



Health and Safety Policy

The Park Centre

Outlining our commitment, general approach and arrangements in place for managing health and safety in our workplace.

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Review History

Name	Company	Role	Document changes/details	Date approved	Board review date
Nick Bruton / Paul Barker	Opus Safety Ltd	Senior Consultant	Version 1 - Initial Draft	12th March 2024	
Paul Barker	Opus Safety Ltd	H&S Consultant	Version 2 - following feedback from the Trustee Governance lead.		June 2025
Jane Britton	The Park Centre	Governance Lead Trustee			
Emma Hinton		Human Resources Director			

This policy is to be reviewed on an annual basis leading on from each 'Date Approved'. It also replaces the previous Health, Safety and Wellbeing Policy dated August 2022 prior to Opus' engagement.

Statement of Intent

It is the firm policy of The Park Centre to take all reasonable steps to ensure the safety, health and welfare at work of all its employees and any others who may be affected by its undertakings, in accordance with current legislation.

This policy applies to the legal bodies known as The Park Community Centre Limited and The Park Education Limited - and is referred to in this policy as The Park Centre. If and where any part of the policy relates exclusively to a specific service or operational area it will state that explicitly.

This policy does not cover food handling, safety, or hygiene arrangements, which are addressed in a separate policy (see Appendix 1 for reference).

We intend to:

- Provide sufficient resources to enact our intentions within this policy.
- Prevent accidents and cases of work-related ill health.
- Manage health and safety risks in our workplace through undertaking suitable and sufficient risk assessments.
- Review risk assessments at suitable intervals and implement corrective actions to reduce risks to an acceptable level.
- Ensure employees are competent to do their work by providing clear instructions, information and suitable training.
- Consult with our employees on matters affecting their health and safety.
- Provide and maintain safe plant, premises and equipment.
- Ensure safe handling and use of substances.
- Implement emergency procedures in the event of fire or other significant incidents.
- Work with our tenants, those who hire our premises, and volunteers to ensure our health and safety policy is implemented where appropriate.
- Review our health and safety policy annually and at any other appropriate times.

This Statement is signed on behalf of The Park Centre by the Chair of the Board and the Director responsible for Health and Safety.

.....
Signature

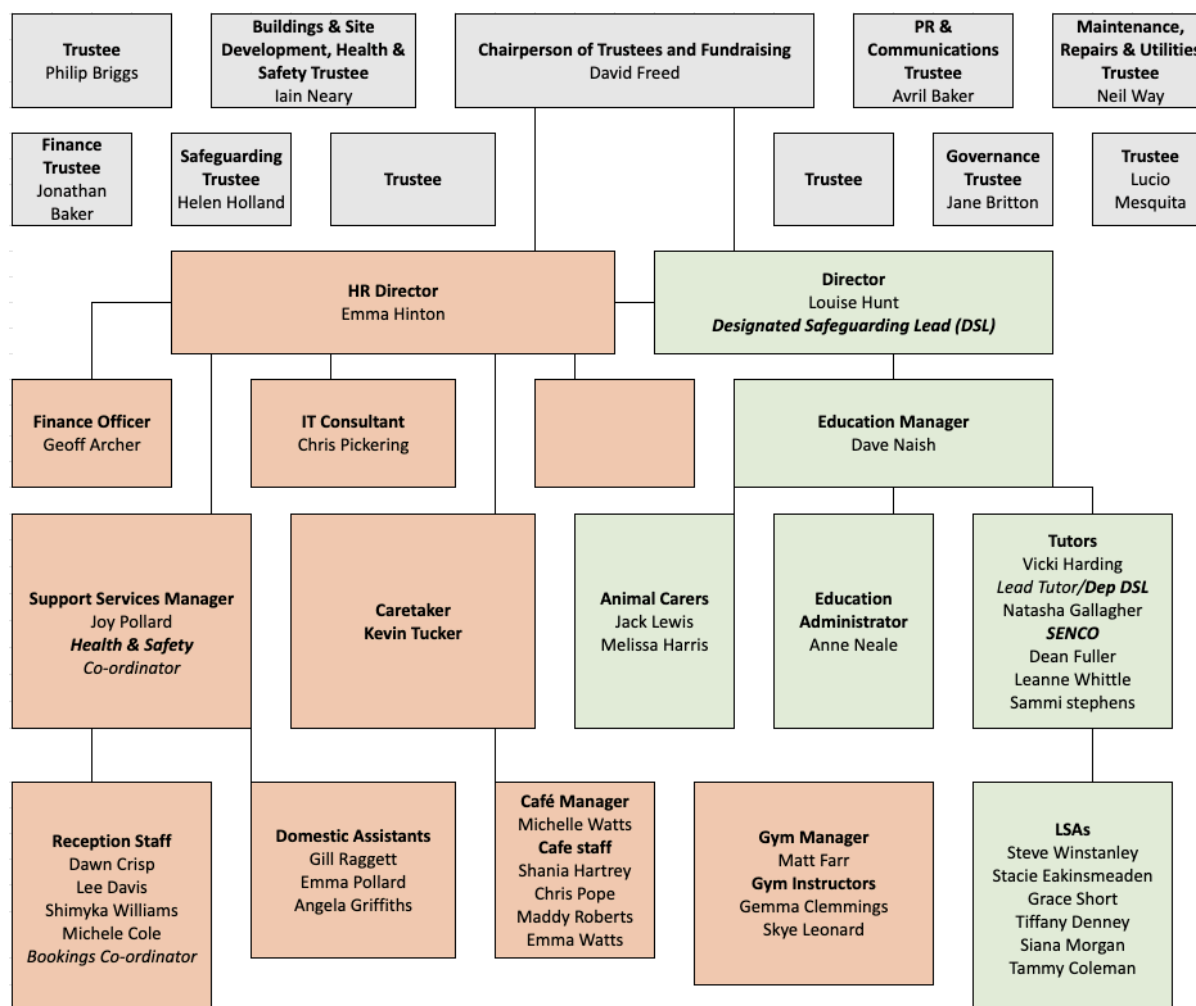
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Name (PRINT)

