



<h1 style="margin: 0;">Health and Safety Procedures</h1>
--

<b>Purpose:</b>	To detail the Health and Safety Procedures at North Cotswold Foodbank		
<b>Date:</b>	May 2022	<b>Approved:</b>	25 July 2024
<b>Contact:</b>	Kevin Carden, Project Manager		
<b>Version:</b>	v4.1	<b>For Review:</b>	July 2025

Version	Author	Date	Changes
v3.0		7 June 2022	Approved
v3.1	Kevin Carden, Project Manager	10 May 23	Minor changes to layout and spelling corrections, updates to paragraph numbers because of insertions / deletions Para 4.12.1 maximum weight to be lifted reduced to 15kg in line with Trussell Trust Guidelines Para 4.18.1 Consume by date changed to Best Before Date Para 5.2.4 Requirement for a formal list of those present and roll call removed Section 4.15 added on use of private vehicles Para 6.1.1 link updated to latest government guidance on terrorism threat and actions
v4.0	Kevin Carden, Project Manager	8 June	Para 1.1.3 changed foodstore manager to warehouse manager for clarity Para 2.3.1 updated to reflect current practice

		<p>Para 3.4.1 updated to bring in line with current legislation</p> <p>Para 4.3 Amended section heading</p> <p>Para 4.5.2 and 4.5.3 amended to clarify 'acceptable volunteering' activities for children and young people</p> <p>Para 4.6.1 added commitment to recycling waste where possible</p> <p>4.9.1 Amended wording</p> <p>4.10.2 Amended wording to expand list of roles a report of bullying/ harassment or violence can be made to. Added reference to staff and volunteer handbooks.</p> <p>Para 4.13.2.8 Amended to clarify that lighting is usually the responsibility of the host organisation</p> <p>Para 4.14.2 updated to reflect current practice</p> <p>Para 4.15.1 Added ""and parcels to clients"</p> <p>Para 4.14.2 Updated to reflect current practice</p> <p>4.14.3 Updated to reflect current practice</p> <p>Para 4.14.5 sleep deprivation and any other cause that affects ability to drive added</p> <p>Para 4.14.6 from v4.0 deleted as information now in Para 4.14.4.</p> <p>Para 4.16.3 Added "or host organisation"</p> <p>Para 4.16.7 &amp; 4.16.8 merged</p> <p>Para 4.16.7, Added reference to call emergency services</p> <p>Para 4.16.7 3rd bullet added ""or there are serious burns"</p> <p>Para 4.17.1.5 Replaced "relevant team member" with "Project Manager"</p> <p>Para 4.18.1.3 Added: "and outlet food storage"</p> <p>Para 4.18.1.2 Deleted: "approved by the District Council Environmental Health Advisor" Added "Where there is evidence or suspicion of pests appropriate remedial measures will be taken by an approved contractor."</p> <p>Section 4.19 Heading changed from Rodent and Pest Control to Pest Control</p> <p>Section 5.2 Fire Brigade replaced with Fire Service</p> <p>Para 5.2.6 amended to clarify reporting of fires</p> <p>Para 7.2 Replaced "placed at reception" with "displayed."</p>
--	--	---

## Table of contents

### 1. Administration

- 1.1. Management & responsibility
- 1.2. Representatives responsibilities (including staff and volunteers)
- 1.3. Visitors

### 2. Information, instruction and training

- 2.1. Information
- 2.2. Instructions
- 2.3. Training

### 3. General health and safety precautions

- 3.1. Safety hazards and risk assessments
- 3.2. Health and safety awareness
- 3.3. Clothing and equipment
- 3.4. Working environment (including buildings)
- 3.5. Access for people with disabilities

### 4. Health & Safety Procedures

- 4.1. Introduction

#### 4.2. Lone Working

- 4.3. Working with children and adults with care and support needs people
- 4.4. New and expectant mothers
- 4.5. Children and young persons under 18
- 4.6. Waste disposal
- 4.7. Smoking (including vaping)
- 4.8. Alcohol or substance abuse
- 4.9. Work-related stress
- 4.10. Violence, harassment and bullying
- 4.11. Equipment
- 4.12. Manual handling and lifting
- 4.13. Working at height
- 4.14. Use of Vehicles - foodbank van
- 4.15. Use of vehicles - private vehicles
- 4.16. Electrical safety
- 4.17. COSHH
- 4.18. Emergency food
- 4.19. Rodent and Pest Control
- 4.20. Management and handling of cash

