



**CAG
CONSULTANTS**

Health & Safety at Work Policy Version 23 – January 2024



CAG Consultants Ltd.

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General Statement of Policy

CAG Consult LLP, trading as CAG Consultants, is an employee-owned business, or co-operative, providing support, policy advice and training in a wide range of inter-related fields which can broadly be categorised as:

- climate change and sustainability
- economic regeneration
- stakeholder and community engagement <http://www.cagconsultants.co.uk/sustainability.html>

It is the policy of CAG Consultants to comply with the terms of the Health and Safety at Work (1974), and subsequent legislation, and to provide and maintain a healthy and safe working environment. CAG does not operate a central business office, and all consultants work from home-based offices. From time to time we design and deliver events to which staff from other organisations and members of the public are invited. CAG Consultant's health and safety objective is to avoid occupational accidents and illnesses, both in our home-based offices, and at events over which we have control, and to maintain an accident-free workplace. All partners and employees will be provided with such equipment, information, training and supervision as is necessary to implement the policy and achieve the stated objective.

CAG Consultants recognise and accept their duty to protect the health and safety of staff, any individuals undertaking work on our behalf, all visitors to CAG Consultants and participants in any events over which we have control, as well as any members of the public who might be affected by our operations.

While CAG Consultants will do all that is within its powers to ensure the health and safety of its employees, it is recognised that health and safety at work is the responsibility of each and every individual associated with CAG Consultants. It is the duty of each employee and Partner to take reasonable care of their own and other people's welfare and to report any situation which may pose a threat to the well being of any other person.

CAG Consultants. will ensure that every partner and employee has the training necessary to carry out their tasks safely. An effective health and safety programme requires continuous communication between consultants. It is therefore every consultant's responsibility to report immediately any situation which could jeopardise the well being of themselves or any other person to the Health and Safety Manager.

All injuries, however small, sustained by a person at work must be reported to the Health and Safety Manager. Accident records are crucial to the effective monitoring and revision of the policy and must therefore be accurate and comprehensive.

CAG Consultants' health and safety policy will be continually monitored and updated, particularly when changes in the scale and nature of our operations occur. The policy will be updated at least every 12 months. The specific arrangements for the implementation of the policy and the personnel responsible are detailed below.

Signed

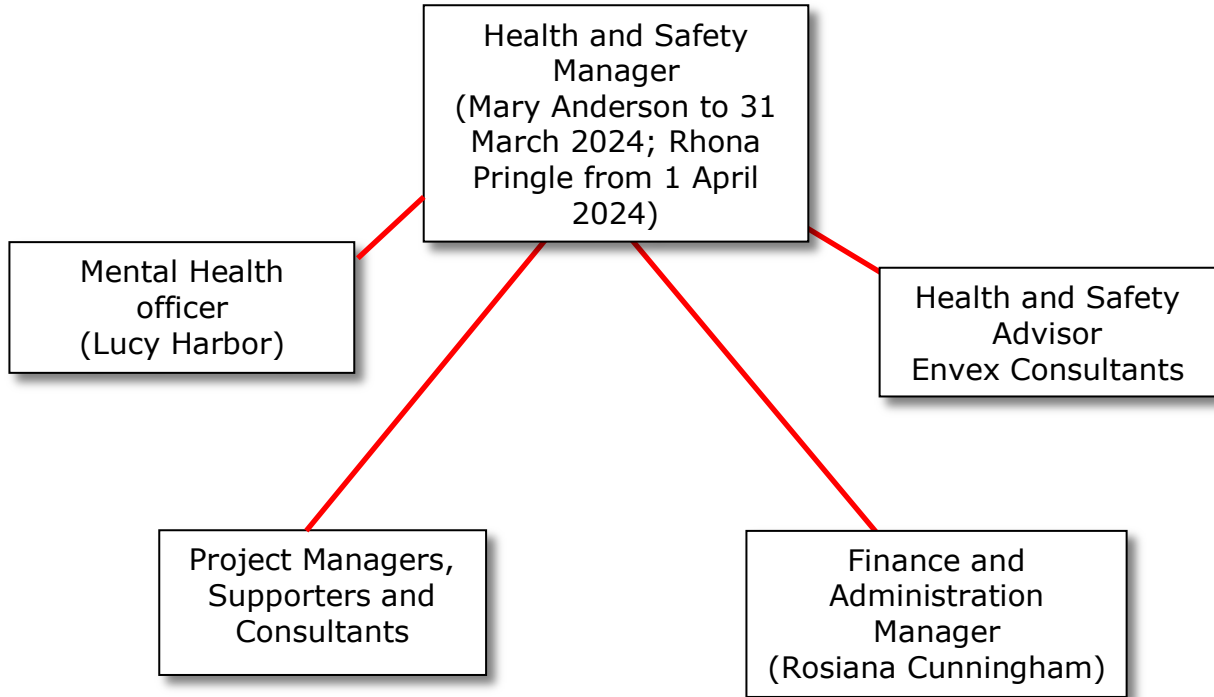


Date 22/1/24

The Health and Safety Manager, CAG Consultants.

Safety Organisation

Health & Safety Responsibilities



Delivery of induction training
 Specifying and delivery of safety training
 Keeping of all safety related records
 Accident investigation
 Accident reporting and ill-health analysis
 Event Risk Management

Home-working and DSE Assessments
 Driving at work policy
 First Aid provision
 Portable Appliance Testing
 Implementation of the stress policy

Health and Safety Manager
 Health and Safety Manager
 Finance and Administration Manager
 Health and Safety Manager
 Health and Safety Manager
 Health and Safety Manager
 Policy: Health and Safety Manager
 Event-specific: Relevant Project Mgr
 Finance and Administration Manager
 Health and Safety Manager
 Health and Safety Manager
 Health and Safety Manager
 Health and Safety Manager

Scope of the policy

As a limited liability partnership most of the members of CAG Consult LLP are not employees. Nevertheless, any reference to consultants, staff or employees in this policy covers both partners and employees.

Appointed Safety Advisor:

Envex Health, Safety and Risk Consultants, Unit 6, Blotts Barn, Brooks Road,
 Raunds, NN9 6NS
 Tel: 01933 626444
 Email: enquiries@envexconsultants.co.uk

The following defines the responsibilities and authority at each level of management, and of all employees, to ensure that the objectives of the General Policy Statement are achieved.

The Health and Safety Manager

CAG is an LLP. The Health and Safety Manager is the designated person who has the authority to speak on behalf of the LLP on health and safety issues. This is currently Mary Anderson. The Health and Safety Manager has overall responsibility for the health and safety performance of CAG Consultants, and they will:

- Oversee the effective application of the Health and Safety Policy.
- Ensure that adequate funds and facilities are available to meet the requirements of the Health and Safety Policy.
- Ensure that any significant accident or incident is formally reported, recorded and investigated.
- Review health, safety and welfare standards and practices within CAG Consultants on a regular basis (at least annually).
- Ensure that CAG Consultants disciplinary procedure is adequate to deal with those who breach CAG Consultants Health and Safety Policy.
- Be responsible for ensuring that, where appropriate, rules and safe working practices are developed, formalised and implemented.
- Bring the Health and Safety Policy to the notice of all members of staff.
- Ensure that all safe working rules and practices are brought to the notice of staff and are complied with at all times.
- Investigate accidents, near-misses and dangerous occurrences and evaluate practical means of preventing a reoccurrence.
- Ensure that all reportable accidents and incidents (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) are reported correctly to the enforcing authorities.
- Maintain liaison with the Appointed Safety Advisor and request advice or policy reviews
- Provide staff with the necessary information, instruction, training and supervision.
- Ensuring that all employees have a safe place to work, with safe means of access and egress.
- Acting immediately upon any observed or reported breach of the safety rules.
- Encouraging staff to identify and report any hazards or risks that may require attention.
- Arranging for any health and safety training that is needed and reviewing the health and safety training needs at regular intervals.

- Seeking the advice of external specialists as and when required.
- Taking steps to promote health and safety awareness amongst employees.

All partners, employees and associates

Have responsibility to comply with CAG Consultants Health and Safety Policy. As a condition of employment and/or membership of the LLP they must:

- Take reasonable care for the safety of themselves and other persons.
- Understand, obey and use the safety rules and practices relating to their work.
- Maintain all equipment, and keep them in a clean, tidy and safe working condition.
- Draw to the attention of the Health and Safety Manager any significant safety risks.
- Report all accidents, even if no-one was injured, and report any first-aid equipment used from the first-aid box.
- Familiarise themselves with the working environment and H+S procedures when working on client's sites.
- Report to management any defects in tools or equipment.
- Bring forward any constructive suggestions about ways of eliminating hazards, and improving the standards of health and safety.
- Take all necessary steps to enable CAG Consultants Health and Safety Policy to be implemented in an effective way.
- Maintain and provide written records (and other forms of information as relevant) as required by this policy and ensure that these are accessible to the H&S manager via the online central record system. This includes a requirement that project managers record health and safety matters in the 'Traffic Light' reporting system.

General Safety Requirements

1. All employees and associates must be aware of, respect and adhere to the rules and procedures contained in this policy statement.
2. All employees and associates shall immediately report any unsafe practices or conditions to the Health and Safety Manager
3. Any person under the influence of alcohol or any other intoxicating drug which might impair motor skills or judgment, whether prescribed or otherwise, shall not be allowed on the job.

4. Horseplay, practical joking or any other acts which might jeopardise the health and safety of any other person are forbidden.
5. Any person whose levels of alertness and / or ability are reduced due to illness or fatigue will not be allowed on the job if this might jeopardise the health and safety of that person or any other person.
6. Employees and associates shall not adjust, move or otherwise tamper with any work equipment.
7. No consultant will undertake a job which appears to be unsafe.
9. No consultant will undertake a job until he or she has received adequate safety instruction and is authorised to carry out the task.
10. All injuries must be reported to the Health and Safety Manager.
11. All employees and associates are expected to attend team and or site briefings and safety meetings.

The Three C's - A duty for us all

Consultation

The management of CAG Consultants see communication between consultants as an essential part of effective health and safety management. Consultation will be facilitated by discussions at our monthly management meetings. One purpose of these meetings is to provide a forum in which information may be conveyed and employees' and associates' questions on health and safety issues answered. In addition these meetings will provide an opportunity to assess the continuing effectiveness of the policy.

Communication

The management of CAG Consultants will endeavour to communicate to employees and associates their commitment to safety and to ensure that employees and associates are familiar with the contents of CAG Consultants health and safety policy. CAG Consultants communicates with its employees and associates orally, in the form of directions and statements from the Health and Safety Manager and Finance and Administration Manager and also in writing, in the form of directives and this policy statement.

Co-Operation & Care

If we are to build and maintain a healthy and safe working environment, co-operation between consultants is essential.

All employees and associates are expected to co-operate in the management of health & safety and to accept their duties under this policy. Disciplinary action may be taken against any employee who violates safety rules or who fails to perform his or her duties under this policy.

Employees and associates have a duty to take all reasonable steps to preserve and protect the health and safety of themselves and all other people affected by the operations of CAG Consultants.

Arrangements for the Health & Safety of Employees and Others

The arrangements below are organised alphabetically, by topic.

ACCIDENT PROCEDURE and FIRST AID

First aid provision is provided within private vehicles authorized for business use. Consultants may also make use of first-aid provision at a client's site if agreed by the client.

Each consultant works independently, working from home or at a client's site or event. As such they will ensure that they take appropriate steps to ensure that reasonable first aid provision is available. Where trained personnel are not provided they shall consider themselves the Appointed Person for the purposes of first aid and act accordingly (identify themselves as the first aid co-ordinator in public events and ensure that a first aid kit is available).

Partners and employees managing face to face events will be required to undertake a 1 day Emergency First Aid at Work training course and to resit this every three years.

Accident records are compiled centrally and stored by the Finance and Administration Manager before sending to the Health and Safety Manager.

Investigation & Reporting

It is the policy of CAG Consultants. to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR 13).

CAG Consultants see accident investigation as a valuable tool in the prevention of future incidents. In the event of an accident resulting in an injury which may be reportable a report will be drawn up by the Health and Safety Manager within 24 hours, detailing:

- The circumstances of the accident including photographs and diagrams wherever possible
- The nature and severity of the injury sustained
- The identity of any eyewitnesses
- The time, date and location of the incident
- The date of the report

All eyewitness accounts will be collected as near to the time of the accident as is reasonably practicable. Any person required to give an official statement (not just an eye-witness) has the right to have a lawyer or trade union representative present at CAG Consultants' expense.

The completed report will then be analysed and all reasonable efforts made to discover why the accident occurred and what action should be taken to avoid a recurrence of the problem.

A follow up report will be completed after a reasonable period of time examining the effectiveness of any new measures adopted.