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Position (PRINT)

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Date

Responsibilities for Health and Safety

1. The Park Organogram, April 2025



2. Overall and Final Responsibility for Health and Safety

Name: Emma Hinton

Role: Human Resources Director

Emma Hinton is appointed by and accountable to the Board of Trustees for implementing the Health and Safety Policy and all matters that cross relate to health and safety including those in Appendix 1.

3. The Role and Responsibilities of The Park Centre Trust Board

The Park Centre Trust Board provides strategic leadership and governance to ensure that effective health and safety arrangements are in place across all areas of the organisation's activities. This includes ensuring compliance with relevant legislation and, wherever reasonably practicable, alignment with guidance issued by the Health and Safety Executive (HSE). The Board has overall accountability for ensuring that operational structures and reporting mechanisms support a proactive and proportionate approach to health and safety management.

To fulfil its responsibilities, the Board will:

- Receive and discuss a formal bi-annual Health and Safety Audit Report for The Park Centre and its recommendations for action, as well as any other relevant external audit reports.
- Review reports relating to serious accidents or incidents (including incidents involving violence), including those occurring in rented spaces where details are known to the organisation.
- Ensure appropriate contractual terms and arrangements are in place with tenants, facility users, and those hiring spaces, clearly setting out expectations and responsibilities relating to health and safety.
- Where appropriate, the Board will seek assurance from external advisers that systems remain robust, risks are being effectively managed, and that a positive culture of safety continues to be fostered throughout the organisation.

4. Competent Person

To ensure compliance with Regulation 7 of The Management of Health and Safety at Work Regulations 1999 and to assist with the ongoing health and safety of employees the Park Centre engages the services of Opus Safety Ltd.

Opus Safety Ltd are engaged to undertake the following:

- Assess the Park Centre's work undertakings to identify hazards that pose a risk to those impacted by Park Centre's work activities.
- Assist the Park Centre in undertaking suitable and sufficient risk assessments to cover the work activities undertaken. Risk assessment will be reviewed at least annually or following change in work practices or arrangements as needed.

- Assist the Park Centre in devising suitable safe systems of work where required as a result of the Park Centre's work undertakings.
- Help the Park Centre devise policies and procedures required under the Health and Safety at Work etc Act 1974 and associated regulations.
- Undertake interventions to monitor the success of the Park Centre's health and safety systems.
- Monitor accidents to help determine the success of the Park Centre's health and safety systems.
- Conduct bi-annual health and safety audits of the Park Centre premises, including a site inspection, review of arrangements and documentation.
- Provide access to Opus Compliance Cloud, the online health and safety management system, to assist the management of health and safety, asset inspections, training, along the principles of plan, do, check, act.

5. Directors Responsibilities for Health and Safety

To enable the Park Centre to meet its requirements, as defined by The Management of Health and Safety at Work Regulations 1999 by appointing competent persons to assist, specifically:

Emma Hinton (Human Resources Manager)

&

Louise Hunt (Designated Safeguarding Lead)

who are directly appointed by and accountable to the Board:

To appoint competent Manager(s) who are responsible for the day-to-day management of health and safety across their work areas.

To provide adequate resources to allow the Park Centre's health and safety policy to be implemented across the business.

To ensure that the Health and Safety Policy is implemented across the business.

