



# Health & Safety Policy

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## Health & Safety Statement of Intent

We will meet all the requirements set out in the corporate Health & Safety Policy and actively promote the safety and health of our school staff and students as an equal objective to our other school objectives.

We will adopt a planned and systematic approach to the local implementation of the corporate health & safety management standards through this statement of intent and we will:

- Ensure that health & safety is embedded into all our activities and that effective health & safety management systems, including a health & safety plan, are in place.
- Ensure that suitable risk assessments and controls are in place to minimise risk and to prevent accidents and cases of work-related ill health.
- Consult our employees on matters affecting their health & safety.
- Promote a positive health & safety culture where employees and their representatives are able to raise health & safety issues and are empowered to work safely.
- Provide information, instruction and supervision for employees to enable them to do their work safely.
- Ensure all employees are competent to do their tasks and are given adequate training.
- Provide and maintain safe plant & equipment and ensure that substances are handled and used safely.
- Provide an environment in which staff can work without fear of violence, intimidation or threats; and
- Regularly review our health & safety performance by monitoring and auditing.

We are committed to continuous improvement in health & safety and will develop policies, systems and procedures to achieve this aim. We are also committed to providing a safe and healthy environment for staff and pupils; this will be achieved by:

- Effective leadership by governors, the Head Teacher and senior staff.
- Participation of all employees; and
- Open and responsive communication.

The successful implementation of this policy requires total commitment at all levels. Every employee will be made aware of this statement; Hard copies will be available and electronic copies will be available on the intranet. It will be monitored and reviewed regularly and, if necessary, revised in the light of legal or organisational changes.

Signature(s)

Signature

Chairs of Governors

Head Teacher

Date

Date

## **Organisation/responsibilities**

This section of the Health & Safety Policy sets out lines of communication and how duties are delegated, and tasks allocated. It includes an outline of the roles of the Governors, Headteacher and Senior Leadership Team, along with more specialist roles such as Educational Visits Co-Ordinator and School Business, Finance & Operations Manager or Caretaker. It also details the role of our competent advisors - Walsall Council's health & safety team and Elite Safety in Education

In addition, it outlines the health & safety management system we have in place.

## **Responsibilities Governing**

### **Body**

The Governing Body will require paid officers within the school management structure to comply with the school's safety management system and be aware of their responsibilities.

Additionally, the Governing Body will:

- Show a commitment to health & safety within the school by signing the Health & Safety Statement of Intent
- Carry out health & safety self-audits (including scrutiny of policies, training records, risk assessments, etc) and walkabout inspections of the school.
- Monitor accident and aggressive incidents to identify issues/trends and put in place measures to reduce the number of incidents.

### **Head Teacher**

The Head Teacher will ensure that those duties detailed in the Health & Safety Duties and Responsibilities section of the corporate Health & Safety Policy are carried out and will ensure that relevant staff are made aware of the Council's Safety Management Standards (SMS) as appropriate.

Additionally, the Head Teacher will:

- Establish health & safety objectives and develop plans to achieve them.
- Ensure that appropriate resources are available to meet health & safety objectives.
- Ensure that detailed local arrangements and procedures to protect the health & safety of staff, pupils and others are in place.
- Ensure that suitable risk assessments and controls are in place.
- Promote a positive health & safety culture and lead by example.
- Ensure that there is effective health & safety communication and consultation with staff.
- Monitor and review health & safety performance.
- Monitor accident and aggressive incidents to identify issues/trends and put in place measures to reduce the number of incidents.
- Seek professional advice as necessary.

### **Deputy Head Teacher/Senior Leadership Team**

The Deputy Head Teachers and Senior Leadership Team will support the Head Teacher and carry out the duties detailed in the Health & Safety Duties and Responsibilities section of the corporate Health & Safety Policy.

Additionally, the Deputy Head Teacher/Senior Leadership Team will:

- Support the Head Teacher and carry out the duties detailed above in their absence.
- Develop and implement local arrangements and procedures to protect the health & safety of staff, pupils and others.
- Undertake risk assessments, as appropriate, and ensure that suitable controls are in place.
- Put forward suggestions to improve health & safety controls to the Head Teacher

## **Educational Visits Coordinator (EVC)**

Our trained Educational Visits Coordinator (EVC) will ensure that we follow Walsall Council's off-site activities guidance. Their responsibilities include:

- Supporting the Head Teacher and Governing Body with approval decisions for offsite visits
- Informing the Head Teacher and Governing Body of all non-routine visits
- Ensuring that staff involved in educational visits are aware of their responsibilities regarding offsite visits and have ready access to the guidance and school policy.
- Ensuring the competence of staff and volunteers to lead or otherwise supervise a visit.
- Ensuring that emergency arrangements are in place and emergency contacts are known for each visit.
- Ensuring that the Emergency Planning Unit at Walsall Council are informed of all residential or high-risk activities.