### 5. Fire precautions and procedures

- 5.1. Fire precautions
- 5.2. In the event of a fire:
- 5.3. Fire extinguishers

### 6. Bomb alert or other terrorist alert

### 7. Emergency First Aid

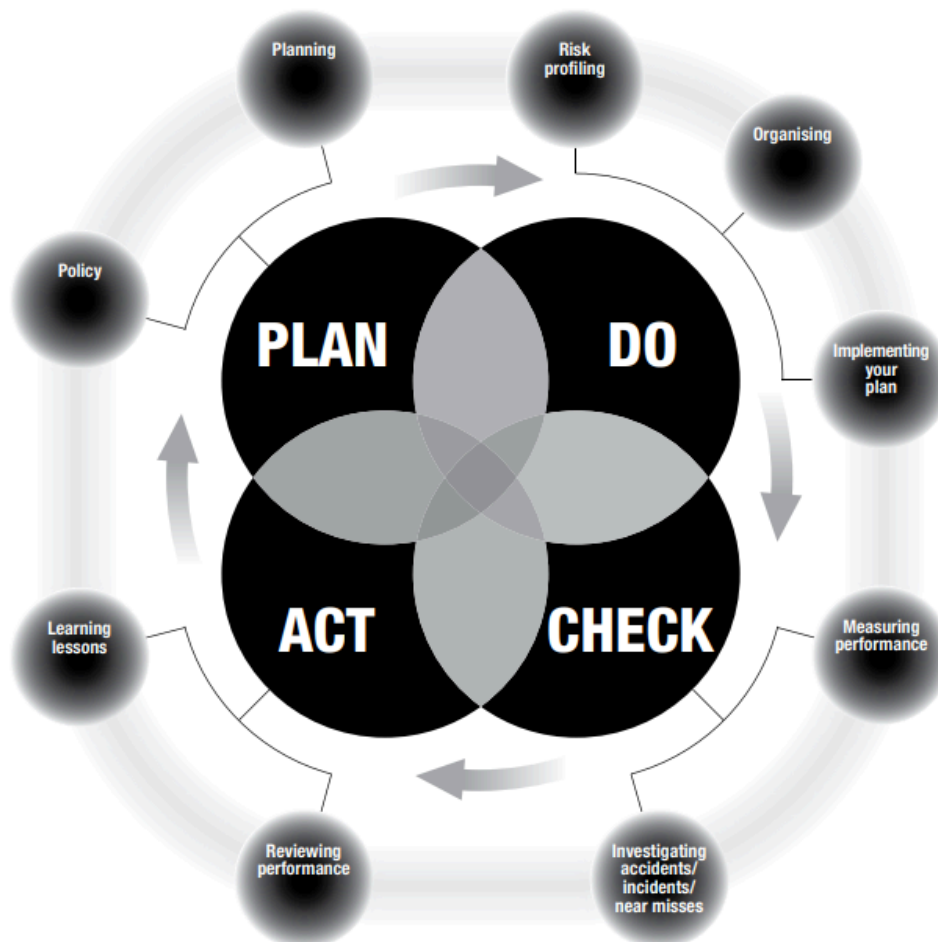
- 8. Reporting of accidents, near misses or serious incidents

# 1. Administration

## 1.1. Management & responsibility

The responsibility for the management of health and safety within North Cotswold Foodbank is as follows:

- 1.1.1. Directing the preparation and review of health and safety policy and procedures and overall responsibility for its application is the trustees
- 1.1.2. Preparation of procedures, the identification of risks, the conduct of risk assessments, the development of safe working practices, the provision of health and safety information and training, and the day to day supervision of health and matters is the Project Manager
- 1.1.3. Daily supervision of safe working, carrying out risk assessments and developing safe procedures, and the reporting of incidents is the responsibility of the warehouse manager and outlet leads
- 1.1.4. This guide is based on the Health and Safety Executive’s guide HSG65 Managing for health and safety and follows the Plan, Do, Check, Act model  
<https://www.hse.gov.uk/pubns/priced/hsg65.pdf>