To provide adequate resources to ensure risk assessments are effective and can be implemented.

To ensure during company activities health and safety is positively promoted.

To ensure all staff have appropriate health and safety information available for example via the Opus Compliance Cloud.

To engage in the assessment of risk in the work activities being undertaken and to understand, initiate and monitor the effectiveness of the implementation of the control measures.

To ensure that all proposed changes to plant, equipment or premises are fully assessed for health and safety impact prior to change or purchase.

To monitor accidents and near misses, to investigate and implement appropriate and timely control measures.

In the event of company health and safety standards being breached take appropriate action.

6. Managers Responsible for Health and Safety

Joy Pollard (Support Services Manager)

&

Kevin Tucker (Caretaker)

To actively engage in the assessment of risk in the work activities being undertaken and ensure staff implement the control measures identified by risk assessments.

To conduct routine site safety audits.

To ensure that appropriate action is taken to rectify unsafe systems or actions.

To conduct accident and incident investigations and oversee implementation of remedial action as required.

7. Employees Responsibilities

For all employees non compliance with health and safety policy or procedures may result in disciplinary action, which if appropriate can lead to dismissal.

Within the Park Centre in accordance with sections 7 and 8 of the Health and Safety at Work etc Act 1974 and Regulation 14 of the Management of Health and Safety at Work 1999 all employees will strive to achieve and maintain high standards of health and safety.

Employees must cooperate with management on matters of health and safety and attend any training provided intended to improve health and safety.

All employees must observe fully any safety rules and abide by the safety policy at all times and take reasonable care of their own health and safety and that of others.

All employees must neither intentionally, nor recklessly interfere with, nor misuse anything provided to safeguard Health and Safety for example by removing a machinery guard.

All employees will avoid any improvising that may lead to unnecessary risks. They must work to the highest possible safety standards.

Employees must not undertake tasks such as operating machinery that they are not competent or authorised to use.

Employees must ensure they use the correct tools and equipment for the job and keep them in good condition.

Employees must use any safety equipment and protective clothing provided.

Employees must report accidents and near misses to their manager regardless of whether injury is sustained or not.

Employees must report to their manager any defects in equipment or obvious safety and health risks. This should be done immediately.

Employees must take note of emergency procedures such as fire.

8. Tenants and Hirers

The Park Centre is committed to ensuring that clear and appropriate health, safety and welfare (HS&W) responsibilities are set out for all those who rent or hire space within the premises, including grounds and shared areas. This applies both to short-term hirers and long-term tenants.

Responsibilities of Hirers

- All hirers are expected to comply with the terms of their hire agreement, which will set out the respective responsibilities of The Park Centre and the hirer in relation to:
- Insurance arrangements, including holding valid public liability cover appropriate to the activity.
- Undertaking and reviewing risk assessments for their own activities and events.
- Providing appropriate first aid cover and ensuring emergency arrangements are in place and understood by participants.
- Following the Centre's emergency procedures, including ensuring that

- emergency exits remain unlocked and accessible while in use.
- Ensuring a telephone is available for emergency calls during the hire period.
- Inspecting and securing any areas used (including grounds) after use to ensure they are left safe and in good order.

Hirers will be provided with clear instructions on all relevant procedures at the Centre, including fire evacuation, accident reporting, and safeguarding expectations where applicable.

- Notify tenants and hirers of any building works, changes to emergency procedures or known hazards that may affect them.
- Monitor compliance and liaise with tenants and hirers where issues arise, including following up on accidents or audits where needed.

Responsibilities of Tenants

Tenants will be issued with information and responsibilities similar to those of hirers, tailored to their more permanent use of the premises. Tenants are responsible for:

- Ensuring their own health and safety management arrangements are in place and compliant with relevant legislation.
- Locking up and securing their area after use, including ensuring it is left in a safe condition.
- Ensuring their staff, volunteers and service users are familiar with The Park Centre's site-wide emergency procedures and any site-specific risks that apply.
- Cooperating with The Park Centre on any shared or communal HS&W matters.

The Park Centre Will:

- Ensure that letting and tenancy terms are explicit regarding roles and responsibilities in relation to HS&W.
- Provide all hirers and tenants with up-to-date information on Centre-wide safety arrangements, including fire evacuation, accident reporting, and safeguarding contacts.
- Maintain emergency systems (e.g. alarms, signage, emergency lighting) and ensure these are tested and reviewed.

Implementation Arrangements

9. Accidents and Ill Health

The Park Centre, through the implementation of this policy, is committed to preventing accidents and incidents of ill health to all persons affected by its undertaking. Although every effort will be made to prevent accidents at work, procedures are in place for the recording, reporting and investigation of any such occurrences.