## **School Business, Finance & Operations Manager/Admin Staff**

The School Business, Finance & Operations Manager/Admin Staff will:

- Ensure that statutory testing of plant and equipment is carried out at the required intervals by competent contractors/persons.
- Ensure that the fire logbook is completed and kept up to date.
- Deal with contractors on a day-to-day basis
- Ensure that regular water temperature checks and other measures to control water safety are carried out.
- Ensure that regular visual checks of any asbestos containing materials are carried out.
- Ensure that funds are available to carry out any actions identified in the school's health & safety action plan.

## **Caretaker**

The Caretaker will:

- Ensure that the fire logbook is completed and kept up to date.
- Carry out daily site inspections.
- Deal with contractors on a day-to-day basis
- Ensure the building is secured at night.
- Ensure that regular visual checks of any asbestos containing materials are carried out.
- Ensure that regular water temperature checks and other measures to control water safety are carried out.
- Ensure that equipment is regularly inspected and maintained in safe working order and that any defective equipment is removed from use immediately.

## **All Employees**

All employees will ensure that they:

- Take reasonable care of themselves - this includes having a tidy and safe working area.
- Do not put their colleagues at risk.
- Co-operate with their manager on health & safety matters – including attending any health & safety training appropriate to their role.
- Follow/adhere to safe working procedures - including following risk assessments and using any safety equipment or personal protective equipment provided.
- Follow all verbal and written instructions they are given regarding safe working.
- Do not interfere with or misuse anything provided for health & safety purposes (guards on machines, signs on the wall, etc.); and
- Inform their manager about any health & safety problems or loss/damage to safety equipment.

In addition, they should:

- Report any accident, incident, or near miss to their manager immediately; and
- Not carry out any work unless they are competent to do so - this is particularly important when dealing with dangerous equipment or hazardous chemicals.

## **Organisation – Health & Safety Management System**

This section of the policy explains the school's health & safety management system.

### **Policy Development**

Walsall Council has a Health & Safety Policy and topic specific Safety Management Standards (SMS) that are kept under regular review. The school will ensure that we meet the requirements of the policy and standards as appropriate to the school.

In addition, we will keep our Health & Safety Policy including organisation/responsibilities and local arrangements under regular review to ensure they remain current and effective.

All local policies and procedures, and revisions to them, will be authorised by the Head Teacher and Governing Body and will be dated to help ensure effective document control. Outdated documents will be removed from general circulation.

### **Cooperation, Consultation and Communication**

We will consult with staff and appropriate trade unions representatives in the development and monitoring of our health & safety systems, policies, procedures and risk assessments.

Our policies, procedures and assessments will be made available to staff via the school's intranet and printed copy are also available. Staff will be made aware of any policy/assessment appropriate to their post.

Guidance for Walsall schools is also available on Walsall Link (previously The Staffroom) and council policies and SMSs are available on the council's intranet:  
<http://tinyurl.com/Walsall-HSandFire>.

### **Competent Advice**

Key health & safety competencies required within Elmwood School will be determined by use of a training matrix, provided by Walsall Council's health & safety team and adopted by the school. Staff will be trained in accordance with the matrix as appropriate.

In addition to competent, trained, school staff, we receive expert guidance and advice from Walsall Council's health & safety team.

We also use the services of Elite Safety in Education to provide documents, advice and assistance to our school.

### **Planning & Prioritising**

We will ensure that health & safety is embedded into all our activities and that effective health & safety management systems, including a health & safety and school improvement plan, are in place.

Planning will be carried out at regular intervals and will involve objective setting, identification of expected outcomes, allocation of resources and assignment of tasks.

We will ensure that suitable risk assessments and controls are in place to minimise risk and to prevent accidents and cases of work-related ill health.

### **Measuring Health & Safety Performance**

We will undertake a range of **active** and **reactive** monitoring of our health & safety performance.

