed, should be met with sanctions highlighted in advance.

Formal Procedures for Handling Complaints

If an informal approach is inappropriate or if after the informal stage, the bullying persists, the following formal procedures should be invoked:

- The complainant should make a formal complaint in writing to his/her immediate supervisor, or if preferred, any member of management. The complaint should be confined to precise details of actual incidents of bullying.

- The alleged perpetrator(s) should be notified in writing that an allegation of bullying has been made against them. They should be given a copy of the complainant's statement and advised that they shall be afforded a fair opportunity to respond to the allegation(s).
- The complaint should be subject to an initial examination by a designated member of management, who can be considered impartial, with a view to determining an appropriate course of action. An appropriate course of action at this stage, for example, could be exploring a mediated solution or a view that the issue can be resolved informally. Should either of these approaches be deemed inappropriate or inconclusive, a formal investigation of the complaint should take place with a view to determining the facts and the credibility or otherwise of the allegation(s).

Investigation

- The investigation should be governed by terms of reference, preferably agreed between the parties in advance.
- Statements from all parties should be recorded in writing as the use of written statements tends to make matters clearer from the outset and maintains clarity throughout the investigation. Copies of the records of their statements should be given to and agreed with those who make statements to the investigator.
- All parties should continue to work normally, if possible, during the investigation. The objective of an investigation is to ascertain whether or not, on the balance of probabilities, the behaviours complained of occurred. Evidence and witness statements are relied on for this purpose.
- The investigation should be conducted by either a designated member(s) of management or, if necessary, (for example in the case of any possible conflict of interest) an agreed, external third party. In either case, the person nominated should have appropriate training and experience and be familiar with the procedures involved. The investigation should be conducted thoroughly, objectively, with sensitivity, utmost confidentiality, and with due respect for the rights of both the complainant and the person complained of.
- The investigator should meet with the complainant and the person complained of and any witnesses or relevant persons on an individual confidential basis with a view to establishing the facts. A work colleague or employee/trade union representative may accompany the complainant and the person complained of, if so desired.
- The investigation should be completed as quickly as possible, preferably within an agreed timeframe. The investigator should submit the report to the employer which should include his or her conclusions. The complainant and the person complained of should be given a copy of the report as soon as possible by the employer and given an opportunity to comment, within a set deadline, before the employer decides on any action to take.
- The employer should decide in the light of the investigator's report and the comments made, if any, what action is to be taken arising from the report. The employer should then in writing inform the complainant and the person complained against of the next steps. At the end of the process the documentation should be kept by the employer in line with the Retention guidance within the General Data Protection Regulations (GDPR) and made available only in compliance with that Regulation.

Appeal

- Either party has the right to appeal the outcome of the investigation.
- The reason for the appeal should be outlined in writing to management if such an option is being taken. The appeal should be heard by another party, of at least the same level of seniority as - but preferably more senior than - the original investigator and focus only on the aspect of the case cited by the appellant as being the subject of the appeal.
- The grounds of the appeal and any outcome and methodology employed should be

appended to the investigation file. The employer will need to consider at the outset of the formal process how they would manage a request for appeal, and this may require outside independent support.

Outcome

If either party is unhappy with the outcome of the investigation, the issue may be processed through the normal industrial relations mechanisms.

Confidentiality

All individuals involved in the procedures referred to above should maintain absolute confidentiality on the subject.

Policy Review

This policy will be reviewed from time to time.

Contact People

You should contact the Staff Liaison Committee, Manager or Staff Union Representative if you wish to discuss any incidents with regard to this policy. The Contact Person will have no role in the investigation of any complaints and should not be tasked with any further involvement in the details or right and wrongs of a complaint.

Appendix 9 - Stress Management Policy

Rape Crisis North East CLG believes that our employees are our most important asset and are committed to protecting your safety, health and welfare at work. We recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying workplace stress as early as possible. Stress can adversely affect the health and wellbeing of those who experience it. Rape Crisis North East CLG wishes to support employees who are experiencing stress either as a result of work-related, or non-work-related matters.

What is Stress?

Stress is a natural occurrence, which brings mind and body to higher states of readiness and allows people to function and respond more quickly and effectively. Stress therefore has a natural and positive place in our make-up.

Work related stress is defined as *"the reaction people have to excessive demands or pressures, arising when people try to cope with tasks, responsibilities or other types of pressure connected with their jobs, but find difficulty, strain or worry in doing so"*.

In many instances, the demands made upon employees can be experienced as stimulating or motivating, providing individuals with the energy they need to function at 'peak performance' Such pressure can be beneficial to the employee in the performance of their work. However, individuals will respond in different ways to such demands. Stress can be defined as a perceived imbalance between demands placed on the individual on one hand and their ability to cope with those demands on the other.

While a certain level of pressure is an important feature of a healthy working environment, prolonged exposure to a stressful working environment can be damaging to the health of staff.