Investigating all accidents and incidents, forms a fundamental part of improving safe working practices and raising awareness. As such the Park Centre is committed to any investigation process and Opus will assist by investigating any serious accidents and put forward improvements should they be required.

Opus Compliance Cloud will be used to log all accidents, incidents and near misses related to the Park Centre's work activities. This will alert a member of the Opus compliance team. This initial log will be done by the relevant first aider or manager as soon as possible following the incident.

Opus will advise the Park Centre on any further action required. If the incident is reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013, Opus will undertake this report as soon as reasonably practical for the Park Centre.

10. Aggression/Violence

The Park Centre will provide training and support to employees who may be at a specific and high risk from threats or violence. Employees working face to face with members of the public and handling cash are at greatest risk from violence and aggression.

Any employee who feels that they may be at risk from verbal abuse, threats or actual violence should report this to their Manager immediately.

CCTV Systems are installed, which cover relevant areas of the premises and there are panic alarms linked to the security sub-contractor incident centre.

In the event of a member of the public / visitor / contractor becoming aggressive, they will be asked to leave the site in a calm and non-threatening way. If the person refuses to leave the police would be called. Staff will not try to physically remove the individual themselves.

11. Company Driving & Road Safety

All drivers are issued with a Company driving policy in the form of a Driver's Handbook and complete health questionnaires prior to driving vehicles on Company business to ascertain medical fitness. The handbook details driver requirements such as pre-use checks, securing loads and not exceeding vehicle weight limits.

Driving is restricted to employees with a valid current driving licence for the category of vehicle to be driven. The validity of employee driving licences will be checked by the Park Centre on a periodic basis.

12. Contractor Management

The competency of contractors is checked before services are engaged. This includes qualifications, insurance, membership of professional bodies and previous experience.

Prior to appointment, contractors undertaking high risk works (e.g. work at height, steel erection, demolition) will be requested to provide a risk assessment and method statement for any work they intend to undertake at the premises.

Upon arrival on site contractors will be given information on risks such as asbestos on site. Higher hazard works such as working at height or hot work, a permit to work system must be implemented and recorded.

The manager on site must ensure that work is carried out in accordance with the method statement. This will involve checks on the contractors mode of operation and stop any work suspected to pose a risk to either employees or the contractor.

13. Control of Substances Hazardous to Health - COSHH

In accordance with the Control of Substances Hazardous to Health Regulations (COSHH) 2002 the Park Centre will assess and control health risks from exposure to hazardous substances.

Part of this assessment will involve instructing all staff that could be exposed to hazardous substances on the appropriate use in line with the material safety data sheets in relation to storage, not mixing chemicals, PPE use, spillage and cleaning procedures, the risk of decanting etc.

14. Drugs and Alcohol

A drugs and alcohol policy is in place and should be referred to.

The Park Centre is committed to maintaining a safe and healthy work environment, free from the influence of alcohol and drugs. Employees are expected to carry out their duties responsibly and safely, without impairment.

The misuse of alcohol and drugs can affect performance, behaviour, and attendance, and may lead to disciplinary action, including dismissal.

The policy applies to all employees, contractors, and agency workers. Employees with a drug or alcohol dependency are encouraged to seek

support, and the company will assist in facilitating recovery. Possession of illegal drugs or alcohol at work is prohibited, and employees must inform their manager if medication affects their ability to work safely. Screening and searches for drugs or alcohol may occur if there are concerns about impairment. Employees must cooperate, as refusal could result in disciplinary action.

Employees must not be under the influence of alcohol or non-medically prescribed drugs when reporting for work because of the adverse effects that they can have on conduct and machinery / equipment operation. If they are, employees will be asked to leave the site with possible disciplinary proceedings following.

Employees who have a medical condition that may require prescribed drugs for treatment and consequently their ability to undertake their duties safely must inform their manager.

The consumption of alcohol or non-medically prescribed drugs is not permitted on site. Work-related events like client dinners or staff parties that involve alcohol are an exception. We may allow moderate drinking on those occasions, but we will still expect you to behave professionally, with integrity and in line with our reasonable standards.

15. Electrical Safety

With regard to electric shock, socket outlets and plug tops, switches, conduits and cables etc the Park Centre will comply with the Electricity at Work Regulations 1989.

The fixed electrical installation will be periodically checked on a 5 yearly interval by a competent electrician. Any portable appliances which are not double insulated shall be maintained in accordance with usage.

All employees must complete a visual inspection of electrical equipment before use. Repairs and modifications are only to be made by competent, authorised individuals once the equipment has been properly isolated and disconnected from the source of supply.

Work on electrical equipment is prohibited unless the equipment has been properly isolated and disconnected from the source of supply. Only competent persons are permitted to work with electrical equipment.

