



Newquay

**Foodbank**

Together with Trussell

**HEALTH, SAFETY,  
AND  
ENVIRONMENTAL  
POLICY**

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## POLICY CONTROL

Version	Description	Date	Approval
1.0	Health & Safety Statement & Policy	26 July 2021	
1.1	Updated	July 2022	
2.0	Health, Safety, and Environmental Policy	February 2025	Board Jul25
2.1	Minor amendment changed logo, added policy control	27 February 2026	
2.2	Addition of fire warden (4.8, Appx C)	31 March 2026	Board
2.3	At request Trussell – named person with overall responsibility for fire safety (4.8)	12 June 2026	
<b>Next Review:</b>		March 2027	
<b>Owner - Health &amp; Safety Lead - David Pettigrew (Trustee)</b>			

**This policy has been approved for issue**

**Signed:**

**Position:**

**Date:**

## LINKED POLICIES & DOCUMENTS

### APPENDICES

A – Risk Assessment

B – Contractors Checklist

C – Safety Co-ordination and Evacuation

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## 2 HEALTH, SAFETY AND ENVIRONMENTAL POLICY

We are committed to taking care of the health, safety and wellbeing of all employees, volunteers and those who visit our foodbank sessions. We believe that a safe and healthy workplace, which also minimises our environmental impact, is a better place for everyone. Our HSE performance is fundamental to our success and is an integral part of how we operate every day.

Newquay Foodbank is committed to:

- providing safe and healthy conditions for the prevention of work-related injury and ill health.
- safeguarding and security of employees, volunteers and visitors.
- addressing the environmental impact of our operations by reducing waste and emissions and by using energy efficiently.
- provide services to the highest standards achievable, ensuring visitor satisfaction.
- compliance with the relevant regulatory and commercial specific requirements.

To achieve these commitments Newquay Foodbank will:

- provide the leadership, and resources to fully implement this policy.
- together with our employees / volunteers, identify and mitigate risks and opportunities that affect their health, safety and the environment.
- continually improve health, safety and the environment performance through setting and monitoring of objectives.
- provide employees / volunteers with appropriate information, training and supervision to maintain necessary levels of competency.
- employ impartial and professional practice in all aspects of our activities and give employees / volunteers our fullest support in speaking up to stop activities that compromise this position.
- communicate openly with all interested parties to ensure an understanding of their needs, our culture, and our policies.

This policy will be regularly reviewed to ensure ongoing suitability. It is displayed at all Newquay Foodbank premises and is available to all employees / volunteers and publicly available on request.

Board of Trustees

## 3 GENERAL ARRANGEMENTS

### 3.1 Introduction

Effective HSE management is an integral part of our day-to-day operations, and we are committed to achieving the highest level of HSE performance. We recognise the importance of implementing standards and practices that eliminate risk exposure or control it at an acceptable level.

To address these risks, we have developed a common approach to managing HSE that requires all our premises, sessions and activities to meet the same standards of practice.

Our HSE Management System consists of our, principles, policies, general arrangements, procedures and guidance that will help to focus on critical HSE needs, determine key objectives and allocate resources to keep delivering improved HSE performance.

It's up to all of us to get involved in developing safer ways of working and protecting the environment. We need to pull together to make good safety practice a routine part of our everyday culture.

This policy, arrangements and procedures applies to Newquay Foodbank (NFB) employees, volunteers and where applicable contractors.

### 3.2 HSE Principles, Policy, Procedures and Guidance

#### Policy & General Arrangements

Our health safety and environmental (HSE) Policy and general arrangements detail its position and commitment to HSE. It explains why HSE is important, expresses commitment, assigns responsibilities and encourages proactive attitude towards HSE.

#### Principles

Our policy is underpinned by the following principles:

- everyone has a responsibility to themselves and others to act and work safely.
- carefully planned activities will prevent unsafe situations.
- learning from our experience will improve our HSE performance.
- empowering all employees, volunteers and contractors to speak up to prevent unsafe acts and conditions will reduce incidents and personal injury.

#### Procedures For Dealing With Specific Hazards

Procedures detail how we manage operational HSE hazards and associated risks, the methods used to mitigate them and comply with applicable legal requirements.

## Guidance - Safety Focus Leaflets

Where published, safety focus leaflets provide additional information and guidance on how to comply with our HSE procedures.

### 3.3 Commitment and Leadership

We are committed to achieving the best possible HSE performance. It is a key risk management consideration for us and we recognise that strong leadership and involvement from trustees and management are essential to addressing it successfully.

For our HSE approach to be effective, all employees and volunteers must understand that health and safety is a key value for the foodbank. Trustees and managers must lead by example and genuinely care about the health, safety and wellbeing of employees / volunteers – you must demonstrate this in everything you do and say, the decisions you make and what you ask of others.

The Board of Trustees together with the management team are responsible for setting high standards that drive continuous improvement in our HSE performance. These standards are non-negotiable. To uphold them, you'll need to engage actively with employees / volunteers and act swiftly to correct any unsafe situations. Where lessons have been learned, it's important to share them so that we can all strengthen our areas of weakness and continue doing what we do well.

### 3.4 Roles and Responsibilities

HSE responsibilities are fully integrated into the way in which Newquay Foodbank conducts its business. Successfully managing HSE is an essential component of our business strategy.

Responsibilities of trustees, management, employees and volunteers are as follows:

#### Trustees

Trustees set the direction for effective HSE management. They establish and endorse the HSE vision, principles, policy and guidance. They develop the HSE strategy and review & evaluate performance. Their visible leadership and commitment is key to creating a strong HSE culture.