## **1.2. Representatives responsibilities (including staff and volunteers)**

- 1.2.1. They 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 at their usual place of work.
- 1.2.2. All have a duty to comply with the foodbank Health and Safety Policy and Procedures, and not to misuse or recklessly interfere with anything provided. Failure to do so may result in disciplinary action, including dismissal where appropriate.
- 1.2.3. All are required to report anything they suspect may represent a safety hazard to their line manager or Foodbank Project Manager.
- 1.2.4. Those with disabilities or conditions, whether permanent or temporary, which they suspect may represent a potential risk should inform their Outlet Lead Volunteer or the Project Manager so that safe procedures can be put into place in a timely manner.

## **1.3. Visitors**

- 1.3.1. The responsibility for visitors' rests with the person that invited them, and they should be escorted whenever practical and reasonable.
- 1.3.2. Visitors should be given such fire, evacuation and safety information, instruction or training as may be necessary or appropriate.
- 1.3.3. Visitors also have a duty to comply with the food bank health and safety policy and procedures, and not to misuse or recklessly interfere with anything provided.
- 1.3.4. There should be a record of visitors to the food bank building or premises so they can be accounted for in case of fire, which can be derived from a booking in process or from the voucher information handed to staff and volunteers.

## **2. Information, instruction and training**

### **2.1. Information**

- 2.1.1. Health and safety information is readily available from a wide range of sources, particularly the [Health & Safety Executive website](#) and from local health authorities. General health and safety materials are available from the Project Manager, and posters or leaflets specific to issues that are considered a risk by the food bank are prominently displayed in work areas and used in health and safety instruction or training.

### **2.2. Instructions**

- 2.2.1. All staff and volunteers are to receive instruction from the Outlet Lead Volunteer or Project Manager before using any equipment provided by the food bank, using Manufacturer's Instructions where appropriate.

- 2.2.2. 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.

### **2.3. Training**

- 2.3.1. Attention of all new volunteers is drawn to this policy which is available on the website
- 2.3.2. At foodbank outlets, it is the responsibility of outlet leaders to ensure that site-specific H&S training is given (including fire safety and evacuation).
- 2.3.3. Work process and related equipment training is to be carried out by Outlet Lead Volunteers or Project Manager and recorded where appropriate.
- 2.3.4. Induction and training records are to be kept centrally by the Volunteer Coordinator/Assistant Manager. This training will be marked down and recorded so refresher sessions can be offered at the appropriate time.

## **3. General health and safety precautions**

### **3.1. Safety hazards and risk assessments**

- 3.1.1. The food bank has carried out risk assessments of the hazards identified in food bank premises and at food bank 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 Project Manager/relevant nominated person immediately.

### **3.2. Health and safety awareness**

- 3.2.1. All representatives should be aware of health and safety matters and contribute to the overall safety of our work environment and participate in the risk assessment process.

### **3.3. Clothing and equipment**

- 3.3.1. The food bank will provide all equipment (including safety equipment) and safety/work clothing necessary to carry out the role, whether it be staff or volunteers. Equipment training will be provided. Individuals are to use equipment or clothing provided appropriately and report any failures or deficiencies promptly to the Project Manager. No personal equipment can be brought into the food bank without the approval of the Project Manager and mandatory safety checks being carried out.

### **3.4. Working environment (including buildings)**

- 3.4.1. The food bank has carried out a full check of the buildings leased and ensured that they are compliant with current fire safety requirements (Regulatory Reform (Fire Safety) Order 2005). 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.