16. Employee Consultation

Employee involvement is critical in ensuring that all hazards are identified. Employees will always have access to relevant risk assessments and policies and are able to raise any concerns/ask questions via their manager.

The Park Centre will promote systems whereby employees are encouraged to bring to the attention of a manager and ultimately the Director(s) any issues relating to safety. Should employees wish to form a safety committee this would be facilitated. This is in accordance with the Safety Representative and Safety Committee Regulations 1977 and the Health and Safety (Consultation with Employees) Regulations 1996.

17. Fire Safety

In accordance with the Regulatory Reform (Fire Safety) Order 2005 the Park Centre will assess and control the risks from fire.

New employees receive a basic fire safety induction, covering the risk of fire, control measures in place to protect them and the location of the fire assembly point. Training will also cover what to do in the event of an emergency evacuation. This will be supported by appropriate fire drills. Additional training can be undertaken via the elearning on Opus Compliance Cloud.

The Park Centre premises are equipped with appropriately maintained fire fighting equipment, fire detection and fire warning systems that are suitable and sufficient for the features of the premises, the activity carried out and the hazards present. Emergency routes and exits are maintained in good working order and unobstructed.

Managers are responsible for checking fire safety hardware during monthly site safety audits.

18. First Aid

First aid needs assessments will determine the level of first aid required. The Park Centre has made provision for suitably stocked first aid containers, defibrillator and trained first aiders to take charge of first aid arrangements as first aid can save lives and prevent minor injuries becoming major ones.

Accident reporting and site first aid facilities will be explained to employees on induction.

19. Gas Safety

Employees are not permitted to alter or obstruct gas supplies or associated attachments under any circumstances.

The gas range within the kitchen and the gas boiler in the plant room is subject to an annual service by a Gas Safe registered engineer.

20. Home Working & DSE (Display Screen Equipment)

Where employees are regular home workers or display screen users in the office/on site the Park Centre will assess and control health risks from exposure to display screen equipment in accordance with the Health and Safety (Display Screen Equipment) Regulations 1992. This will include a suitable workstation assessment and the provision of training where applicable. This assessment can be done via Opus Compliance Cloud.

Employees classified as habitual display screen equipment users are entitled to free eye tests, and vision correction appliances where these are needed for work with display screen equipment and the employees normal vision correction is not suitable.

21. Insurance

Appropriate insurances such as employers liability insurance will be held by the Park Centre.

22. Knife Use

Wherever possible, employees use a safety knife instead of an open blade knife. The use of knives is controlled through the risk assessment process.

23. Legionella

The risk of bacterial infection has been considered and risk assessed. The site has domestic systems in place where taps are in regular use, the showers in the sports related areas are subject to flushing. Annual water quality monitoring is also undertaken. Managers are reminded via their managers monthly question set to flush taps / showers where they are not in regular use.

24. Lifting Operations & Equipment

All passenger lifts will have up to date thorough examination (LOLER) certificates as required by Lifting Operations and Lifting Equipment Regulations 1998.

25. Lone Working

A specific lone working policy is in place to be referred to.

This policy ensures the health and safety of employees working alone, including those working from home or on mobile assignments like home visits. Lone workers must follow risk assessments and safety

protocols to minimize risks such as violence or hazardous conditions.

Persons working alone must not enter any confined space or undertake hazardous tasks. If employees are working alone on site after normal working hours they must:

Managers are responsible for tracking lone workers, ensuring safety measures are in place, and reporting any concerns. Employees must adhere to safety procedures, notify managers of their whereabouts, and report unsafe situations.

For home visits, employees must always work in pairs and follow agreed safety measures.

26. Manual Handling

The Park Centre will comply with the Manual Handling Operations Regulations 1992 (the Regulations), as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002. All reasonable steps to reduce and avoid hazardous manual handling activities where this is practical and reasonable will be undertaken. To achieve this where reasonably practicable, the lifting and moving of objects should be done with the use of mechanical devices rather than by manual handling.

Whether lifting by hand or using lifting devices the items to be lifted will be checked and the route confirmed to be clear.

Where a higher level of risk exists for manual handling activities a suitable manual handling assessment to identify practical controls that will reduce the risk of injury will be undertaken.

Manual handling training will be provided where required to cover the principles of good lifting. The key information is also held in the employee handbook.

Employees should not attempt to lift or move a load which is too heavy to manage

comfortably. They should follow any manual handling instructions found on product packaging, for example, two-man lift.

27. Monitoring

Monitoring will take the form of site inspections by Opus and managers internal compliance checks. Unannounced spot checks will also be carried out.

Actions will be evaluated to ensure that lessons are learnt from non compliance and improvements are made where required.