#### Management (Strategic and Operational)

Management are responsible for the day-to-day management of HSE within their area of responsibility. This includes making sure that policies, procedures and instructions are being followed. They are expected to promote a positive HSE culture and actively participate in HSE programmes, audits and reviews to ensure HSE policies, procedures and instructions are embedded into operations and adhered to. They ensure that adequate resources are made available to support the effective implementation and maintenance of the HSE management system. They promote a culture of learning from incidents, mistakes and successes, support initiatives, lead by example and promote a culture of high HSE standards.

### Operations Manager (HSE Facilitator)

The Operations Manager is the designated person with overall responsibility for health and safety within the Newquay Foodbank. With the support of the trustees, the Operations Manager develops and implements HSE policies, procedures and guidance that take account of the risks associated with the operations, the wellbeing of employees / volunteers, and legislative requirements. An annual HSE plan, against which performance is monitored, evaluated and reported to the board of trustees.

### Employees and Volunteers (includes trustees and managers)

Employees and volunteers are expected to take responsibility not only for themselves, but also for colleagues and others who may be affected by their actions. Importantly, they must follow HSE policies, arrangements and procedures for dealing with specific hazards and guidance at the workplace. Everyone is encouraged to speak-up, intervene or stop work without adverse consequences if they are in any doubt about the safety of an activity. They must not interfere with or misuse any items that have been provided in the interests of health, safety or environmental protection. Employees and volunteers should not just rely on formal written risk assessments and instructions but must also continually assess the risks inherent in any activity whilst also implementing and maintaining a safe system of work.

## 3.5 Health Safety and Environmental Risk Management

Effective HSE risk management is critical to achieving our strategic HSE objectives. It provides assurance that all reasonable care has been taken to minimise risk to people, facilities and the environment.

HSE risk management is about identifying and assessing the risks that arise in the workplace, putting sensible measures in place to mitigate and control them and making sure they work in practice.

### Requirements

It's vital that the risk assessment process and methodology are appropriate to the type and complexity of the risk. As a minimum, the risk assessment process will include all activities (routine and non-routine) and all changes (planned and unplanned).

We will identify and implement appropriate mitigation and control measures (precautions) so that HSE risks are managed to an acceptable level through the effective use of the hierarchy of risk controls. We will review these measures periodically, to make sure they remain appropriate to the type and extent of the risks.

The outcome of the risk assessment process will be communicated to all employees / volunteers and considered when establishing training, awareness and competency requirements.

Risk assessments will be reviewed by a competent person before use and when there has been a significant change to the activity, process, equipment, location, and environment and/or in light of any improved or new control measures, or any changes in legislative requirements.

Risk assessments will be completed by trained personnel who have the appropriate level of knowledge and experience for the risks they are evaluating.

We will maintain an HSE risk register that details all significant risks for our operations. The register will be reviewed at least annually and whenever the risk profile of our operations change.

The risk assessment process is detailed in Appendix A

### **3.6 Health safety and environmental monitoring and performance evaluation**

Proactive and reactive monitoring are critical elements of the HSE management control and verification loop. Proactive monitoring (improvement reviews and performance targets) ensures conformance with our policies, documented arrangements and operations by identifying gaps and systemic issues. Reactive monitoring provides information on incidents including near misses and other non-conformances.

HSE performance will be monitored on a regular basis and include an evaluation of:

- The extent to which HSE objectives are being met.
- Progress against leading and lagging key performance indicators (KPI's). Examples include but are not limited to:
  - Leading Indicators - training, opportunity for improvement reviews (inspections, audits), emergency exercises e.g. fire drills, trustee session / location visits, risk assessment reviews and employee / volunteer involvement in HSE meetings etc.
  - Lagging Indicators – safety incidents, environmental incidents, equipment inspection & maintenance backlog; contravention of NFB policies legislation etc.

#### **Opportunity for improvement review**

The review process focuses on the premises, activities and equipment. It consists of visual inspections, gathering information by identifying the hazards, assessing the use and effectiveness of existing control measures (precautions) and suggesting improvements where the existing precautions are inadequate.

Reviews are led by the Operations Manager and involve employees / volunteers. The use of checklists can make it an easier activity as it prompts the viewer to look for known issues in a given area.

Those carrying out reviews will possess the appropriate level of knowledge and skills to be able to carry out review using a checklist.

The outcome (findings) of the review will be documented on the checklist / review form.

**Note:** Whilst not a formal improvement review, Trustees are encouraged to visit foodbank sessions. Actions arising from the visit shall be actioned by the Operations Manager.

### **3.7 Consultation and employee / volunteer involvement**

To engage effectively with employees / volunteers and other stakeholders on the awareness, management and implementation of appropriate health, safety and environmental measures. Consultation involves not only providing information to employees / volunteers but listening to them and taking account of what they say.

## Requirements

A process will be implemented to ensure effective communication, consultation and employee / volunteer participation in activities which promote HSE awareness and improvements in HSE performance.

Discussion forums for regular communication and consultation relating to HSE will be established and maintained.

Employees / volunteers will be encouraged to participate in the HSE observation scheme which will enable them to communicate unsafe acts, unsafe conditions as well as positive observations to managers who will take the appropriate action and provide feedback.

The communication, consultation and participation process will consider cultural diversity of the employees / volunteers and allow for two- way dialogue.

The process is intended to encourage and allow for lessons learned, good practices and opportunities for improvement to be shared, developed and implemented. It will also include information-sharing with other organisations and partnerships.

Volunteers will be provided with a Volunteers Handbook.

### 3.8 Training and Competence

To ensure that all employees / volunteers have the appropriate level of training and competency to enable them to work safely and without risks to their health and the environment.

