

The **PIRATE CASTLE**

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1. HEALTH & SAFETY POLICY STATEMENT

It is the recognised policy of The Pirate Castle to comply with the Health & Safety at Work Act 1974 (and Regulations made under it) and to maintain safe and healthy conditions within the working environment.

Our policy is to exceed the minimum requirements required by law and, where possible, we will provide resources to meet our commitment. ***All references to 'employees' and / or 'employed' staff apply equally to volunteer staff.***

The Pirate Castle will, so far as is reasonably practicable;

- Monitor, review and reduce risks to employees, visitors, members of the public, contractors, other canal and building users and anyone who may be affected by our activities;
- Provide and maintain systems of work, which are safe, and without risk to health;
- Provide and maintain arrangements for the safe transportation, storage, use and handling of articles and substances;
- Provide employees with the information, training, instruction and supervision necessary to carry out their role in a safe manner, to ensure their health & safety at work and that of others who may be affected by their acts;
- Keep the workplace safe and ensure that means of access and egress are safe and without risk to health;
- Ensure that all machinery, electronic equipment and activity specific equipment is maintained in accordance with Regulations and withdrawn from use if unsafe;
- Consult and communicate with employees on matters affecting their health, safety and welfare at work.

The Pirate Castle expects employees to take responsibility for their own Health & Safety and that of others, from within The Pirate Castle centre or outside, who may be affected by their actions.

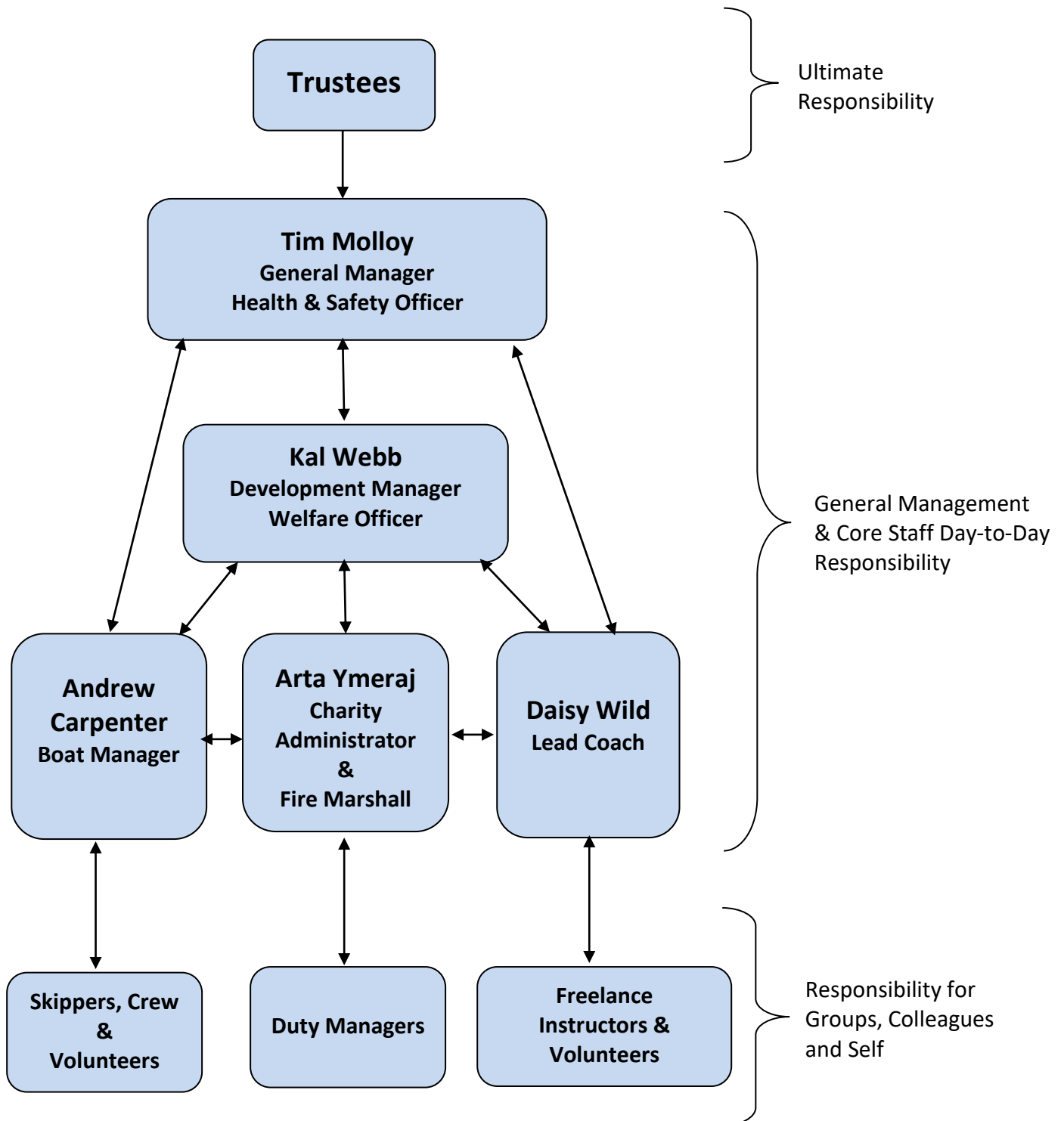
Employees are not to interfere with, misuse or wilfully damage, anything provided in the interests of Health & Safety.