However not everyone can manage or channel stress as they should. Many types of situations lead to stress and there is a need to separate and identify work-related stress from stress brought on from other influences. For this purpose, there is a need to categorise stress into 3 areas:

1. **Occupational Stress (Work Related Stress):** Relates to stress in the workplace where an employee reacts to situations of excessive pressure or demands being placed on them which manifests itself into physical or behavioural changes. Such demands, or the perception of such matters, can be created by environment, workload or relationship issues. The European Agency for Safety and Health at Work state that Work-Related Stress is experienced when the demands of the work environment exceed the employee's ability to cope with (or control) them.
2. **Critical Incident Stress:** Relates to stress induced by exposure to profoundly disturbing events. An employee exposed to sudden, or disturbing events may suffer from stress to varying degrees and, if the person's normal coping mechanisms are overwhelmed, the effects of such stress may become negative.
3. **Beyond the Workplace Stress:** Relates to stress influenced by such factors as an employee's home life, family and civil responsibilities, transport arrangements, family care, leisure and educational activities that may interact positively or negatively with elements of the work environment and therefore affect overall job quality, satisfaction and productivity. Some staff members may be subject to stress outside of their work environment, but their ability to cope may manifest itself to work.

Rape Crisis North East CLG's Role:

Rape Crisis North East CLG has a duty of care as an employer. In this regard, the aim of the policy is to advise staff on procedures and what the Company has in place to assist staff. We value our staff and strive to provide a supportive workplace where staff who feel they are experiencing stress may seek assistance.

The primary purpose of the stress policy is to ensure staff members are afforded a safe and secure place of employment where they are encouraged to perform and feel they are an integral part of the organisation. It is necessary to increase awareness in this area with a view to early intervention and proper management of absenteeism.

We will assess the working environment for systems and practices which lead to health and safety hazards, including stress, and to put in place preventive measures.

Policies and practices which benefit employee health can improve productivity. The perception that levels of stress are low is associated with low staff turnover, low levels of absenteeism and low rates of illness and injury. We will put in place clear policies and active methods of dealing with people which encourage:

- Respect for the dignity of each employee;
- Regular feedback and recognition of performance;
- Clear goals for employees in line with organisational goals;
- Employee input into decision making and career progression;
- Consistent and fair management actions.

Sources of Stress

Some pressures at work are inevitable. A total elimination of pressure is neither possible nor desirable, but it is important that this pressure does not become work-related stress. Workplace stress may arise from any of the following:

- **Poor physical working conditions:** noise, poor ventilation, lighting or equipment, lack of space;
- **Job design:** underuse of skills, conflicting demands and inconsistent management, unclear setting of objectives;
- **Work relationships:** bullying or other harassment, poor management communication.
- **Work organisation and conditions:** job insecurity/threat of redundancy, excessive workload, lack of participation in decision making, rigid hierarchy, lack of transparency in procedures, lack of support, reluctance to request holidays, take sick leave etc.

Common Symptoms:

- Constant and increased anxiety and irritability with people
- Tendency to drink/smoke more
- Poor concentration
- Inability to finish tasks before starting others
- Constant fatigue
- Inability to cope
- Feeling of victimisation
- Raised heartbeat/palpitations
- Hypertension
- Increased sweating
- Insomnia

The above list is not exhaustive, nor does it suggest that the above symptoms are related to stress alone and may be symptomatic of some other physical problem.

Effects of Stress:

- Reduced morale/commitment to work
- Poor judgement
- Physical/mental ill-health
- Tension and conflict with colleagues

The Stress Policy aims to focus on the effects of stress and how to recognise and be aware of it with a view towards early intervention and assistance.

Role of Managers:

Rape Crisis North East CLG recognises the important role of the manager in daily work. Any workplace issue can be discussed with a manager in confidence.

While all staff members have a responsibility for their own health, managers have a role to play in upholding the stress policy to ensure a healthy work environment exists and that any staff member experiencing unnecessary stress will be afforded every opportunity to have their situation examined.

Personal Responsibilities:

If you experience stress or perceive stress, which you feel is affecting your health and wellbeing you can:

- Consult your Supervisor in strictest confidence
- Raise the issue through the Grievance Procedures
- Contact the Human Resources Manager

Stress Management:

Stress impacts on individuals in very different ways and lifestyle choices, particularly relating to nutrition and exercise, can act as a buffer against stress.

1. Measures to manage the negative impacts of stress are considered an important element of occupational health and the Company is committed to ensuring that preventative measures are put in place.
2. The impact of stress is individual in nature. The Company recognises the need for clarity of goals and objectives for staff, the provision of regular feedback and recognition of performance requirements as important elements of reducing the negative impacts of stress.
3. Staff attendance will be monitored, and issues of persistent non-attendance will be addressed. Training will be provided to line managers in the organisation's absence policies and procedures and will include their specific role in absence management. Provision will also be made for regular reports on absence trends to line managers.