## Requirements

Competency based training and awareness programmes will be identified, prioritised, delivered and if necessary refreshed, to make sure trustees and employees / volunteers have the required level of HSE competency.

Training and awareness programmes will consider the cultural and educational diversity of the employees / volunteers as well as the varying levels of responsibility, ability and workplace risk. Where appropriate, training and programmes will be adapted and delivered to account for these considerations and reviewed for effectiveness.

All new employees / volunteers and contractors will undertake a relevant induction training programme. The training will be appropriate to the nature and scale of the HSE hazards and risks associated with the foodbank operations and location / site-specific requirements.

Records of competency-based training and inductions will be maintained.

## 4 PROCEDURES FOR DEALING WITH SPECIFIC HAZARDS

### 4.1 Introduction

These procedures have been compiled following an assessment of the likely hazards and associated risks related to the activities undertaken by NFB. When new activities are introduced or changes occur, these procedures will be amended in a timely manner. **Employees and volunteers are expected to comply with the procedures.**

## 4.2 Alcohol and Drugs

Alcohol, drugs and certain other substances (including prescribed and over the counter drugs) can impair a person's performance at work through poor decision making and impaired reaction times causing errors, mistakes and incidents.

### NFB will:

- provide employees / volunteers with alcohol, drugs and substance awareness information.
- train managers so they are capable and confident to manage and support employees / volunteers.
- brief managers on how to recognise the use of illicit drugs and the misuse of alcohol, medicines and substances.
- create an environment where everyone is able to ask for support.
- support employees / volunteers who have a drug, alcohol or substance abuse problem and signpost them to where they can get help.
- reserve the right to remove employees / volunteers from the workplace if this procedure is ignored or has been infringed.

### Employees / volunteers are expected to:

- arrive at work / foodbank session fit to perform their duties and remain so throughout the working day / session, without any limitations or impairments resulting from the use or after effects of alcohol, drugs or other substance.
- not consume alcohol or possess / use illicit drugs or substance whilst at work / volunteering.
- inform their manager if they are taking prescribed drugs or medication which may affect their ability to work safely - *particularly important for safety critical activities e.g. driving.*
- inform their manager if they have an alcohol, drug or substance problem - *this will be treated in confidence.*

**Note 1:** *Illicit drugs include but are not limited to heroin, cannabis/marijuana, cocaine, ecstasy, amphetamines and various other mood or performance altering substances.*

- *NFB Employment Agreement.*
- *NFB Disiplinary Policy.*
- *NFB Grievance Porcedure.*
- *Cornwall Alcoholics Anonymous (Local Helpline: 01752 791 111).*
- *Narcotics Anonymous (National Helpline: 0300 999 1212). Misuse of Drugs Act 1971.*

### 4.3 Asbestos Management

NFB is committed to achieving high standards of health and safety for all employees, volunteers and visitors to their premises.

#### NFB will:

- obtain a copy of the “Asbestos Register / Management Plan” from the property owner / landlord.
- not authorise refurbished, repair or maintenance of the areas occupied by NFB until it has been established whether or not asbestos is present and obtain the information about the position and condition of asbestos containing materials.

#### Employees / volunteers are expected to:

- inform their manager if they suspect the presence of asbestos.
- not undertake refurbishment or maintenance work without authorisation from management.

- [Control of Asbestos Regulations 2012](#)
- [Asbestos Approved Code of Practice \(ACOP L143\)](#)

### 4.4 Display Screen Equipment

All reasonable steps will be taken by NFB to secure the health and safety of employees and volunteers who work with display screen equipment e.g. desktop computers and laptops.

#### NFB will:

- complete, record and revise (where necessary) a risk assessment to identify what precautions are needed.
- implement the appropriate measures to remedy any risks found as a result of the assessment.
- provide adequate information and training to persons working with display screen equipment.
- review software to ensure that it is suitable for the task and is not unnecessarily complicated.
- investigate any discomfort or ill-health believed to be associated with the use of display screen equipment and take appropriate remedial action(s).
- make specific arrangements for individuals with health conditions that could be adversely affected by working with display screen equipment.
- arrange for the provision of free eye tests when requested.

#### Employees / volunteers are expected to:

- comply with the instructions and training given regarding safe workstation set-up and use, including the need for regular changes of activity or breaks away from the display screen equipment.

- inform their manager of any disability or health condition which may affect their ability to work using display screen equipment or be affected by working with display screen equipment. (this information will be treated confidentially)
- report to any discomfort or health concern believed to be associated with the use of display screen equipment to their manager. (this information will be treated confidentially)

- *HSEx - DSE workstation assessment checklist 05/13*
- *DSE user training/information record*
- *DSE record of eye tests*
- *Health and Safety (Display Screen Equipment) Regulations 1992 (L26 / 2003)*

## 4.5 Driving

Driving is one of the most safety critical activities undertaken by NFB. We also recognise that we have a duty of care for other road users and members of the public who could be put at risk by NFB driving activities.

### NFB will:

- comply with driving related legislation and adopt best practice for those driving for NFB.
- ensure drivers are competent and authorised - require drivers to annually submit copies of their current driving licence (and insurance if their own vehicle is used) to NFB management.
- tax, insure, MOT (where required) and service vehicles in accordance with the manufacturer's recommendations.
- complete risk assessments and plan journeys / delivery routes - ensure enough time is given for work related travel and deliveries.
- provide sufficient information and guidance for managers and drivers to enable them to understand the additional occupational risks involved in driving.
- provide any additional training that may be required to reduce driving related risks.
- provide hi-visibility jackets / tabards for drivers and passengers (PPE).
- equip vehicles with a vehicle pack (*insurance certificate; breakdown / rescue details; accident procedure; drivers log; vehicle inspection checklist; vehicle handbook and Allstar fuel card*).
- provide access to accident / breakdown support and recovery services.
- install no smoking signs inside the vehicle.
- consider safety and the environmental requirements when purchasing / leasing vehicles i.e. higher ENCAP ratings, lower emissions, better fuel consumption.