- 3.4.2. If the food bank has 5 or more employees a written fire risk assessment will be completed and stored safely. It is recommended that a fire risk assessment is still carried out and written even if you have 4 employees or fewer, as good practice.
- 3.4.3. Evacuation plans will take into account those that have disabilities or have limited mobility and may take longer to get out of the building.
- 3.4.4. Working areas have been designed to ensure adequate space, light, temperature and ventilation for reasonable comfort and safety.
- 3.4.5. If the food bank does not own the building, they should work with the owner / landlord to ensure that appropriate statutory checks have and continue to be undertaken regarding such items listed below
  - 3.4.5.1. Legionella testing of the water systems
  - 3.4.5.2. Asbestos register and management system
  - 3.4.5.3. Electrical wiring inspections (carried out every 5 years)
- 3.4.6. 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.
- 3.4.7. Where construction work of any type is to be undertaken on the property then the food bank 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:  
<https://www.hse.gov.uk/construction/cdm/2015/summary.htm>

### **3.5. Access for people with disabilities**

- 3.5.1. The food bank, 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.

## **4. Health & Safety Procedures**

### **4.1. Introduction**

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

## **4.2. Lone Working**

- 4.2.1. Volunteers must never be left to work alone in the building and, where practical, permanent staff should not be left working alone. Where this is unavoidable the following procedures should be employed:
  - 4.2.1.1. Have a lone working policy in place
  - 4.2.1.2. Another member of staff must be available on the phone and informed who is working alone, and how long they will be working alone.
  - 4.2.1.3. 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.
  - 4.2.1.4. When they leave, or at the planned leaving time, contact the other member of staff and have an escalation plan in place if they cannot be contacted.
  - 4.2.1.5. If there is any risk of danger, phone the police and then advise your colleague.
  - 4.2.1.6. Where there are 2 people working in widely separated parts of the building, keep in regular contact.

## **4.3. Working with children and adults with care and support needs**

- 4.3.1. 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.

## **4.4. New and expectant mothers**

- 4.4.1. The food bank 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:
  - 4.4.1.1. An individual risk assessment is to be carried out and procedures or work patterns or hours reasonably adjusted to provide for safe working.
  - 4.4.1.2. Lifting food boxes or other heavy items by new or expectant mothers is prohibited.
  - 4.4.1.3. 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 food bank that they are pregnant.

## **4.5. Children and young persons under 18**

- 4.5.1. 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.



- 4.5.2. Children and young people may only volunteer for specific activities in support of the food bank appropriate to their age and experience ('acceptable volunteering')
- 4.5.3. 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 parent. The food bank should check their insurance policies to ensure that activities involving children and young persons are covered. A safeguarding policy must be in place and all individuals working directly and unsupervised with children must be DBS checked
- 4.5.4. The types of 'acceptable volunteering' mentioned at 4.5.2 are:
  - 4.5.4.1. Simple administrative tasks including sending letters and filing etc.
  - 4.5.4.2. Helping parents at supermarket collection days, sorting food into boxes and handing out leaflets.
  - 4.5.4.3. 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 group.

#### **4.6. Waste disposal**

- 4.6.1. 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. Where possible waste should be recycled using facilities available locally.
- 4.6.2. Clothes should be bagged, separately stored where they cannot become a rodent or other safety hazard and disposed of weekly or monthly.
- 4.6.3. 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

#### **4.7. Smoking (including vaping)**

- 4.7.1. The food bank operates a No Smoking policy throughout the interior of premises and vehicles. Smoking is permitted in the parking area adjacent to the food store.
- 4.7.2. When visiting other premises the smoking policy must be observed.

#### **4.8. Alcohol or substance abuse**

- 4.8.1. 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 or volunteers at risk. Employees and volunteers must NOT consume such substances whilst at foodbank duties or beforehand if the effects may have a detrimental effect on them.

- 4.8.2. If you have been prescribed medication which has a detrimental effect on you, you must discuss this with your line manager so a decision can be made whether you may attend a foodbank session, and what work you can safely carry out.
- 4.8.3. Employees or volunteers who know they have an alcohol, drug or related problem are encouraged to voluntarily seek help, diagnosis and treatment. They may discuss their problem in confidence with the Project Manager or line manager who can advise them where to get help.