Where required, the Health and Safety Manager shall ensure that we meet all necessary statutory requirements for reporting. Examples of what is reported can be found here:-

What may be reportable?

<http://www.hse.gov.uk/riddor/examples-reportable-incidents.htm>

How to make a report

The Health and Safety Manager is responsible for reporting cases of accident and disease to the relevant enforcing authority under the RIDDOR 13 Regulations where applicable.

The guidance on the HSE website on reporting shall be followed:-

<http://www.hse.gov.uk/riddor/report.htm>

AGILE WORKING – GENERAL PRINCIPLES

Partners and employees who work in an agile way must follow the following general principles.

- I. They maintain compliance with our GDPR and Privacy Policies, particularly if they are working in a public area such as a library or coffee shop.
- II. They follow any information, guidance and training provided in safe working practices whilst working away from their usual home office, including ergonomic set up of their working area
- III. They report any signs of discomfort or other problems at the earliest opportunity that this becomes apparent so a detailed health and safety assessment can be completed to determine how the partner or employee can continue to work flexibility without affecting health, safety or welfare.
- IV. They keep in frequent contact with their colleagues / line manager throughout their working time to eliminate any feelings of isolation and to ensure they keep up-to-date with continuous changes in what is happening in their area of work.
- V. They do not allow anyone into their property that could cause disturbance, disruption or undue noise / distraction whilst working or whilst in conversations with clients, colleagues etc.
- VI. They make full use of technology (e.g. via Teams) to keep in regular contact with colleagues.
- VII. They notify the Health and Safety Manager if their working arrangements change, e.g., they move their regular work location for a temporary period, or change their furniture used for work purposes.

ALCOHOL AND DRUGS

Due to the obvious and well documented risks associated with working under the influence of alcohol or drugs, consultants and employees should not undertake work-related tasks whilst their capability to work safely is potentially impaired by the effects of drink or drugs (whether recreational and therapeutic).

You must not drink alcohol whilst at work, except during recognised social activities. Where alcohol is available at a client site and you are representing CAG Consultants, you must ensure that you do not consume alcohol if you intend to drive away from the site. Any unacceptable behaviour that is reported as a result of consuming alcohol whilst on CAG business is likely to result in disciplinary action.

As specified in the work-related road safety section below, anyone who needs to drive in the course of their work must ensure that they are fit to drive and are below the legal limit for driving.

CATERING

The following arrangements are in place

- Any persons arranging for a commercial arrangement to bring prepared foods such as sandwiches or buffets into a premises under our control or an event under our control must ensure that the food provider has a valid licence from the local authority.
- Employees must give due care and consideration for the safe use of catering equipment and may only use this for the intended purpose and in accordance with the manufacturer's instructions.
- Staff may not bring their own kettles or catering equipment to an event without the express consent of The Health and Safety Manager
- Defects in facilities and equipment must be reported to the Health and Safety Manager immediately.

DISPLAY SCREEN EQUIPMENT

It is the policy of CAG Consultants. to comply with the law as set out in the Health and Safety (Display Screen Equipment) Regulations 1992. CAG Consultants. Will ensure that health and safety assessments are undertaken for all workstations staffed by employees who use VDU screens as part of their usual work and will ensure that all workstations meet the requirements set out in the Schedule to the Regulations. Since all partners and staff work from home, this will be undertaken as part of the home workers risk assessment:

- The risks to users of VDU screens will be reduced to the lowest extent reasonably practicable.
- VDU screen users will be encouraged to have periodic breaks in their work.
- All partners who are VDU screen users are encouraged to complete regular eye tests.

- All VDU screen users will be given appropriate and adequate training on the health and safety aspects of this type of work and will be given further training and information whenever the organisation of the workstation is substantially modified.
- Laptops shall not be used as a primary VDU/DSE when working from home unless used with a base-station and independent screen & keyboard.
- Issues identified during self-assessments will be addressed by the Health and Safety Manager initially over the phone and then followed up at monthly staff meetings. Where required this will include a visit of the home to complete a further assessment.

General Guidance

Any staff members who use display screen equipment (DSE) as a part of their employment must consider the layout and arrangement of their equipment:

The Screen

- Adjust the contrast between the characters and the background to suit ambient conditions.
- Swivel and tilt the screen to suit individual needs.
- Identify appropriate screen height.
- Position the screen to avoid reflection and glare.

The Keyboard

- Tilt the keyboard to find a comfortable position.
- Allow space between the front of the keyboard and the edge of the work surface to give hand/ arm support.

The Work Surface

- Make sure that it is large enough to easily accommodate the equipment.
- Adjust the document holder to a comfortable working position and make sure it is stable to avoid excessive head/eye movement.

The Chair

- Must be stable but allow easy freedom of movement.
- Adjust the height of the seat and the height of the tilt of the back to give a comfortable seating position.

The Environment

- Ensure that lighting is adequate for the combination of screen work and non-screen tasks.
- Ensure that there is enough space to change position and vary movements.
- Take regular breaks from display screen work.

Eye Tests

Any member of staff considered to be a 'user' of display screen equipment will be required to undertake regular eye tests as appropriate. Users are entitled to further tests at regular intervals after the first test, and in between if they are having visual difficulties which may reasonably be considered to be caused by their VDU work. It is appropriate to classify a person as a user if most or all of the following criteria apply:-

- The individual depends on the use of DSE to do the job, as alternative means are not readily available for achieving the same results.
- The individual has no discretion as to whether to use or not use the DSE.
- The individual needs significant training and/or particular skills in the use of DSE to do the job.
- The individual normally uses DSE for continuous spells of an hour or more at a time.
- The individual uses DSE in this way more or less daily.
- Fast transfer of information between the user and screen is an important requirement of the job.
- The performance requirements of the system demand high levels of attention and concentration by the user, for example, where the consequences of error may be critical.

If the test shows the employee needs glasses specifically for their VDU work, and not for any other purpose, the company shall pay for a basic pair of frames and lenses or provide an allowance towards glasses of the employee's choice. Contact the H&S Manager for more details.

Definition of a DSE 'user'

In general terms, a broad definition of a user is someone who 'habitually' uses DSE for a 'significant' part of his or her normal work. If an employee is deemed to be a 'user' of display screen equipment then CAG Consultants will arrange for an eye test for that person on request.

ELECTRICITY AND ELECTRICAL EQUIPMENT

All equipment must have been designed for the environment in which it is to be used and must be suitably protected.

Employee Rules

- Employees may only use electrical equipment for which they have received adequate training, and where they are authorised to do so.
- Employees who use any electrical appliances as part of their work are required by CAG Consultants to carry out a pre-user check of the appliance to ensure that it is safe and free from visual damage or defect. Any defect must be reported to the Health and Safety Manager immediately and the tool or appliance put out of use.
- No person may attempt to install, repair, service or alter any electrical appliance used for work purposes, plug, wiring configuration etc, unless they are both competent and authorised.

Inspecting Plugs and Cables:

Before using any electrical equipment plugs, cables and equipment housing must be checked for damage. If there is any damage, no matter how small, the equipment must not be used. It must be taken out of use immediately and drawn to the attention of the Health and Safety Manager who will arrange for immediate repairs or replacement. Under no circumstances will unqualified personnel attempt repairs.

Use of Extension Leads and Portable Equipment:

When using portable electrical equipment the nearest socket will always be used. If it is necessary to use some sort of extension lead the following action will be taken:-

- a) Use an appropriate small 4-way multi socket with in-built fuse
- b) For longer extensions – use an extension lead protected by an in-built residual current device (RCD) and un-wind the lead fully if required to prevent heating (i.e. if see rating on the extension lead).

Protect leads to prevent tripping hazards or mechanical damage and avoid crossing walk-ways (and in this case always tape the leads down).

Electrical systems and Portable Appliance Testing (PAT) – electrical appliance inspection

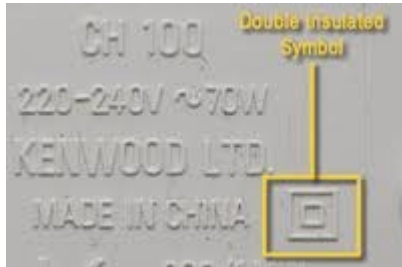
- **What is a portable electrical appliance?**

Generally, equipment that has a lead (cable) and plug and which is normally moved around or can easily be moved from place to place, e.g. kettles, heaters, drills, saws etc; and also equipment that could be moved lights, fax machines etc.

- Individual partners are responsible for conducting visual inspection of their own equipment. If equipment is double insulated, as shown by the logo in the illustration below, there is no requirement to conduct testing. Where it is not double insulated, equipment that is three years old must be tested by a competent person. It will then be retested at 3 yearly intervals.
- Individual partners are responsible for arranging PAT testing of their relevant equipment. The Health and Safety Manager is responsible for overseeing the

process, including maintaining an equipment list which lists equipment used by each partner or employee, when it was purchased, and when PAT testing is due.

- Plugs and sockets must be in good condition. Home-workers are expected to ensure that systems are safe.



Isolation

- Every electrical system must have an adequate means of switching off the supply.
- Persons engaging in electrical work must ensure that disconnection of supply has been achieved.

Contractor Competence

All electrical contractors, or other contractors likely to engage in electrical work, must be registered with the National Inspection Council for Electrical Installation Contractors (NICEIC) or equivalent.

EMERGENCY EVACUATION PROCEDURE

Those employees and sub-contractors working at a client's sites, will ensure that they are informed of the emergency evacuation arrangements at that premises prior to commencing work.

Local arrangements for team meetings will be explained by the Health and Safety Manager or his representative.

FIRE SAFETY

CAG Consultants do not operate out of a business premises and therefore no fire risk assessment is required. Our fire safety policy and procedures are tailored to minimize risk at events under our control so far as reasonably practicable, working from home (as far as practicable) and during team meetings.

Fire risk at events will consider fire prevention, detection and evacuation. The Health and Safety Manager is responsible for ensuring company practices and procedures are adequate.

All consultants within the firm have a duty to report immediately any fire, smoke or

potential fire hazards to the fire service (dial 999).

All consultants have a duty to conduct their operations in such a way as to minimise the risk of fire. This involves taking care when smoking, keeping combustible materials separate from sources of ignition and avoiding unnecessary accumulation of combustible materials.

HOME-WORKERS

All partners and employees currently work from home- based offices. However, most of the regulations made under the Health and Safety at Work Act 1974 apply to employees working at home as well as to employees working at Company accommodation.

The main hazards arise from poor workstation layout, working position and conditions, cables and other obstructions, damaged or unsuitable equipment and the presence or actions of others.

All policies of CAG Consultants apply to home-workers including e-mail and internet policies.

Risk assessment

It is the Health and Safety Managers' responsibility to ensure this policy is implemented. A Home Workers Risk assessment form will be completed by all new staff and updated every three years. The Health and Safety Manager shall co-ordinate risk assessments and if required conduct health and safety inspections of the work area in the home to ensure that the work can be undertaken safely without endangering the health of the home-worker or their family.

A Home-workers Risk Assessment form has been produced (Appendix A).

The home-worker is responsible for day-to-day health and safety issues and for reporting any concerns to the Health and Safety Manager. The Finance and Administration Manager must:-

- Make all necessary enquiries to ensure that there are no health issues which could result in risk to the employee in working alone;
- Where a safety concern arises consult the Health and Safety Manager
- Ensure that employees attend any necessary training courses
- Complete the necessary risk assessments and ensure that they are reviewed when circumstances change;
- Establish safe systems of work;
- Ensure employees are clear as to their duties and have received the appropriate training;
- Ensure there are suitable measures to monitor the well-being of home-workers, e.g. regular contact.
- Ensure that a suitable workstation is set up with appropriate equipment, including telephony, and furniture;

- Establish procedures to be followed in an emergency;
- Ensure that arrangements are in place to maintain equipment;
- Take all reasonable steps to ensure that adequate rest and meal breaks are taken and that work does not extend beyond the agreed hours;
- Establish specific procedures for adequate contact between all Consultants by telephone, electronic mail or visit, to include monitoring of the well-being of the employee and reporting of injuries and incidents by the Finance and Administration Manager; and

Home-working partners and employees must:

- Attend appropriate training and meetings at management's request;
- Co-operate with the risk assessment process, report any problems, carry out regular checks of equipment and the workplace and report faults to the Finance and Administration Manager without delay;
- Take all reasonable steps to prevent unauthorised access to the work or work equipment;
- Report any accidents which occur during the agreed working hours to the Health and Safety Manager;
- Report any health problems which may be attributed to, or aggravated by, their working arrangements to the Health and Safety Manager;
- Adhere to risk assessments.

Equipment

CAG Consultants will supply equipment needed to enable an employee to work effectively at home or from home. In the case of partners they are required to supply the equipment themselves. This will include:

- The supply of telecommunication lines to allow for connection to relevant networks including e-mail and intranet.
- Relevant IT equipment including PC, laptops (although these are not suitable for prolonged periods of work), printer, fax.
- Furniture including desk, chair, lockable drawers.
- Mobile phone where appropriate.

