



Health & Safety Policy Statement

Overview:	This policy sets out the criteria for Health & Safety procedures for the Association
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Eldonian Community Based Housing Association Health & Safety Policy

1. GENERAL POLICY STATEMENT

Eldonian CBHA Ltd realises the importance of Health & Safety and the general well being of its employees, contractors and any other users and visitors to its premises. In addition to this Eldonian CBHA Ltd recognises the importance of the Health & Safety and well being to its customers

Eldonian CBHA Ltd has appropriate measures in place to managing employee wellbeing and work life balance.

This policy is fully endorsed by the Board and will be promoted through the Association.

1.1 OUR INTENTIONS

Eldonian CBHA Ltd will:

1. Provide the correct means of maintaining health and safety.
2. Look at risks regularly and review them when it is necessary.
3. Concentrate on ways of working that are safe and without risk to health.
4. Make arrangements for the use, handling, storage and transport of articles and substances for use at work and ensure that those used are safe and are not a risk to health.
5. Give employees information, instruction, training, and supervision as needed to make sure of their own safety and health in work and that of others who may be affected by their actions.
6. Make sure that all machinery, plant and equipment is kept in a safe condition.
7. Make sure that the right arrangements are in place for staff welfare.
8. Keep the workplace safe and make sure that access is safe and risk-free.
9. Look at safety to keep up agreed standards.
10. Comply with the requirements and obligations of the Health and Safety at Work (etc) Act 1974 and all other relevant Health and Safety legislation and codes of practice currently in force.

The duties of employees are to:

1. Take care of their health and safety, and that of other people in the way that they work.
2. Co-operate with others in the Association to follow safety laws.
3. Not interfere with, misuse or damage on purpose, anything needed to keep the workplace safe.

To ensure that this policy keeps working, we will:

1. Review it annually, or on significant changes in our business.
2. Keep up communication and make sure that ALL employees know of any changes to do with health, safety and welfare.

1.2 OBJECTIVES

1. To set and maintain appropriate compliant standards for Health & Safety at all of our schemes.
2. To identify risks and set in place programmes to reduce these risks.
3. To ensure that these standards are communicated to all employees.
4. To ensure all personnel are given the necessary information, instruction and training to enable them to work in a safe manner.
5. To ensure the dissemination and discussion of relevant information on safety and health issues.
6. To encourage safety and health awareness of employees and residents.
7. To monitor its operation at each office.

2. RESPONSIBILITIES

2.1 Board

The Board will receive and consider Health and Safety updates. The Board will ensure that all decisions reflect health and safety intentions, and actively ensure safety and welfare is paramount throughout the Association.

2.2 Chief Operating Officer

The Chief Officer has established the overall Health & Safety Policy. The Chief Operating Officer has responsibility for implementing and monitoring the Policy principally through the Line Managers.

2.3 Line Managers

Line Managers are responsible for:

1. Keeping the Associations Health & Safety Policy under review and making sure that it is revised as necessary.
2. Looking at the Policy's implementation and setting targets or objectives where needed
3. Bringing any faults or areas of weakness in the Policy (or its implementation) to the Chief Operating Officer's attention.
4. Making sure that the right resources are made available to implement the Policy.

2.4 Competent Person

The Management of Health and Safety at Work Regulations 1999 require that each organisation appoint a person who has the experience and/or qualifications necessary to understand Health and Safety legislation and its relevance to the organisation.

The competent person is responsible for:

- reviewing the H&S policy
- reviewing procedures
- the management of the Health and Safety audit programme
- provision of H&S advice throughout the organisation
- liaison with regulatory bodies
- reviewing the H&S training programme

2.5 Individuals

All employees are required to:

1. Co-operate in implementing the requirements of all Health & Safety legislation, related codes of practice and safety instructions.
2. Refrain from doing anything, which constitutes a danger to themselves or others.
3. Immediately bring to the attention of their line management/supervisor any situations or practices that may lead to injuries or ill health.
4. Ensure that any equipment issued to them, or for which they are responsible, is correctly used and maintained and properly stored.
5. Be responsible for good housekeeping in any areas where they work.
6. Report all accidents, incidents, dangerous occurrences and near misses, in accordance with Eldonian CBHA Ltd guidance.