Critical Incident Stress:

Some incidents that may occur have such an impact that they are termed "critical incidents" and may give rise to stress in staff. Some examples of this type of stress include:

- Working or assisting at or witnessing scenes of accidents.
- Assaults on employees
- The sudden death or serious illness of a work colleague, friend or family member

Although the events may be abnormal the reactions are quite normal. The incident is unexpected,

violent or threatening, the incident shatters some of our core beliefs and trust and concept of ourselves. Rape Crisis North East CLG recognises the impact that such incidents can have. Awareness of the potential impact of critical incident stress is an important part of the Company's response strategy.

Supervisors/Line Managers role in CIS (Critical Incident Stress):

Supervisors have an important role to play in the area of critical incidents. In difficult situations supervisors and colleagues will assist less experienced staff to cope with situations, and to get difficult tasks done by focussing on the task with a sympathetic and firm approach. The Company recognises that supervisory staff and line management staff may themselves be affected by incidents, and in such an event, senior managers are available to offer assistance.

To assist in such circumstances the Company will provide support where possible and specifically:

- Staff affected will be encouraged to talk about the incident particularly with their colleagues
- Involve all staff connected to the situation/incident

How You Can Help Yourself

The following actions may help:

- Take personal responsibility for your work-life balance. This includes speaking up when work expectations and demands are too much. Employers need to be aware of where the pressures lie in order to address them.
- Try to 'work smart, not long'. This involves tight prioritisation – allowing yourself a certain amount of time per task – and trying not to get caught up in less productive activities, such as unstructured meetings that tend to take up lots of time.
- Take proper breaks at work, for example by taking at least half an hour for lunch and getting out of the workplace if you can.
- Try to ensure that a line is drawn between work and leisure. If you do need to bring work home, try to ensure that you only work in a certain area of your home – and can close the door on it.
- Take seriously the link between work-related stress and mental ill health. Try to reduce stress, for example through exercise, relaxation or hobbies.
- Recognise the importance of protective factors, including exercise, leisure activities and friendships. Try to ensure that these are not sacrificed to working longer hours or try to ensure that you spend your spare time on these things.
- Watch out for the cumulative effect of working long hours by keeping track of your working hours over a period of weeks or months rather than days. Take account of hours spent worrying or thinking about work when assessing your work-life balance. These are a legitimate part of work and a good indicator of work-related stress. If possible, assess your work-life balance with your colleagues and with the support and involvement of managerial staff. The more visible the process, the more likely it is to have an effect.

Conclusion

The policy ensures confidentiality and addressing any issue in a timely manner. You also have a responsibility for your own health. Regular medical check-ups will help identify symptoms and with correct medical care you may be able to eliminate or reduce the adverse effects of stress on your health.

As your Employer, we care, and we will help where possible.

Appendix 10 - Smoke-Free Workplace Policy

Because we recognise the hazards caused by exposure to environmental tobacco smoke, it shall be the policy of Rape Crisis North East CLG to provide a smoke-free environment for all employees and visitors. This policy covers the smoking of any tobacco product and the use of any other tobacco products or e-cigarettes and it applies to both employees and non-employee visitors of Rape Crisis North East CLG.

In line with statutory provisions on the issue of smoking in the workplace, Rape Crisis North East CLG operates a strict smoke-free workplace policy. Any employee who breaches this policy will be subject to disciplinary action up and including dismissal in line with our disciplinary procedure.

Second-hand smoke, also known as Environmental Tobacco Smoke (ETS) or passive smoke is a cause of disease, including lung cancer and heart disease, in third parties. Neither the simple separation of smokers from non-smokers within the same air space, or the provision of ventilation, can eliminate exposure to second-hand smoke and the consequent health effects of such exposure. This policy has been developed to protect all employees, customers and visitors from exposure to second-hand smoke, to ensure compliance with legal obligations and to ensure a safe working environment.

It is the policy of Rape Crisis North East CLG that its workplace is smoke-free and that all employees have a right to work in a smoke free environment. Smoking (including electronic cigarettes) is prohibited throughout the workplace with no exceptions. This policy applies to all employees, consultants, contractors, customers and visitors.

Smoking is allowed only in approved external locations, during approved rest periods or breaks.

Overall responsibility for policy implementation rests with the occupier, manager or other person, for the time being, in charge of the workplace. All staff have an obligation to adhere to and facilitate the implementation of this policy.

The person in charge shall inform all existing employees, consultants and contractors of the policy and their role in the implementation and monitoring of the policy. All new and prospective employees, consultants and contractors shall be given a copy of the policy on recruitment / induction by the person in charge.

Infringements by staff will be dealt with, in the first instance, under employee disciplinary procedures. Employees, consultants, contractors, customers and visitors who contravene the law prohibiting smoking in the work place are also liable to prosecution.