### Employees / volunteers are expected to:

- have a valid licence for the vehicle they are driving.

- drive in accordance with the Highway Code and Road Traffic Act and with consideration for the safety of passengers and other road users.
- have valid insurance for business use (own / private vehicles)
- be fit to drive and have a level of alcohol below the maximum limit allowed, ideally zero and not be under influence of any drugs or substance that may affect the ability to drive.
- carry out a vehicle pre-use safety check and complete the vehicle logbook.
- not overload the vehicle and ensure that the load is correctly placed, distributed and secured in position.
- allow sufficient time to drive allowing for traffic, poor weather and rest breaks.
- take regular rest breaks every 2-3 hours or at first signs of tiredness. (drivers must not exceed 10 hours per day).
- not smoke in NFB supplied vehicles.
- not use handheld electronic devices whilst the vehicle is in motion e.g. mobile phone, iPads, satellite navigation.
- inform NFB management of:
  - anything that could affect the ability to drive safely and/or legally e.g. medical condition.
  - changes to licence conditions such as limitations, recorded road traffic offences, or vehicle categories.
  - vehicle defects.
  - accidents / incidents.
  - road traffic and parking offences.

**Note:** *NFB owned / leased vehicles shall only be used for agreed journeys by authorised employees / volunteers. The private use of these vehicles is prohibited.*

- *Vehicle pack & logbook*
- *Safety Focus – Vehicles & Driving*
- *Authorised driver register*
- *Road Traffic Act 1988 (as amended)*
- *Highway Code (2015 – updated 2023)*
- *Safe Driving at Work Handbook - RoSPA*

## 4.6 Electricity

All reasonable steps will be taken to secure the health and safety of employees / volunteers when working with or near electricity and electrical equipment.

### NFB will:

- ensure electrical installations and equipment are installed and maintained in accordance with legal requirements. (it is generally recognised that installations in commercial property including churches require inspection and testing by a qualified electrical engineer at five-yearly intervals – obtain the certificate from the property owner / landlord).
- inspect and test portable appliances / equipment annually. (external contractor).
- ensure contractors who carry out electrical work are competent to do so.
- maintain inspection / test records.

Employees / volunteers are expected to:

- use equipment in accordance with the manufacturer's instructions and with due regard to the safety of themselves and others.
  - visually check portable electrical equipment for obvious defects before use
  - not use defective equipment and report any defects to their NFB management.
  - switch off non-essential equipment from the mains when left unattended.
  - not bring any electrical items onto NFB until it has been tested and included on the equipment register.
  - not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage.
  - not interfere with or attempt to maintain or repair fixed electrical systems or portable equipment.
- *Portable electrical equipment inspection form and test register*
  - *Portable appliance visual inspection checklist*
  - *IEE Wiring Regulations*
  - *Electricity at Work Regulations 1989. (HSR 25 /2015)*

#### 4.7 Environmental Protection

We recognise that our operations result in emissions to air and water, and the generation of waste. Irrespective of how small our impact on the environment is, it is our aim to operate in an environmentally responsible manner.

NFB will:

- make efficient use of natural resources by conserving energy and water.
- keep transport use to a minimum and regularly service vehicles to maintain their efficiency,
- use the most environmentally friendly cleaning products whenever possible.
- adopt the waste management hierarchy of:
  - prevention
  - minimization
  - reuse
  - recycling
  - disposal (least preferred).
- meet our duty of care requirements in relation to waste by ensuring the safe keeping, transportation and subsequent recovery or disposal of waste,
  - segregate waste into the various waste streams. (cardboard, paper, plastic, clothes, food and general waste)
  - dispose of waste in appropriate containers through the council and/or commercial services.

- dispose of food waste in designated / sealed shut containers in accordance with local authority rules.
- provide instruction and information to employees / volunteers about our environmental objectives and how they can assist in meeting these.

Employees / volunteers are expected to:

- dispose of waste correctly.
- work with NFB management to operate in an environmentally responsible manner.

- *Environmental Protection Act 1990*
- *ISO 14001:2015 Environmental Management*
- *Local authority collected waste management (GOV.UK)*

## 4.8 Fire

All reasonable steps will be taken to prevent a fire occurring. In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.

Zoe Nixon – Director, will take overall responsibility for fire safety.

NFB will:

- obtain a copy of the fire risk assessment from the property owner / landlord.
- complete, record and revise (where necessary) a fire risk assessment of the areas occupied by NFB to identify what precautions are needed.
- develop a fire evacuation plan for all operating sites. The plan includes arrangements for the safe evacuation of disabled and deaf persons.
- ensure all employees, volunteers and visitors are made aware of the fire evacuation procedures.
- nominate at least one fire warden (sometimes referred to as a fire marshal) for each location under the control of NFB. Purpose, role and responsibilities are detailed in Appendix C.
- provide and maintain fire-fighting equipment, emergency lighting, fire detection systems and safety signs. (*unless provided and maintained by the property owner / landlord*)
- provide employees / volunteers with familiarisation training in the use of fire extinguishers, plus, specialist training to those with additional responsibilities e.g. fire warden(s).
- ensure good housekeeping standards are maintained to minimise the risk of fire.
- provide and maintain safe means of escape from the premises.
- regularly undertake fire evacuation drills. (*at least annually*)
- maintain fire safety records.