3 HEALTH AND SAFETY ARRANGEMENTS

3.1 Communication and Consultation

The names of persons responsible for Health & Safety are displayed on the Health & Safety at Work poster displayed in all Eldonian CBHA Ltd premises.

3.2 Training

The Chief Operating Officer is committed to involving employees at all levels in the maintenance of Health & Safety standards. Staff are provided with H&S information, instruction and training to enable them to fulfil their duties. Employees will receive H&S training on appointment to the organisation and whenever additional training is required e.g. on change of role, following an accident, on exposure to new risks, or when new equipment, technology or systems of work are introduced.

3.3 Monitoring and Inspection

The policies and procedures in use throughout the Association will be reviewed annually and revised as and when necessary.

Health and Safety inspections of all premises will be conducted at least annually. Line Managers should ensure that issues arising from inspections are addressed as a matter of priority.

3.4 Risk Assessments

Line managers are responsible for undertaking risk assessments to identify tasks and activities, which present significant risks and to implement appropriate control measures. They must ensure that systems are put in place to regularly update risk assessments. The risk assessments must be brought to the attention of all employees. Where risks are significant written records are kept.

Completed risk assessments must be retained by the line manager. Risk assessments, which may have implications elsewhere in the Association should be forwarded to the Chief Operating Officer.

All employees should familiarise themselves with these risk assessments and should abide by the precautions and controls necessary to minimise the risks involved.

3.5 Fire Precautions

The appropriate Manager, should ensure the Association complies fully with the requirements of the Fire Safety Act 2021 and the Fire Safety (England) Regulations 2022. Fire risk assessments will be conducted and reviewed as required by legislation and appropriated guidance.

To this end the appropriate Manager should maintain a Fire Safety File to record details of tests, examinations and fire drill instruction.

They are also responsible for the regular inspection and maintenance of the fire fighting equipment and any fire detection equipment. The designated Manager is responsible for testing of the fire alarm, this should be done monthly.

All staff should be informed about their Fire Assembly point and familiarise themselves with the Fire Drill and the evacuation procedure. This will have been explained on induction. All escape routes will be clearly marked and must be kept clear of obstruction at all times.

Details of the fire procedure and the fire risk assessment are kept in the Fire Safety File.

3.6 COSHH (Control of Substances Hazardous to Health)

Line Managers have the responsibility for ensuring that employees are protected from exposure to substances, which are hazardous to health, this is achieved through the COSHH risk assessment procedure. Risk assessments are conducted by staff who have attended COSHH training, additional support is available from the competent person. All COSHH risk assessments must be recorded on the proforma provided in the procedures section of this Health and Safety Manual. Managers are to ensure that manufacturer's safety data sheets (MSDS) are available for all substances, which are used in Eldonian CBHA Ltd.

Where substances, which are hazardous to health are identified, staff must be trained in the safe use of such substances to prevent injury. Storage, handling, use and disposal of such substances should be in accordance with manufacturers' recommendations. Employees should follow all safety instructions identified in the COSHH risk assessment.

All contractors should be requested to supply safety data sheets and COSHH risk assessments on the products they use and their staff should be suitably trained.

3.7 Legionella

Legionella is an airborne bacterium that is found in a variety of water sources. It can cause a type of pneumonia known as Legionnaires disease. Legionella may grow in stagnant water where the temperature range is 20-45 degrees centigrade. A risk assessment must be prepared for each site where these conditions may arise.

The most common risks are:

- Water systems with a cooling tower
- Water systems with an evaporative condenser
- Water systems and plant where the water temperature is in the range 20-45 degrees centigrade

Those environments where there is a risk of legionella contamination are tested annually.

3.8 Personal Protective Equipment

The use of Personal Protective Equipment (PPE) is a last resort in risk control, where possible alternative risk control strategies should be employed.

