



PRECIOUS MOMENTS AND HEALTH LTD

HEALTH AND SAFETY POLICY STATEMENT

PART 1: STATEMENT OF INTENT

This is the health and safety policy statement for:

PRECIOUS MOMENTS AND HEALTH LTD

Our health and safety policy are to:

- Provide clear instructions, information, and adequate training to ensure employees and contractors are competent to do their work
- Consult with our employees and contractors on matters affecting their health and safety
- Prevent & record any accidents, incidents, and cases of work-related ill health
- Manage health and safety risks
- Ensure safe handling and use of substances at the workplace
- Maintain safe and healthy working conditions
- Implement emergency procedures including evacuation in case of fire or other significant incidents
- Ensure relevant public liability insurance is in place
- Be reviewed and revised annually
- **Report major injuries and fatalities at work to the Incident Contact Centre on 0345 3009923.**
- **Report other injuries, disease, and dangerous incidents online at www.hse.gov.uk.**

Signed:

Date: 09.05.2020

Print Name: Mauva Johnson-Jones

Review Date: 08.05.2021



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PART 2: RESPONSIBILITIES FOR HEALTH AND SAFETY

1. Overall and final responsibility for health and safety:

Mauva Johnson-Jones
Managing Director

2. Day to day responsibility for ensuring this policy is put into practice:

Mauva Johnson-Jones
Managing Director

3. To ensure health and safety standard are maintained/improved, the following people have responsibility in the following areas:

Mauva Johnson-Jones is responsible for actioning and monitoring of the following:

- Staff safety
- Displaying & providing the Health & Safety Law information
- Risk assessments
- Consulting employees and subcontractors
- Accidents & significant incidents
- First aid
- Work related ill health
- Maintaining equipment, information, instructions regarding health & safety at work
- Providing supervision and training

4. All employees and contractors should:

- Co-operate with supervisors and managers on health and safety matters
- Attend relevant training
- Read the health and safety information provided
- Take reasonable care of their own health and safety & others they work with
- Report all health and safety risk or concerns to the responsible person mentioned above
- Report any accidents/incidents whilst working and injuries sustained if any
- Report any injuries to non-workers that they may be working with



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PART 3: ARRANGEMENTS FOR HEALTH AND SAFETY

1. Risk Assessment

- We will ensure risk assessments are completed for the workplace
- We will ensure risk assessments are completed for clients
- We will review risk assessments & update & take action where necessary

2. Training

- We will give staff and contractors health and safety induction and provide appropriate training
- we will make sure suitable arrangements are in place for employees and contractors who work remotely

3. Consultations

- We will ensure staff and contractors have the Health & Safety Law information
- we will consult staff and contractors routinely on health and safety matters as they arise and during supervision
- we will consult staff and contractors formally when we review the health and safety policy
- We will provide health and safety information regarding lone working & discuss any issues or concerns

4. Evacuation

- We will ensure fire procedures are in place for staff working at the premises
- We will make sure escape routes are always well signed and kept clear
- Evacuation plans are tested and updated if necessary

5. Reporting accidents and incidents at work

- We will follow the guidance in relation to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) to HSE
- We will report work-related accidents which cause death
- Work related accidents which cause certain serious injuries i.e. amputations, serious burns
- Injuries to non-workers who are with staff/contractors at time of accident/incident
- Certain 'dangerous occurrences' (incidents with potential to cause harm)
- Maintain an Accidents book to record work-related accidents and incidents



PART 4: PERSONAL AWARENES WHILST OUT AND ABOUT

Staff should report any current or potential situations whilst at work which is a threat to personal safety. Talking about fear and other problems related to aggression or harassment is not marks of failure but good practice. A serious incident, even if results in no physical harm, may cause feelings of fear, panic or despair which can carry on long afterwards. Please consider the following whilst out working:

- **Trust your intuition and listen to your feelings** – If you sense something is wrong, it probably is. Acting on intuition may prevent an aggressive situation.
- **Be prepared** – Do you know whom to contact and what to do if a difficult situation arises? Find out and ask if you are not sure of the person’s name or designation.
- **Be observant- Notice everything around you** – exit doors, telephones, windows, sources of help. This will make you more aware of your surroundings and help you escape if you need to.
- **Assess potential risks** – Avoid dangerous short cuts, walk facing the traffic on the street side of pavements, think about where you park your car and remember where you have parked it. Check the environment around your vehicle when entering after the visit.
- **Make sure you have checked all relevant information before you go** – Have you checked to see if there is a known problem with whom you are seeing or where you are going?
- **Look confident** – ‘walking tall’ and being aware of your surroundings deters assailants.
- **Never stay in a situation where you think that you may be at risk** –Do not feel that you have to stay because of your work. You can see the client, arrange the visit, or do the interview again. You can ask a colleague to come in or be with you. Do not be afraid to ask for help.
- **Be aware of personal space** –yours and others. Encroaching on other people’s personal space can make them aggressive. If other people are too close to you and making you feel uncomfortable, ask for more space and move away.
- **Communication** – Think about what you will do if you are unable to use your mobile phone before you need it in an emergency. You may want to consider discussing the carrying of a personal alarm with your manager.
- **Do not get in lifts with people who make you feel uneasy** – If you are in a lift and feel uncomfortable get out and use the stairs or wait for another lift. Make sure that you know where the emergency button is and stand where you can reach it.



- **Do not accept lifts in vehicles from people who you have no reason to trust.**
- **Think about what you are wearing** – Can you run if you need to?

Dealing with aggression

If you find yourself in an aggressive situation, what can you do?

- **Try to stay calm** if someone is starting to get angry. Your body language, voice and response can help to defuse a situation.
- **If you feel able to offer the angry person a range of options** from which they can choose the one, they prefer. They may find it difficult to stay angry.
- **Do not be aggressive back**- this is how anger can escalate into violence.
- **Consider your body language and the messages that you are giving.**
- **Keep your balance and distance.**
- **Do not touch someone who is angry.**
- **Do not let your escape route be blocked.**
- **Keep yourself between an escape route and an aggressor** so you can still get away.
- **If the situation is dangerous, then get away as fast as you can.** Never remain alone with an actively violent person.

Mauva Johnson-Jones
Managing Director
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