

## Health & Safety Policy

In this document, Avado means Avado Group and its subsidiaries, namely Avado Learning Limited, Avado Apprenticeships Limited, and FastFutures Limited.

We are committed to ensuring the health and safety of our staff and anyone affected by our business activities (including learners and apprentices) and to providing a safe environment for all those attending our premises.

In particular we are committed to maintaining safe and healthy working conditions through control of the health and safety risks arising from our work activities consulting with our staff and providing appropriate information and taking steps to prevent accidents and cases of work-related ill health.

## What is covered by this policy?

In accordance with our health and safety duties, we are responsible for:

- assessing risks to health and safety and identifying ways to overcome them;
- providing and maintaining a healthy and safe place to work and a safe means of entering and leaving our premises, including emergency procedures for use when needed;
- ensuring that equipment has all necessary safety devices installed and that equipment is properly maintained.
- promoting co-operation between members of staff to ensure safe and healthy conditions and systems of work
- regularly monitoring and reviewing the management of health and safety at work, making any necessary changes and bringing those to the attention of all staff.

The Chief Executive has overall responsibility for health and safety and the operation of this policy.

There is a Principal Health and Safety Officer with day-to-day responsibility for health and safety matters.

All staff must also recognise that everyone shares responsibility for achieving healthy and safe working conditions. You must consider the health and safety implications of your acts and/or omissions and take reasonable care for your health and safety and that of others.

Any health and safety concerns should be reported to the People Experience Team

## Standards of Workplace Behaviour

You must co-operate with managers on health and safety matters and comply with any health and safety instructions.

You must take reasonable care of your own health and safety and that of others by observing safety rules applicable to you and following instructions for the use of equipment.

Any health and safety concern, however trivial it might seem, including any potential risk, hazard or malfunction of equipment, must be reported to your line manager.

You must co-operate in the investigation of any accident or incident that has led, or which we consider might have led, to injury.

Failure to comply with health and safety rules and instructions or with the requirements of this policy may be treated as misconduct and dealt with under our Disciplinary Procedure.

## Information and Consultation

We are committed to providing information, instruction and supervision on health and safety matters for all staff as well as consulting with them regarding arrangements for health and safety management.

## Equipment

All staff must use equipment in accordance with operating instructions, instructions given by managers and any relevant training. Any fault with, damage to or concern about any equipment or its use must immediately be reported to the IT Department.

Employees must ensure that health and safety equipment is not interfered with and that any damage is immediately reported.

No member of staff should attempt to repair equipment unless trained and designated to do so. Failure to report damage to or a fault with equipment or failure to use it as directed may result in action under our Disciplinary Procedure.

## Accidents and First Aid

Any accident at work involving personal injury should be reported to the People Experience Team so that details can be recorded in the Accident Book. All staff must cooperate with any resulting investigation.

Details of first aid facilities and trained first aiders are displayed throughout the office or can be obtained from the People Experience Team

If you suffer an accident at work you (or someone on your behalf) must report that fact to the People Experience team or your line manager as soon as possible. All accidents should be reported, however trivial. The accident will be recorded in our Accident Book which is kept in the People Experience Team

Please bear in mind that although accidents do happen, at no time should you ever intentionally, deliberately or recklessly disregard health and safety best practice or interfere with any safety measures that we have put in place. If we find that you have deliberately done so, we might take disciplinary action against you in line with our disciplinary procedures.

## National Health Alerts

In the event of an epidemic or pandemic alert we will organise our business operations and provide advice on steps to be taken by staff, in accordance with official guidance, to reduce the risk of infection at work as far as possible. Any questions should be referred to the People Experience Team

It is important for the health and safety of all our staff that you comply with instructions issued in these circumstances.

Failure to do so will be dealt with under our Disciplinary Procedure.

## Emergency Evacuation and Fire Precautions

You should familiarise yourself with the instructions about what to do in the event of fire which are available from the designated Fire Wardens. You should also know where the fire extinguishers are and ensure that you are aware of your nearest fire exit and alternative ways of leaving the building in an emergency.

Fire Wardens are responsible for the effective evacuation of designated areas. In the event of a suspected fire or fire alarm you must follow their instructions.

Regular fire drills will be held to ensure that our fire procedures are effective and to ensure you are familiar with them.

These drills are important and must be taken seriously.