Line Managers must ensure that their staff are issued with personal protective equipment to carry out the duties of their job, e.g. hard hats, face masks, boots, overcoats, where appropriate. Individuals must take responsibility for their safety and wear appropriate clothing as advised. Individuals are responsible for checking regularly to ensure that the equipment is still effective and in good condition. An inventory of PPE issued will be established.

3.9 Display Screen Equipment (DSE)

The Display Screen Equipment Regulations cover staff (including temporary staff) that habitually use Visual Display Units (VDUs) for a significant part of their normal work.

Line managers have responsibility for ensuring that a DSE risk assessment form is completed for all designated users. A DSE risk assessment proforma is available in the procedures section of the H&S Manual. The assessment covers the four main areas of the workstation - the keyboard/mouse, the work desk/surface, the chair and the working environment. An assessment will be carried out for new employees or where a workstation has changed substantially. Any actions needed as a result of the DSE risk assessment are the responsibility of the line manager in the first instance.

DSE assessments are carried out on an annual basis, where there is a significant change or upon request.

The Association will pay for an eyesight test for any of its staff who have been defined as designated users. In the event that a user needs their vision corrected and hence glasses for VDU work, the Association will contribute towards corrective appliances. The contribution rates will be reviewed regularly.

Where work on the VDU is intensive, the Association strongly encourages its staff to take a break on a regular basis (10 minutes every hour) and undertake a different work activity.

The Association will provide training for its VDU users.

3.10 Manual Handling

Manual Handling is not only lifting, other recommended forms of manual handling are pushing, lowering, carrying and transferring.

No employee should lift a weight, which they feel may cause them injury.

Line managers must ensure that risk assessments are carried out on tasks that involve significant manual handling. A risk assessment proforma is available in the procedures section of the Health and Safety Manual.

All findings from assessments need to be communicated to all that may be at risk. All necessary training and/or devices will be provided by Eldonian CBHA Ltd.

All employees involved in manual handling are to receive training in the use of good manual handling techniques from the competent person, i.e.

- assess the load
- divide the load if possible

- use a shared lift
- use a mechanical device e.g. trolley
- check route, avoid stairs and ramps
- keep load close to body
- use your legs to lift the weight, not your back
- all movements must be smooth, don't jerk or twist
- use feet to change direction, don't twist body with load

3.11 Electricity

All portable electrical appliances must be visually examined for defects by the user, in addition it will be regularly portable appliance tested (PAT) by a competent person. The appropriate manager will establish the testing programme and will advise on the frequency of testing. Equipment that does not bear a current 'pass' label must not be used. Privately owned equipment used in the workplace must be PAT tested and employees are encouraged not to bring personal items into the workplace.

The fixed installation is tested every five years or at intervals recommended by the inspecting engineer.

3.12 Work Equipment

All work equipment provided must be of an appropriate standard so that it can be used without risks to health and safety. The equipment must be regularly tested and inspected to ensure that it is in good working order and in good repair. Records of inspection must be maintained. Staff must be trained in the safe use of work equipment.

3.13 Lifting Equipment and Lifting Operations Regulations (LOLER)

Manual handling of loads can result in injury, therefore wherever possible mechanical handling devices, such as hoists, cranes and lifts should be used. The use of such mechanical handling devices is not without risk. The risks associated with the use of mechanical handling devices can be considerably reduced by thorough examinations and inspections.

3.14 Noise

Line managers are responsible for ensuring that noise levels are reduced to the lowest practicable level. Where noise levels are above 80dBA hearing protection must be available for those who may wish to use it. If the noise levels are above 85dBA the use of hearing protection is mandatory.

3.15 Construction, Building and Maintenance

Construction (Design and Management) Regulations 2015 sets out the statutory framework.

The Regulations aim to make sure the construction project is safe to build, use and maintain and offers good value.

These activities are well known to have above average accident levels. Eldonian CBHA Ltd, therefore, is committed to ensuring that its projects are competently managed at every level in order to prevent, so far as is reasonably practicable, the occurrence of accidents.

The Chief Operating Officer will oversee the compliance of CDM as this applies to all building works. For building projects, which are covered by the CDM Regulations a Principal Designer will be appointed to lead on CDM compliance at the earliest possible opportunity.