Electronic Cigarettes

Rape Crisis North East CLG prohibits the use of e-cigarettes in the workplace. Use of e-cigarettes is only permitted during your official breaks and must be outside of buildings in the designated smoking area only. Breaches of this policy will be subject to appropriate disciplinary action.

Smoking Cessation

Information on how to obtain help quitting smoking available from 1850 201 203 (the HSE's National Smokers Quitline).

Appendix 11 - Pregnant Employee Policy

Introduction

Rape Crisis North East CLG recognises and accepts its responsibilities as an employer to provide a safe and healthy working environment for its employees. It also recognises that during pregnancy and immediately afterwards, the pregnant employee and the developing child may be particularly at risk from certain working conditions.

As required by Part 6 of the Safety Health and Welfare at Work (General Application) Regulations 2007, on becoming aware that an employee is pregnant, has recently given birth or is breastfeeding, we will assess the specific risks arising from the employment to that employee and take action to ensure that she is not exposed to anything that would damage her health or that of her developing child. On provision of an appropriate medical certificate, we will carry out the following:

- Make sure that a specific risk assessment for that employee is undertaken, taking account
- of any medical advice that the employee has received
- Assess any risk likely to arise from exposure to specified agents and work activities and, where possible exposure exists, ensure she does not carry out these activities
- If a risk cannot be eliminated or reduced to an acceptable level, then:
 - Adjust the working conditions or hours of work or both; or
 - If this is not possible, provide alternative work; or
 - If this is not possible, grant the employee health and safety leave
- we will ensure that pregnant, postnatal or breastfeeding employees have suitable facilities to rest or feed.

Definitions

A pregnant employee - is a woman who has given her employee medical certificate (or similar) stating she is pregnant.

An employee who has recently given birth - this means an employee during the 14 weeks immediately after giving birth (even if this was a miscarriage or stillbirth).

Employee who is breast feeding - this means an employee who is breast feeding during the 26 weeks after giving birth.

Any reference to a pregnant woman in the following procedure will include women during pregnancy, immediately after pregnancy and while breast-feeding.

When the Regulation Applies

The above regulations will apply to an employee when she provides the Company with the appropriate medical certificate. This certificate should be given to or by the employee's medical practitioner contacting the Manager.

The medical certificate must show that the employee:

- Is pregnant;
- **or**
- Just had a baby (within the past 14 weeks)
- **or**
- Is breast - feeding (within the first 26 weeks after birth).

As the earliest stages of pregnancy are the most critical ones for the developing child, it is in the Employee's interest that she let the Company know that she is pregnant as soon as possible.

The Employers Requirements

Risk assessments have already been carried out by the Company, but the Company recognises that it must assess the specific risks to the pregnant employee and take action to ensure that she is not exposed to anything which will damage either her health or that of the developing child.

Pregnant Employees

The Pregnant Employees Risk Assessment shall be used to determine:

- What risks the pregnant woman may be exposed to
- How often the exposure occurs and for how long

Outcome of the Individual Risk Assessment

Where the assessment reveals there is a risk, the Company must inform the woman about the risk and what will be done to ensure neither she nor the developing child is injured.

If risks do exist, the Company will implement these practical ways to reduce or avoid the risks:

- Adjusting the working conditions and/or hours of work

or, if this doesn't remove the risk(s) identified,

- Provide suitable alternative work; if a pregnant employee (here specifically meaning during pregnancy and 14 weeks immediately following delivery) is regularly involved in night work for a period of at least 3 hours between 2300hrs and 0600hrs, or for 25% of their monthly working time, or a medical certificate has been issued by her medical practitioner stating that this will damage her health she must also be found alternative work.

or, if that isn't possible,

- The Company will give the Employee Health & Safety leave.

Appendix 12 - Lone Working Policy

It is the objective of Rape Crisis North East CLG to effectively manage all risks to staff, customers and other persons, who may be affected by its activities.

Rape Crisis North East CLG acknowledges that some employees are required to work alone.

In all circumstances when employees work alone the Company will ensure, in accordance with its legal obligations, to subject the work to hazard identification and risk assessment(s) and ensure that agreed control measures are put in place to eliminate those hazards or reduce the risk as far as reasonably practicable.

The aim of the Company Policy for Lone Working is to ensure that appropriate measures are in place to provide safe systems of work for those who work alone. In addition, it aims to bring about a reduction of any foreseeable risks and to provide detailed arrangements for staff who work alone and all those affected by our activities

The Company will continuously monitor and review current service arrangements for lone workers with a view to ensuring that appropriate resources are available for the implementation of safe work practices, the provision of appropriate training and the provision of relevant health and safety equipment.

Purpose

The principal purpose of this Policy is to ensure a safe and healthy working environment for all lone workers employed by Rape Crisis North East CLG by developing a continuum of responses that ensure an environment where staff, customers and visitors are safe.