#### **4.9. Work-related stress**

- 4.9.1. Although some stress at work may be unavoidable, and low-level, occasional stress will not always be detrimental to an individual's performance in their role, the food bank will take all reasonable measures to prevent all work or task related psychiatric illness or stress.
- 4.9.2. Staff and volunteers are encouraged to be open about issues relating to stress so that the food bank 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 workplace.
- 4.9.3. The Health and Safety Executive's Stress Management Standards webpage should be consulted for further details <https://www.hse.gov.uk/stress/standards/index.htm>

#### **4.10. Violence, harassment and bullying**

- 4.10.1. All reasonable security precautions have been and will continue to be taken to prevent the risk of violence against food bank staff and volunteers. The food bank welcomes suggestions to improve security and protection and will implement these where reasonable and practicable.
- 4.10.2. The food bank does not accept violence, bullying or harassment of its representatives under any circumstance and disciplinary action will be taken against anyone responsible for such acts. Specific examples of what may be considered bullying or harassment are given in the Staff Handbook and Volunteer Handbook which are issued to on joining NCFB. Anyone subject to this is encouraged to report this at once to the Project Manager, any other member of staff, or Chairman of the Board of Trustees'at the earliest opportunity.
- 4.10.3. All complaints will be taken seriously and the food bank will investigate these matters fully, promptly and objectively. Disciplinary action, including immediate dismissal, shall be taken against offending representatives if merited. As far as is reasonably practical, the nature of the complaint and identities of those involved will be kept confidential.

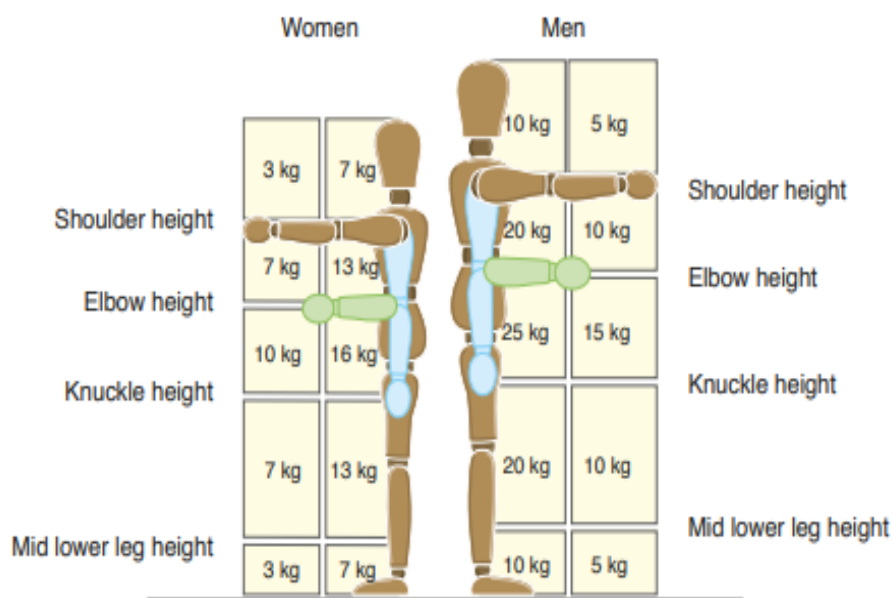
#### **4.11. Equipment**

- 4.11.1. The food bank 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 Project Manager, who will then ensure the equipment is safe to use and people are trained properly in its use.

- 4.11.2. All equipment held by the food bank 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.
- 4.11.3. 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.
- 4.11.4. Representatives are required to report any defects in the equipment, safety device or protective equipment they are issued with to their Outlet Lead Volunteer /Project Manager and not to use any defective equipment. Once the defects have been reported, the project manager will enact the changes to repair or replace faulty equipment.

#### **4.12. Manual handling and lifting**

- 4.12.1. Much of the work at the food bank involves lifting and manual handling. Simple rules have been put in place to prevent back injuries through lifting and manual handling as follows:
- 4.12.2. All representatives must:
  - 4.12.2.1. Be given lifting instruction during the induction process in accordance with the health and safety guide "Manual handling at work". <https://www.hse.gov.uk/pubns/indg143.htm>
  - 4.12.2.2. Tell line management or team leader if they have a history of back problems or other injuries which may affect their ability to carry out lifting tasks.
  - 4.12.2.3. Not lift heavy items (in accordance with the lifting guide displayed or above 15kg) without using provided lifting equipment or sharing the load. Guidance weights are given below from the 'Manual handling at work' guide.