Employees / volunteers are expected to:

- familiarise themselves with the position of fire alarms, telephones, escape routes, evacuation assembly point and firefighting equipment.
- report any concerns regarding fire procedures, so NFB management can investigate and take remedial action if necessary.
- immediately evacuate the premises as soon as the alarm is sounded / evacuate signal is given
  - report to the designated assembly point.

**Note:** *Fires should only be tackled if it is safe to do so: - there is a clear escape route, fire extinguishers of the appropriate type are available, and you are confident in the use of the extinguisher.*

- *Site specific fire risk assessment*
- *Fire risk / premises inspection record.*
- *Fire and emergency notice(s)*
- *Safety Focus – fire prevention and precautions*
- *Fire Safety (England) Regulations 2022*

## 4.9 First Aid

NFB is committed to providing sufficient provision for first aid to deal with incidents and injuries that arise at our premises as well as those working remotely such as delivery drivers.

NFB will:

- appoint and train a suitable number of employees / volunteers to cover all locations.
  - appointed first aiders are those holding a valid first aid training certificate.
  - each location / session will have at least one first aider.
- provide and maintain suitable and sufficient first aid equipment including adequately stocked first aid kits.
  - first aid kits will contain at least the minimum supplies suggested by HSE L74: First Aid at Work Approved Code of Practice.
  - first aid kits will be checked monthly for contents & expiry dates.
  - portable first aid kits will be carried in NFB owned / leased vehicles.
  - portable first aid kits will be provided to employees / volunteers whose work takes them to isolated or remote locations.
  - no prescription / over the counter drugs will be kept in the first aid kit.

Employees / volunteers are expected to:

- comply with the first aid information and training provided by NFB.
- assist first aiders as required e.g., call for help / ambulance.

- *NFB Incident report / book*
- *HSEx L74: First Aid at Work Approved Code of Practice.*
- *Health and Safety (First Aid) Regulations 1981 (L74/2013)*

#### 4.10 Food Hygiene

NFB understands its obligations to ensure that food provided to the community is safe to eat. We are committed to following food safety and hygiene best practice.

##### NFB will:

- store food properly to keep it safe, to protect it from harmful bacteria, chemicals and objects falling into the food.
- manage food stocks (stock rotation) to make sure that food is used in date order and ensure that food which is passed its “use by date” is not distributed within the community.
- transport food safely between NFB premises, when collecting food from third party premises and delivering food out to the community, thus preventing it from becoming contaminated, for example with dirt or bacteria.
- dispose of food waste in designated / sealed shut containers in accordance with local authority rules.
- ensure sufficient standards of hygiene and hand washing facilities.
- provide appropriate information and training to employees / volunteers.

**Note:** Food is given either a 'use by' or 'best before' date. 'Use by date' is the date-labelling system used for high-risk food that could cause food poisoning. You must not use / distribute food after the 'use by' date, as it is against the law and the food may not be safe. A 'best before date' is a guide to the quality of the food and shows when the food should be at its best. You can use food past this date as long as it is in good condition.

##### Employees / volunteers are expected to:

- practice good personal hygiene. To reduce the risk of spreading harmful bacteria hands should be washed regularly:
  - before preparing food; before handling cooked or ready to eat food; before eating and after preparing raw foods or handling its packaging; after handling waste; after cleaning surfaces; after eating and drinking; after sneezing, touching pets or going to the toilet.
- advise their manager if suffering from any infections that could contaminate the food. (e.g. bacteria and viruses like salmonella or norovirus)

- *Food safety and hygiene guidance for food banks and charities ([www.food.gov.uk](http://www.food.gov.uk))*
- *Cornwall Council – Environmental Health*

## 4.11 Gas Systems and Appliances

NFB is committed to achieving high standards of health and safety for all employees, volunteers and visitors to their premises.

### NFB will:

- ensure gas systems and appliances are installed and maintained in accordance with legal requirements. (it is generally recognised that systems and appliances in commercial premises including churches require inspection and testing annually by a qualified gas engineer).
- obtain a copy of the “Gas Safe” certification from the property owner / landlord.
- ensure contractors who carry out work on gas systems and appliances are competent and belong to an approving body – currently “Gas Safe”.
- maintain inspection / test records.

### Employees / volunteers are expected to:

- use equipment / appliances in accordance with the manufacturer’s instructions and with due regard to the safety of themselves and others.
- not use defective appliances and report any defects to their manager / supervisor.
- switch off non-essential appliances when left unattended.
- not interfere with or attempt to maintain or repair gas systems or appliances.

- *Safe Gas Certificate*
- *Gas Safety (Installation and Use) Regulations 1998 (L56/2018)*
- *National Gas Emergency Service – 0800 111 999*

## 4.12 Hazardous Substances - General

All reasonable steps will be taken to ensure exposure of employees to substances hazardous to health is prevented and/or controlled.

### NFB will:

- assess all activities which involve, or may involve, exposure to substances hazardous to health assessed and implement appropriate precautions if elimination or substitution of the substance is not possible.

- maintain an inventory of all substances hazardous to health kept on the premises / used in the workplace and obtain copies of relevant safety data sheets.
- where possible purchase and use proprietary (off the shelf) domestic products e.g. cleaning products.
- implement arrangements for the safe handling, storage and transport of hazardous substances and of waste containing such substances.
- seek the competent advice on the need for health surveillance where it is thought that a residual health risk remains following the implementation of control measures (precautions).
- provide personal protective equipment (PPE / RPE) as determined by risk assessment.
- review assessments periodically or if changes to the activity or any hazardous substances used.
- provide employees/volunteers give with sufficient information and training to ensure full understanding of the hazards to health posed by substances in the workplace and the importance of the precautions to be taken.