The Principal Designer will notify the HSE of the proposed works, including details of the client, site, type of project, appointment of the Principal Designer and Principal Contractor (PC), planned start date, duration, numbers of site workers, numbers, names and addresses of contractors.

The Principal Designer will be responsible for producing a pre-tender H&S plan. This plan will be available to all parties invited to tender for the work. Once the PC has been appointed the Principal Designer will hand over the H&S plan, so that the PC can develop it into a working document.

This pre-start H&S plan must be approved before any works commence. The Principal Designer must ensure that a H&S file is prepared for each building and structure in the project. On completion of the project the H&S file is given to the Association as a permanent record of how the building was designed and built.

3.16 Working at Height

Working at height can result in serious injury. Line managers must ensure Risk Assessments are carried out for all tasks that involve significant risks. The Work at Height Regulations 2005 sets out the regulatory framework. The following hazardous work activities must be carefully managed; this includes employees and sub contractors.

Roof repairs to both pitched roofs and flat roofs, Gutter clearing and maintenance, installation of TV aerials or masts, accessing roof spaces and water tanks, window and skylight cleaning or work near skylights.

Access to flat roof to maintain/repair plant and equipment especially when there is limited edge protection or unprotected skylights. Maintenance of lights including over stairwells and within grounds. Painting and decorating or any tree maintenance and use of access equipment, cradles and ladders.

Regulations 5 further states that

The employer shall ensure that no person engages in any activity, including organisation, planning and supervision, in relation to work at height or work

equipment for use in such work unless he or she is competent to do so or, if being trained, is being supervised by a competent person.

3.17 Office Safety and Security

Every member of staff should be aware of the need for safety and security in the office. Staff expecting a visitor at the office must notify the reception staff with the name of the visitor, date and time of arrival. If arrangements are made to meet a visitor at another site, the staff at that site must be informed. All visitors must be signed into the building and issued with a visitor's badge. Visitors must be supervised by a member of staff and at the end of the visit the visitors badge must be returned and the visitor signed out.

In the event of an emergency evacuation of the building, the reception staff must take the visitors record to the Fire Assembly Point for the roll call.

3.18 Safe Driving at work

All employees must adhere to the Eldonian CBHA Ltd procedure . In addition officers must adhere to the 'safe driving at work policy'

3.19 Smoking

Eldonian CBHA Ltd operates a no-smoking policy in all of its offices. Failure to comply with the policy will be regarded as gross misconduct.

3.20 Drugs and Alcohol

Eldonian CBHA Ltd recognises that excessive consumption of alcohol and misuse of drugs can compromise the H&S of employees and others. Employees must not consume alcohol or take drugs whilst at work. Prescribed medication should be notified to Line Manager/HR to ensure we can look after your health, safety and wellbeing

3.21 Food Hygiene

The provision of safe and hygienic arrangements for food and drinking water is a basic requirement of Health and Safety. Basic training in food hygiene is provided for staff whose duties involve them in the regular preparation of food for consumption by others e.g. residents, clients or staff.

3.22 Stress Management

There is no such thing as a stress free job and a reasonable level of pressure within the workplace is both inevitable and desirable. However, Eldonian CBHA Ltd recognise that high levels of stress may affect health and / or performance at work and so will provide training for managers to enable them to recognise and deal with stress in the workplace. Staff are encouraged to report unreasonable levels of stress to their line manager so that the matter can be properly addressed from the outset.

3.23 Loneworking

The Association recognises that situations may arise where a person is working alone e.g. routine work outside normal office hours, night-time callout, residents meetings, caretaking and scheme manager duties and home visits.

To minimise the risk, staff in this position should complete a risk assessment,

- Be aware of the surroundings and potential hazards.
- Get background information on the task and people involved.
- Make sure some one knows where you are and your expected arrival time at home
- Make sure you park in a well-lit area.
- Carry a mobile phone in case you need to call for assistance.

Further information is found in the company policy on lone working.