In addition, the Policy requires the Company to reduce, so far as is reasonably practicable, all reasonably foreseeable risks associated with Lone Working and to detail arrangements to achieve this reduction in line with legislative requirements.

Definitions;

“Lone Workers” are those who work by themselves without close or direct supervision. *Source: Health and Safety Authority*

Lone workers include:

- people in fixed establishments where only one person works on the premises, e.g., in small workshops, kiosks, petrol stations, shops and home-workers
- people work separately from others, e.g., in factories, warehouses, some research and training establishments, leisure centres or fairgrounds
- people who work outside normal hours, e.g., cleaners, security, special production, maintenance or repair staff, etc.
- people who work working away from their fixed base, e.g. on construction, plant installation, maintenance and cleaning work, electrical repairs, lift repairs, painting and decorating, vehicle recovery, etc.
- agricultural and forestry workers
- service workers, e.g., rent collectors, postal staff, social workers, home helps, district nurses, pest control workers, drivers, engineers, architects, estate agents, sales representatives and similar professionals visiting domestic and commercial premises.

Legislation

The Safety, Health & Welfare at Work Act, 2005 requires all employers to provide among other things, safe places and safe systems of work.

“Without prejudice to the generality of Section 19 of the 2005 Act, an employer shall, in identifying hazards and assessing risk under that section, take account of particular risks, if any, affecting employees working alone at the place of work or working in isolation at remote locations” (Regulation 2(3) of 2007 Regulations).

Responsibility

The Rape Crisis North East CLG Safety Statement outlines the Company’s commitment to safety, health and welfare at work for staff and all those who are affected by the activities of Rape Crisis North East CLG.

Employees’ Responsibilities

Employees must:

- Take reasonable care to look after their own safety and health
- Safeguard the safety and health of other people affected by their work
- Co-operate with their employer’s safety and health procedures
- Use tools and other equipment properly, in accordance with any relevant safety instructions and training they have been given
- Not misuse equipment provided for their safety and health
- Report all accidents, injuries, near-misses and other dangerous occurrences

Rape Crisis North East CLG Commitment

In line with corporate policy Rape Crisis North East CLG will ensure, in accordance with its legal obligations, a safe working environment and safe systems of work for lone workers, so far as is reasonably practicable. Management will not tolerate in any form, verbal/physical harassment of its staff by customers, members of the public or others.

In the event of an incident the member of staff involved must report this to their immediate supervisor without undue delay. All foreseeable hazards in relation to lone working must be identified and associated risks assessed and documented. To assist in the hazard identification and risk reduction process lone workers need to be consulted and receive appropriate training and information.

Appendix 13 - Coronavirus Policy Statement

Rape Crisis North East CLG is committed to providing a safe and healthy workplace for all our workers and customers. To ensure that, we have developed our COVID-19 Response Plan. All managers, supervisors and workers are responsible for the implementation of this plan and a combined effort will help contain the spread of the virus. We will:

- Continue to monitor our COVID-19 response and amend this plan in consultation with our workers
- Provide up to date information to our workers on the Public Health advice issued by the HSE and Gov.ie
- Display information on the signs and symptoms of COVID-19 and correct hand-washing techniques
- Provide an adequate number of trained Worker Representative(s) who are easily identifiable and put in place a reporting system
- Inform all workers of essential hygiene and respiratory etiquette and physical distancing requirements
- Adapt the workplace to facilitate physical distancing
- Keep a log of contact / group work to help with contact tracing
- Have all workers attended an induction / familiarisation briefing?
- Develop a procedure to be followed in the event of someone showing symptoms of COVID-19 while at work or in the workplace
- Provide instructions for workers to follow if they develop signs and symptoms of COVID-19 during work
- Intensify cleaning in line with government advice

All managers, supervisors and workers will be consulted on an ongoing basis and feedback is encouraged on any concerns, issues or suggestions. This can be done through the COVID-19 Compliance Officer.

Appendix 14 - Coronavirus (COVID-19) Response Plan

The COVID-19 Response Plan details the policies and practices necessary for the employer to meet the Government's 'Return to Work Safely Protocol' and to prevent the spread of COVID-19 in the workplace.

The plan will give an overview of key areas that employers must assess to ensure compliance with the protocol and to minimise the risk to workers and others.

This plan needs strong commitment from management and employees and should be developed and put in place in consultation with staff. Consultation with employees, supervision, clear direction and information for customers and clients is key in ensuring the success of the COVID-19 Response Plan.

Purpose

Rape Crisis North East CLG has a Duty of Care for the health and wellbeing of all our employees. This Coronavirus (COVID-19) Response Plan includes the measures we are actively taking to mitigate the spread of COVID-19 and on how we deal with it, and its impact on our employees and the Organisation as a whole. As a result, we have had to put in place the following measures to help protect our employees.