**Employees / volunteers are expected to:**

- use the control measures in the way they are intended to be used and as they have been instructed. This includes personal protective equipment.
- use hazardous substances in accordance with the manufacturers / suppliers safety data sheet and NFB Safety Focus - Working with Hazardous Substances.
- advise their manager of any ill health related to the use / handling of a hazardous substance.
- report spills to their manager / supervisor.

- *Inventory of hazardous substances*
- *COSHH risk assessment form*
- *Product safety data sheet*
- *Control of Substances Hazardous to Health Regulations 2002 (L5/2013)*

#### **4.13 Hazardous Substances - Legionellosis**

Legionellosis is a collective term for diseases caused by legionella bacteria, including the most serious Legionnaires' disease. The risk from hot and cold-water systems found in the type of premises used by NFB is generally low.

**NFB will:**

- take reasonable steps to ensure that water services under the control of NFB are properly managed.
- obtain a copy of the property water system risk assessment from the premises owner / landlord.

- complete, record and revise (where necessary) a risk assessment to identify what precautions are needed.
- inform the premises owner / landlord if the hot water is not heating properly or there are any other problems with the system, so that appropriate action can be taken.

Employees / volunteers are expected to:

- inform NFB management if the hot water is not heating properly or there are any other problems with the water system, so that appropriate action can be taken.

- *Control of Substances Hazardous to Health Regulations 2002 (L5/2013)*
- *Legionnaires Disease ACOP L8*

#### 4.14 Health, Safety and Welfare - General

We are committed to providing appropriate health, safety and welfare facilities, in particular the provision of:

- adequate maintenance of workplace and equipment.
- appropriate ventilation, temperature control and lighting.
- suitable cleanliness and housekeeping standards.
- adequate workspace allocation.
- properly designed workstations.
- well maintained traffic routes and floors.
- appropriate fall protection.
- suitable glazing.
- safe access and egress (well-maintained exits and entrances).
- appropriate sanitary and washing facilities.
- toilet facilities for men and women.
- drinking water and cups.
- seating with an incorporated back rest.
- accommodation for keeping clothing clean and dry.
- facilities for changing, rest periods, hot drinks and meals preparation.
- appropriate first aid provision.
- appropriate emergency, fire and evacuation equipment and procedures.

We also recognise these responsibilities are required for any work / activities whether on a remote work site, at their usual workplace or designated foodbank premises.

Employees / volunteers are expected to:

- use the facilities provided.
- report any defects, concerns or observations to NFB management.

- *Workplace (Health, Safety And Welfare) Regulations 1992 (L24 / 2013)*

#### 4.15 Lifting Operations and Equipment

All reasonable steps will be taken to ensure lifting equipment and operations are suitably managed with regards to health and safety.

Lifting equipment is any equipment owned / leased and used by NFB for lifting or lowering loads (goods and people), including lifting accessories used for anchoring, fixing or supporting it.

##### NFB will:

- lifting equipment is suitable for the intended use with adequate strength, stability and examination scheme is drawn up by a competent person.
- lifting operations are properly planned by a competent person, appropriately supervised and carried out in a safe manner.
- suitable training, instruction and information is provided for operators and supervisors.
- lifting equipment is maintained in a safe condition and examined/inspected by competent persons (annually or 6 monthly if lifting people).
- inspection and maintenance records are retained for the life of the access equipment
- working load limit (WLL) and/or safe working load (SWL) is clearly displayed on all lifting equipment and accessories.

##### Employees / volunteers are expected to:

- use the equipment in the way it is intended to be used and as they have been instructed.
- not use defective equipment and report any hazards or faults to NFB management.

- *Lifting operations risk assessment + lift plan*
- *Equipment maintenance and Inspection records*
- *Lifting Operations and Lifting*
- *Equipment Regulations 1998 (L113 /2014)*

## 4.16 Lone Working

NFB will take all reasonable steps to secure the health and safety of employees / volunteers who work by themselves without close or direct supervision. Examples of NFB lone working includes those working in the storage facilities (container & warehouse) and delivery drivers.

### NFB will:

- ensure lone workers understand the risks and mitigating actions / precautions.
- ensure that the workplace does not present any special risks to the person working alone.
- consider the suitability of employees / volunteers to work by themselves e.g. type of task(s) being undertaken and fitness to work (medical condition).
- establish local procedures to ensure lone workers are - periodically visited; or checked to ensure they have arrived at an expected destination; or are in regular contact (e.g. mobile phone) with their manager / supervisor or with other people when working alone – emergency numbers are set in staff/volunteers phones to raise alarms should they be required.
- respond to a request for assistance, emergency or incident.
- ensure the lone workers have suitable experience and training for the task(s) involved.

### Employees / volunteers are expected to:

- understand the risks that affect them and not take unnecessary risks.
- follow safe work practices and procedures that have been put in place.
- have access to their manager / supervisor e.g. via mobile phone.
- know where the emergency equipment is located. (e.g. first aid box and fire extinguisher)
- raise any issues or concerns with their manager / supervisor.

**Note:** Work with power tools / machinery and work at height is prohibited when working alone.

- *Management of Health and Safety at Work Regulations 1999*
- *Approved Code of Practice & Guidance L21*
- *HSEx – Lone Working Guidance.*

## 4.17 Manual Handling

All reasonable steps will be taken by NFB to prevent injuries and long-term ill-health from manual handling operations.

### NFB will:

- assess all manual handling operations and determine the measures required to either eliminate the need to undertake manual handling operations and/or the precautions required to reduce the risk to an acceptable level.
- ensure that employees / volunteers are properly supervised and that they adhere to safe systems of work.
- provide appropriate information and training to employees / volunteers carrying out manual handling operations.
- monitor and review the health and safety arrangements for manual handling operations.
- where relevant, employees / volunteers undertaking manual handling activities are suitably screened for reasons of health and safety, before doing the work.