Workstation equipment standards

Workstations and equipment for workstations for use of display screen equipment shall comply with the Appendix I of the Health and Safety (Display Screen Equipment) Regulations 1992 (Appendix 1 Guidance on workstation minimum requirements).

The employee/partner is responsible for sourcing the furniture, which must meet the following minimum specifications to ensure compliance with UK legislation. Employees must provide a specification to the Health and Safety Manager prior to purchase so that it can be signed off.

- Worksurface measuring at least 1200mm width, 800mm depth and 720mm height (+- 20mm). Taller people may prefer a higher desk whilst shorter people may prefer a lower desk (down to 700mm). The worksurface must have low reflectance and ideally be of neutral colour (eg beige, cream, grey) to minimise glare and visual strain.
- Office design chair with a 5-star base either on casters (or half-moon sliders if the flooring is laminate/wooden and slippery). The chair must also be adjustable in seat height, and back rest angle and be sufficiently large/small to meet the individual person's comfort needs.
- A laptop stand where laptops are used along with a separate keyboard and input device e.g., mouse.
- Appropriate screen / monitor meeting the standards set out in Appendix 1 Guidance on workstation minimum requirements¹.

All equipment shall be set up and risk assessed as part of a suitable and sufficient DSE/Home-working risk assessment.

Telecommunications Equipment

Occasional home-workers and employees who work from home will not necessarily be supplied with permanent telecommunication links or other equipment but may be given access to 'dial in' using a laptop if appropriate. Equipment supplied by CAG Consultants is not for personal use, although the employee may access the internet for personal use if the appropriate authorisation has been given. However, the computer must not be used by anyone other than the home-worker (e.g. members of the family, friends etc).

All policies of CAG Consultants apply to home-workers including e-mail and internet policies.

HOUSE KEEPING

It is the policy of CAG Consultants. to comply with the Workplace (Health, Safety & Welfare) Regulations 1992 for any site under its control. CAG partners and staff work from home - based offices, but there are occasions when they are responsible for running meetings and other public events in other locations. On these occasions the following rules apply:

Raised platforms

- Avoid using rooms with a raised platform or dias if reasonably practicable.
- Ask site to put barriers (e.g. tables) along the side edges of a dias if practicable to protect edge and reduce tripping hazard.
- Of neither of the above is practicable, then use some hazard tape to mark edges and ensure lighting is reasonable.

¹ Appendix I of the Health and Safety (Display Screen Equipment) Regulations 1992 (Appendix 1 Guidance on workstation minimum requirements).

Working Environment

- Work sites must be kept clean and tidy.
- Any spillage must be cleaned up immediately.
- Waste materials and rubbish must be removed routinely.
- All combustible waste materials must be discarded in sealed metal containers.
- All pits and holes must be covered when not in use and clearly marked with warning signs when in use.

Walkways

- Walkways and passageways must be kept clear from obstructions at all times.
- If a walkway or passageway becomes wet it will be clearly marked with warning signs and / or covered with non-slip material.
- Trailing cables are a trip hazard and will not be left in any passageway.
- Any change in the floor elevation of any walkway or passageway must be clearly marked.
- Where objects are stored in or around a passageway, care must be taken to ensure that no long or sharp edges jut out into the passageway in such a way as to constitute a safety hazard.

MANUAL HANDLING OPERATIONS

It is the policy of CAG Consultants to comply with the law as set out in the Manual Handling Operations Regulations 1992.

Manual handling operations may be required from time to time when organizing events or replacing company equipment. Manual handling will be avoided as far as is reasonably practicable where a significant risk of injury has been identified.

Where it is not possible to avoid or mechanize manual handling operations an assessment of the operation will be made taking into account the task, the load, the working environment and the capability of the individual concerned. An assessment will be reviewed if there is any reason to suspect that it is no longer valid.

Suitable information and training will be provided for all employees required to carry out manual handling operations as part of their role.

All possible steps will be taken to reduce the risk of injury to the lowest level possible.

Manual Lifting and Moving

1. Lifting and moving of objects will, wherever reasonably practicable, always be done using equipment such as trolleys etc rather than manual handling. The

equipment used will be appropriate for the task at hand.

2. The load to be lifted or moved must be inspected for sharp edges, splinters and wet or greasy patches.
3. When lifting or moving a load with sharp or splintered edges gloves must be worn. Gloves will be free from oil, grease or other agents which might impair grip.
4. The route over which the load is to be lifted or moved will be inspected to ensure that it is free of obstructions or spillage which could cause tripping or spillage.
5. Employees will not attempt to lift or move a load which is too heavy to manage comfortably.
6. Where team lifting or moving is necessary one person will act as co-coordinator, giving commands to lift, lower etc.
7. When lifting an object off the ground employees will assume a squatting position, keeping the back straight. The load will be lifted by straightening the knees, not the back. These steps will be reversed for lowering an object to the ground.

MONITORING AND REVIEW

Monitoring of policy and procedures

The Health and Safety Manager will ensure that:

- General policy implementation is being delivered e.g. staff induction and training, whether risk assessments are up to date, training records up to date; driving at work documentation up to date; first aid records up to date.
- Regular discussions are held with partners and employees regarding the completion of the working at home assessments and any problems they have.
- Data is recorded on injuries and ill-health and reviewed.

Review of policy and procedures

The Health and Safety Manager will undertake an annual review to verify that the H&S Policy and Procedures are being adhered to.

NEW OR EXPECTANT MOTHERS

It is the policy of CAG Consultants to comply with the Management of Health and Safety at Work Regulations 1999 with regard to new and expectant mothers at work.

In addition to the general risk assessment, a further assessment of risk to new or expectant mothers will be conducted. Where a risk to new or expectant mothers is identified, working conditions and / or working hours will be adjusted so as to avoid

the risk. Where this is not reasonable the employee(s) concerned will be suspended from work on full pay.

It is the responsibility of the expectant mother to advise CAG Consultants in writing as soon as the pregnancy is confirmed by a doctor or midwife.

Where a new or expectant mother produces a doctor's certificate stating that she should not work at night, suitable alternative daytime work will be found. Where this is not possible she will be suspended from work on full pay.

PANDEMIC AND INFECTIOUS DISEASE RISK

It is the responsibility of CAG Consultants, including partners and employees, to minimise the risk to themselves and others from pandemics and infectious diseases, while continuing to deliver work and maintain earnings as far as is feasible.

For any current risk, we will in principle comply with any pertinent guidance available from the HSE and UK Government agencies such as the Health Security Agency. Our exact strategy will be based on an assessment of risk.

We will in addition consider any reasonable adjustments that can be made for any partners or employees who may be at additional risk e.g.

- People who are immunosuppressed
- People considered clinically extremely vulnerable or those acting as the principle carer for those identified as clinically extremely vulnerable

Our current Coronavirus policy is found in Appendix E.

PREGNANT WORKERS

Procedures

While generic precautions taken to protect the health and safety of the workforce as a whole will, in many cases, also protect young persons and pregnant consultants, there are occasions when different and/or additional measures will be necessary. CAG Consultants will ensure that work activities exposing young persons/ pregnant consultants to unacceptable risks are eliminated, so far as is reasonably practicable. Measures to achieve this include preventing exposure to such risks by ensuring relevant legal standards are met (dependent on the risk involved), and that official guidance and good practice is followed.

Risk assessment and control of risk

Where hazardous activities cannot be eliminated, risk assessments — to be carried out by a competent person — will be undertaken to identify residual risks and to reduce them to the lowest level reasonably practicable. The assessments will take into account the actual risks associated with the work activities and whether or not these risks are increased due to the age of the young person or pregnancy. Specifically, the assessment will consider risks associated with exposure to: Physical (e.g. noise, manual handling, radiation), biological or chemical agents other work situations, as prescribed in the HSE guidance.

Risk assessments relating to young persons/pregnant consultants will be reviewed, and if necessary revised, regularly.

Management must ensure

- Specific risk assessments are carried out for all work activities undertaken by young persons/pregnant consultants and associated records and documentation maintained as soon as practicable after being informed of a pregnancy or prior to a young person starting work.
- That upon a pregnant consultant returning to work following confinement, a further assessment shall be completed.
- Necessary control measures identified by the risk assessment are implemented, followed, monitored, reviewed and, if necessary, revised.
- Pregnant consultants are informed of any risks associated with their work and the control measures taken to protect them.
- A copy of the risk assessment is provided to the parents or guardian of any children employed.
- Any adverse incidents are immediately reported and investigated.
- Appropriate information, instruction, supervision and training, etc is provided.

Duties of Consultants

- Consultants must follow any safety arrangements implemented for their protection, including attending training sessions and complying with control measures.
- Consultants must not act in a manner that adversely affects their own health and safety, and/or the health and safety of anyone else.
- Consultants must report any perceived, or real, shortcomings in protection levels to their employer.
- Consultants must inform the employer when they become aware of any pregnancy.

RISK ASSESSMENT AND CONTROL OF EVENTS

Please also refer to sections of this policy on Coronavirus, Housekeeping, Manual Handling, Fire and Evacuation, Work Equipment, First Aid, Work related road risk and Working Alone.

A draft risk assessment should be developed at an early stage of planning for an event, and should be refined at the event venue, before the start of the event. Steps should be taken before or during the event to mitigate any risks and bring them to the lowest level that is practicable. Attention is particularly drawn to the points under

Housekeeping that may affect choice of venues for events (e.g. avoiding rooms with raised platform or dias where possible).

Risk assessments are required for all events which CAG Partners participate in, and for events that CAG Associates participate in on behalf of CAG. Where Partners or Associates are running events that have been organised by others they will, as a minimum, ensure that they liaise with the event organiser to establish what if any risks have been identified; ensure that a first aid kit is available on site and establish its location; establish whether an appointed first aider will be on site during the event (and if not appoint themselves to this role); alert event participants to any identified risks. Where a CAG Partner, or a CAG Associate, is responsible for organising the event the CAG Project Manager with immediate responsibility for the management of the work being assessed will ensure that a suitable and sufficient risk assessment(s) is completed.

Further guidance on preparing event risk assessments, including a pre-event checklist, is presented in Appendix C. Event risk assessments should be prepared using the form in Appendix D.

The risk assessment shall be carried out prior to any work being initiated.

The Health and Safety Manager will record and maintain the records of any risk assessments, reviewing these at appropriate frequencies and revising them when they are no longer valid. A generic risk assessment has been completed for standard events; this must be considered a starting point and must be reviewed to ensure the assessment is relevant to the site and conditions where the work will take place.

Control

All staff shall be provided with relevant copies of risk assessments and shall sign them to record that they have received them. This shall be entered in their training records.

It is, however, the responsibility of all Project Managers and Consultants to manage their time properly in order to give health & safety sufficient consideration.

SAFETY TRAINING

Safety training is regarded as an indispensable ingredient of an effective health and safety programme. It is essential that every consultant in the organisation is trained to perform his or her job effectively and safely. It is the opinion of the management of CAG Consultants that if a job is not done safely then it is not done effectively.

CAG Consultants will undertake a training needs analysis based on the risk assessment of work activities and the requirements of health and safety legislation. All training will be arranged by The Health and Safety Manager using only appropriately qualified and competent providers.

Staff Induction

All staff will undergo an induction programme to familiarize them with certain aspects of CAG Consultants' policies, procedures and work areas. The Health and Safety

Manager is responsible for safety training and Finance and Administration Manager for maintaining records.

SMOKING

Smoking is prohibited in all areas of the workplace (including the part of the home designated as the 'office' or using a company vehicle). Smoking areas will at all times be kept fire safe. Combustible materials must never be stored or allowed to accumulate in areas where smoking is permitted.

Employees on Client Sites

Those employees and sub contractors working on client sites are reminded that smoking is not permitted in any workplace. CAG Consultants employees and subcontractors are required to comply fully with all arrangements in place for smokers at client sites. CAG Consultants may regard any breach of this instruction as gross misconduct and will deal with each case accordingly.

TRAVEL OVERSEAS

Although most of CAG Consultant's work is UK-based, there will be occasions when travel and work overseas is necessary in the course of business. Generally such travel presents no additional risks than the equivalent activity in the UK and takes place in countries that are considered safe for travellers.

Risks to health and safety that arise from overseas work can be:-

- work related (e.g. physical risks from the fieldwork itself)
- health related (e.g. exposure to tropical diseases)
- related to personal security (e.g. associated with local criminal or political activity, or civil unrest).

This policy outlines the steps needed for safe management of such travel and applies to any member of staff that is involved in overseas travel and work.

All overseas travel is at the discretion of Partners but should be discussed with the Health and Safety Manager. Overseas travel for CAG business should only be undertaken when:

- There is a defined business need
- There is no reasonable alternative to achieving the business objective e.g. video conference
- There are no medical or other reasons why the Partner should not travel.