**Active Monitoring** – will include regular inspections of the workplace/self-auditing by the Governors and Senior Leadership Team, and Elite Safety in Education to ensure our premises and systems of work are safe.

**Reactive Monitoring** – will include regular reviews of our accident, near misses, aggressive incidents and hazard reports by the Governors and Senior Leadership Team, to ensure appropriate remedial action is taken to help prevent recurrence.

### **Auditing/Inspecting Health & Safety Performance**

As part of our active monitoring, we will carry out regular health & safety inspections/self audits in accordance with our school improvement plan.

External audits of our health & safety management systems will also be carried out periodically by Walsall Council's health & safety team and Elite Safety in Education.

### **Reviewing Health & Safety Performance**

Our health & safety performance, including progress on our school improvement plan, active and reactive monitoring outcomes and any policy or procedure reviews will be evaluated quarterly by our Senior Leadership Team and Governing Body

Our school performance, including audit, training and accident/aggressive incident data will also form part of regular aggregated reports, covering all Walsall schools, produced by the council's health & safety team.

## **Local Arrangements**

### **Accidents and Aggressive Incidents**

- All staff are made aware of the need to report and record all accidents and aggressive incidents as part of their induction.
- Any incident subject to RIDDOR (The Reporting of Injuries, Disease and Dangerous Occurrences Regulations 2013) i.e. fatality, specified (previously major) injury, over-seven-day injury, hospitalised public and specified diseases/dangerous occurrences will be reported to HSE's Incident Contact Centre without delay. The Head Teacher is responsible for reporting all incidents subject to RIDDOR.
- Other, non-RIDDOR, incidents will also be recorded locally.
- All incidents will receive an appropriate level of investigation by staff who have attended accident reporting and investigation training.
- Serious incidents will be investigated by the Head Teacher or their nominee.
- The level of investigation and support input will be in accordance with the "Incident Investigation Responsibilities" matrix produced by Walsall Council.
- The school follow Walsall Council's accidents/aggressive incidents guidance and send copies of any incident forms (excluding "rough and tumble" incidents) to the health & safety team at the council.
- Accident and aggressive incidents will be monitored and reported to the Governing Body each term in order to identify issues/trends and put in place measures to reduce the number of incidents.
- Additional advice and guidance regarding what is reportable under RIDDOR, along with support in investigating serious incidents is available from Walsall Council's health & safety team and Elite Safety in Education if required.

### **Asbestos Management**

- An Asbestos Management Survey has been carried out by a competent, asbestos surveyor and an asbestos register is in place and is held in the school office showing the location of known asbestos containing materials (ACMs). Areas that were not surveyed

are presumed to contain ACMs and managed accordingly.

- The survey/register is reviewed regularly to ensure that it has been kept up to date (e.g. when ACMs have been removed).
- A risk assessment has been carried out and an Asbestos Management Plan has been produced. ACMs in poor condition will be removed; those in good repair will be left in place and monitored for damage/deterioration by suitably trained staff. All monitoring is recorded.
- Any removal of, or work on, ACMs is carried out by licensed asbestos removal contractors, unless the work is low risk work and covered by exceptions.
- When ACMs are removed, our asbestos register is updated, and evidence of air testing is kept to show that the area was safe for reoccupation.
- Our Head Teacher has been nominated to manage any ACMs on site and has attended asbestos awareness training. Other staff who deal with ACMs or who may accidentally come into contact with them will also receive training.
- Before contractors are allowed to work on our buildings, they are made aware of any ACMs they could potentially disturb and the precautions they should follow. All liaison/sharing of information is via the Head Teacher.
- A refurbishment/demolition survey will be carried out prior to any major work, e.g. extensive refurbishment or demolition, to identify any hidden or inaccessible ACMs.
- If ACMs are accidentally damaged, we will: evacuate the area immediately; arrange for an air test to determine the level of asbestos contamination; ensure a licensed contractor carries out a thorough environmental clean of the area and removes or seals the damaged ACMs as appropriate; and arrange for further air tests after cleaning to prove the area is safe for reoccupation.

