Middlewich & District Foodbank - Health and Safety Policy

Part 1: Statement of Intent

Middlewich and District Foodbank recognise that good health and safety management supports the delivery of services and projects in all locations where it operates. Middlewich and District Foodbank is committed to ensuring so far as reasonably practicable, the health, safety and welfare of employees, temporary workers, volunteers, contractors (collectively called Representatives) and members of the public who may be affected by our activities. Middlewich and District Foodbank declares its intention to satisfy the requirements of the Health and Safety at Work etc. Act 1974 and all other relevant legislation or Regulations.

Middlewich and District Foodbank will:

1. Comply with all relevant statutory requirements for health, safety and welfare.
2. Consult with Representatives at all levels in order to improve the health and safety culture across all areas of the organisation.
3. Ensure that all Representatives have access to and are aware of the Health and Safety Policy, procedures and guidance.
4. Undertake risk assessments that are suitable and sufficient for work activities and implement appropriate risk control measures.
5. Provide and maintain a safe place of work, including safe access to and egress from, for Representatives and members of the public visiting Our premises or accessing our services.
6. Implement safe systems and processes for all activities conducted.
7. Provide information, instruction, training and supervision of Representatives in matters of health and safety.
8. Provide Personal Protective Equipment (PPE) where required and maintain safe equipment.
9. Ensure safe use, handling, storage and transport of articles and substances used or associated in the provision of Middlewich and District Foodbank services or activities.
10. Implement a procedure for the recording, reporting and investigating of accidents, incidents, near misses and instances of ill health to determine if such are the result of Middlewich and District Foodbank's activities.
11. Provide regular report on Middlewich and District Foodbank health and safety performance to the Trustees and ensure the report contains proposals for the continual improvement of health and safety management as appropriate.
12. Review this Health and Safety Policy together with the Operational Procedures annually or earlier when there change to the operational environment.

Part 2: Responsibilities for Health and Safety

The responsibility for the management of health and safety within Middlewich and District Foodbank is set out in the following table:

Responsible Person(s)	Responsibilities
Trustees John Duley John.duley@btinternet.com	The Trustees have personal responsibility for the health, safety and welfare of all those acting under their direction or control including visitors at all sites where the charity operates. The Trustees are also responsible for directing the preparation and review of health and safety policy.
Fire Warden(s) Foodbank Manager manager@middlewichdistrict.foodbank.org.uk	The person(s) responsible for fire safety in the premises being used by the foodbank. Their responsibilities (as defined by HSE) are as follows: • carry out a fire risk assessment of the premises and review it regularly • tell Representatives about the risks you've identified • put in place, and maintain, appropriate fire safety measures • plan for an emergency • provide staff information, fire safety instruction and training
Health and Safety Advisor John Duley John.duley@btinternet.com	The identification of risks and completion of risk assessments, preparation of operational procedures, development of safe working practices, the provision of health and safety information and training.
Project Manager Foodbank Manager manager@middlewichdistrict.foodbank.org.uk	Daily supervision of safe working, carrying out risk assessments and developing safe procedures, and the reporting of incidents.
First Aider(s) Nicky Colclough manager@middlewichdistrict.foodbank.org.uk	Specific responsibilities are covered in Arrangements for Health and Safety, Risk Assessments (including mitigations) and the Operational Procedures (refer to Appendix A).

Representatives (including staff and volunteers)	Representatives have a duty to take reasonable care for their own safety and that of others who may be affected by their actions or omissions. All are to be familiar with the provisions dealing with emergencies, fire precautions, first aid, evacuation and safe working. They have a duty to comply with the foodbank health and safety policy statement and operational procedures, and not to misuse or recklessly interfere with anything provided. Failure to do so may result in disciplinary action, if an employee including dismissal where appropriate or will be asked to leave the role if a volunteer. They are required to report anything they suspect may represent a safety hazard to the Foodbank Manager Those with disabilities or conditions, whether permanent or temporary, which they suspect may represent a potential risk should inform the Foodbank Manager so that safe procedures can be put in place by the Health and Safety Advisor in a timely manner.
Trustees, Employees and Volunteers	The responsibility for visitors (including members of the public/clients/contractors) rests with the person that invited them, and they should be escorted whenever practical and reasonable. Visitors should be given such fire, evacuation and safety information, instruction or training as may be necessary or appropriate. Visitors also have a duty to comply with the foodbank health and safety policy and procedures, and not to misuse or recklessly interfere with anything provided. There should be a record of visitors to the foodbank building or premises so they can be accounted for in case of fire, which can be found at entrance to Warehouse