Assessment of risk

Partners and employees will ensure there is a suitable and sufficient assessment of risk prior to undertaking any overseas travel for CAG business purposes. They are encouraged to discuss their risk assessment with the Health and Safety manager. This assessment shall be reviewed as required prior to travel and during the travel period.

Risk controls

No travel shall be undertaken for CAG business if it is in contravention to Foreign Office guidance.

The Partner should take out appropriate travel insurance (including adequate health cover) for any overseas travel.

They should have appropriate vaccinations in advance of the travel period.

The partners should set up appropriate communication arrangements in place during overseas travel, so that they can keep in contact with CAG.

Partner and employee responsibilities

Staff undertaking overseas travel for CAG business purposes shall:-

- Seek appropriate medical advice prior to travel based on policy requirements
- Follow policy guidelines when overseas including communication arrangements
- Act in a responsible and appropriate manner when on company business
- Inform the company if there are any issues which may affect safety or health when travelling overseas on company business
- Report any concerns or incidents as soon as reasonably practicable
- Each individual's passport must be valid and have at least six months left before it expires (based on the planned date of travel) and have two spare pages for entry stamps.
- Visa requirements must be checked at least two months before travel – this can be done at travel agents or on embassies' websites.
- Individuals are required to assess any requirements for an international driving permit and apply for one in good time.

Foreign Office Guidance

The FCO (British Foreign and Commonwealth Office) website (www.fco.gov.uk/travel) carries up-to-date travel advice for over 200 countries. It should be used as the basis for informing all those travelling on CAG business of the risks that they might face. The advice pertains to the safety of British travellers as British insurance companies use it to determine the extent or validity of insurance cover. The FCO may advise against all travel, or against all but essential travel, to a country or parts of a country.

In all cases where the FCO advises against travel (Don't Go') CAG Consultants will impose a travel ban to those countries. If the FCO lists the location as 'All but essential travel' then travel is by agreement and subject to risk assessment: if a member of staff is uncomfortable with travel to this area or country they will not be compelled to do so by the requirements of CAG business.

Staff travelling overseas are advised to register for the LOCATE service provided by the Foreign Office – this is a requirement for any country where the FCO lists the location as 'All but essential travel'.

Travel packs

CAG Partners are encouraged to prepare a travel pack for any overseas travel, for themselves and any subordinate travelling with them. The content of each pack is at the discretion of the Partner, based on the location and duration of the trip. The pack could include the following types of information – some of which may be stored electronically:-

- Copy of Passport (copy to be held on file by the Finance and Admin Manager to assist with replacement if lost during trip)
- Photocopy of driving licence (if driving is required)
- Flight tickets/details
- Copies of Travellers Cheques nos and/or Credit Cards,
- Copy of Health and travel insurance policy including contact numbers,
- Contact number of work for contact to help resolve problems during travel
- Phone number of nominated Emergency contact person (family member or partner)
- Local Police / emergency nos (e.g. approved medical facilities – the insurance company).
- Work and home numbers for one or more CAG Partners (for use in case of emergency)
- Numbers to enable replacement of important documents - always take the British Embassy / High Commission number (Commonwealth countries)

Staff should take copies of medical-alert bracelets-allergies/details on serious medical conditions.

Health

Partners are responsible for ensuring that they take advice on the potential health risk associated with their work-related travel. This should be sought in good time so that any recommended immunisations can be given and/or prophylactic drugs prescribed.

They must ensure that any urgent medical or dental treatment is completed prior to travel.

If any staff member has any long term health problems they must check with their doctor whether travelling will make them worse and must make arrangements to take enough medicine for the duration of the trip. Before travelling on any trip that lasts more than 3 days, staff are advised to consider a dental check-up. They must discuss with the Health and Safety manager if they have any concerns about their health status during the planning stage or as soon as they are aware of them.

The Partner is responsible for assessing any requirements for vaccinations for the planned trip so that they can be done in good time. Some vaccines can't be given together, and if you suffer side effects, you'll need time to have them treated. Vaccination certificates must be obtained if required.

Guidance can be found on the following websites:-

www.nathnac.org

www.nhs.uk/Healthcareabroad/Pages/Healthcareabroad.aspx.

Staff undertaking overseas travel for work must carry a record of their blood group and any other important medical information (e.g. allergies) during the trip.

Travel to and from the airport

Staff must consider the implications of fatigue when travelling to and from the airport and should make sensible arrangements to ensure that journeys can be made safely. You are encouraged to discuss specific arrangements with the Health and Safety manager.

Road traffic laws apply within the UK. You should ensure that you do not exceed drink driving limits within the country you are travelling within.

Hotel shuttle buses or approved airport taxis from the local airport and/or booked from your hotel are the recommended mode of travel at your destination.

Communication and emergencies

Staff must ensure regular communication by phone and e-mail when overseas so that CAG Consultants is aware of your situation and can provide assistance as required. If you require contact with CAG during out of office hours, you should phone a Partner on their business or home phone (as listed on the CAG Contact sheet).

Any incident must be reported as soon as reasonably practicable so that appropriate help can be provided and/or insurers notified.

Flights and Accommodation

Flights should be booked with recognised reputable carriers.

If the country is deemed to fall into the 'higher-risk' category, flexible flight tickets must be purchased.

Hotel accommodation shall be booked at reputable hotel chains with good communication facilities. Hotels should be selected in 'safe' districts such as recognised business districts or close the airport.

Travelling when abroad

Staff should take the following advice as far as possible when overseas:-

- Know where you are going from airport – use a shuttle bus or get the client to a organise taxi
- Overseas driving: Safer not to drive yourself – check local rules and laws if a must
- If renting a car, rent a car with no "Company Logo"
- Check the vehicle safety features before driving
- Keep luggage in the boot and lock it manually
- Stay on main roads

USE OF SUBCONTRACTORS AND COMMERCIAL PARTNERS

Where CAG is acting as the lead supplier to a client, but the project involves other businesses or individuals, all Partner organisations will be obliged to demonstrate to CAG how they manage health and safety and their ability to operate in a manner that it is equivalent with CAG processes, and/or any additional client requirements, and this will be a requirement of any formal contractual arrangements.

Our use of subcontractors is limited to associate staff (i.e. not partners in the company). Generally they are individuals working in the same way as our own partners, i.e. from home based offices. Sometimes they act as support staff to partners at meetings which we run. All associates are required to be aware of our health and safety policy and procedures and to follow its requirements, and in particular to be aware of our Events Risk Assessment. It is the responsibility of the project manager who engages the associate to ensure that associates are fully briefed on the policy and procedures. Formal risk assessments are not normally required for subcontractor work per se, due to the low level of risk, except for activities requiring specific risk assessments (e.g. Events Risk Assessment, Lone Working Assessment or Overseas Travel).

Subcontractors on jobs where CAG is the lead supplier are required to complete a 'prequalification questionnaire' (PQQ) on an annual basis. The PQQ identifies health and safety and other compliance requirements relevant to the subcontractor's work and asks them to compliance with these requirements. It is the responsibility of specific Project Managers to ensure that there is a valid PQQ in place with subcontractors on their projects, where CAG is the lead supplier to a client. If a subcontractor is involved in multiple CAG projects, only one PQQ needs to be completed in any given year. A log of completed PQQs is kept in the Associates Directory.

WORKING ALONE

CAG staff and contracted associates often work alone. Much of the time this simply entails travelling to and from the workplaces of clients and other key stakeholders, but on occasion staff may be required to attend site visits. Whatever the scenario Partners must consider whether such activity may expose them to especial risk, e.g. meeting an unknown individual at their home or an unknown site; participating in a public event where there is a likelihood of conflict.

Whilst the level of risk will vary, the lone worker should at a minimum undertake the following steps:

- Carry out a risk assessment
- Notify either the project manager or another partner of the details of their visit, including the person they are meeting, location and date and time
- Ensure their mobile phone is fully charged and kept on at all times

Where the level of risk is viewed to be increased, the lone worker should:

- Notify the project manager or another partner of anticipated time of return.
- Notify the project manager or another partner on arrival at the destination and again upon their return home.
- If the lone worker is working for an extended period of time, make contact with the agreed person at agreed intervals

Should the member of staff or associate fail to notify the responsible person by the agreed time they undertake to establish contact with the member of staff or associate and subsequently initiate appropriate action, including notification of the police or other authority, should this be required.'

Other possible mitigation actions include:

- Where possible ensuring that events are attended by at least 2 members of staff;
- Ensuring taxis are provided for staff use.
- Conflict Resolution Training available to all partners who are likely to be lone workers

WORK EQUIPMENT

It is the policy of CAG Consultants to comply with the law as set out in the Provision and Use of Work Equipment Regulations 1998.

CAG Consultants will endeavour to ensure that all equipment used in the workplace is safe and suitable for the purpose for which it is used.

All consultants will be provided with adequate information and training to enable them to use work equipment safely.

WELLBEING, WORK RELATED STRESS AND MENTAL HEALTH

Wellbeing

CAG Consultants aims to support and encourage the wellbeing of its consultants and employees. Communication is key to this. CAG staff are encouraged to participate in weekly catch-up calls, which provide an opportunity to identify and respond to any concerns about the wellbeing of individuals within CAG. Wellbeing is also considered through sharing feedback on 'work and personal' issues within monthly business meetings. Social interaction within the CAG team is encouraged through optional participation in a WhatsApp chat and periodic social functions.

Further support to wellbeing is provided by CAG Consultants' sabbatical policy, which sets out arrangements under which members of the CAG team can choose to take a long term break from work.

Fatigue and inability to work

It is CAG Consultants's policy that consultants and employees should not attempt to work if they are over-tired or unwell. The importance of not driving when fatigued is set out in the section below on work-related road safety.

More generally, working when over-tired or unwell may cause harm to the individual involved and could also put the quality of CAG's work at risk. Members of the CAG team are therefore encouraged to signal to colleagues if they are unable to work at full capacity, for whatever reason. Considerations of work-related stress and mental health are discussed further below. Consultants and/or employees who are concerned that they may be unable to work at full capacity are encouraged to discuss their upcoming work commitments with other members of the CAG team at the

earliest opportunity. This will generally involve discussions with the project manager or project supporter for each project, who will help to arrange support from other partners or associates if needed. Weekly catch-up calls and monthly business meeting will be used to check that any cover arrangements are working satisfactorily.

CAG Consultants has a discretionary fund that is designed to provide temporary earnings support for consultants who are undergoing health or personal difficulties and who are temporarily unable to generate sufficient earnings for their needs.

Stress

This policy adopts the principles of good, effective management and respect for the individual. It requires the combined efforts of managers, employees and support functions to ensure the creation and maintenance of a psychologically healthy work environment, in which excessive pressures are identified and measures put in place to control them, allowing people to succeed and achieve their goals. This policy will ensure that their contribution at work will not be to the detriment of their emotional, psychological and ultimately physical health. The arrangements set out for work related stress should be read in conjunction with the arrangements for mental health.

Assessment of risk

The Health and Safety Manager will ensure appropriate arrangements are in place to assess risks related to work related stress. Risk is the likelihood of harm resulting from exposure to a hazard. The hazard in this context is something that can cause mental ill-health and is known as a stressor.

Examples of stressors in the workplace are poor communication, lack of definition of objectives, role conflict, job insecurity, low control over work, isolation, bullying or harassment, work overload, long or unpredictable hours.

The following factors must be taken into consideration: -

Signs from the employee of impending harm to health:

- Does the employee have a particular problem or vulnerability?
- Has the employee already suffered from illness attributable to stress at work?
- Have there been frequent or prolonged periods of absence that are uncharacteristic?
- Is there reason to believe these are linked to stress at work - for example, because of complaints or warnings made by the employee or others?

The nature and extent of the work done by the employee:

- Is the workload more than is normal for the particular job?
- Is the work particularly intellectually or emotionally demanding for this employee?

- Are the demands being made of this employee unreasonable when compared with the demands made of others in the same or comparable jobs?
- Are there signs that others doing this job are suffering harmful levels of stress?

The procedure for identifying risks is through the monthly staff meeting (item on work and personal issues) and the annual staff review. Once a stressor generally affecting the organisation has been identified, the Health and Safety Manager and the Mental Health officer will undertake a risk assessment of the likelihood of harm resulting from exposure to the stressor. The Mental Health officer will also undertake an annual stress risk assessment for all employees.

Control of risk

Having assessed the risk, this must be eliminated wherever possible, or otherwise controlled. The Health and Safety Manager will follow up any organisational or 1-1 assessments identifying the need for training, changes in working practice, independent assessment or counselling.