You should notify your line manager as soon as possible if there is anything (for example, impaired mobility) that might impede your evacuation in the event of a fire. A personal evacuation plan will be drawn up and brought to the attention of the Fire Marshal responsible for overseeing your evacuation and colleagues working in your vicinity.

If you discover a fire you should not attempt to tackle it unless you have been trained or feel competent to do so. You should operate the nearest fire alarm.

On hearing the fire alarm, you should remain calm and walk quickly, not running, evacuate the building immediately following the instructions of the fire wardens. Do not stop to collect personal possessions, do not use any lifts, and do not re-enter the building until you are told that it is safe to do so.

Further points of surrounding fire prevention and safety are clarified below.

### Fire prevention

- Before you use any electrical appliances carry out a check to make sure that the cables, plugs and wires are not damaged.
- Do not use any electrical equipment that shows signs of damage, even if you think it is only minor. Report any faults to your Manager and find an alternative appliance.
- Ensure that you place your rubbish in the proper waste bins. Do not overfill the bins, and ensure that your waste bin is accessible to the cleaners at the end of each day.

### Fire alarms

- Immediately stop what you are doing and walk (do not run) to the nearest available safe fire exit. If your nearest exit/route is obstructed, choose another route. Make sure that you are aware of the fire exits and routes in your area.
- Follow the instructions of your designated Fire Warden.
- Direction signs should indicate the route to your fire exit. These comprise a white arrow on a green background sometimes accompanied by the words 'FIRE EXIT' and also a pictogram of a running man. The arrows indicate the direction of the nearest fire exit.
- Do not use a lift to leave the building - always use designated stairs.
- Make your way to the appropriate assembly point.
- Once you are at the assembly point you should report to the Fire Warden, so that they can account for the people in their designated area.
- Do not leave the designated assembly point, or attempt to re-enter the building, until you have been instructed to do so by the Fire Warden.

### If there is a fire

- Raise the alarm! This can be achieved by breaking the glass on the call points or by shouting the instruction "Fire – call the fire brigade".
- Raise the alarm even if your building is fitted with an automatic fire alarm system, which has not yet activated - you must not wait for it to do so of its own accord. The alarm must be raised for every occurrence of a fire, no matter how small it appears to be. This will ensure that people in the building have adequate notice to evacuate should it begin to spread quickly. In addition, modern furnishings may allow the fire to develop unnoticed, so time is of the essence if everyone is to get out safely.
- Call the fire brigade at the earliest available, and safe, opportunity. Do not attempt to tackle the fire unless you have been appropriately trained and can safely do so; for example, a small fire in a waste paper basket. Unless you have been trained you could be putting yourself or somebody else at risk.

## Risk Assessments, DSE and Manual Handling

General workplace risk assessments are carried out when required or as reasonably requested by members of staff or management. Line managers are responsible for ensuring that any necessary risk assessments are undertaken and that recommended changes to the workplace and working practices are implemented.

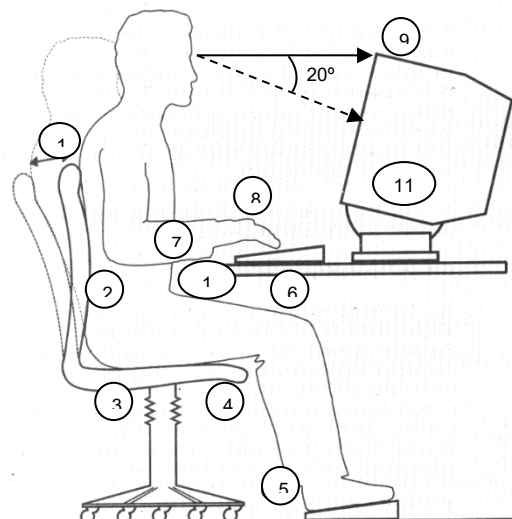
If you use a computer for prolonged periods of time you can request a workstation assessment by contacting your line manager.

On your first day, you should take the time to adjust your workstation to suit you. Use the checklist to help with the initial set up, but please remember to continue to check that you are working comfortably throughout your employment. Don't slip into old habits.

- Check that your monitor/screen is at the correct angle and height for you;
- Make sure that your chair is at the correct height, i.e. that your feet can be comfortably placed flat on the floor;
- Ensure that you have enough room on your desk for your keyboard to be positioned so that your wrists are supported during breaks from typing.

Please use this diagram to help you set up your workstation correctly. If you need any equipment to make your workspace more comfortable please speak to HR.