Part 3: Arrangements for Health and Safety

Risk Assessment

The foodbank has carried out risk assessments of the hazards identified in foodbank premises and at foodbank activities carried out elsewhere and has put in place procedures to reduce the risk to a reasonable level. Any new activity or change in procedure or environment which is likely to present a hazard should be reported to the Foodbank Manger immediately.

The risk assessments are supported by Operational Procedures in Appendix A which are a set of are a set of standardised actions.

Training

Initial health and safety training covering fire, evacuation, and other key safety procedures including first aid for all Representatives is to be carried out during induction by the Foodbank Manager and signed off.

Work process and related equipment training is to be carried out by the Foodbank Manager and recorded where appropriate.

Induction and training records are to be kept centrally by Foodbank. This training will be marked down and recorded so refresher sessions can be offered at the appropriate time.

All staff and volunteers are to receive instruction before using any equipment provided by the foodbank, using Manufacturer's instructions where appropriate.

If, subsequently, they are in any doubt about their familiarity with the equipment or its safe use they have a duty not to use the equipment until they are satisfied, they can use it safely.

Information

Health and safety information is readily available from a wide range of sources, particularly the Health and Safety Executive website and from local health authorities. General health and safety materials are available from the Foodbank Manager , and posters or leaflets specific to issues that are considered a risk by the foodbank are prominently displayed in work areas and used in health and safety instruction or training.

The charity Health and Safety Document Register is stored in the following location: ***Policy File.***

Consultation

The Trustees/Health and Safety Advisor/Foodbank Manage will consult with the Representatives on Health and Safety matters. Representatives are encouraged to constantly challenge health and safety policies, risk assessments and operational procedures to build a health and safety culture and ensure continual improvement in the prevention of ill health and injury in the course of their duties.

Reporting of Accidents, Near Misses or Serious Incidents

All accidents or near misses are to be reported to the Foodbank for investigation which may involve the Health and Safety Advisor. The Foodbank Manager when required by law, will report accidents or ill health at work. (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013)

https://www.hse.gov.uk/riddor/

In general, every incident which results in, or could have resulted in the death, serious injury or injury over 7-days (including that caused by violence) must be reported to the HSE within 10 days or 15 days if a 7-day reportable injury. Injury to members of the public must be reported if they travel from the scene of the incident to hospital and receive treatment.

All accidents, incidents and near misses should be entered in the accident book.

Evacuation

Refer to the Operational Procedures in Appendix A.

Appendix A - Operational Procedures

These safety procedures have been compiled following risk assessments of likely hazards arising from the building, environment and activities carried out by the foodbank. When new processes, activities or changes occur, additional assessments should be made, and these procedures amended in a timely manner.

P1: Emergency First Aid

It is the responsibility of the First Aider(s) to maintain adequately stocked first aid boxes. These are located in: Warehouse Office, near fire door. All personnel are to familiarise themselves as to their location and the list of First Aid qualified personnel.

The Health and Safety Advisor/Foodbank Manager will arrange for a first aid risk assessment to be carried out and based on this assessment, training for a number of personnel to provide adequate cover for the building. A published list of qualified personnel and their location will be placed at reception.

In the event of an incident requiring first aid the person first on the scene should:

- Call for help
- Assist the first aid qualified person/person in charge of first aid arrangement as required.
- Call for an ambulance as necessary
- Report to the Foodbank Manager
- The first person providing first aid should:
  - Carry out first aid until help arrives
  - Advise ambulance staff what happened and what treatment was given.