Employees must report to the Health and Safety Manager (or alternatively the Mental Health Officer) immediately whenever they believe they are being subjected to stressors which are:

- Causing them concern, or
- They believe are in excess of the norm, or
- They believe may affect their ability to function normally, work normally or lead to ill health.

Once a concern has been identified, by or about an individual, the Health and Safety Manager or the Mental Health officer will contact the individual to undertake a work-related stress assessment for that individual. This should be undertaken using the Occupational Stress Assessment form provide in Appendix A. The detailed assessment need not be shared beyond the assessor and individual, but key actions arising from the assessment should be shared with the Health and Safety Manager and recorded in CAG Consultant's stress assessment record.

On the basis of that assessment an action plan will be put in place where necessary and monitored regularly to ensure agreed actions are implemented and are effective.

Monitoring

Working conditions and practices will be monitored on an on-going basis and consideration will be given to new working practices. Risk assessments shall be reviewed whenever there is a reason to believe the assessment is no longer valid.

There will be a reassessment of risk if there has been or (is about to be) significant change in the workplace, or if mental ill-health problems arise.

Employees highlighting a work-related stress issue will require a re-assessment.

Other triggers for re-assessment might be organisational changes involving change in employment status of staff, or change in nature, volume or organisation of work.

Mental health

Identifying mental health issues

CAG aim to operate an open and non-judgmental atmosphere in which Partners and employees feel able to self-identify and seek help, as early as possible. There is no minimum level of suffering at which an issue can be raised, and the mental health issues do not need to be work-related. Individuals are encouraged to develop an understanding of their own mental health and to spot personal warning signs. Examples might be trouble sleeping, changes in appetite, short temper or over-thinking. Everyone is different and individuals may well know their own minds best.

We understand that not everyone will recognise warning signs, and not everyone will feel able to raise issues with colleagues. Therefore, we also wish to encourage colleagues to recognise signs in each other and to know what to do.

The Health and Safety Manager and the Mental Health officer will be trained as mental health first aiders: <http://www.sja.org.uk/sja/training-courses/mental-health-first-aid.aspx>

As and when mental first aiders are certified their names will be added to this policy.

If any employee is unsure about their mental health, there are resources on-line which help you to assess the signs. For example:

<https://www.mind.org.uk/information-support/>

Who can you speak to?

If you are concerned about your mental health it is recommended that you see your GP. Every GP has mental health training and they're ready to offer support. The charity Mental Health UK states that one in three GP appointments relate to mental health issues.

Colleagues are also encouraged to talk to a colleague, family members or our designated Mental Health officer (Helen Snodin). There is no obligation to approach our Mental Health officer in the first instance.

There are various organisations which offer support.

- Mind UK – a national mental health charity (www.mind.org.uk)
- Rethink Mental Illness – a charity based in England (rethink.org, helpline 0300 5000 927)
- Mind Wise – a charity based in Northern Ireland (mindwiseeng.org, helpline 02890 402323)
- Hafal – a mental health charity based in Wales (hafal.org, helpline 01793 816600/832400)
- Support in Mind Scotland – a mental health charity based in Scotland (supportinmindscotland.org.uk, helpline 0131 662 4359)

How CAG will respond to mental health concerns

Any mental health issue which an employee or partner feels may be as a result of work-related stress then it should be reported as per the Stress Policy and will be addressed under that policy. Any long-term ongoing problem which includes mental health problems which have been medically diagnosed and fall under The Equality Act (e.g Bipolar, Autism, OCD, ME, Chronic Depression etc) should also reported under the same mechanism.

For any other concerns employees or partners are encouraged to mention their concerns to the Health and Safety Manager or Mental Health officer at the earliest opportunity.

CAG aim to have a non-judgemental and open culture where colleagues feel able to voice and discuss their mental health. We also aim to have a support structure where colleagues provide support emotionally and practically, aiming to make reasonable adjustments to support that individual e.g. picking up and sharing work commitments when a colleague needs time off. The co-operative may also consider temporary relief from the minimum CAG contribution, where an individual has been diagnosed by their GP as having a mental health condition and where the individual feels that financial pressure is adversely affecting their mental health.

Formal 'reasonable adjustments' are required where any medical diagnosis means an individual meets the criteria for a disability under the Equality Act 2010.

You're disabled under the Equality Act 2010 if you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.

- 'substantial' is more than minor or trivial, eg it takes much longer than it usually would to complete a daily task like getting dressed
- 'long-term' means 12 months or more, eg a breathing condition that develops as a result of a lung infection

VISITORS

CAG Consultants accepts its responsibility to ensure the health and safety of all personnel who come directly or indirectly into contact with this organisation or the consequences of our activities, including visitors to a site under our direct control or running of events where we have principal control of the venue.

Any special arrangements required by the visitor(s) must be ascertained, where practicable, before arrival. This may include personal needs such as coping with disability or language barriers.

Visitors must be informed of the risks to which they may be exposed whilst on site, and the emergency arrangements, including the location of assembly points.

YOUNG WORKERS

A young person is anyone under the age of 18. The *Management of Health and Safety at Work Regulations 1999* require that a risk assessment be carried out *before* a young person starts work. CAG Consultants must take into account specific risks to the health and safety of young people, which arise as a consequence of their inexperience, lack of awareness of risks or immaturity.

The regulations also require CAG Consultants to provide information to the parents, or those with parental responsibility.

Young persons, as with all new employees will be given a health and safety induction on commencement of employment at the site. Individual department managers are responsible for ensuring that an assessment is undertaken for any young consultant within their area of responsibility.

WORK RELATED ROAD SAFETY

CAG Consultants will seek to reduce the risks which its staff face and/or create when they are driving or are on the road in the course of their work. It is important that all staff play their part in achieving this important objective. This guidance has been issued for the benefit of all managers and all staff who drive while at work. We will achieve improved road safety by always:

- Ensuring we use the right vehicle for the job, that it is in a safe condition and is matched to the needs and capabilities of the driver.
- Ensuring we have a safe journey plan.
- Practising safe, defensive driving techniques while on the road.
- Reducing road travel wherever practicable, for example, by use of remote communications or changing to a safer transport mode.

Procedures:

In order to comply with our legal duties, we have introduced a set of procedures. These are to be followed by all staff at all times and are as follows:

- CAG Consultants does not generally provide company vehicles. However, where vehicles are provided, for example hire vehicles, employees must always report any suspected vehicle defects to the Health and Safety Manager. In the event that a defect is suspected, staff must never take a risk and attempt to drive a vehicle.
- If an employee uses their own vehicle, they will be expected to maintain it in a roadworthy condition and ensure that adequate business insurance cover is maintained.
- Before embarking on a long journey, employees will always carry out basic checks, e.g. oil, water levels and tyre pressure.

- Staff will follow any advice given on route planning. They will also ensure that sufficient breaks are built in to prevent fatigue and allow for any bad weather or traffic congestion etc.
- Hand held mobile phones will never be used whilst driving and calls will only be made or taken when it is safe to do so.
- Staff will always drive within speed limits and according to the prevailing weather conditions.
- Before driving, staff will familiarize themselves with the procedure to follow in the event of a breakdown.

Documentation:

In order for us to comply with our legal duties, we will require those employees who drive on behalf of CAG Consultants to produce their driving licence annually for inspection. A copy of the paper part of the licence will be taken and kept on file. Those employees using their own vehicles will be required to provide additional documentation.

- If the car is more than three years old, the current MOT certificate.
- Insurance documents that cover business use, where required

The Finance and Administration Manager will take responsibility for checking these additional documents on an annual basis.

Employee duties:

Employees who drive are required to be mindful of their own health and safety and that of others who may be affected by their activities. To this end, employees are expected to follow the procedures laid down in this policy and to:

- Inform the Health and Safety Manager of any changes in circumstances, e.g. penalty points or a new vehicle.
- Have regular eyesight tests and ensure that any glasses required for driving are always worn.
- Read any updates that we may periodically issue on road safety matters. These will include information on good practice as well as forthcoming legal changes which affect those who drive for work.

Ill health driving:

Employees are responsible for ensuring that they are physically fit to drive. Should this change the Health and Safety Manager must be informed as soon as possible. Drivers must also remember that some prescription drugs can cause drowsiness and affect their ability to drive safely. In the event that medication is necessary, employees must check with their GP or pharmacist before driving, even short distances. As research suggests that a journey time of more than four hours could carry a risk of Deep Vein Thrombosis (DVT), those who drive regularly for long

distances must advise us of any family history of DVT, or if they have ever experienced with blood clotting. Where this is the case, we will refer them to their GP in order to ensure that they are able to drive safely and without risk to their health and safety.

Planning Safe Journeys

All journeys must be planned with safety in mind, allowing sufficient time to enable the employee(s) to travel at safe speeds and to comply with speed limits - taking account of reasonably foreseeable weather and road traffic conditions and allowing sufficient time for rest breaks to avoid fatigue (see below). Project Managers must ensure that work schedules are always planned with road safety in mind.

Driving Hours

There are no set regulations for the maximum driving hours allowed for passenger cars. In accordance with RoSPA guidelines. CAG Consultants recommends that continuous driving be limited to 2.5 hours maximum before a 15-minute break is taken. Employees will limit their driving to a maximum of 8 hours in any 24-hour period.

Fatigue

Employees will not drive while dangerously tired. They must ensure that they are not overtired at the start of journeys and that they do not drive for an excessive number of hours (see above). Project Managers will ensure that their colleagues are made aware of the need to get an adequate amount of good quality sleep before starting to drive. Rest is not a substitute for sleep. Employees who feel they are too tired to drive safely will report to their line manager. Drivers who feel sleepy are advised that they must stop in a safe place as soon as practicable. If sleepiness does occur, the best short-term measure is the consumption of two cups of strong coffee followed by a ten to fifteen minute nap. This will not be used more than once in a single journey. (Sleep will not last more than twenty minutes otherwise even greater driver impairment may result.).

Fitness

Any person who has to drive while working for CAG Consultants must be physically and mentally fit to do so safely. Key areas include eyesight and relevant aspects of physical and mental health. Drivers must report to the Project Managers any permanent or temporary impairment in their health which could affect their ability to drive safely. Project Managers must be alert for signs of ill-health and stress which could impair their colleagues' ability to drive safely. Project Managers must discuss with their colleagues any reasonable vehicle adaptations that may be required to cope with health problems, for example, adaptations to help prevention of lower back pain or other musculo-skeletal disorders. **IF YOU ARE UNWELL, DO NOT ATTEMPT TO DRIVE!**

Alcohol and other substances

No member of staff shall consume alcohol or illegal drugs before or during driving for work. Contravention of this requirement will be regarded as gross misconduct. Those with alcohol and drug problems will be treated sympathetically and in

confidence if they come forward for treatment. Where appropriate, medical opinion will be sought to determine fitness to drive when staff are taking drugs for therapeutic purposes, whether obtained via a doctor's prescription or otherwise.

Vehicle safety and security

Any vehicles used in the course of work for CAG Consultants must be fit-for-purpose (for example, carrying loads safely or travelling off-road or in adverse conditions) and be properly maintained. Drivers using their own vehicles for work are responsible for ensuring that their vehicles are serviced in line with manufacturers' recommendations and they may be required to produce records to demonstrate this. They are also strongly advised to use vehicles which incorporate additional safety features. Project Managers must ensure that their colleagues do not drive vehicles whose performance characteristics are not matched by their experience and capabilities and that they always receive familiarisation briefing when using hire vehicles. They must also brief them about the need to minimise the risk of vehicle crime by selecting safe parking areas and not leaving valuables within view in the vehicle. Every driver shall carry out periodic vehicle checks. It is the responsibility of Project Managers to remind their colleagues about the need for such checks. Remember: THE RIGHT VEHICLE FOR THE JOB AND THE DRIVER, PROPERLY MAINTAINED. ALWAYS CHECK PETROL, OIL, WATER, DAMAGE, TYRES, AND ELECTRICS. THINK SECURITY!

Emergencies

In the event of an accident or breakdown, if it is possible and safe to do so, all drivers will follow CAG Consultants' emergency procedures. All consultants shall be provided with breakdown cover if required to drive on company business.