### **Control of Contractors**

- We will ensure that any work done on our behalf by contractors is safe and does not put the health & safety of our staff or others using our premises at risk. We will also ensure that we inform contractors of any issues on site that might affect their health & safety.
- Where work is commissioned via Property Services or Property Services Contractor, they will undertake health & safety checks on the contractors and monitor their performance, including supervision arrangements, on site.
- Where we commission work ourselves, we will ensure that appropriate health & safety checks on the contractors take place. This includes checks on policies, method statements and monitoring of performance, including supervision arrangements, on site.
- For projects that last more than 30 days or involve 500 person days of construction work, we will ensure that a CDM co-ordinator is appointed to advise us on health & safety issues during the design and planning phases of construction work.
- Before contractors are allowed to start on site, they must submit risk assessments and method statements for all works they will carry out. The school will carry out its own risk assessment based on the information provided.
- A Contractor Job Registration Form describing the work; materials, equipment, and services to be used; hazardous operations involved; hazards on site; and general arrangements will be completed for all works carried out by contractors.
- High risk activities (e.g. hot work, work at heights) will be subject to a permit to work procedure.
- Contractors will be shown the Asbestos Register, if appropriate.
- Contractor must ensure that they share all relevant information with any sub-



contractors they use.

- Regular site meetings will be held for larger projects.

### **Control of Substances Hazardous to Health (COSHH)**

- Wherever possible, we will use non-hazardous products in school.
- All hazardous substances used in the school will have a COSHH assessment undertaken before they are brought into use.
- An audit will be carried out and an inventory kept to ensure that all hazardous substances used in the school have appropriate assessments that are reviewed regularly.
- All hazardous substances will be stored appropriately and securely when not in use.
- Staff will be informed how to use products safely and will receive training if appropriate.
- Appropriate personal protective equipment (PPE) will be provided and if the assessment indicates PPE is required, staff must use it.
- Hazardous substances used in science and design & technology are covered by assessments and model procedures provided by CLEAPSS
- Hazardous substances used by the cleaners will have assessments undertaken and will make the assessments available to the school.

### **Display Screen Equipment (DSE)**

- A DSE assessment will be carried out for all staff who use DSE (such as desktop computers and laptops), using DSE Self Assessment pro forma.
- The assessment will help determine if the person is classed as a 'user' as defined by the regulations; 'users' are entitled to assistance with eye and eyesight tests and with the purchase of any spectacles required for use with DSE.
- Any problems highlighted by the assessments or eyesight tests should be brought to the attention of the user's line manager so that suitable control measures can be put in place.

### **Emergency Planning and Business Continuity**

- The school will adapt and adopt Walsall Council's model Emergency and Business Continuity plans.
- Key management staff at the school will attend "Managing Emergencies" training provided by the Walsall Council's Resilience Unit (Emergency Planning). Key staff include: The Head Teacher.
- Regular exercises will take place to ensure that details, including contact names and numbers, within the plans are kept up-to-date.

### **Fire & Evacuation Procedures**

- The school will ensure that a fire risk assessment is carried out on our premises by a suitably trained competent person. We currently use Walsall Council's Fire Safety Advisers.
- The assessment is located in the school office and formally reviewed every 2 years by a competent person and annually by the school.
- Any actions identified by the fire risk assessment will be addressed by an appropriate Action Plan.
- Personal emergency evacuation plans (PEEPs) will be carried out for any staff or pupils requiring one due to disability or ill health.
- In the event of a bomb threat follow the evacuation procedures for fire.
- Fire fighting equipment, fire alarms systems, emergency lighting and fire notices will be provided in accordance with the fire risk assessments.
- All checks identified by the fire risk assessment will be recorded in a Fire Log Book. In particular, there will be a weekly test of the fire alarm system and all firefighting

equipment will be checked annually by a competent person.

- A Fire Evacuation Plan will be produced, and appropriate staff will be appointed and suitably briefed to act as fire marshals.
- Fire safety drills will take place at least once per term.
- All staff receive an annual fire safety briefing; new staff must be briefed as part of their induction process
- Pupils will be briefed on the evacuation procedure at the start of the school year.
- Contractors will be given information on what to do in case of fire and staff will assist visitors to exit our premises should an emergency arise.