The Foodbank Manager should record the incident in the accident book. Report the accident in accordance with RIDDOR and make a report to the Trustees and Health and Safety Advisor, if appropriate.

P2: Clothing and Personal Protective Equipment (PPE)

The foodbank will provide Representatives with all clothing and Personal Protective Equipment (PPE) necessary for them to carry out their role. Representatives are to use the clothing and PPE provided and report any deficiencies promptly to the Foodbank Manager Provision and use of equipment (other than PPE) provided by the foodbank is covered by Procedure P15.

P3: Working Environment (including buildings)

General

The foodbank will ensure that workplaces are:

- Ventilated;
- Kept at a suitable temperature;
- Adequately lit;
- Clean and free from waste materials;
- Safe and that suitable and sufficient welfare facilities are provided.

Fire Safety

The foodbank has carried out a full check of the buildings occupied and ensured that they are compliant with current fire safety requirements (Fire Precautions Workplace Regulations). Fire safety and evacuation procedures must be rigorously implemented with particular attention to the prevention of fire and the provision of safe evacuation routes which must be kept clear at all times.

The foodbank has carried out a fire safety risk assessment and undertakes to keep it up to date.

Evacuation plans will take into account those that are handicapped or have limited mobility and may take longer to get out of the building.

Slips and Trips

The foodbank is aware that most trips are caused by obstructions in walkways. The rest are caused by uneven surfaces. The foodbank therefore undertakes to keep walkways clear and maintain surfaces trafficked by pedestrians to mitigate the risk.

Statutory Checks

The Foodbank will work with the owner(s) / landlord(s) to ensure that appropriate statutory checks have and continue to be undertaken regarding such items listed below in all buildings occupied:

- Legionella testing of the water systems
- Asbestos register and management system
- Electrical wiring inspections (carried out every 5 years)
- Lightning protection
- Water Heater.

Corridors and working spaces must be kept clear of rubbish, equipment, cables or any other item that might constrain evacuation routes or present a tripping or other hazard.

Construction Work

Where construction work of any type is to be undertaken on the property then the foodbank should refer to the Construction (Design and Management) Regulations as to what their duties are regarding the construction, cleaning and maintaining the building or work with owner/landlord to ensure duties are followed: HSE Summary of duties under Construction (Design and Management) Regulations 2015 (CDM 2015) and HSE Commercial clients: roles and responsibilities

P4: Display Screen Equipment (DSE)

The foodbank will protect those Representatives who use Display Screen Equipment (DSE) daily, for continuous periods of an hour or more in accordance with The Health and Safety (Display Screen Equipment) Regulations. In order to do this, the foodbank will follow the Health and Safety Executive (HSE) Guidance for Employers Working safely with display screen equipment including:

- Carrying out a DSE workstation assessment;
- Reducing risks, making sure Representatives take a break from DSE work and do something different;
- Providing an eye test if a Representative asks for one;
- Providing training and information for Representatives.

This procedure applies to mobile Representatives and those working at a fixed workstation, at home, or hot-desking.

P5: Access for People with Disabilities

The foodbank, in conjunction with the building owners should provide access to (and evacuation from) the building for those with disabilities. Disabled toilets for wheelchair users and others with restricted capabilities should be provided where appropriate, reasonable and if possible, within the building premises. Representatives with specific disabilities requiring special support will be individually assessed and appropriate reasonable provision made.

P6: Lone Working

- Representatives should not be left working alone. Where this is unavoidable the following procedures should be employed:
- Have a personal safety policy in place
- Another member of Representative or Trustee must be available on the phone and informed who is working alone, and how long they will be working alone.
- The person working alone must have a phone to hand, remain behind locked doors and not allow anyone unknown to them personally to enter the building.
- When they leave, or at the planned leaving time, contact the Representative or Trustee to confirm they have left and have an escalation plan in place if the person working alone does not make contact at the appropriate time.
- If there is any risk of danger, phone the police and then advise your colleague.
- Where there are 2 people working in widely separated parts of the building, keep in regular contact.