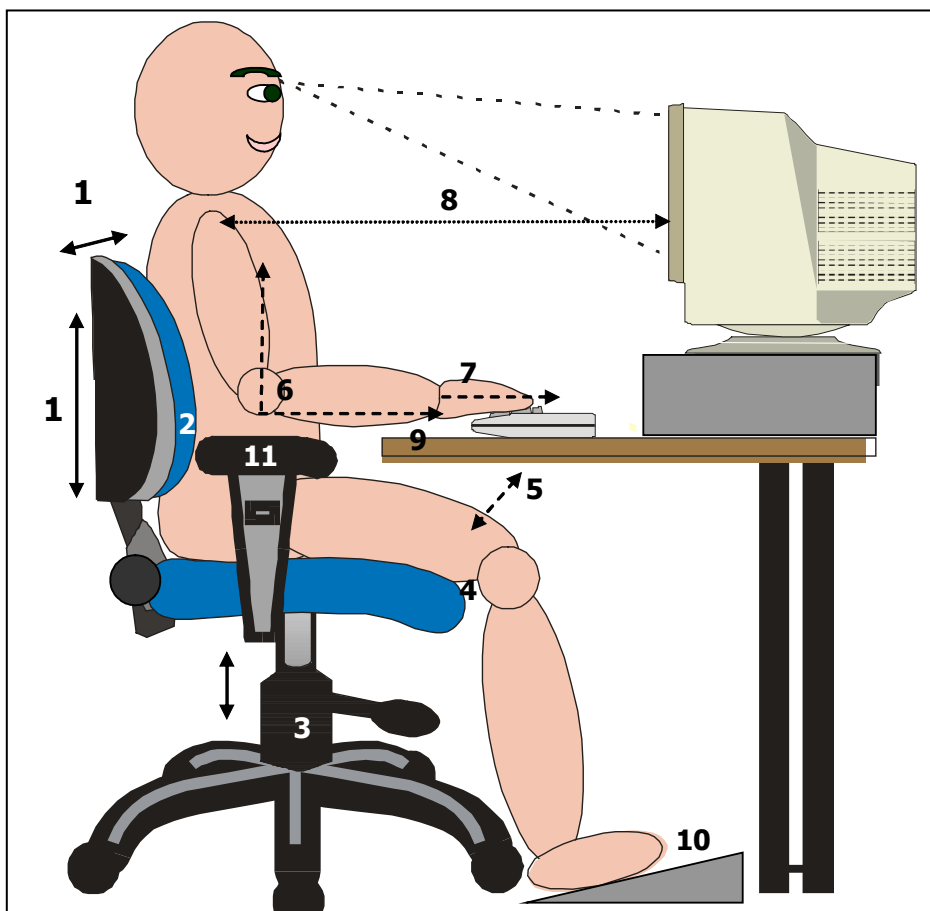
APPENDIX A – HOME-WORKERS RISK ASSESSMENT FORM

The completion of this checklist will enable you to carry out a self - assessment of the safety of your work area if intending to work at home. Having completed this you will need to discuss the findings with the Health and Safety Manager.

Guidance for completing the DSE questions

Ideal seated position for DSE work

- The seat back rest should be adjusted so you are sitting upright (1)
- Good lumbar support should be achieved (i.e. the lower back should be supported) (2)
- Seat height should be adjusted to achieve 4 – 7 below
- There should be no excess pressure on the underside of your thighs and back of knees. (4)
- There should be room under the desk to allow changes in posture (no obstacles) (5)
- Forearms should be horizontal and elbows approximately at right angles (6)
- There should be minimal bending of the wrists and hands, they should be horizontal (7)
- Screen should be at arm's length and height and angle should be adjusted to allow a comfortable head position with the neck and head straight (8)
- Ensure there is space in front of the keyboard to support your hands/wrists during pauses in keying. Place mouse close to keyboard (9)
- A foot support should be provided if your feet do not now touch the ground (10)
- If seat arm-rests are provided these should not prevent you from pushing your chair under the desk or should be adjustable in height (11)



Home-workers Risk Assessment Form

Name:		
1. Have you received a copy of our Home working policy? Yes No		
(If you have answered No to the above question, you should not proceed with this questionnaire but report back to the health and safety manager to obtain the information.)		
	Employee Answers (Please say yes or no where relevant and expand as necessary in this column)	Manager's Comments
2. Which room in the house do you intend to use as your work-base? E.g. spare bedroom, box room, dining room.		
3. How many electrical sockets are available in this room for work equipment?		
4. Do you believe your electrical wiring is in a safe condition?	Yes No	
5. Are you satisfied that you can provide sufficient heating, lighting and ventilation for your own comfort and well-being?	Yes No	
6. What means of communication have you got in an emergency?		
7. Will there normally be someone else in the house, during the working day who can summon assistance if necessary or will separate arrangements be necessary?	Yes No	
8. Is the home used as a place of work by anyone else?	Yes No	
9. Will children have access to the work area?	Yes No	
10. It will be your general responsibility to ensure that any equipment that is supplied to you is stored securely within your home. Do you feel that your home is sufficiently secure?	Yes No	

11. Will you be able to position a computer in such a way that you can eliminate glare and reflections from your screen?	Yes	No	
12. Do you anticipate that there will be excessive noise and distractions when you are working?	Yes	No	
13. Is, or will, the computer be positioned in such a way that there will be sufficient leg room under the desk or work surface?	Yes	No	
14. Is the desk or work surface large enough to allow you to place all your equipment where you use it?	Yes	No	
15. Is the height of the desk/work surface suitable to avoid the need to stoop or sit in an awkward position?	Yes	No	
16. Do you feel you need a foot rest?	Yes	No	
16a If yes to previous question, have you been provided with a foot rest?	Yes	No	
17. Have you been provided with, or do you already have, a suitable chair e.g. adjustable in height, with an adjustable backrest, with 5 castors, and in a good state of repair?	Yes	No	
18. Do you feel you need a document holder	Yes	No	
18a If yes to previous question have you been provided with a document holder?	Yes	No	
19. The Display Screen should be; <ul style="list-style-type: none"> • adjustable for brightness and contrast • able to tilt and swivel easily • stable and free from flicker (screen image) • at a height that is comfortable for you. If any of these are not present please give details.	Yes Yes Yes Yes	No No No No	
20. The keyboard should: <ul style="list-style-type: none"> • be separate from the screen 			

<ul style="list-style-type: none"> • be able to be raised and lowered • have clear symbols <p>If any of these are not present please give details.</p>		
21. Have you been given sufficient information and instruction to enable you to use the software?	Yes	No
22. If you were having a problem related to your display screen work, would you know the correct procedure to follow?	Yes	No
23. If the use of a computer is a major part of your work have you been offered an eye test	Yes	No
24. Do you experience any back, neck, arm, elbow, wrist, hand or finger pains? If yes – please explain	Yes	No
24. Are you aware that you must report any such health issues to the Health and Safety Manager?	Yes	No
25. If you use a laptop, have you been provided with a base-station and separate keyboard and/or monitor?	Yes	No
26. Do you take regular breaks working away from DSE?	Yes	No
27. Please describe any additional storage requirements in your home which will be necessary.		

Are there any other concerns you wish to raise about working from home?

Please note that when you sign this you are confirming that you are aware that clients etc. must not be invited into your home for reasons connected with work and that work-related meetings must be held at alternative venues to your home.

I declare that the answers to the above questions are correct to the best of my knowledge.

Signature

Date

PRINT NAME:

NB. A display screen incorrectly positioned and used can aggravate a pre-existing medical condition. It is therefore important that the Health and Safety Manager is made aware of any musculoskeletal conditions which could affect your ability to use display screen equipment safely, so that they can seek medical advice and, if needed, provide you with equipment which may alleviate any problems.

For completion by Health and Safety Manager

Are you satisfied that the employee will be working
in a safe environment? Yes No

If you have answered 'No' to the last question you will need to follow-up this assessment with discussions with the employee and may need to visit the home to determine whether anything can be done to improve safety or to determine whether home working is not possible for this employee.

Health and Safety Manager

Signature

Date

APPENDIX B: STRESS ASSESSMENT FORM

OCCUPATIONAL STRESS ASSESSMENT

For CAG Consultants

[NAME]

Date

Assessor:

Introduction

This assessment summarises the findings of an occupational stress assessment for xxx . the assessment undertaken at [....].

More emphasis is given to those matters found to be in need of attention rather than to those issues which are not problematic. The aim of the assessment is to assist CAG Consultants to consider what reasonable adjustments can be made to eliminate or reduce any occupational stress factors that have been identified. No criticism of any individual is intended or implied. The findings can be used as a basis of an action plan when considering changes to reduce the risks of mental ill-health at work.

Remit

The purpose of the assessment was to identify if there were any significant factors that were causing or contributing towards unacceptably high levels of stress, and the extent to which any stressors identified are occupationally related. The report is based upon known stressors that have been identified by the Health and Safety Executive (HSE). These are outlined in an HSE Guidance document "Management Standards for Work Related Stress", and are as follows:

- Demands (eg workload, working patterns and work environment)
- Control (eg how much say someone has in their work and how it is completed)
- Support (ie encouragement, resources provided, support by management etc)
- Relationships (Such as promoting a positive working environment and avoiding conflict)
- Change (eg how the organisation deals with change and how this is managed)
- Role (how well people understand their role, and are suited to it).

This report will therefore focus primarily around these issues.

Report Format

The report commences with a basic summary outlining the main findings. It then gives a synopsis of the findings against each of these standards listed above.

Background Information

(brief history of the person's problems)

Organisational arrangements

(a bit about the organisation, how big it is, and the persons role within it).

Executive Summary

(Whether the stress is occupationally related or not, exacerbated by work or purely personal. And key actions recommended).

Occupational Stress Standards

Demands

Includes issues like workload, work patterns and the work environment. The standard is that:

- *employees indicate that they are able to cope with the demands of their jobs, and*
- *systems are in place locally to respond to any individual concerns.*

The HSE state that the following should be achieved:

- *the organisation provides employees with adequate and achievable demands in relation to the agreed hours of work*
- *people's skills and abilities are matched to the job demands*
- *jobs are designed to be within the capabilities of employees, and*
- *employees concerns about their work environment are addressed.*

Comments

Control

This refers to how much say the person has in the way they do their work. The standard requires that:

- *employees indicate that they are able to have a say about the way they do their work, and*
- *systems are in place locally to respond to any individual concerns.*

The HSE states that the following should be achieved:

- *where possible, employees have control over their pace of work*
- *employees are encouraged to use their skills and initiative to do their work*
- *where possible employees are encouraged to develop new skills to help them undertake new and challenging pieces of work,*
- *the organisation encourages employees to develop their skills*
- *employees have a say over when breaks can be taken, and*
- *employees are consulted over their working patterns.*

Comments

Support

This includes the encouragement, sponsorship and resources provided by the organisation, line management and colleagues. The standard is that:

- employees indicate that they receive adequate information and support from their colleagues and superiors, and
- systems are in place locally to respond to any individual concerns.

The HSE states that the following needs to be achieved:

- the organisation has policies and procedures to adequately support employees
- systems are in place to enable and encourage managers to support their staff
- systems are in place to enable and encourage employees to support their colleagues
- employees know what support is available and how and when to access it
- employees know how to access the required resources to do their job, and
- employees receive regular and constructive feedback.

[Comments](#)

Relationships

This includes promoting positive working to avoid conflict and dealing with unacceptable behaviour. The standard is that:

- *employees indicate that they are not subjected to unacceptable behaviours, eg bullying at work and*
- *systems are in place locally to respond to any individual concerns.*

The HSE require that the following is achieved:

- *the organisation promotes positive behaviours at work to avoid conflict and ensure fairness,*
- *employees share information relevant to their work*
- *the organisation has agreed policies and procedures to prevent or resolve unacceptable behaviour,*
- *systems are in place to enable and encourage managers to deal with unacceptable behaviour, and*
- *systems are in place to enable and encourage employees to report unacceptable behaviour.*

Comments

Role

The standard requires that:

- employees indicate that they understand their role and responsibilities, and
- that systems are in place locally to respond to any individual concerns.

The HSE states that the following should be achieved:

- the organisation ensures that, as far as possible, the different requirements it places upon employees are compatible,
- the organisation provides information to enable employees to understand their role and responsibilities,
- the organisation ensures that, as far as possible, the requirements it places upon employees are clear; and
- systems are in place to enable employees to raise concerns about any uncertainties or conflicts they have in their role and responsibilities.

[Comments](#)

Change

This refers to how organisational change (large or small) is managed and communicated in the organisation. The standard is that:

- employees indicate that the organisation engages them frequently when undergoing an organisation change, and that
- systems are in place locally to respond to any individual concerns.

The HSE requires the following to be achieved:

- *the organisation provides employees with timely information to enable them to understand the reasons for proposed changes,*
- *the organisation ensures adequate employee consultation on changes and provides opportunities for employees to influence proposals,*
- *employees are aware of the probable impact of any changes to their jobs. If necessary, employees are given training to support any changes in their jobs,*
- *employees are aware of timetables for changes,*
- *employees have access to relevant support during changes.*

[Comments](#)



Guide to Event Risk Management V1.2

Revised 16 May 2021

1. Introduction

CAG Consultants arrange and manage a number of activities, on behalf of their clients. These include the organisation and running of:

- Exhibitions and consultation events: Members of the public/local community are invited to a venue Stakeholder meetings (various);
- Drop in evenings or workshops for various stakeholders; and
- One to one meetings with stakeholders.