### **First Aid and Supporting Pupils with Medical Conditions**

- We will complete a risk assessment to determine our first aid requirements (training and equipment). Assessments will be reviewed regularly and following any serious incident.
- We will have an appropriate number of first aiders
- Assessments will ensure that we have enough trained staff available to cover offsite visits and other activities.
- Sufficient funds will be allocated to fund first aid training and any equipment required.
- A nominated person will ensure that all first aiders are suitably trained and that their certification is up to date.
- First aiders will attend initial and refresher first aid training as required.
- First aider will complete relevant documentation (e.g. incident report form, first aid record) following any first aid treatment given.
- A nominated person will ensure that the first aid boxes are appropriately stocked (as per the contents list in the box) and that the contents are in date. They will also ensure that the boxes are stored appropriately.
- Appropriate signs will be prominently displayed around the school giving details of first aiders and the location of first aid boxes.
- All staff will make themselves familiar with details of their nearest first aider(s) and the location of first aid boxes. They must also be aware of emergency procedures and the requirement to report all incidents.
- We will follow the Department for Education statutory guidance “Supporting pupils at school with medical conditions” and produce an appropriate policy.

### **ICE Procedures (In Case of Emergency)**

- Appropriate signs will be prominently displayed around the building, giving details of procedures and a photograph of the safest place to hide in the area;
- On hearing the security announcement, staff and pupils will (code word is currently “BANANA”):
  - *Lock doors and windows*
  - *Close blinds*
  - *Turn off lights (if possible)*
  - *Mute any audio devices*
  - *Hide in area shown in photograph*
  - *Do not use walkie-talkies*
  - *Do not use telephones*
  - *Remain calm and keep quiet*
  - *Stay hidden until you hear a member of the SLT announce the code word*
- Annual practice runs are carried out in the Autumn Term (so that new pupils/staff are made aware of the procedures)

### **Legionella (water safety)**

- A Legionella risk assessment has been carried out by a competent, suitably qualified contractor and will be reviewed regularly.
- Any remedial work identified by the risk assessments will be addressed.
- We have a written scheme to manage the risk from Legionella which includes the following controls:
  - Weekly flushing of little used outlets by the Caretaker.
  - Monthly temperature checks by the Contractor.
  - Annual water sampling by a competent Contractor
  - Annual service of any thermostatic mixer valves (TMVs) fitted to control scald risk.
- Appropriate staff will receive awareness training.

### **Manual Handling**

- Wherever reasonably practicable, we will avoid the need for hazardous manual handling activities.
- Where hazardous manual handling tasks can't be avoided, we will undertake an assessment of the risk of injury.
- Controls will be put in place to reduce the risk of injury so far as is reasonably practicable.
- Handling equipment, such as trolleys and pallet/sack trucks, will be made available.
- All staff will receive manual handling awareness training.
- Staff who are required to undertake hazardous manual handling tasks will receive appropriate training.
- Staff involved in moving and handling of pupils will receive specialist training.

### **Occupational Health and Work Related Stress**

- The council's Employment Assistance Programme and occupational health team. Details of these services are available on site.
- Referrals to occupational health regarding stress issues should be made as soon as possible by the employee's line manager.
- We will monitor for signs of stress (e.g. increased absenteeism) and a confidential survey of staff, using HSE's 'Indicator Tool', will be carried out regularly to help identify any work related stress issues. An action plan will be drawn up to address any issues highlighted by the survey.
- A number of initiatives are in place to address work related stress; The Head Teacher and deputy have an open door policy to discuss any issues (including home life) with staff.
- Mentoring of new staff to ensure a smooth transition into their post.
- Regular staff meetings (morning and afternoon)
- Opportunity to access confidential counselling service

### **Off-Site Visits**

- The school will adopt Walsall Council's off-site activities guidance and will follow the procedures that form part of it.
- The school has a trained Educational Visits Coordinator (EVC) who will check all trips are conforming to the guidance and standards.
- Pre-site visits will be carried out whenever possible.
- The school will ensure that Walsall Council's Resilience Unit (Emergency Planning) is made aware of any high risk activities that are undertaken.

See the separate Walsall Council Educational Visits Policy adopted by the school.

### **Premises, Plant and Equipment – Maintenance, Servicing and Inspection**

- All our plant and equipment is inspected and tested in accordance with statutory requirements and/or manufacturer's recommendations as appropriate.
- Where Walsall Council's Safety Management Standards (SMS) are more prescriptive, the school will ensure that inspection and testing take place in line with those requirements e.g. portable appliance (PAT) testing will be carried out annually or more frequently, if the equipment suffers a lot of wear and tear, by a suitably trained person.
- Any statutory or other testing required during the year is included in the school's health & safety action plan.
- Only competent persons/contractors (e.g. Gas Safe Registered for gas appliances) will be employed to carry out inspections/servicing of our plant and equipment.
- All inspections/tests are recorded, and inspection certificates retained.
- We use a spreadsheet as a checklist/aide memoire to ensure that all necessary maintenance and formal inspections are taking place and that accurate records are being kept and are readily available. The School Business, Finance & Operations Manager/Admin Staff or the Caretaker checks the spreadsheet at regular intervals to ensure that appropriate testing is carried out.
- We have a formal defect reporting procedure for staff to report defects with premises, plant or equipment. All defects/faults should be reported to the Caretaker using the logbook. The Caretaker will ensure that the fault is rectified, using approved contractors if necessary.