- 4.12.2.4. Not lift food boxes or other heavy items onto high shelves above waist height.
- 4.12.2.5. Use all equipment provided (trolleys, etc) in a safe manner.
- 4.12.2.6. Not over-reach or twist even when lifting light items.
- 4.12.2.7. Be shown the manual handling posters which are to be prominently displayed and used during the briefing/induction process and in the food bank premises
- 4.12.2.8. Take particular care when loading or unloading the van to ensure additional strain is not caused when lifting items on or off the van floor

#### 4.13. Working at height

- 4.13.1. 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 food bank:
  - 4.13.1.1. The mobile step ladder only must be used to load or remove food boxes from shelves. The steps must be checked before use.
  - 4.13.1.2. All warehouse staff and volunteers must be trained in these procedures.
  - 4.13.1.3. 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.
  - 4.13.1.4. Boxes are to be limited to one layer of tins or a maximum estimated weight of 10kg for all individuals.

4.13.1.5. 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.

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

4.13.2.1. Only ladders registered and checked by food bank staff and volunteers are to be used. A record of safety checks must be kept.

4.13.2.2. 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.

4.13.2.3. Ladders and step ladders are to be placed on a Ladder Register and inspected on a 6-monthly basis by a competent person.

4.13.2.4. The ladder is to be returned to the storage area after use.

4.13.2.5. 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).

4.13.2.6. No ladder longer than 3 metres may be used unless fixed securely or held firmly by a second person.

4.13.2.7. Overreaching and the carrying of loads should be avoided.

4.13.2.8. Staff and volunteers must not change any lamp that involves working at height without a risk assessment being completed. In most cases failed lighting should be report to the host organisation for them to resolve

#### **4.14. Use of Vehicles - foodbank van**

4.14.1. The food bank vehicles are only to be driven by qualified permanent employees or temporarily authorised volunteers on details agreed by the Project Manager or Food bank Volunteer coordinator only.

4.14.2. 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. Drivers are asked to confirm annually that they meet these conditions. 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.

4.14.3. Drivers are asked to confirm annually using a Google form that they meet the conditions for driving the foodbank van.

4.14.4. The vehicle is to be maintained by the food bank in accordance with the Manufacturer's Instructions, and full records kept. Drivers must complete the daily vehicle checklist at the start of their shift. Any defects must be brought to the attention of the Project Manager at the earliest opportunity. Drivers and drivers mates are to keep the interior of the vehicle clean. Items such as the vehicle first aid kit, fire extinguisher and any personal items e.g. water bottles must be stowed securely. All rubbish is to be removed at the earliest

opportunity. The project manager is responsible for arranging servicing & repair of the vehicle, insurance and MOT testing where required by law.

4.14.5. Drivers are not to drive if they are:

- under the influence of drugs (including prescribed medications if they have an effect on the driver's capabilities)
- under the influence of alcohol or if they have consumed alcohol within 8 hours of commencing driving
- at risk from sleep deprivation
- affected by any other cause that impairs their ability to drive

Drivers are to exercise due caution and common sense when driving, and fully comply with legal and Road Safety obligations.

4.14.6. The Drivers Logbook must be completed fully prior to and on completion of each journey. Details may only be authorised by the Foodbank Project Manager, the Foodbank Volunteer Manager/Coordinator or the Foodbank Warehouse manager/Coordinator

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

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

#### **4.15. Use of vehicles - private vehicles**

4.15.1. Private vehicles may be used for collecting and delivering stock and parcels to clients. This is entirely at the discretion of the owner of the vehicle and the volunteers directly engaged.

4.15.2. Drivers must be over the age of 25, hold a full driving licence and appropriate insurance and MOT certificate. It is the responsibility of the owner of the vehicle to ensure that insurance covers use for intermittent voluntary charitable activities.