Specific forms of activity may include:

- Selection of site (for exhibitions and consultation events etc)
- Managing site and meeting for smooth access (occasionally working alongside an event organiser)
- Presentation at meetings and consultation events
- Facilitating discussions
- Chairing of meetings
- Attending one to one meetings

At some stakeholder meetings, workshops and exhibitions, CAG Consultants and Associates may also be involved in organising catering/refreshments. When undertaking these duties CAG Consultants and Associates must be mindful of their Health and Safety responsibilities both to themselves, to other members of CAG or individuals / members of organisations working on behalf of CAG and to event participants

When undertaking this sort of activity CAG Consultants and Associates, and participants in the events may be exposed to a range of risks including:

- ❑ Coronavirus infection
- ❑ Fire
- ❑ Electric shock
- ❑ Contact with cold/hot surfaces (hot water, tea/coffee provision)
- ❑ Manual handling operations (setting up of rooms and exhibitions)
- ❑ Poor lighting conditions – visual strain and/or other accidents as a result of poor vision
- ❑ Lone working (one to one meetings and assessment of venues)
- ❑ Food hygiene issues
- ❑ Violence or harassment from members of the public or others
- ❑ Stress
- ❑ Occupational driving risk
- ❑ Site specific risks: traffic, uneven ground etc

2. Your responsibilities as an event organiser

If you (as a CAG Consultant or Associate) are responsible for organising an event, or have a key role in managing an event which someone else has organised (e.g. you are facilitating or chairing an event) then you have responsibility for:

“ ensuring that overall safety at the event is maintained so that as far as reasonably practicable, people setting up, breaking down and attending the event are not exposed to risks to their health and safety.” Source: HSE website. Page ‘Managing an event’.

IF you are facilitating or otherwise leading the organisation / management of an event which SOMEONE ELSE has organised or has overall responsibility for then, if they are present, you should as a minimum ensure that they have carried out a risk assessment and ensure that you are familiar with it and that suitable precautions have been taken and, where relevant, communicated to attendees.

IF YOU are responsible for organising and running the event then you should undertake a formal risk assessment using the form provided.

2.1 Assessing risk

The aim of a risk assessment is to determine both the likelihood of risk of harm and the severity of harm that would be incurred if the risk occurred.

The following simple risk level estimator is a modified version based on a more general health and safety risk level estimator contained in BS 8800². No activity is entirely without risk, but the levels of risk and the likelihood of harm will vary depending upon circumstance.

Severity → Likelihood ↓	Slightly Harmful 1	Harmful 2	Extremely 3 Harmful
Low (Unlikely) 1	Low Risk	Tolerable Risk	Moderate risk
Medium (Possible) 2	Tolerable Risk	Moderate risk	Substantial
High (Likely) 3	Moderate risk	Substantial	Intolerable Risk

In this context, our definition of the above terms is as follows:

<u>Severity</u>	
Slightly harmful	Unlikely to result in serious injury or death of any occupant (e.g. superficial injuries, minor cuts and bruises, eye irritation from dust).
Harmful	Could result in harm to one or more occupants, but it is unlikely to result in serious injury or death of any occupant; any such injury or death is unlikely to involve multiples of people. (e.g. lacerations, burns, concussion, serious sprains, minor fractures, deafness, dermatitis, asthma, work related upper limb disorders).
Extremely harmful	Potential for serious injury or death of one or more occupants. (e.g. amputations, major fractures, poisonings, multiple injuries, cancer, death).
<u>Likelihood</u>	

² BS 8800: 1996. Guide to occupational health and safety management systems

Low (Unlikely)	Could conceivably occur sometime but will probably never happen
Medium (Possible)	Possibly could occur – not surprised if it did
High (Likely)	Likely to occur/probably will

Risk Factor – Key to tables		
A/C	=	All covered – no action required
Trivial	=	Trivial
Tolerable	=	T
Moderate	=	M
Substantial	=	S
Intolerable	=	I

The overall risk assessment rating is based on residual risk i.e., the likelihood of harm actually occurring with the ***existing controls in place***, as described by the client or seen by the consultant, on the day of the assessment.

Specific Risk Assessments

Issue	Hazard	Persons affected	Controls in place	Severity SH, H, EH	Likelihood L, M, H	Risk Factor	Comments/Recommendations
Coronavirus infection	Transmission of virus leading to illness, with the possibility of serious illness or death	Members of the public Staff Associates	CAG Consultants coronavirus policy	SH	L	Trivial	The likelihood of COVID-19 infection, and level of mitigation measures required, will depend on the status of the pandemic at the time. Current government guidance on COVID-19 should be followed at all times. Mitigation measures may include social distancing, minimisation of contact points, use of personal protective equipment (e.g. face coverings), provision of handwashing facilities and sanitising hand gel.
Fire	Fire leading to death or injury	Members of the public Staff Associates	For exhibitions: Provision of fire extinguishers is checked (but no minimum standard in place).	EH	M	S	CAG Consultants should request that the venue provides a copy of their fire risk assessment and then make an assessment regarding the potential numbers of people who may turn up and produce an appropriate evacuation plan which includes the management of the evacuation. Local staff who actually attend the event must be informed of the plan. General recommendation is to hold a site safety talk on-site when the venue is being set up (to include associates i.e. for their safety and what role they may play). Staff managing events must have some fire safety (warden) training. Check provision of emergency lighting at site selection.
Emergency provisions	For example bomb scare, power failure, severe weather or evacuation. leading to death or injury/Lack of first aid	Members of the public Staff Associates	Public liability insurance in place to value of £2m.	H	M	M	Site specific arrangements to be assessed on a project basis and followed. There must be first aid boxes available and some level of first aid provision (e.g. it is recommended that staff are trained to Appointed person level and one trained staff member attending exhibitions).
Poor ergonomics	Manual handling operations (setting up of	Staff Associates	To avoid risk of injury, no more than 3 chairs	H	L	T	Risk relates to provision of furniture at events. This is the responsibility of the clients, but

Issue	Hazard	Persons affected	Controls in place	Severity SH, H, EH	Likelihood L, M, H	Risk Factor	Comments/Recommendations
(Manual handling operations and postures adopted during service and installation)	rooms and exhibitions). Leading to Work related upper limb disorders (WRULD), back or limb injury.		should be lifted at once. Tables should be lifted by 2 people.				occasionally staff are required to rearrange tables and chairs. Staff have been provided with manual handling training through a toolbox talk.
Housekeeping	Fall, trip and slips on same level	Members of the public Staff Associates	Pre-site venue assessment.	SH	M	T	Site specific. Site specific arrangements to be assessed on a project basis and followed. Ensure all tripping hazards are assessed and controlled (e.g. cabling, general floors surfaces and entry/exit points) at start of day.
Lighting	Poor lighting conditions – visual strain Poor visual clarity, eye strain and headaches.	Members of the public Staff Agency staff	General conditions assessed.	SH	L	Trivial	Check lighting is reasonable at site selection. Check provision of emergency lighting.
Food Hygiene	Exposure to pathogens as a result of poor food preparation or storage	Members of the public Staff Associates	Caterers are used for provision of food.	H	L	T	CAG Consultants should confirm that caterer is registered with the local authority and that they have a minimum 2 star rating at the time of the event. Food (other than teas, coffees and biscuits) must be delivered in an appropriate manner and consumed within a maximum of two hours from arrival. If this time is to be extended then the caterer should be hired to handle food on site (this time can only be extended further using CAG Consultants staff if the company becomes a registered food provider). Local staff should be given simple hygiene guidance about handling of food and personal hygiene.

Issue	Hazard	Persons affected	Controls in place	Severity SH, H, EH	Likelihood L, M, H	Risk Factor	Comments/Recommendations
Wiring and use of electrical equipment	Electric shock with complications	Members of the public Staff Associates	None	EH	L	M	<p>Ensure all equipment owned by CAG Consultants is PAT tested.</p> <p>For equipment provided by the site –check that there is a PAT testing programme in place prior to event (or that current stickers are visible on equipment).</p> <p>Ideally, evidence of the building wiring having been checked by a qualified electrician within the last 5 years.</p>
Asbestos	Asbestos related disease	Members of the public Staff Associates	None	EH	L	M	Confirm that there is no asbestos in building as part of venue selection (more likely to be an issue for scout huts etc.)
Training	Lack of knowledge and non compliance with legislation	Staff Agency staff	Refer to H&S policy and staff handbook	H	M	M	General H&S training must be provided to all staff and management involved. A pre event briefing must be held to discuss potential issues and brief staff and agency staff. There should be contingency plans in place to deal with issues arriving (such too many visitors arriving or disputes starting).
Lone working (one to one meetings and assessment of venues)	Lack of appropriate response to an accident, violence etc	Staff attending pre-visits and one-to-one meetings.	Refer to lone working policy	H	L	T	A lone working system is in place. Of particular focus should be 'one to one meetings'. Depending on the type of meeting, time and location, a reasonable procedure would be to get staff to ring in to the office before and after a visit or to a trigger time (e.g., once per hour or "call me at this time"). Ensure there is a mechanism in place for logging and dealing with staff concerns etc. Review extent of contact and

Issue	Hazard	Persons affected	Controls in place	Severity SH, H, EH	Likelihood L, M, H	Risk Factor	Comments/Recommendations
							support system if any concerns raised or issues arise.
Violence and harassment	Injury	Staff Agency staff	CAG Consultants provides staff with de-escalation training/how to manage aggression.	H	M	M	Ensure all staff who attend or manage sensitive public exhibitions have received the in-house training course (see existing controls). Ensure there is a mechanism in place for logging and dealing with staff concerns etc. Review extent of contact and support system if any concerns raised or issues arise.
Stress	Stress related ill health	Staff Agency staff	Refer to H&S policy.	H	M	M	Implement work-related stress provisions in H&S Policy.
Occupational road risks	Various risks associated with working on the road	Staff	Refer to H&S policy.	H	M	M	Carry out EVENT working risk assessments. Carry out occupational driving risk assessment. Produce guidance and provide training as required (refer to H&S policy).
Contact with cold/hot surfaces (hot water, tea/coffee provision)	Burns	Staff Agency staff Members of the public	Site specific	SH	M	T	Ensure any tea urns or hot water dispensers are secure and stable and not easily accessible to members of the public. Ensure staff take basic precautions during refilling (cover in pre-event briefing).

Action Required

All recommendations made should be implemented as they reflect specific legislative requirements and not just pure risk.

CAG Consultants should implement the recommendations as per section 6 (Risk Assessment table – column entitled 'comments/recommendations').

CAG Consultants should implement a checklist system for event planning and running. A suggested template is included in Annex I.

Record Keeping Requirements

This risk assessment must be kept as a record to help demonstrate compliance to legislation.

Relevant Health and Safety Reference Documents

Management of Health and Safety at Work Regulations 1999
Control of Substances Hazardous to Health Regulations 2002 (as amended)
Provision and Use of Work Equipment Regulations (PUWER) 1998
Manual Handling (MH) Operations Regulations 1992
Electricity at Work Regulations 1989
The Control of Asbestos Regulations 2012

Pre-event planning checklist

Once client brief has been taken in main requirements.

- Fire
 - Confirm that there are appropriate fire extinguishers in place (at least water extinguishers and ideally Carbon dioxide extinguishers). These must have been checked within the last 12 months.
 - Confirm there is adequate emergency lighting and all escape routes are clearly marked
 - Check that all fire exits open easily
 - Ask landlord/provider to confirm that fire alarm and detection system is covered under a service contract
 - Establish that there is a valid fire evacuation plan and fire notices posted (review as required for intended event and expected number of staff).
- Electric shock
 - Establish that all electrical equipment with plugs on-site is PAT tested within last 12 months (unless less than one year old)
 - Establish that building wiring has been tested within last 5 years
 - Check for obvious signs of problems (evidence of charring on sockets, frayed cabling).
- Contact with cold/hot surfaces (hot water, tea/coffee provision)
 - Ensure PAT tested if plug fitted and ensure arrangements are adequate for safe use
- Confirm parking arrangements are adequate
- Room layout
 - Avoid using rooms with a raised platform or dias if reasonable practicable
- Review arrangements for manual handling
 - Consider furniture and other requirements and specify mode of delivery
 - Manual handling operations (setting up of rooms and exhibitions)
- Poor lighting conditions – visual strain and/or other accidents as a result of poor vision
 - Check general lighting reasonable
- Lone working (one to one meetings and assessment of venues)
 - Consider of lone working a problem and agree contact arrangements
- First aid – check that suitable up to date first aid boxes are available for use and decide upon attendance of staff with first aid training
- Food hygiene issues
 - Discuss client requirements and identify suitable provider (check with local authority on website to establish provider has 2 star rating for food hygiene)
- Violence or harassment from members of the public or others
 - Assess potential problems and specify security and/or policing arrangements as required
 - Consider potential make-up of attendees and whether cross-cultural issues need to be considered
 - Ensure all relevant staff have received training
- Occupational driving risk

- Review schedule and consider programme and whether overnight accommodation is required for attendees.
- Asbestos
 - As part of venue selection, confirm that there is no asbestos in the building.