This COVID-19 policy outlines our commitment as an employer to implement the plan and help prevent the spread of the virus. You are requested to follow all these rules diligently, in order to sustain a healthy and safe workplace in this unique environment. It's important that we all respond responsibly and transparently to these health precautions. We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity.

This Coronavirus (COVID-19) Response Plan is susceptible to changes with the introduction of additional governmental guidelines. If so, we will update you as soon as possible.

Scope

This COVID-19 policy applies to all of our employees who physically work in our office or are home based. We strongly recommend to our remote working personnel to read through this policy as well, to ensure we collectively and uniformly respond to this challenge.

Sick Leave Arrangements

- If you have symptoms, such as:
 - Cough - any kind of cough
 - Sneezing
 - Fever - (high temperature – 38 degrees Celsius or above)
 - Shortness of breath or breathing difficulties
 - Chills, aches, loss of taste or smell, or any cold / flu like symptoms together with gastro intestinal discomfort
 - or generally feeling poorly, request sick leave or work from home
 - If any member of your family is exhibiting any of the above symptoms
- If you have a positive COVID-19 diagnosis, you must remain away from the workplace, and only return to the office only if you are fully asymptomatic and can provide a medical certificate confirming your recovery. You will also be asked not to come into physical contact with any colleagues during this time.

- Illness Benefit for COVID-19 Absences can be claimed from the Department of Employment Affairs & Social Protection.

If you have any of the above you should self-isolate and call your Doctor. Then advise Rape Crisis North East CLG and keep us informed.

Dealing with a Suspected Case of COVID-19 in the Workplace

This details our procedure to be followed in the event of someone developing the signs and symptoms of COVID-19 while at work or while in the workplace.

We have assigned a manager and put in place an isolation team to manage this situation, and provided them with information on how to do this safely. We have also identified and marked an isolation area to be used to isolate the affected person from the rest of the workforce and procedures to be followed to enable them to safely leave the premises.

If an employee displays symptoms of COVID-19 during the working day, the manager or response team will:

- Isolate the worker in an isolation room (**vacant counselling room**) and have procedures in place to accompany the individual to the designated isolation route keeping at least 2 meters away from the symptomatic person and also making sure that the other staff members maintain a distance of at least 2 metres away
- Provide a mask for the person if there is one available to prevent the spreading of the virus
- Assess if the person is fit enough to be immediately directed to go home and call their doctor
- Arrange transport home or to hospital for medical assessment. **Do not use public transport**
- Carry out an assessment of the incident as part of the follow up actions and recovery
- The area and tools the person was working must be sanitised before any work can recommence

Physical Distancing

All of the regulations regarding Physical Distancing must be adhered to at all times. Employees should:

- Avoid close contact with others
- Keep at least 2 metres (6 feet) away from other people
- Avoid an area if it looks busy
- No more than 3 persons in the canteen at any one time
- Always adhere to social distancing advice

Travelling / Commuting Measures

- All work trips and events – both domestic and international – will be curtailed until further notice.
- Person-to-person meetings should be done virtually where possible, especially with non-Rape Crisis North East CLG parties.
- If you normally commute to the office by public transportation and do not have other alternatives, you can request to work from home as a precaution.
- All employees travelling abroad must inform management of their destination.

Hand & Respiratory Hygiene Rules

We have provided Hand Sanitisation at several points throughout the building, please use them at regular intervals. This is the case even if provided with protective gloves. If you discover dispensers are empty it is your responsibility to advise management immediately. At a minimum wash hands at least once every hour.

- Employees should ensure they are familiar with and follow hand hygiene guidance and advice
- Wash their hands with soap and water or with an alcohol-based hand rub regularly and in particular:
 - After coughing and sneezing
 - Before and after eating
 - Before and after preparing food
 - If in contact with someone who is displaying any COVID-19 symptoms
 - Before and after being on public transport (if using it)
 - Before and after being in a crowd
 - When arriving and leaving the workplace/other sites
 - Before having a cigarette or vaping
 - When hands are dirty
 - After toilet use
- Cough / sneeze into your sleeve, preferably into your elbow (of your non-dominant arm). If you use a tissue, discard it properly and clean / sanitise your hands immediately.
- Avoid touching their eyes, mouth, or nose
- Not share objects that touch their mouth, for example, bottles or cups
- If you find yourself coughing / sneezing on a regular basis, avoid close physical contact with your co-workers and take extra precautionary measures (such as requesting sick leave).

General Hygiene Rules

We have put in place an effective cleaning and disinfection system as regular cleaning and disinfection will help reduce the spread of the virus. We have arranged for frequently touched surfaces, such as door handles, light switches, kitchen appliances, etc. to be cleaned frequently.

Welfare facilities and communal areas will also be cleaned regularly. If disinfection of contaminated surfaces is needed, this will be done in addition to cleaning.