P7: Violent and Aggressive Behaviour

Health and Safety Executive (HSE) Guidance defines work-related violence as 'Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.'

The foodbank follows the HSE Guidance for Employers Violence and aggression at work - Overview - HSE including:

- Assessing the risks
- Control measures to prevent violence
- Reporting and learning from incidents.

Where necessary Representatives are trained how to deal with aggressive and abusive behaviour.

P8: Working with Children, Young People Under 18 and Adults with Care and Support Needs

Reference should also be made to the Safeguarding Policy. *MDF-Safeguarding-Policy-and-Procedures-December-2024-update.pdf*

Every effort should be made that vulnerable people are not placed at risk or pose a risk to others. Supported Representatives must never be left to work alone, but properly supervised at all times. Wherever possible, vulnerable staff are not to be left alone with one other person for protracted periods of time.

Representatives are only permitted to bring their children to work in exceptional circumstances. In this case they are required to supervise them personally at all times and ensure that their behaviour does not put themselves or others at risk.

Children and young people may only volunteer for specific activities in support of the foodbank appropriate to their age and experience whilst supervised by an appropriate adult or foodbank staff (with the agreement of parents or guardians).

A record is to be kept of their attendance and activity, who is supervising them, and whether appropriate training was carried out. A child should never be left alone with an adult without the specific agreement of the appropriate adult. All individuals working directly and unsupervised with children must be DBS checked.

The types of acceptable volunteering are:

- Simple administrative tasks including sending letters and filing etc.
- Helping the appropriate adult on 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 or other recognised school/social groups.

P9: New and Expectant Mothers

The foodbank is to comply with current regulations in respect of new or expectant mothers, providing maternity leave, conditions of work, and work procedures that are both reasonable and practical for the health and safety of mother and child. In particular:

- An individual risk assessment is to be carried out and procedures or work patterns or hours reasonably adjusted to provide for safe working.
- Lifting food boxes or other heavy items by new or expectant mothers is prohibited.
- The risk assessments already in place should take into consideration those that are new or expectant mothers, and they should be reviewed if a staff member or volunteer informs the foodbank that they are pregnant.

P10: Waste Disposal

All waste is to be disposed of in appropriate containers (cardboard, paper, cloth, food and rubbish). Cardboard, paper, and general rubbish is to be bagged and disposed of weekly through the council services.

Food waste must be disposed of into containers that can be sealed shut, are made of appropriately robust material, are kept in good condition, and are easy to clean and disinfect. Final disposal of food waste must be in accordance with local authority rules.

P11: Smoking (including vaping)

The foodbank operates a No Smoking policy throughout the premises. Proper receptacles for the disposal of cigarettes are to be placed outside the outside doors and regularly emptied.

P12: Alcohol or Substance Abuse

Alcohol, drugs and certain other substances (including medication) may have a detrimental effect on an individual's health and safety at work and may place other employees at risk. Representatives must NOT consume such substances whilst at work or beforehand if the effects may have a detrimental effect on them at work.

If you have been prescribed medication which has a detrimental effect on you, you must discuss this with your Foodbank Manager so a decision can be made whether you may attend work, and what work you can safely carry out.

Employees who know they have an alcohol, drug or related problem should voluntarily seek help, diagnosis and treatment. They may discuss their problem in confidence with the Foodbank Manager who can advise on where to get help.

National organisations which can help are:

- Alcoholics Anonymous - 0845 769 7555
- Narcotics Anonymous - 0300 999 1212
- We are with you – with you local service finder
- Local GP.

P13: Work-related Stress

Although some stress at work may be unavoidable, the foodbank will take all reasonable measures to prevent all work or task related psychiatric illness or stress.

Representatives are encouraged to be open about issues relating to stress so that the foodbank can take steps to reduce the risk of stress related illness, by, for example, adjusting certain conditions or workload or task load, and ensuring that all staff and volunteers receive support in the where necessary.