Pre-event (on the day) checklist

- Conduct team briefing including temporary agency staff
 - Review evacuation arrangements
 - Discuss food hygiene practices
 - Discuss handling of members of the public and discuss potential issues and reporting of problems
 - Review first aid arrangements
 - Review cross cultural issues
- Fire
 - Confirm that there are appropriate fire extinguishers in place (at least water extinguishers and ideally Carbon dioxide extinguishers).
 - Confirm there is adequate emergency lighting and all escape routes are clearly marked
 - Check that all fire exits open easily
- Electric shock
 - Establish that all electrical equipment with plugs on-site is PAT tested within last 12 months (unless less than one year old)
 - Check for obvious signs of problems (evidence of charring on sockets, frayed cabling).
- Room layout
 - If there is a raised platform or dias, arrange for barriers (e.g. tables) to be put along the side edges, if practicable, to protect the edge and reduce tripping hazard
 - If this is not practicable, use hazard tape to mark the edges and ensure lighting is reasonable
 - Check for tripping hazards and take action to reduce tripping risks
 - Alert staff and public to tripping hazards by providing briefing or marking as hazard
 - Contact with cold/hot surfaces (hot water, tea/coffee provision)
 - Decide upon placement of tea/coffee/hot water and ensure access to public is sufficiently restricted
- Manual handling operations (setting up of rooms and exhibitions)
 - Ensure all staff present are sufficiently competent and without existing injury where required to set up facilities
- Lone working
 - Confirm local contact details and agree contact schedule.
- Food hygiene issues
 - Ensure that food is delivered on time and consumed within two hours on arrival (unless caterer is providing staff and appropriate food storage arrangements)
- Check location of first aid boxes and that agreed arrangements are in place.

Hazard (including risks related to coronavirus and other hazards)	Potential harm / people exposed	Hazard level* (prior to mitigation action)			Mitigation actions	Residual risk (after mitigation action)			Person responsible for mitigation action
		L	S	R		L	S	R	

Summary (briefly summarise overall level of risk after mitigation actions)

APPENDIX E: CORONAVIRUS POLICY



Coronavirus policy

Version 10 – revised 4 January 2024

Prepared by Mary Anderson, Health and Safety Manager

Introduction

This policy has been prepared in response to the coronavirus pandemic which arose in China during January 2020 and has since spread around the world, including the UK. In the original wave of coronavirus infection, four out of five people who contracted the virus were reported to have mild symptoms, while about one in five (depending on vulnerability) could develop serious respiratory problems, with some needing hospital treatment. At that stage, the probability of an individual dying was reported to be about 1%.

Two contextual factors have changed since 2020. Firstly, there is now more immunity in the UK population. Most adults in the UK have now been vaccinated, receiving two initial injections and a third booster shot. Vulnerable adults have been offered further boosters. And many people in the UK now have some immunity from past coronavirus infections. Secondly, current variants of the virus are milder and less likely to cause serious illness or death, particularly amongst people who have been fully vaccinated or have immunity from previous coronavirus infections. For most people, a covid infection is now similar to a cold or mild flu infection. However, COVID-19 cases are still prevalent and there is still a small risk of a coronavirus symptoms such as fatigue and breathlessness persisting for more than 12 weeks beyond the original infection, in a condition usually known as 'long Covid'. We therefore still need to be careful about coronavirus risks.

Coronavirus risk assessment for CAG Consultants

The latest coronavirus risk assessment for work undertaken by CAG Consultants is presented in Annex I.

Guidance for businesses and employers mainly focuses on workplace risks which don't apply to CAG Consultants as our partners and employees generally work from home already³. We will consider our employee(s) eligibility for statutory sick pay if they are unable to work from home because of the coronavirus.

The actions and mitigation measures identified in the current coronavirus risk assessment should be followed by CAG partners, employee(s) and CAG associates undertaking work for CAG. This includes:

- **Following prevailing Government guidance at all times.**
- **Asking partners and employees to report to the Health and Safety Manager if they are (or become) immunosuppressed or clinically extremely vulnerable**, or are acting as the principle carer for those identified as clinically extremely vulnerable. The Health and Safety Manager will work with the partner/employee to undertake a risk assessment for this individual and put appropriate mitigation measures in place for their working arrangements.
- **Implementing a home-workers risk assessment** for any changed working arrangements, as required, by CAG's Health & Safety policy.
- **Implementing our work-related stress policy**, which forms part of CAG's Health & Safety policy, including annual stress assessment for employees.
- **Implementing increased social activities** for home-working CAG partners and employees to reduce isolation, as part of CAG's coronavirus policy.
- **Considering coronavirus risks when organising events.** If a face to face event is compatible with prevailing Government guidance, include coronavirus risk assessment within the event risk assessment for the event (see Appendix C of CAG Health and Safety policy) and implement mitigation measures identified in the risk assessment, following prevailing Government guidance.

Complying with Government Guidance

CAG employees and partners should follow the current Government Guidance on how to minimise infection risks to themselves and others: <https://www.hse.gov.uk/coronavirus/> and <https://www.gov.uk/guidance/living-safely-with-respiratory-infections-including-covid-19>.

COVID-19 restrictions have now been replaced with public health advice. Current advice for workplaces is available here: <https://www.hse.gov.uk/coronavirus/>

Key elements of current advice are:

- Take-up vaccination when offered by the NHS.

³ Some partners usually use rented workspaces but have been working from home since the introduction of the lockdown. Use of these workspaces is considered further below.

- Let fresh air in if meeting indoors, or meet outside.
- Consider wearing a face covering in crowded, enclosed spaces.

Further guidance from the World Health Organisation is available here:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Policy on work-related travel and meetings

It is the responsibility of CAG Consultants, and our partners and employees, to minimise the risk to ourselves and others, while continuing to deliver work and maintain our earnings as far as is feasible. We are relatively well-placed to minimise risks because we already work from home and have well-established procedures for remote meetings held over the phone or internet.

All CAG partners and employees should follow legal requirements and comply with the current Government guidance when delivering their work (see links above).

Remaining aspects of our coronavirus policy are that:

- In all our work activities, we should follow Government guidance to reduce the risks of infection (see links in first section above), including minimisation of infection risks at any meetings and/or work outside our home offices.
- This should include consideration of the vulnerability of individual partners or employees attending these meetings to coronavirus risks, and also the vulnerabilities of people for whom they are the primary carer.
- We should report as soon as practically possible to the Health and Safety Manager if a CAG partner or employee experiences coronavirus-like symptoms and then follow current Government public health guidance on how to manage coronavirus infection risks.
- We should ensure that any upcoming events that CAG Consultants is organising are subject to careful risk assessment and are arranged in a way that is consistent with current guidance, minimising infection risk to ourselves and others, including any vulnerable individuals attending the event.
- **The Health and Safety Manager should be contacted in an emergency, if a partner is in need of support, particularly if they live alone. The emergency number is currently 07896 532194.**

If a partner is concerned about how to mitigate risks associated with a specific work-related event, including risks to vulnerable individuals, they should discuss the risks involved with the Health and Safety Manager. Events should only proceed if the risks are acceptable (after mitigation measures have been put in place).

Supporting our partners and employees

As the coronavirus epidemic proceeds, CAG Consultants, partners and employees will aim to support each other as far as possible.

- We should respect the choices of partners and employees who have assessed their own risks, or those of their family, and who decide to self-isolate (whether for a short or longer period). In particular, we should respond flexibly to changes in partners' and employees' care responsibilities which may arise from sickness, from self-isolation or from children being off school (e.g. due to school closures). We will take this into account when planning the delivery of work and make adjustments to work allocations where necessary.
- We should be mindful of the mental health risks that may arise from isolation, and make efforts to support each other remotely where possible (e.g. by regular phone and video call contact and/or use of the CAG Whats App group). We will build social activities into our online contact (e.g. opening meetings early for social catch-up and holding periodic social events online).
- We should ensure that our employees access statutory sick pay if unable to work from home.
- And we should be mindful of financial stress that may arise for individuals if their earnings are reduced by the economic impacts of the virus, and take steps to address this where possible.

Future steps

This policy has been reviewed in the light of current coronavirus risks in early 2024. The level of provision in this policy will continue to be revised as and when Government guidance changes and risk levels change. The policy will be reviewed as part of the overall H&S policy, on an annual basis, and may be removed at the end of 2024 if no longer needed.

Annex I: Overall coronavirus risk assessment for CAG Consultants business activities (revised January 2024)

Assessment

* Hazard or risk level (R) is calculated by multiplying the likelihood (L) of an incident occurring (on a scale of 1-3, where 3 means highly likely) by the level of potential harm or severity (S) (on a scale of 1-3 where, where three means likelihood of death). The higher the score the greater the risk and therefore the need for mitigation activity. See Appendix C (Guide to Event Risk Management for pre-event checklist and details of risk assessment method).

CAG Consultants work-related activity	Potential risks arising from coronavirus	Hazard level* (prior to mitigation action)			Mitigation actions	Residual risk (after mitigation action)			Person responsible for mitigation action
		L	S	R		L	S	R	
Desk-based work in home-offices, including online meetings and events	Risk of coronavirus transmission between members of the household and any visitors to the household	1	1	1	No constraints on household mixing.	1	1	1	CAG partners, employees or associate
Desk-based work in home-offices, including online meetings and events	Increased use of home work spaces by CAG partners who normally rent office-space outside the home, with potential risk of back strain, muscle and eye strain if home work station and display screen equipment arrangements do not meet health and safety requirements	2	1	1	Implement home-workers risk assessment for changed working arrangements, as required, by CAG's Health & Safety policy.	1	1	1	CAG partners, employees or associate
Desk-based work in home-offices, including online meetings and events	Increased risk of stress and mental health issues because of isolation caused by increased home working (particularly for those with small children)	2	2	4	Implement work-related stress policy, which forms part of CAG's Health & Safety policy, including annual stress assessment for employees. Undertake social activities for CAG partners and employees to reduce isolation	1	2	2	CAG partners and employees
Desk-based work in other locations (e.g. rented office spaces)	Risk of coronavirus transmission between CAG partner/employee/associate and other people while using the workspace or travelling to/from the work space	1	1	1	No restrictions on working places – but most CAG partners and employees will continue to work from home. Follow Government guidance on any work undertaken outside the home, taking account of the level of vulnerability of the	1	1	1	CAG partners, employees or associates using work spaces

CAG Consultants work-related activity	Potential risks arising from coronavirus	Hazard level* (prior to mitigation action)			Mitigation actions	Residual risk (after mitigation action)			Person responsible for mitigation action
		L	S	R		L	S	R	
					partners and employees using work spaces outside the home.				outside the home for desk-based work
Face to face meetings with clients and/or other stakeholders	Risk of coronavirus infection for CAG partner/employee/associate(s) while travelling to/from the meeting, and between CAG partner/employee/associate(s) and clients or other stakeholders during the meeting	1	1	1	Many meetings will continue to be online or by telephone. Follow Government guidance face to face meetings with clients and/or other stakeholders, taking account of the level of vulnerability of the partners, employees, clients and other stakeholders attending the meeting(s).	1	1	1	CAG partners, employees or associates undertaking face to face meetings for CAG
Organisation of or attendance at face to face events involving multiple partners, clients, stakeholders and/or members of the public – including CAG business meetings and awaydays	Risk of coronavirus infection for CAG partner/employee/associate(s) while travelling to/from the event, and between CAG partner/employee/associate(s) and/or clients, stakeholders and members of the public during the event	2	1	2	Where a face to face event is planned, and is consistent with current Government guidance, CAG staff should include coronavirus risk assessment within the event risk assessment for the event (see Appendix C of CAG Health and Safety policy) and implement mitigation measures identified in the risk assessment, following prevailing Government guidance. Ensure that the risk assessment takes account of the level of vulnerability of people attending the meeting.	1	1	1	CAG partners, employees or associates undertaking face to face meetings for CAG
Attendance at conferences and training courses, organized by others, as a participant on behalf of CAG	Risk of coronavirus infection for CAG partner/employee/associate(s) while travelling to/from the event, and between CAG partner/employee/associate(s) and clients, stakeholders and members of the public during the event	2	1	2	If attending a face to face conference or training course, follow any coronavirus mitigation measures that have been put in place for the event, taking account of the level of vulnerability of the partner, employee or associate attending the event.	1	1	1	CAG partners, employees or associates attending conferences or training

CAG Consultants work-related activity	Potential risks arising from coronavirus	Hazard level* (prior to mitigation action)			Mitigation actions	Residual risk (after mitigation action)			Person responsible for mitigation action
		L	S	R		L	S	R	
									organized by others.