Opus Safety is to provide an annual compliance, assurance and performance report on Health and Safety for the Park Centre. This shall include accident data insight, progress on tasks (including from external audit reports and those system-generated on Opus Compliance Cloud), training completion rates and other key metrics or information useful to monitoring The Park Centre's health and safety performance.

The report will identify strengths and development areas for The Park Centre and set objectives for continuous improvement for the year to come.

28. New and Expectant Mothers

Once the Park Centre has been informed in writing that a worker is pregnant, a risk assessment will be carried out. The risk assessment will take into account the type of work normally undertaken and also the working environment. Pregnant workers / nursing mothers will not be allowed to come into contact with hazardous substances or processes that could affect the health of the child. Job roles will be adjusted where the risk to the pregnant worker / nursing mother is considered unacceptable.

29. Non-Compliance with Safety Measures

The Park Centre recognises that not following safety measures can lead to serious consequences such as accidents. In the event of non compliance with health and safety measures put in place by the Park Centre, these will be investigated.

The affected individuals will be reminded of the appropriate safety rules to follow. Should breaches persist then further action such as disciplinary proceedings may follow. In the event of a very serious noncompliance which for example could have resulted in a serious injury or death, the employee may be suspended until the outcome of the investigation.

Details of disciplinary actions will be held by the Park Centre and made available should it be required for any appeals or legal actions arising from the issues of non compliance with health and Safety legislation.

30. Opus Compliance Cloud

Opus Compliance Cloud (OCC) is an online safety management system used by the Park Centre to assist the management of health and safety along the principles of plan, do, check, act.

31. Permits to Work

A permit to work system should be implemented for higher hazard work such as hot work, work at height, work on asbestos, electrical work, alterations to or overhaul of plant or machinery where mechanical, toxic or electrical hazards may arise.

The permit should be issued by the person overseeing the work. Once works are complete the nominated person is to 'sign off' the permit as a confirmation that the area is safe.

32. Phones and Tablets

Unless a mobile phone or tablet is a requirement of the employee's job, they are not permitted to use a mobile phone, other than at recognised break times. Phones and tablets may be used in agreement with the manager to undertake checks using for example qr code technology.

33. Personal Protective Equipment (PPE)

The Park Centre acknowledges that PPE forms the last level of protection within the hierarchy of controls, and will ensure all other practicable controls are in place prior to PPE being utilised as a control measure. It is, however, recognised that PPE is often required to bolster other controls. The Personal Protective Equipment at Work (Amendment) Regulations 2022 will be followed.

As such where PPE is used, the task will be assessed to ensure PPE is suitable and training will be provided to users in relation to keeping PPE clean, maintaining it, storing it, and wearing it correctly.

The use of PPE will be monitored and its use enforced. All PPE is provided free of charge and is expected to be kept in a good condition by the employee using it. Employees will be consulted at the selection stage to ensure equipment is suitable for their needs and to encourage usage.

34. Pressure Systems

A periodic inspection and test shall be undertaken for all pressure systems by a competent engineer in accordance with the insurance schedule and Pressure Systems Safety Regulations 2000. This includes the coffee machine in the kitchen area.

Written schemes of examination and records of inspection will be maintained. Pressure systems will be regularly maintained.

The Park Centre will provide sufficient information, instruction and training to all those involved in the operation of pressure systems.

35. Provision and Use of Work Equipment

To comply with the Provision and Use of Work Equipment Regulations 1998 the Park Centre will endeavour to ensure that all equipment and plant used in the workplace is safe and suitable and that any equipment new to site is checked in relation to health and safety standards. Equipment will be marked with health and safety warnings as appropriate. All devices and equipment will be properly and safely stored when not in use. All equipment will be serviced / maintained in accordance with its maintenance schedule.

In line with their training it is the responsibility of all employees to ensure that any device or equipment they use is in a good and safe condition. Any device or equipment that is defective must be reported to the Manager. All workers will be provided with adequate information and training to enable them to use work equipment specific to their job role safely.

No device or equipment should be used outside of the manufacturer's guidance. Employees are prohibited from using any device or piece of equipment for any purpose other than its intended purpose. Employees must never remove or make guards on equipment ineffective or use unsafe equipment.

36. Risk Assessment

The Park Centre recognises that health and safety standards are moving targets and continually aim to improve.

In-line with the duty placed upon them by the Management of Health and Safety at Work Regulations 1999, the Park Centre will

ensure that risk assessments are carried out for all work activities which pose a risk to employees and others. The principle 5 steps to risk assessment will be followed.

An example of the template used to write the workplace risk assessments can be found in Appendix 3.