The Health and Safety Executive (HSE) webpage Stress and mental health at work should be consulted for further information.

P14: Violence, Harassment and Bullying

All reasonable security precautions have been and will continue to be taken to prevent the risk of violence against foodbank Representatives. The foodbank welcomes suggestions to improve security and protection and will implement these where reasonable and practicable.

The foodbank does not accept violence, bullying or harassment of its representatives under any circumstance. Disciplinary action, for employees, will be taken against any representatives responsible for such acts. Volunteers will be asked to leave the foodbank. Anyone subjected to this is encouraged to report it to the Foodbank Manager at the earliest opportunity.

All complaints will be taken seriously, and the foodbank will investigate these matters fully, promptly and objectively in accordance with the foodbank Complaints Policy. *Complaints Procedure | Middlewich & District Foodbank* Disciplinary action for employees, including immediate dismissal, shall be taken against offending representatives if merited and volunteers will be removed from their role. As far as is reasonably practical, the nature of complaint and identities of those involved will be kept confidential.

The Health and Safety Executive (HSE) webpage Violence and aggression at work should be consulted for further information.

P15: Equipment

The foodbank will provide all equipment necessary for staff and volunteers to carry out the tasks given to them. No private equipment may be brought in and used without the express permission of the Foodbank Manager, who will then ensure the equipment is safe to use and people are trained properly in its use.

All equipment held by the foodbank (including shelving and mobile step ladders) will be registered or logged, maintained in a safe condition and in good repair. Where applicable, equipment is to be regularly checked for safety in accordance with current regulations, and records kept.

Staff and volunteers are not to use equipment they have not been trained to use. Equipment is to be used only for its due purpose and used correctly. Careless or incorrect use can result in personal injury and/or damage to the equipment.

Representatives are required to report any defects in the equipment, safety device or protective equipment they are issued with to their Foodbank Manager and not to use any defective equipment. They will also put notices

on faulty equipment to state that it should not be used, or the notice removed. Once the defects have been reported, Foodbank Manager will enact the changes to repair or replace faulty equipment.

P16: Manual Handling and Lifting

The foodbank follows Health and Safety Executive (HSE) Guidance Manual handling at work, A brief guide

To reduce the risk associated with manual handling the foodbank follows the hierarchy of measures to be followed as set out in the Manual Handling Regulations:

- **avoid** hazardous manual handling operations, 'so far as reasonably practicable' (This means balancing the level of risk against the measures needed to control the real risk in terms of money, time or trouble. However, you do not need to take action if it would be grossly disproportionate to the level of risk.);
- **assess** the risk of injury to workers from any hazardous manual handling that can't be avoided;
- **reduce** the risk of injury to workers from hazardous manual handling to as low as reasonably practicable.

Representatives who are potentially involved in manual handling are provided with relevant job specific training.

Manual handling posters are prominently displayed in relevant locations in foodbank premises.

Particular care is taken when loading or unloading vans or cars to ensure additional strain is not caused when lifting items on or off the van floor or bottom of the boot respectively.

P17: Working at Height

Loading or removing food from store shelving is the only activity routinely involving working at height. The following procedures apply to all staff and volunteers in the foodbank:

- The mobile step ladder only must be used to load or remove food boxes from shelves. The steps must be checked before use.
- All warehouse staff and volunteers must be trained in these procedures.
- Only Representatives under supervision may use the purpose-built mobile step ladder with safety rail to stack and remove food boxes. This is a 2-person job, one on the steps, the other passes boxes up/down.
- Boxes are to be limited to one layer of tins or a maximum estimated weight of 10kg for all individuals.
- Industrial shelving used for the storage of food must be securely fixed by an approved contractor and marked and loaded with the safe working load.