3.24 Accidents

An Accident Book is kept by the first aider in each office. All accidents should be recorded in this book and brought to the attention of the line and office managers who will initiate any necessary works or changes to current working practice to prevent further occurrences. In addition, near misses' must be reported immediately to your line manager.

All significant accidents/incidents will be investigated and reported to the Chief Operating Officer.

Accidents and reports of near misses will be regularly monitored to ensure that all necessary precautions are taken and that safe working practices are being maintained.

3.25 RIDDOR – (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013)

Reporting Procedure

The Chief Operating Officer should be notified immediately if there are any serious incidents* which need to be reported to the regulatory authorities. They will then report to the:

- Local Environmental Health Department (each office is supplied with reporting forms (F2508) or online at www.riddor.gov.uk)
- The Associations Insurance Advisors

The Chief Operating Officer will report back to the Board and take any appropriate actions required.

3.26 Infectious Diseases

Eldonian CBHA Ltd considers that the usual work activities of staff will not put them at risk from infection, however if insufficient care is taken when carrying out certain tasks the risks will be increased.

The key risks are:

- Exposure to blood borne viruses such as Hepatitis B
- Exposure to Human Immunodeficiency Virus (HIV)
- Exposure to TB
- Exposure to Leptospirosis in rats' urine (Weil's disease)

Control measures:

- Contact with blood and other body fluids must be avoided
- Wear gloves when administering first aid
- Wash hands immediately after administering first aid
- Take care to avoid piercing skin when handling needles/sharp equipment
- If your role involves entering vermin infested areas employ good standards of hygiene, always washing hands before eating, drinking, smoking or applying cosmetics.

Eldonian CBHA Ltd recommends that all travelling officers receive immunisation against hepatitis B. With the agreement of your line manager, you should arrange this through your GP and claim any costs for this service back from Eldonian CBHA Ltd.

3.27 First Aid

The Health and Safety (First-Aid) Regulations 1981 require that all employers make adequate provision for first-aid in respect of employees.

Eldonian CBHA Ltd recognise that it is our legal duty to make sufficient provision for first-aid to employees, including those travelling or working away from our premises. We will assess risks to employees and make the appropriate first-aid arrangements to deal with these risks.

Details of those employees trained in first-aid will be brought to the attention of staff working in that location and will be prominently displayed on the office notice board or other appropriate areas. Appointed first aiders will be trained on an HSE approved course, in order to maintain a valid certificate, training will be updated as required.

First-Aid Boxes

The location of the first aid box will be displayed on office notice boards. The first aid box will contain items for the use of the trained first aider. The trained first aider is also responsible for ensuring the contents of the first aid box are up to date and approved. This includes ordering renewals or replacements of the contents as necessary. The first-aid box must not be stocked with medication of any kind, including aspirin or paracetamol.

First aid boxes will also be provided in travelling officers vehicles.

Medical assistance

In the event of anything other than minor injuries, medical assistance must be sought.

First aider(s) will normally summon assistance, but employees are reminded that all emergency calls must go via the switchboard to avoid confusion or duplication.

Management responsibility

Management responsibility for all first aid functions is held by the Chief Operating Officer who will be responsible for

- promoting and implementing the policy.
- reporting notifiable accidents to the appropriate authority
- encouraging staff to take training in first aid, or as an appointed person
- authorising refresher training, as required.

The Chief Operating Officer will delegate such functions as necessary to ensure the effective day-to-day operation of our safety arrangements in respect of first-aid matters. These functions will include:

- providing first aid cover
- keeping adequate first aid equipment and supplies
- recording details of accidents and treatments
- notifying the appropriate authority immediately for serious accidents and quarterly for those not requiring medical assistance.

3.28 Pregnant Employees

The Management of Health and Safety at Work Regulations 1999 and the Maternity Parental Leave etc Regulations 1999 apply to any employees who are pregnant, breast feeding or who have given birth within the last six months. The Workplace (Health, Safety and Welfare) Regulations 1992 require Eldonian CBHA Ltd to provide rest facilities for new or expectant mothers.