4.15.3. It is the responsibility of the owner of the vehicle to ensure that it is properly maintained, with a current MOT, and is fully roadworthy. Volunteers who use their vehicles on Foodbank business will be required to confirm using a Google form that they meet the requirements of para 4.15.2

4.15.4. Volunteers are not to drive on foodbank-related journeys under the influence of drugs (including prescribed medications if they influence 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.

4.15.5. Volunteers are not to travel for foodbank purposes in vehicles that they believe may be un-roadworthy or lacking appropriate road tax or insurance; or with a driver whom they believe may lack a valid full licence, or be at risk of driving dangerously due to drugs, alcohol,

medication, sleep deprivation or any other cause. If necessary, a journey should be stopped, and the foodbank manager contacted to arrange alternative transport.

- 4.15.6. All volunteers travelling on foodbank purposes have joint responsibility to ensure that loads are not excessive for the vehicle in question and that they are secure (including in the event of a sudden stop).

#### **4.16. Electrical safety**

- 4.16.1. 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 food bank has devised, as is reasonable, safe systems for working with electrical equipment.
- 4.16.2. Fixed wiring electrical systems are to be checked every 5 years by a local electrician. This should be organised by the food bank if the premises are owned or by the landlord. No food bank representatives are permitted to interfere with or attempt to maintain or repair fixed electrical systems.
- 4.16.3. Representatives are to report any fault or defect in fixed or portable electrical equipment to the Project Manager and / or host organisation, 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.
- 4.16.4. 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.
- 4.16.5. 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.
- 4.16.6. Representatives can contribute to safe working by:
- 4.16.6.1. 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.
- 4.16.6.2. Never use electrical equipment with wet hands and keep liquids (especially hot beverages) clear of electrical equipment.
- 4.16.6.3. 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
- Reporting faults promptly to the Project Manager

#### 4.16.7. 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, if applicable to your organisation, or the person responsible for getting medical assistance. Allow that person to take charge in the case of injury.
- Seek medical help by calling 999 immediately if the victim is unconscious or there are serious burns.
- Cool minor burns with water and cover with a clean dry cloth or dressing.
- Report the incident to the Project Manager/relevant team member

#### 4.17. COSHH

4.17.1. Some substances in use at the food bank may cause injury or damage to health if spilt or used inappropriately. In a food bank 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:

4.17.1.1. All substances must have a safety datasheet 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.

4.17.1.2. 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.

4.17.1.3. A risk assessment should be undertaken to identify any hazards, even in items like general cleaning products and household goods. A template risk assessment can be [found here](#).

4.17.1.4. Personnel 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.

4.17.1.5. Incidents involving a COSHH substance must be reported to the Project Manager.

#### 4.18. Emergency food

4.18.1. Food collected by the food bank 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:



- 4.18.1.1. Each item of food collected is to be checked to ensure it is undamaged and within its best before date prior to storage, and procedures put in place to ensure that damaged or out-of-date food is not given out.
- 4.18.1.2. Food must be stored in a temperate, dry and rodent or pest free environment. Where there is evidence or suspicion of pests appropriate remedial measures will be taken by an approved contractor.
- 4.18.1.3. The warehouse and outlet food storage is to be kept clean and tidy.
- 4.18.1.4. Staff and volunteers 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.

#### **4.19. Pest Control**

- 4.19.1. The following procedures are put in place to prevent rodents and other pests becoming a health hazard:
  - 4.19.1.1. The food bank 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.
  - 4.19.1.2. Food must be stored off the floor.
  - 4.19.1.3. Food packaging must be unbroken and where spillage occurs it must be cleared up quickly and not left to attract rodents or pests.

#### **4.20. Management and handling of cash**

- 4.20.1. 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:
  - 4.20.1.1. Staff should not resist theft if there is a risk of violence.
  - 4.20.1.2. Cash should be kept in a lockable box or till and removed to the safe overnight prior to banking.
  - 4.20.1.3. Only small floats should be kept in till or cash boxes.
  - 4.20.1.4. 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.
  - 4.20.1.5. Individuals should refer to the Personal Safety Policy if they are to handle cash on their own.