Other occasions where a ladder is needed, the following procedures apply:

- Only ladders registered and checked by foodbank staff and volunteers are to be used. A record of safety checks must be kept.
- Before use the ladder is to be checked for safety in accordance with the leaflet secured by the ladder storage location. The ladder must be undamaged and have serviceable rubber footings.
- Ladders and step ladders are to be placed on a Ladder Register and inspected on a 6-monthly basis by a competent person.
- The ladder is to be returned to the storage area after use.
- To prevent the ladder slipping it must be placed securely at a 75-degree angle (bottom to be 25cms away for every 1m in height).
- No ladder longer than 3 metres may be used unless fixed securely or held firmly by a second person.

- Overreaching and the carrying of loads should be avoided.
- If a fluorescent light in the foodbank needs changing, then a working at height risk assessment is to be carried out and the appropriate equipment hired with Representatives trained in its use to undertake the task.

P18: Use of Vehicles

The foodbank vehicles are only to be driven by qualified permanent employees or temporarily authorised volunteers on details agreed by the foodbank Foodbank Manager only.

Drivers must be over the age of 25, hold a full driving licence with no more than 6 penalty points, and have at least 3 years driving experience. A copy of the driving licence is to be given to the appropriate coordinator or manager as a record prior to using the vehicle. Temporary authorisation is to be recorded in the van driver's log and signed by one of those listed at paragraph 4.14.6 below only.

Driving licences should be rechecked on a 6-monthly basis or yearly at a minimum.

The vehicle is to be maintained by the foodbank in accordance with the Manufacturer's Instructions, and full records kept. The Drivers carry out the daily/weekly driver's checks stipulated in the handbook, ensure the vehicle is kept clean and in a roadworthy condition. The Foodbank Manager will arrange for its servicing and MOT testing. Insurance is the legal responsibility of the vehicle owner.

Drivers are not to drive under the influence of drugs (including prescribed medications if they have an effect on the driver's capabilities) or alcohol, or if they have consumed alcohol within 8 hours of commencing driving. Drivers are to exercise due caution and common sense when driving and fully comply with legal and Road Safety obligations.

A daily vehicle check should be completed before the start of your journeys, but at a minimum it should be checked once a week.

The Drivers Logbook must be completed fully prior to and on completion of each journey. Details may only be authorised by the Foodbank Manager.

Drivers unfamiliar with the van must first be given a period of familiarisation by the appropriate team member.

Van drivers are to ensure that loads are properly secured so as to prevent damage or an accident when opening the doors.

Use of Private Cars

If a Representative uses their own car for foodbank purposes, they must ensure that their insurance provides business cover. Proof of adequate insurance, tax, ownership of a full driving licence and a current MOT certificate must be produced for inspection by the Foodbank Manager upon renewal and at any time when so requested.

Smoking in Vehicles

Vehicles used for foodbank work are covered by smoking in the workplace legislation. During working hours, a personal vehicle used for business purposes also becomes a workplace. Representatives should:

- Not smoke in the car during working/volunteering hours;
- Never allow colleagues to smoke in the van/car during work hours (even if all the occupants are smokers);
- Be aware the legislation covers second-hand smoke – that is 'old' smoke produced prior to work hours.

Handheld Devices

Handheld mobile phones or other mobile devices should not be used to make or receive calls or send messages whilst driving. Whilst driving, all such devices should be turned off or put into 'flight' mode and messages picked up later.

P19: Pedestrian Vehicle Separation

Vans, cars and in some instances lorries deliver food to, and collect food from foodbanks. Food is also collected from supermarkets and warehouses and other locations. The foodbank is aware that:

- Every workplace must be safe for the people and vehicles using it.
- Workplace traffic routes must be suitable for the people and vehicles using them.
- Where vehicles and pedestrians share a traffic route, there must be enough separation between them.

In order to provide a safe workplace the foodbank will follow the Health and Safety Executive (HSE) Guidance for Employers Workplace transport, Site Safety and Separating pedestrians and vehicles

P20: Electrical Safety

Anyone using electricity or electrical equipment must be aware of the danger of electrocution, shock, burns, fire and explosion. All precautions must be taken to reduce such risks. The foodbank has devised, as is reasonable, safe systems for working with electrical equipment.