Employees will be provided with cleaning materials to keep their own workspace hygienically clean and advised to regularly clean any personal items brought in from home. Cleaning staff will be given information and instruction in relation to the new procedures.

- We are adopting 'no handshake' and 'social distancing' policies for the duration of the current COVID-19 outbreak.
- All employees are encouraged to wash their hands frequently during the day in line with good hygiene protocols, but especially after coughing or sneezing. You can also use the sanitisers strategically located and clearly visible throughout the building. In the event that the sanitiser station is depleted, please ensure to inform your line manager immediately.
- Open windows regularly to ensure open ventilation.
- Avoid touching your face, particularly eyes, nose, and mouth with your hands to prevent from getting infected.
- If the Company deems the risk to be extreme, and in line with advice from the HSE, the use of appropriate PPE (e.g., face masks) will be mandatory.

- When performing duties away from the office all employees must practice social distancing and hygiene guidelines as determined by the HSE.
- Do not use anyone else's equipment unless it has been completely sanitised. Equipment is deemed to include forklift trucks, trucks, vans, knives, desks, computers, calculators, phones, pens and any other items that could be a medium of transfer.

COVID-19 Compliance Officer

We have appointed **Grace McArdle** as COVID-19 Compliance Officer to ensure that COVID-19 measures are followed. The COVID-19 Compliance Officer will receive training and information on the role and the measures that have been put in place to help prevent the spread of the virus. We will tell all employees who the COVID-19 Compliance Officer is.

Good communications channels in the workplace are essential for all stakeholders. Managers, supervisors and workers, should engage with the Compliance Officer, to highlight concerns, report defects, submit ideas and identify improvements in the workplace.

Your Responsibilities in the Workplace

Aside from the usual day to day responsibilities that employees must comply with, the introduction of COVID-19 into society brings new challenges that workers need to be aware of so that the return to work safely protocol can be implemented effectively.

Employees must keep themselves updated on the latest advice from Government and the HSE. They must also co-operate in maintaining the control measures put in place to help prevent the spread of the virus and report any issues or concerns they may have.

General

If you or a member of your family have Underlying Medical Conditions, which after medical advice might exacerbate a potential COVID-19 infection please advise management so that we can give any necessary supports.

For the duration of the current COVID-19 outbreak, and without exception, members of the public will only be allowed access to our administration areas by appointment only.

Further measures aimed at reducing the risk of COVID-19 may be introduced as necessary and in line with advice received from the HSE.

We hope these measures do not negatively impact on your employment with Rape Crisis North East CLG and are always available to answer any of your questions, if we can, relating to coronavirus.

While we ask for your co-operation in these unusual, but extreme, measures those employees who do not follow the measures listed above will not be allowed to remain at the workplace. Such absences may be taken as annual leave or leave without pay.

As you can see from the above, Rape Crisis North East CLG is taking COVID-19 very seriously. Everyone is expected to play their part, including advising management of any breaches of any of the above. COVID-19 prevention is to be considered the first most important aspect when we are doing business. Anyone breaching the above can expect it to be dealt with as a serious discipline issue which could ultimately result in dismissal.

Appendix 15 - General Duties of Employer

1. Every employer shall ensure, as far as is reasonably practicable, the safety, health and welfare at work of his or her employees.
2. The employer's duty extends, in particular, to the following:
 - a) Managing and conducting work activities in such a way as to ensure, so far as is reasonably practicable, the safety, health and welfare at work of his or her employees;
 - b) Managing and conducting work activities in such a way as to prevent, so far as is reasonably practicable, any improper conduct or behaviour likely to put the safety, health or welfare at work of his or her employees;
 - c) As regards the place of work concerned, ensuring, so far as is reasonably practicable:
 - The design, provision and maintenance of it in a condition that is safe and without risk to health,
 - The design, provision and maintenance of safe means of access to and egress from it and
 - The design, provision and maintenance of plant and machinery or any other articles that are safe and without risk to health;
 - d) Ensuring, so far as is reasonably practicable, the safety and the prevention of risk to health at work of his or her employees relating to the use of any article or substance or the exposure to noise, vibration or ionising or other radiations or any other physical agent;
 - e) Providing systems of work that are planned, organised, performed, maintained and revised as appropriate so as to be, so far as is reasonably practicable safe and without risk to health;
 - f) Providing and maintaining facilities and arrangements for the welfare of his or her employees at work;
 - g) Providing the information, instruction, training and supervision necessary to ensure, so far as is reasonably practicable, the safety, health and welfare at work of his or her employees;
 - h) Determining and implementing the safety, health and welfare measures necessary for the protection of the safety, health and welfare of his or her employees when identifying hazards and carrying out a risk assessment under section 19 or when preparing a safety statement under section 20 and ensuring that the measures take account of changing circumstances and the general principles of prevention in Schedule 3;
 - i) Having regard to the general principles of prevention Schedule 3 where the risks cannot be eliminated or adequately controlled or in such circumstances as may be prescribed, providing and maintaining such suitable protective clothing and equipment as is necessary to ensure, so far as is reasonably practicable, the safety, health and welfare at work of his or her employees;
 - j) Preparing and revising, as appropriate, adequate plans and procedures to be followed and measures to be taken in the case of an emergency or serious and imminent danger;
 - k) Reporting accidents and dangerous occurrences, as may be prescribed, to the Authority or to a person prescribed under section 33, as appropriate, and
 - l) Obtaining, where necessary, the services of a competent person (whether under a contract of employment or otherwise) for the purpose of ensuring, so far as is reasonably practicable, the safety, health and welfare at work of his or her employees;
3. Any duty imposed on an employer under the relevant statutory provisions in respect of any of his or her employees shall also apply in respect of the use by him or her of the services of a fixed-term employee or a temporary employee.
4. For the duration of the assignment of any fixed-term employee or temporary employee working in his or her undertaking, it shall be the duty of every employer to ensure that working conditions are such as will protect the safety, health and welfare at work of such an employee.
5. Every employer shall ensure that any measures taken by him or her relating to safety, health and welfare at work do not involve financial cost to his or her employees.