1. Adjust seat back: 10-25° from vertical is recommended
2. Sit so as to ensure firm lumbar support
3. Adjust seat height
4. Ensure no excess pressure on underside of thighs ...
5. Use a foot support if necessary
6. Ensure there is space to change posture and no obstacles under desk. Sitting with legs crossed is not recommended
7. Forearms should be approximately horizontal, and ...
8. Sit so as to minimize movement of wrists, or use a support
9. Have screen top level or slightly below eye-line
10. Ensure wrists can be supported during pauses in typing
11. Adjust screen to avoid reflections and glare



Also let IT know if any of the equipment that you use breaks, or becomes difficult to use for any reason.

If you lift heavy items, please use a trolley, don't stand on furniture to change light bulbs or reach items stored on high shelves, etc. We will do our absolute best to make sure that your work environment is free from health and safety hazards, but if you see anything amiss please let our health and safety representative know so that we can stop it from becoming a problem. Further information on the regulation of manual handling can be obtained from the People Experience Team

We are committed to protecting your health, safety and well-being and that of all those who work for us. We will endeavour to maintain a working environment in which everyone treats one another with dignity and respect and is able to co-operate with and trust their colleagues.

We recognise that, whatever its source, stress is a health and safety issue in the workplace. We acknowledge the importance of a supportive environment and working culture and of identifying and reducing workplace stressors.

We are committed to a programme of action to make this policy effective and to bring it to everyone's attention.

However, this policy can only be effective if everyone cooperates to achieve its aims.

## Additional Training provider Health and Safety responsibilities

As a training provider we are required to ensure the health, safety and welfare of all of our learners. We have a designated Health and Safety Officer based at our training offices in London, Birmingham and Manchester who our learners can contact at any time for help or advice.

Prior to an employer taking on a new learner, each setting will undergo a health and safety assessment which will be carried out by a qualified member of our staff. They will look at the policies and procedures they have in place and the visit will last approximately half an hour. We are required by the agencies that fund the training courses to carry out this assessment on an annual basis.

All learners will need to have an induction when starting at their placement where their employer explains their own health and safety policies and procedures.

### Learning Development Coaches

Learning Development Coaches have responsibility for their own health and safety. They take specific responsibility for:



1. Monitoring and reviewing of learners at their placement (place of work) on an ongoing basis.
2. Completion of learner's review to show continuous health and Safety competency and awareness.
3. Ensure all learners receive appropriate induction to their placement.
4. Completion of annual Health and Safety inspections at an apprentice's workplace.
5. To follow up any minor Health and Safety concerns as a result of the Health and Safety Inspection.
6. Report any possible risks or Hazards found to the Health and Safety Officer.
7. Report any concerns or issues re learner's health and safety in both workplace and or training office.
8. To ensure all learners complete a welfare form and forward it to the health and safety officer. Any conditions will be entered onto the data base and a risk assessment completed if required.

### Learners

1. Learners have a responsibility for their own health and safety whilst in their placement and at Avado Premises
2. Learners have a duty to ensure that their behaviour and actions do not directly or indirectly cause risk to others and to notify their tutor, learning development coaches, line manager or of any Health and Safety concerns.



## Document Control

DOCUMENT NAME	VERSION	MASTER COPY LOCATION
Avado Health and Safety Policy	V2.1	AVADO Compliance SharePoint

Unless stated within the body of this document, the owner is responsible for maintaining document control and facilitating compliance; as well as the management of review, updates and changes.

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## Revision History

Version	Date	Amended By	Summary of changes
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V2	25/09/2019	Keith Harvey	Updated to incorporate Learner and Learning Development Coach responsibilities
V2	2020-07-27	Keith Harvey	No Change to content.
V2	2021-08-12	Keith Harvey	Brand update no content change
V2.1	2023-02-06	Keith Harvey	Brand update no content change

## Document Reviews


This document has been reviewed for QC purposes by the following, in addition to those on the 'approvers' list.

Version	Date	Name	Title / Role
V2	2019-09-26	Sam Sawyer	Chief Quality officer
V2	2019-09-26	Mark Creighton	Chief Executive Officer
V2	2020-07-27	Keith Harvey	Head of risk and compliance



### Approvals

This document requires the following approvals for implementation and / or for any change in content.

Version	Date	Name	Title / Role	Approval Status	Signatures
V2.1	2023-6-7	Jasper Joyce	Chief Executive Officer	Approved	 Jasper Joyce (Jun 8, 2023 13:59 GMT+1)