Risk assessments will be periodically reviewed to ensure that they remain effective and relevant to our work activities. Opus should be notified of changes to arrangements, procedures and activities at the site to ensure risk assessments can be updated as required.

37. Signage

Health and safety and warning signs required will be in line with The Health and Safety (Safety Signs and Signals) Regulations 1996.

All safety signs shall serve a purpose of providing a warning/reminder and shall be positioned so they are visible and not blocked by stock. They will be maintained in a clean and clearly visible condition.

38. Slips, Trips and Falls - Housekeeping

All floors and traffic routes will be maintained in good repair to reduce the risk of slip & trip incidents to staff, customers and visitors. Spills will be cleared up with appropriate 'slip' signage where required. Fire escape routes will be kept clear of obstructions and traffic routes will not be obstructed in such a way to obscure view or encourage unsafe vehicle manoeuvres.

Housekeeping concerns will be reported to a manager.

39. Smoking & Vaping

A 'Smoke Free' policy is in place. Please refer to this. The key information includes:

The Park Centre is committed to providing a smoke-free and vape-free workplace for all employees, visitors, and contractors, in line with legal requirements. Smoking and vaping are prohibited on all premises, with no exceptions, to ensure a healthy, safe environment for everyone. Smoking and vaping are not allowed near building entrances, but a designated smoking shelter is available in the car park.

Employees may take short smoking or vaping breaks at the discretion of their line manager, with the understanding that this privilege can be revoked. "No Smoking" and "No Vaping" signs are displayed throughout the workplace.

Any violations of this policy will lead to disciplinary action, with repeated or serious breaches treated as gross misconduct. Non-compliant visitors or contractors will be asked to leave the premises.

Support for employees wishing to quit smoking or vaping is available through the NHS Stop Smoking Service.

40. Stress in the Workplace

The Park Centre recognises that workplace stress may at times be a health and safety issue and acknowledges the importance of identifying and reducing workplace stressors. The Health and Safety Executive defines stress as the adverse reaction people have to excessive pressure or other types of demand placed on them.

The Park Centre ensures that employees are sufficiently trained to discharge their duties. Workloads and work hours are monitored to ensure that employees are not overloaded. Bullying and harassment is not tolerated in the workplace and the Park Centre can, where necessary, provide confidential counselling for employees affected by stress caused by either work or external factors. Person specific stress risk assessments are undertaken where employees notify their

manager they are suffering from workplace stress.

41. Tools

The Park Centre will provide safe hand tools and employees should use tools safely and check them before use for faults and damage and stop using defective tools immediately.

42. Traffic Management

Collisions with pedestrians and between vehicles reversing of vehicles make workplace transport one of the most common causes of fatalities and serious injuries in the workplace.

The Park Centre will address traffic management by considering the hierarchy of control and wherever reasonably practicable separate vehicle and pedestrian movement by provision of segregation including pavement areas for pedestrians to use.. Other control measures in use will include signage, mirrors, minimising reversing and receiving the majority of deliveries in a loading area near to the main site entrance / reception.

43. Training, Supervision, Information and Instruction

An employee health and safety handbook will be issued and contains important information for employees regarding any workplace hazards they may be exposed to. It contains safe working methods and critical control measures that should be followed. This is part of the Park Centre ensuring that adequate information, instruction, training and/or supervision is provided to enable employees to undertake their work safely. The handbook is scheduled for implementation six months after this policy is approved and will be reviewed annually in conjunction with the policy.

Additional job specific training will be provided where appropriate and written records of the training maintained. Requests for training should be made via the employees manager.

Follow up training will be provided in the event of changes to policies or procedures and employees have access to key safety documents via the Opus Compliance Cloud.

If employees are asked to undertake a task they do not feel they are competent to do and where their health and safety might be put at undue risk, they are required to stop work and report this immediately so that appropriate remedial steps can be taken.

44. Unprecedented Situations e.g. Pandemics

Where unprecedented situations arise the Park Centre will act in the following manner.

- Follow Government guidance wherever practicable.
- Undertake a risk assessment for example where trading during Covid19 and review as necessary. This should cover both branch activities and deliveries.
- Undertake audits where appropriate to check on compliance with the risk assessment.
- Where staff return to work following periods of sickness screen them.
- Provide suitable information for home workers, branch staff and delivery staff.
- Provide suitable information in key areas such as infection control and social distancing. This will cover guidance on shop layout, layout of rest areas and waiting areas for example.
- Provide adequate information and instruction for staff for example in the format of posters and elearning.
- Provide suitable equipment to continue to operate such as cleaning equipment and PPE.
- Review the efficacy of control measures in line with new guidance issued by the

Government or other reliable sources such as the World Health Organisation.