Appendix 16 - Duties of Employees

(1) An employee shall, while at work:

- a) Comply with the relevant statutory provisions, as appropriate, and take reasonable care to protect his or her safety, health and welfare and the safety, health and welfare of any other person who may be affected by the employee's acts or omissions at work.
- b) Ensure that he or she is not under the influence of an intoxicant to the extent that he or she is in such a state as to endanger his or her own safety, health or welfare at work or that of any other person.
- c) If reasonably required by his or her employer, submit to any appropriate, reasonable and proportionate tests for intoxicants by, or under the supervision of, a registered medical practitioner who is a competent person, as may be prescribed.
- d) Co-operate with his or her employer or any other person so far as is necessary to enable his or her employer or the other person to comply with the relevant statutory provisions, as appropriate.
- e) Not negate in improper conduct or other behaviour that is likely to endanger his or her own safety, health and welfare at work or that of any other person.
- f) Attend such training and, as appropriate, undergo such assessment as may reasonably be required by his or her employer or as may be prescribed relating to safety, health and welfare at work or relating to the work carried out by the employee.
- g) Having regard to his or her training and the instructions given by his or her employer, make correct use of any article or substance provided for use by the employee at work or for the protection of his or her safety, health and welfare at work, including protective clothing or equipment.
- h) Report to his or her employer or to any other appropriate person, as soon as practicable:
 - any work being carried on, or likely to be carried on, in a manner which may endanger the safety, health or welfare at work of the employee or that of any other person,
 - any defect in the place of work, the systems of work, any article or substance which might endanger the safety, health or welfare at work of the employee or that of any other person, or
 - any contravention of the relevant statutory provisions which may endanger the safety, health and welfare at work of the employee or that of any other person, of which he or she is aware.

(2) An employee shall not, on entering into a contract of employment, misrepresent himself or herself to an employer with regard to the level of training as may be prescribed under subsection (1)(f)

Appendix 17 - Annual Directors Report

The following is a report on progress with our Health and Safety Programme as required by Safety, Health, and Welfare at Work Act 2005

Training

Internal

Manual Handling & PPE training has been carried out on all staff and it is our intention that it will be carried out during Induction Training

External

External specialist training to be conducted on an 'as needs' basis

Improvements, Risk Reduction

Hazard Inspections to be conducted on a quarterly basis

Fire & Evacuation Drill

Fire and evacuation drills to be conducted on a bi-annual basis

Accident(s)

Our aim is to maintain our zero-accident rate

Signed: _____
Grace McArdle
Manager

____/____/____

Appendix 18 - Emergency Contact Details

COVID-19 Compliance Officer(s)

Grace McArdle

Occupational First Aider(s)

Grace McArdle
Jennifer Norton

Nearest Hospital (A & E)

Our Lady of Lourdes Hospital
Drogheda
Co Louth
(041) 9837601

Nearest Hospital (Minor Injuries Unit)

Louth County Hospital
Dublin Road
Dundalk
Co Louth
(042) 933 4701

Emergency Services

- Ambulance
- Fire Brigade

999 or 112

Local Garda Station

The Crescent
Dundalk
Co Louth
(042) 938 8400

ESB Networks

1850 372 999 (24 hour)

Health & Safety Authority

1890 289 389

Employee Acknowledgement Form

I acknowledge that I have read and understand this Safety Statement thoroughly and I agree to assist management in implementing the Safety Policy

[illegible]

Employee Acknowledgement Form (continued)

I acknowledge that I have read and understand this Safety Statement thoroughly and I agree to assist management in implementing the Safety Policy

[illegible]