Fixed wiring electrical systems are to be checked every 5 years by a local electrician. This should be organised by the foodbank if the premises are owned or by the landlord. No foodbank representatives are permitted to interfere with or attempt to maintain or repair fixed electrical systems.

Representatives are to report any fault or defect in fixed or portable electrical equipment to the Foodbank Manager who should then isolate the equipment until it is repaired. Representatives must not replace fuses as the cause of failure may not have been identified. They will also put notices on faulty equipment to state that it should not be used, or the notice removed.

All portable or moveable electrical equipment is to be registered and checked for electrical safety annually. Records are to be kept showing serial numbers, location and date of last check, and equipment should be labelled accordingly. Out of date equipment should not be used.

Electrical overload should be avoided: in principle only one item should be connected to one plug or extension cable. Multiple extensions should not be used if the possible combined power requirement exceeds 3kw. In addition, care must be taken in using extension cables to avoid a tripping hazard and ensure they are properly routed away from heat sources or sharp edges.

Representatives can contribute to safe working by:

- Using equipment only as described in the manufacturer's instructions and with due regard to the safety of themselves and others. Seek training when appropriate.
- Never use electrical equipment with wet hands and keep liquids (especially hot beverages) clear of electrical equipment.
- Reporting faults promptly to the Foodbank Manager Looking out for faults or potential risks as follows:
  - Damage to insulation on cables
  - Damage to plug
  - Exposed wires or loose connections
  - Overheating
  - Overloaded plugs on extension cables.

- P21: Electricity Related Injury

In the event of a person suffering an electric shock it is important to:

- Turn off the power and (if possible) isolate the supply. Do not touch the person until this is done. Where this is not feasible use a non-conducting object such a wooden broom handle to remove the live cable/item from the person.
- Call either a fully trained First Aider, or the person responsible for getting medical assistance. Allow that person to take charge in the case of injury.
- Seek medical help immediately if the victim is unconscious.
- Cool minor burns with water and cover with a clean dry cloth or dressing.
- Report the incident to the Foodbank Manager.

P22: Control of Substances Hazardous to Health (COSHH)

Some substances in use at the foodbank may cause injury or damage to health if spilt or used inappropriately. In a foodbank circumstance, this will primarily relate to items like bleach or cleaning products that can irritate the skin and eyes or cause harm if ingested. In principle:

- All substances must have a safety data sheet provided by the manufacturer/supplier from which a COSHH assessment can be carried out. This is normally provided by the manufacture of the product when requested from their website.
- All substances hazardous to health must be stored securely and made only available for use by those who use them for the task for which they were obtained.
- A risk assessment should be undertaken to identify any hazards, even in items like general cleaning products and household goods.
- Representatives using these substances must be made aware of the correct use of the substances, risk they present, and the immediate treatment if inadvertently put at risk due to spillage or inappropriate use.
- Incidents involving COSHH substances must be reported to the Foodbank Manager.

P23: Emergency Food

Food collected by the foodbank is for the provision of emergency food for people in crisis. It is vital that the food collected, stored and distributed is in a condition fit for consumption by the public. To this end:

- The foodbank is registered as a Food Business Operator (FBO) Food business registration - GOV.UK (www.gov.uk)
- Each item of food collected is to be checked to ensure it is undamaged and within its consume by date prior to storage, and procedures put in place to ensure that damaged or out-of-date food is not given out.
- Food must be stored in a temperate, dry and rodent or pest free environment, approved by the District Council Environmental Health Advisor.
- The warehouse is to be kept clean and tidy.
- Representatives must be given clear instruction as to the level of hygiene required for handling the range of food products donated and undertake the appropriate training where necessary.

P24: Rodent and Pest Control

The following procedures are put in place to prevent rodents and other pests becoming a health hazard:

- The foodbank warehouse must be rodent and pest secure as far as is practicable and reasonable. Doors, windows, and walls to the outside must be free from holes or gaps which would allow access to rodents and other pests like birds or flies.
- Food must be stored off the floor.