## 5. Fire precautions and procedures

### 5.1. Fire precautions

- 5.1.1. 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.
- 5.1.2. All visitors are to be escorted whilst in the building and be booked in and out within a reception or meeting area so that a record is available should evacuation be necessary.
- 5.1.3. Fire alarms, detectors and extinguishers are to be checked regularly to ensure they are in good working order and records retained.
- 5.1.4. Emergency routes and exits are to be well signed, illuminated where necessary, and exit routes kept clear at all times.
- 5.1.5. Representatives are to be given familiarisation training in the use of fire extinguishers annually.
- 5.1.6. The fire evacuation plan will be exercised at least once every calendar year, reviewed by the Project Manager/Fire warden and report written. All staff and volunteers 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.
- 5.1.7. Where the food bank has more than five staff members then a 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.

### 5.2. In the event of a fire:

- 5.2.1. Any person discovering a fire is to raise the alarm by shouting “fire, fire, fire”, activate the nearest alarm, and call for the Fire Service by dialling 999 or 112.
- 5.2.2. 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.
- 5.2.3. 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 to collect personal belongings.
- 5.2.4. On evacuation a staff member or key volunteer should check to establish whether everyone is safely out of the building. If not, they should inform the fire service that there are people left in the building, and their identity.
- 5.2.5. All personnel evacuated are to remain at the assembly point until released by the Project Manager or fire service .

5.2.6. All fires, no matter how minor, are to be reported to the Project Manager. Where attendance of the emergency services was necessary the Project Manager will report this in writing to HSE as required by law. The Health & Safety Advisor will also investigate the circumstances of the fire and determine whether further training or procedures can be put in place to reduce the risk of a similar incident occurring again.

### 5.3. Fire extinguishers

5.3.1. 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, & gases
Dry Powder	All types of fire

5.3.2. Fire blankets should be provided in a working kitchen environment, commonly used to extinguish fires started by fat, oil or grease. They must be hung on display but closest to a point of retreat from a fire. Representatives should be trained in its use.

## 6. Bomb alert or other terrorist alert

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

6.1.1. 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 at

<https://www.protectuk.police.uk/>

6.1.2. 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.

6.1.3. DO NOT PANIC but raise the alarm through a member of staff or key volunteer.

6.1.4. 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.

6.1.5. Make sure you have a clear escape route and your exits are clearly marked and not blocked.

- 6.1.6. Have a plan in place to provide additional assistance to help those with disabilities or limited mobility.

## 7. Emergency First Aid

- 7.1. It is the responsibility of the first aider/appointed person to maintain adequately stocked first aid boxes. These are located in all outlets and the warehouse. All personnel are to familiarise themselves as to their location and the list of First Aid qualified personnel, if applicable or person appointed to take charge of first aid arrangement.
- 7.2. The Project 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 displayed. .
- 7.3. In the event of an incident requiring first aid the person first on the scene should:
  - 7.3.1. Call for help
  - 7.3.2. Assist the first aid qualified person/person in charge of first aid arrangement as required.
  - 7.3.3. Call for an ambulance as necessary
  - 7.3.4. Report to the relevant member of the team
- 7.4. The first person providing first aid should:
  - 7.4.1. Carry out first aid until help arrives
  - 7.4.2. Advise ambulance staff what happened and what treatment was given
  - 7.4.3. The First aider/appointed person should record the incident in the accident book. Report the accident in accordance with RIDDOR and make a report to the trustees, if appropriate.

## 8. Reporting of accidents, near misses or serious incidents

- 8.1. All accidents or near misses are to be reported to the Project Manager/First Aider/Appointed Person for investigation as some accidents are required by law to be reported as an accident or ill health at work. (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) <https://www.hse.gov.uk/riddor/>
- 8.2. 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.
- 8.3. Injuries to members of the public have to be reported if they travel from the scene of the incident to hospital and receive treatment.
- 8.4. All accidents resulting in injury should be entered in the accident book.

*This policy was approved by the Trustees:*

<b>Name:</b> Alexia Monroe	<b>Signed:</b> Alexia Monroe
<b>Position:</b> Chair	<b>Date:</b> 25 July 2024