Female workers will be informed of any additional risks they may face if they become pregnant or are breast feeding.

To recognise the extra vulnerability of pregnant and nursing mothers, additional risk assessments will be made on notification of the pregnancy to the line manager. Additional measures will be applied for six months after the birth.

Eldonian CBHA Ltd is only required by law to take extra precautions for pregnant or nursing mothers when notified of the condition. If pregnant employees do not provide confirmation from their medical practitioner, medical confirmation will be requested.

All display screen equipment workstations, e.g. computer terminals, are properly assessed and controlled and there is no additional risk to pregnant women or nursing mothers.

As required by law, if additional risks to pregnant women and nursing mothers cannot reasonably be reduced, Eldonian CBHA Ltd will find alternative work (with no loss of terms or conditions), or authorise paid leave if alternative work is not available.

Eldonian CBHA Ltd will provide a private rest area for pregnant women and nursing mothers. The rest area will be situated as near to sanitary facilities as possible. There will be facilities for the worker to sit comfortably in the rest area.

3.29 Young Persons

Under the Health and Safety (Young Persons) Regulations 1997 a risk assessment must be conducted for persons under 18 years of age, before they commence employment. The regulations apply to the employment of all young people regardless of the number of hours worked or the duration of the period of work. The risk assessment must take account of their lack of workplace experience, attitude to risk and relative immaturity. This will include any students taken on as work placements or volunteers.

3.30 Contractors

Contractors are legally responsible for their own workforce and for ensuring that their work is carried out in a safe manner. They must adhere to the conditions of the contract signed with Eldonian CBHA Ltd in all aspects of their work.

Contractors, will be required to provide a copy of their H&S policy, risk assessments and methods statement for review, prior to work being permitted

3.31 Asbestos

Asbestos occurs in three main forms crocidolite (blue), amosite (brown) and chrysotile (white). Asbestos has been widely used in older buildings as a heat insulator or as part of a fire protection system, in addition, it has been used in asbestos cement and as brake linings. Asbestos produces a respirable dust which can lead to the following diseases:

- Asbestosis
- Lung cancer
- Mesothelioma.

If asbestos is discovered or its presence is suspected work **must cease immediately**. A specialist contractor must be employed to carry out any necessary removal work. (Control of Asbestos at Work Regulations 2012).

Those in control of non-domestic premises must conduct a survey to ascertain:

- If there are any asbestos containing materials on their premises

- Quantities and condition of asbestos containing material present
- To produce and maintain a record of the location of asbestos containing materials
- To assess the risk from asbestos containing materials
- To produce a risk management plan
- To review and monitor the plan as necessary
- To provide information on the location of any asbestos containing material to anyone who may work in its vicinity or disturb it.

3.32 Gas

All gas appliances and flues provided for tenants use are checked for safety annually by a Gas Safe registered installer and a copy of the inspection record is provided to the tenant.

Gas appliances and flues at offices and communal buildings are tested annually and the records are kept centrally.

3.33 Bomb Threat

If a bomb threat is received either in person or by telephone the Chief Operating Officer or their deputy must be informed immediately. Threats must never be ignored. The Chief Operating Officer must be provided with as much information as possible, including:

- The nature of the contact (telephone or person)
- Time of contact
- Description of person/voice
- Words used
- Any relevant information

The Chief Operating Officer will contact the police who will decide on any further action.

3.34 Mobile Phones

Staff who have been issued with mobile phones by the Association must fully comply with legislative requirements.

This means that handheld mobile phones must not be used whilst driving; this includes all times when the engine is running even when the vehicle is not moving.

Even if the mobile phone set is supplemented by hands-free equipment, it is strongly advised that 'users' should pull over to a designated parking area to make or receive calls.

3.35 Emergencies

In the event of a major emergency, the officer receiving the information either during working hours or outside office hours, should ensure the Chief Operating Officer, or in his absence, his/her Deputy is immediately informed.

3.36 Exceptions to approved procedures:

Exceptions to the approved procedures will be considered on an individual basis. The individual must make the enquiry to their line manager in the first instance outlining the reasons for the exception.