45. Working at Height

The Park Centre understands that work at height is one of the biggest workplace killers and understands the importance of assessing the risks from work at height as required by Work at Height Regulations 2005.

The Park Centre will avoid work at height as far as reasonably practicable. Where it can't be avoided the Park Centre will provide suitable and sufficient measures to prevent persons falling a distance liable to cause injury. Work equipment and other measures to minimise the distance and consequences of a fall will be used where a risk of falls remains.

Employees are responsible for using work equipment provided for working at height in the correct manner and to report any safety hazard, fault or deficiency in the equipment promptly to their Supervisor.

46. Working at Height - (Ladders / Step Ladders)

A-frame ladders or small steps are always used on site in preference to single section ladders. Safety rules for using ladders are contained in the employee health and safety handbook.

Stepladders will be regularly inspected to ensure they are in good repair and safe condition. Defective ladders are removed from use.

47. Workplace Welfare

The Park Centre is committed to providing a suitable workplace conducive to productivity and the wellbeing of employees in line with the Workplace (Health, Safety and Welfare) Regulations 1992.

Toilets and washing facilities will be maintained in a clean state and in good repair, suitable for the number of employees on site, along with access to a rest room with a potable water supply.

48. Young Workers

Persons under the age of 18 years may be employed (or placed on work experience) but only after a risk assessment has been carried out to identify any potential risk to the young person in the place of work.

Induction training is provided, and clear instructions on the tasks young people should not be involved in. At all times a young person will be adequately supervised and will be given the appropriate training before being asked to undertake any given task.

Factors considered within the young person's risk assessment are physical strength, possible smaller size, any health issues and any physical and learning difficulties. The assessment also takes into account their inexperience and lack of awareness.

Appendix 1: Relevant Policies

The following policies are relevant to the Health and Safety Policy and should be referred to alongside it. These policies are designed to ensure consistency and support in the management of health, safety, and wellbeing at The Park Centre.

1. **Alcohol and Drugs Policy** – July 2023
This policy outlines the Centre's approach to managing alcohol and drug use, ensuring a safe and healthy environment for employees and users.
2. **Anti-Bullying and Harassment Policy** – June 2023
This policy outlines the commitment to providing a workplace free from bullying and harassment, contributing to a safe and respectful environment.
3. **Disciplinary Policy and Procedure** – February 2025
This policy outlines the procedure for dealing with disciplinary matters, including actions that may impact the health and safety of employees and users of the Centre.
4. **Environmental and Sustainability Policy** – March 2025
This policy sets out the Centre's approach to environmental sustainability, addressing aspects such as waste management and energy use, which also impact overall health and safety.
5. **Lone Working Policy** – March 2023
This policy provides guidance on working alone, including measures to ensure safety for employees who work without direct supervision.
6. **Safeguarding and Child Protection Policy (including Prevent)** – September 2024
This policy covers safeguarding measures for children and vulnerable adults, ensuring a safe environment for all users of the Centre, in line with health and safety protocols.
7. **Smoke Free Policy** – October 2024
This policy ensures the Centre maintains a smoke-free environment to protect the health and well-being of all employees and visitors.
8. **Food Safety, Handling and Hygiene Policy and Plan**
In development and due for publishing to October 2025 Board.

Each of these policies has been reviewed and approved by the Board, with the most recent review date indicated.

Appendix 2: List of Tenants

The following organisations are tenants of The Park Centre:

1. Talk, Speech Therapy
2. Step and Stone
3. Brandon Trust
4. CCS Adoption
5. Therapy Space
6. Elmtree Learning Partnership
7. Feelgood Fitness
8. Community Learning (Council)
9. Milestones Trust
10. Square Food Foundation
11. Silva Care
12. Ups and Downs Southwest
13. Bristol Community Accountants (BCA)
14. Your Way Bristol
15. Little Big Steps
16. The Park Knowle FC
17. Youth Moves
18. Wildwest Tattoo Studio

This list is current as of the 25th April 2025. Any changes will be reflected in future updates to this document.

Appendix 3: Risk Assessment Form

The following is an example of the template used to write workplace risk assessments for the Company. It outlines the hazards present in the work environment, identifies who may be harmed and how, and details the control measures currently in place. It also highlights additional controls that have been identified for implementation—typically as a result of audits, action plans, and inspections carried out by Opus Safety. These recommendations are informed by site visits and discussions with key stakeholders to review existing health and safety arrangements and any proposed or recent changes.

Risk assessment of:			
Company/Site name:		Date of assessment:	
Assessment conducted by:		Next review date:	

What are the hazards?	Who might be harmed and how?	Control measures in place	Additional control measures to be implemented
		•	
		•	
		•	
		•	
		•	
		•	
		•	
		•	
		•	
		•	