Food packaging must be unbroken and where spillage occurs it must be cleared up quickly and not left to attract rodent or pests. Any sign of rodents or pests is to be reported to the Foodbank Manager.

P25: Management and Handling of Cash

The visibility and accessibility of cash poses a risk of possibly violent theft, so the following steps are to be taken to minimise this risk:

- Staff should not resist theft if there is a risk of violence.
- Cash should be kept in a lockable box or till and removed to the safe overnight prior to banking.
- Only small floats should be kept in till or cash boxes.
- Cash to bank runs should be done by 2 people if the amount exceeds £100.00 in cash. Different routes, time of day and Representatives involved should be considered to prevent potential theft.
- Individuals should refer to the Personal Safety Policy if they are to handle cash on their own.

P26: Fire Precautions and Procedures

Fire Precautions

All Representatives and visitors to the building are required to familiarise themselves with the position of fire alarms, telephones, escape routes and firefighting equipment nearest to them.

All visitors are to be escorted whilst in the building and be booked in and out within the warehouse so that a record is available should evacuation be necessary.

Fire alarms, detectors and extinguishers are to be inspected/serviced in accordance with the manufacturers recommendations and records retained.

Emergency routes and exits are to be well signed, illuminated where necessary, and exit routes kept clear at all times.

Representatives are to be given annual familiarisation training in the use of fire extinguishers.

The fire evacuation plan will be exercised at least once every calendar year, reviewed by the Foodbank Manager and a report written. All Representatives must comply with fire evacuation procedures on hearing the fire alarm. Failure to do so will result in disciplinary action for staff or removal from the role for volunteers.

Where the foodbank has more than five staff members then a written fire risk assessment should be produced covering how a fire is discovered, fighting the fire and evacuation. This should be produced in conjunction with the owner/landlord of the building where applicable.

In the Event of Fire

Any person discovering a fire is to raise the alarm by shouting “fire, fire, fire”, activate the nearest alarm, and call for the Fire Brigade by dialling 999 or 112.

Representatives should only tackle fires if they have been trained in the use of fire extinguishers or fire blankets as appropriate and they can do so without putting themselves or others in danger.

All personnel should ensure all others in their area are alert to the fire and should evacuate the building by the shortest possible route, only closing doors or windows if time permits, and assemble at the designated assembly point in the main meeting area outside, like a car park. Personnel should not delay evacuation in order to collect personal belongings.

On evacuation a staff member or key volunteer should take the record of personnel in the building to the assembly point and call the roll to establish whether everyone is safely out of the building. If not, they should inform the fire brigade that there are people left in the building, and their identity.

All personnel evacuated are to remain at the assembly point until released by the Foodbank Manager.

Fire Extinguishers

All modern fire extinguishers are red, but they are labelled to show what type they are and what type of fire to use them on. The correct type of fire extinguisher only should be used to deal with a fire as follows:

Type	Type of Fire
Water	Carbonaceous materials (wood, paper, fabrics etc)
Foam	Carbonaceous material or flammable liquids (as above plus petrol, oil, solvents)
Carbon Dioxide	Electrical fires, flammable liquids, and gasses
Dry Powder	All types of fire

P27: Bomb Alert or Other Terrorist Alert

The risk of a terrorist attack is rare. The following guidance is given to reduce the risk of panic or injury:

- In the event of a terrorist attack in a crowded place, you should follow the process of RUN, HIDE, TELL. You can find further information on this process here and on the UK Government's website.
- If anyone should receive a terrorist threat over the phone they should try to establish the nature of the threat, where, and when. Try and establish the gender, age, any identifying markers like an accent, background noise (e.g. pub/traffic) of the caller and report these details to the police either via 999 or 112.
- DO NOT PANIC but raise the alarm through a Representative.
- Only evacuate the building if the threat is specific to the building. If so evacuate calmly to a place of safety like a car park and await further instructions.
- Make sure you have a clear escape route, and your exits are clearly marked and not blocked.
- Have a plan in place to provide additional assistance to help those with disabilities or limited mobility.