### Employees / volunteers are expected to:

- comply with the manual handling information and training provided by NFB.
- use the lifting equipment provided (trolleys, pallet lift, etc) in a safe manner.
- not lift any item that they do not feel confident about handling without risking personal injury.
- not use defective equipment and report any hazards or faults to NFB management.

- *Manual handling risk assessment*
- *Safety Focus – manual handling operations*
- *Manual Handling Operations Regulations 1992, (L23/2016)*

## 4.18 Visitors

In the interest of safety and security, NFB will take the necessary measures to protect visitors from any adverse events and incidents that may occur during their visit.

### NFB will:

- ensure that visitors are authorised to enter the premises. (have good reason to be on the premises).
- provide adequate information to ensure their safety including emergency information.
- require visitors to adhere to applicable health and safety instructions and where applicable sign the visitor book.
- ensure that adverse events and incidents involving visitors are reported through the incident reporting arrangements.

*Employees / volunteers are expected to:*

- restrict access to unauthorised visitors and report the unauthorised entry to their manager / supervisor for action.
- escort visitors to the assembly point in the event of the fire alarm sounding.

- *First aid arrangements*
- *Fire arrangements*
- *Visitor rules*
- *Contractors compliance checklist*
- *Information posters*

#### **4.19 Violence and Aggression**

NFB recognises that in certain situations violent behaviour towards employees / volunteers may occur and therefore will take all reasonable measures to protect staff from violence and aggression.

*We define violence and aggression as:*

- actual or threatened physical assaults on employees / volunteers.
- psychological abuse of employees / volunteers.
- verbal abuse which includes shouting, swearing, gestures and threats against employees / volunteers.

*NFB will:*

- carry out risk assessments of potential conflict situations to determine the precautions necessary to protect employees / volunteers.
- ensure that the premises are kept secure.
- inform all employees / volunteers of the procedure following a violent or aggressive behaviour incident.
- not tolerate violence or aggressive behaviour towards our employees / volunteers

- train our employees / volunteers who may be exposed to violence or aggressive behaviour situations.
- support the employees involved in any incident.
- support their decisions regarding the pressing of criminal charges.
- provide any counselling or post-incident assistance required by the employees / volunteers.
- keep records of all incidents of violence and aggression and review the control measures with a view to continual improvement in employee safety.

Employees / volunteers are expected to:

- treat visitors to NFB with respect.
  - report all incidents of violent and aggression behaviour to management.
- *NFB Incident report form / booklet*
  - *Health and Safety (First-Aid Regulations 1981) Amended in 2024.*

## 4.20 Work Equipment

All reasonable steps will be taken to ensure activities which involve the use of work equipment are suitably managed with regards to health and safety.

Work equipment is any machinery, appliance, apparatus, tool or installation provided for use at work.

NFB will:

- provide work equipment that is suitable for its intended the use.
- ensure that the activity is properly risk assessed, planned, appropriately supervised and carried out in a safe manner.
- take effective measures to prevent access to dangerous parts of equipment (machinery).
- shelving used for the storage of food will be securely fixed and marked and loaded with the safe working load.
- retain and make available the manufacturer's instructions for the equipment, where relevant.
- regularly inspect and maintain the equipment in accordance with the manufacturer's recommendations.
- retain inspection and maintenance records for the life of the equipment.
- provide adequate instruction, information and training to employees to enable work equipment to be used and maintained safely.

Employees / volunteers are expected to:

- use the equipment in the way it is intended to be used and as they have been instructed.
- not to use equipment they have not been trained to use.
- not use defective equipment and report any hazards or faults management.

- *Equipment risk assessment form*
- *Equipment inspection and maintenance record*
- *Provision and Use of Work Equipment Regulations 1998. (L22 /2014)*

#### 4.21 Work At Height

Loading or removing food from store shelving is the only activity routinely involving working at height. NFB will take all reasonable steps to provide a safe working environment for all employees / volunteers who may be affected by work at height activities.

NFB will:

- identify and risk assess all work activities that involve work at height.
- eliminate the need to undertake work at height whenever possible.
- limit the use of access equipment (step ladder; hop-up or kick-step) to short duration access / work only.
- regularly inspect and maintain the access equipment in accordance with the manufacturer's recommendations.
- retain inspection and maintenance records for the life of the access equipment.
- provide adequate instruction, information and training to employees to enable access equipment to be used safely.
- require contractors to provide, erect and use their own access equipment.

Employees / volunteers are expected to:

- use the access equipment / step ladders in the way it is intended to be used and as they have been instructed.
- not use defective access equipment (step ladders; hop up or kick step) and report any hazards or faults to management.

- *Access equipment / work at height risk assessment form*
- *Ladder inspection and maintenance record*
- *Contractors checklist*
- *Work at Height Regulations 2005*

## 4.22 Young People

Whilst precautions taken to protect the health and safety of the employees / volunteers as a whole will, in many cases, also protect young people, there are occasions when different and/or additional measures will be necessary due to their lack of experience, maturity, knowledge or absence of awareness of potential risks.

A young person is anyone under eighteen and a child is anyone who has not yet reached the official minimum school leaving age (MSLA).

Types of acceptable volunteering are:

- administrative tasks, including mails shots.
- helping parents at supermarket collection days, sorting food into boxes and handing out leaflets.
- food sorting, packing emergency food boxes or other tasks appropriate for young people volunteering for social work with the Duke of Edinburgh Award Scheme, Scout or Guide Movements, on work experience or part of another recognised school/social group.