### **Risk Assessment**

- Risk assessments will be carried out to identify hazards in the workplace, evaluate the risks arising from those hazards and ensure that adequate precautions are in place to minimise the risk.
- Line managers will ensure that job and task specific risk assessments are in place for existing work and will also ensure that assessments are carried out before introducing new methods of work. Staff will be made aware of any assessments that affect them.
- Assessments will be reviewed regularly, especially following changes in methods of work; before introducing new equipment; and following any accidents or other serious incidents. As a minimum, assessments will be reviewed every two years.

### **School Security**

- The school has palisade fencing, CCTV (to some external areas) and aggressive planting around the perimeter to deter trespassers and unwanted visitors. A contractor will carry out regular grounds maintenance to control the risk from overhanging branches, etc., that may compromise security.
- All external doors are code/key/electronically controlled.
- All visitors and contractors must press intercom button and the door will be automatically opened by the office staff once it has been established who the person or company is.
- School staff are issued with a padlock key and security fob for entry into the school grounds.
- All visitors arriving at the school must sign in using the visitors' book and given a visitors' badge.
- DBS checks are carried out for all visitors/contractors who regularly come on to our premises and may have contact with pupils.

## **Slips & Trips**

- Risk assessments have been undertaken to help prevent slips and trips in the school, these include controls to help reduce water and other contaminants being brought into our buildings on people's shoes and measures to effectively clean any material that gets onto our floors. They also include an assessment of floor surfacing in high-risk areas such as kitchens.
- Staff will clean any spillages when they occur or use hazard warning cones until such time as the spillage can be cleaned up. No floors will be left in a wet condition (including after cleaning).
- Good housekeeping is practiced by all staff and designated walkways are kept free of obstacles (e.g. trailing wires).

## **Training**

- We will ensure that all staff, including temporary and agency staff, are competent and are given appropriate health & safety training to undertake their role safely and carry out duties assigned to them (e.g. risk assessments).
- All staff will receive a health & safety induction when they first start working at the school.
- Key health & safety competencies required within the school will be determined by use of a training matrix, provided by Walsall Council's health & safety team and adopted by the school. Staff will be trained in accordance with the matrix as appropriate.

## **Vehicle Movements on Site**

- We will carry out a risk assessment of vehicle movements on site and the vehicle/pedestrian interface. Assessments will also cover school events and maintenance activities where vehicles may need to access vehicle restricted areas.
- Wherever practicable, there will be separate pedestrian and vehicle access on to site
- Designated pathways will be provided where required to protect pedestrians from vehicle movements.
- Speed limit signs, limiting speed to 5mph or less, will be displayed on site. Speed restrictors (speed bumps) have been installed, to slow down vehicles on site.
- Designated parking bays have been identified.

## **Violence and Aggression/Lone Working**

- We will ensure that risk assessments and suitable controls are in place to cover lone working or any circumstances where staff may be subject to aggressive incidents.
- A copy of the council's violence and aggression poster will be prominently displayed in reception stating that we will not tolerate violence and aggression towards staff.
- New employees will be made aware of the school's lone working arrangements during their induction.
- Appropriate front line staff will receive conflict resolution training.
- Where appropriate, staff will receive positive handling, "Team Teach" intervention training.
- We have a separate Behaviour Policy on dealing with situations where intervention is required to prevent a child from hurting themselves, others or damaging property.
- All incidents of violence and aggression to staff will be reported (see Accidents and aggressive incidents, above) and investigated by managers so that suitable controls can be put in place to minimise the risk of recurrence. If appropriate, incidents will be reported to the police.

## **Work at Heights**

- A risk assessment will be carried out for any work at heights. Appropriate access equipment will be provided and properly maintained. Where appropriate, staff will be trained in safe work at height and safe use of access equipment.