NFB will:

- carry out risk assessments to cover the activities of young persons.
- implement the actions and precautions determined by the risk assessment.
- inform the young persons of any risks associated with their work and the precautions taken to protect them.
- provide a copy of the risk assessment to the parent / guardian of any young person below the school leaving age.
- provide additional appropriate information, instruction, supervision and training as determined by risk assessment.

- *Young person risk assessment*
- *Management of Health and Safety at Work Regulations 1999*
- *Approved Code of Practice & Guidance L21*



## Appendix A

### Risk Assessment

**Risk Assessment** involves identifying the hazards present in the workplace or arising out of any work activity and evaluating the extent of the risks involved to employees / volunteers and others, taking into account existing precautions and their effectiveness.

A **hazard** is something with a potential to cause harm and can include articles, substances, plant or machines, methods of work and the work environment.

**Risk** is the likelihood of harm from that hazard being realised. Risk increases with the number of people exposed to the hazard and also with the potential severity of the harm i.e. the resultant injury or ill health effect. If there are no hazards there are no risks.

### Carrying out risk assessments

It is important that the person(s) carrying out the risk assessment are competent. This means that the person must have the necessary skills and knowledge gained through experience and training and may have qualifications that enable them to make sound judgments.

#### Identify hazards

Look around the workplace / premises and think about what may cause harm.

- how people work and how equipment is used
- what chemicals and substances are used
- what safe or unsafe work practices exist
- the general state of the premises / workplace

Look back at the incident /accident and ill health records as these can help identify less obvious hazards. Take account of non-routine operations, such as maintenance and cleaning.

Think about hazards to health, such as manual handling, use of chemicals and causes of work-related stress. For each hazard, think about how employees / volunteers, contractors, visitors or members of the public might be harmed.

**Vulnerable workers** - Some employees / volunteers have particular requirements, for example: the young and/or elderly, new or expectant mothers and people with disabilities.

**Talk to / involve** - employees / volunteers as they will usually have good ideas.

#### Assess the risks

Once you have identified the hazards, decide how likely it is that someone could be harmed and how serious it could be. This is assessing the level of risk.

Decide:

- who might be harmed and how
- what you're already doing to control the risks
- what further action you need to take to control the risks
- who needs to carry out the action
- when the action is needed by

### Control the risks

Look at what you're already doing, and the controls you already have in place. Ask yourself:

- can I get rid of (eliminate) the hazard altogether?
- if not, how can I control the risks so that harm is unlikely?

If need further controls / precautions are required, consider:

- redesigning the activity / task.
- replacing the materials, equipment or process.
- organising your work to reduce exposure to the materials, equipment or process.
- identifying and implementing practical measures needed to work safely.
- providing personal protective equipment and making sure it is used.

### Record your findings

Record significant findings, including.

- the hazards. (things that may cause harm)
- who might be harmed and how.
- what you are doing to control the risks.
- To help you, we have a risk assessment template and examples. Do not rely purely on paperwork as your main priority should be to control the risks in practice.

### Review the controls

Review the controls put in place to make sure they are working. You should also review them if:

- they may no longer be effective.
- there are changes in the workplace / premises that could lead to new risks such as changes to:
  - a process or activity / task.
  - the substances or equipment used.

Also consider a review if employees / volunteers have spotted any problems or there have been any incidents or near miss events.

Update risk assessment records with any changes you make.

## Appendix B

### Contractors Checklist

All contractors must:

- take reasonable care of their own health, safety and security.
- take reasonable care of the safety of others affected by their actions.
- observe NFB safety requirements.
- submit their health and safety policy and relevant risk assessments to NFB for approval.
- comply with and accept our health and safety policy if they do not have one.
- conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others.
- dress appropriately and safely for their particular working environment or occupation.
- conduct themselves in an orderly manner in the workplace.
- use all safety equipment and protective clothing as directed.
- avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others.
- maintain all work equipment in good condition and report defects to their supervisor / employer.
- report any safety hazard or malfunction of any item of plant or work equipment to their supervisor / employer.
- report all incidents to their supervisor and NFB whether an injury is sustained or not.
- attend health and safety training / induction courses as requested by NFB.
- observe all laid down procedures for processes, materials and substances used.
- observe the fire evacuation procedure and the position of all fire equipment and fire exit routes.



## Appendix C

### Safety Co-ordination and Evacuation

#### Purpose & Role

The core purpose is to protect life and reduce risk by preventing fires where possible and helping people evacuate safely if one occurs

- NFB sessions – the session supervisor / lead volunteer will take responsibility for fire safety coordination and evacuation procedures as Fire Warden.
- Prow Park - the Office Manager will take responsibility for fire safety coordination and evacuation procedures as Fire Warden.

#### Key Responsibilities

##### Fire Prevention

- Ensure fire hazards are identified and reduced (e.g. blocked exits, faulty equipment)
- Check that fire safety equipment (extinguishers, alarms) is in place and accessible
- Promote good housekeeping and safe practices

##### Emergency Evacuation

- Guide people to the nearest safe exit during a fire alarm
- Help ensure evacuation procedures are followed calmly and quickly
- Assist vulnerable individuals if needed

##### Area Checks

- Sweep designated areas (if safe) to make sure everyone has left
- Close doors to help contain fire and smoke

##### Assembly Point Coordination

- Direct evacuees to the correct assembly point
- Help account for people and report missing individuals

##### Liaison with Emergency Services

- Provide information to the fire brigade (e.g. location of fire, missing persons, hazards)

**Fire Wardens must not put themselves at risk - their role is coordination and safety, not firefighting beyond basic extinguisher use if trained and safe.**