This policy will be reviewed bi-annually, or on significant changes within the charity or legislation.

The Pirate Castle will make any changes known to its employees.

2. ORGANISATIONAL RESPONSIBILITIES

The following flowchart illustrates the Management Responsibilities for Health & Safety within The Pirate Castle.



ROLE RESPONSIBILITIES

Trustees

- Approve all policies and procedures, delegating day-to-day compliance in accordance with current legislation;
- Ensure the Charity as a whole, and all activities within, are safe and financially viable;
- To ensure compliance with Health and Safety legislation with delegation of responsibilities through the management committee and all subordinate staff;
- To provide adequate resources to ensure compliance with the requirements of the Safety Policy on all Pirate Castle activities;
- Acknowledge suggestions for improvements in safety organisation, where appropriate;
- Recognise and implement training for employees where necessary and ensure there is sufficient financial resource available for this;
- Where appropriate, initiate disciplinary action against management and staff at all levels who have failed to comply with their duties under the Health & Safety Policy or statutory requirements;
- Ensuring, with appropriate delegation through the management staff team, that all new employees and volunteers have knowledge of The Pirate Castle's Health & Safety policies, procedures and requirements and attend a formal induction into the Centre's operational / organisational procedures.

General Manager / Health & Safety Officer

- Assist The Pirate Castle Trustees to put in place policies and implementation plans for Health & Safety and related issues;
- To comply with The Pirate Castle's Health & Safety policy consistent with his or her responsibilities and, where appropriate, delegation of responsibilities to the staff team;
- Ensure provisions for Health, Safety and Welfare are planned, hazards are identified, and risk assessments are carried out and made available;
- Ensure that work is carried out as planned and that current legislation and Company safety precautions are observed and maintained at all times;
- Act as the first point of contact for Centre staff, volunteers, young people and parents for any concern, incident or near-miss relating to Health and safety
- Ensure all accidents and hazards are correctly reported in accordance with the Health and Safety policy and current legislation and check that any necessary remedial action has been undertaken;

- Ensure that safe systems of work are employed by maintaining up-to-date risk assessments, emergency action plans, fire evacuation procedures and hazard / maintenance checks;
- Ensure that all employees receive appropriate Health & Safety, Safeguarding and First Aid training appropriate to their role and that training records are kept up-to-date;
- Set a personal example by observing safety precautions and practices.

All Employees and Volunteer Staff

- Comply with the Health and Safety Policy;
- Take reasonable care of themselves and others who may be affected by their acts or omissions regarding Health & Safety within the workplace;
- Make themselves and service users aware of fire / emergency evacuation procedures and muster points;
- Make themselves aware of First Aid arrangements / reporting procedures and the identities of First Aiders in the working area;
- Ensure good housekeeping is maintained in the workplace, particularly access and egress routes to avoid trip hazards and maintaining clear access to fire exit routes;
- Ensure that any fire doors are kept operational at all times and are not wedged open;
- Reporting all potential hazards to the Health and Safety officer and / or line manager. Particular attention is drawn to electrical equipment;
- No repairs should be attempted / made without the express permission of the General / Line Manager.

3. ARRANGEMENTS FOR HEALTH & SAFETY

3.1 HEALTH & SAFETY TRAINING

3.1.1 Induction Training

The Pirate Castle recognises the importance of suitable and effective induction training in the development and safety of their employees. Induction training will take the format described below;

- The Pirate Castle statement of Health & Safety Policy and the individual responsibilities of all concerned;
- Procedures for the reporting of hazards, incidents and near misses;
- Details of Risk Assessments and potential hazards specific to the task, including manual handling and display screen equipment (DSE);
- Procedures to follow in the event of a fire; means of escape, assembly areas and the use of fire extinguishers;
- First Aid arrangements;
- Sources of Health and safety information available;

- Correct use of Personal Protective Equipment (PPE) where provided;
- Building Alarm, key and security procedures;
- All relevant qualifications and criminal record (DBS) certificates checked and securely logged.

3.1.2 Specialist Training

A record will be kept of all persons attending induction training and personnel records will show specifics of training received.

Specific training will be given to employees where the need is identified, after consultation with / authorisation by the General Manager.

3.2 ACCIDENTS & INCIDENTS

3.2.1 Accident Prevention

The Pirate Castle will endeavour to prevent accidents by the following means:

- Ensuring that the premises, equipment, materials, systems of work and access and egress are as safe as reasonably practicable;
- Adequate supervision levels are maintained at all times;
- Competent and appropriately trained personnel;
- Safe person strategy:
 - use and care of personal protective equipment (PPE)
 - personal hygiene
 - careful conduct for the personal safety of the individual and others
 - Compliance with Safeguarding Policy and related procedures
- Employees to report hazards, incidents and near misses to the General Manager and / or Line Manager

3.2.2 Accident & Incident Reporting

The Pirate Castle recognises that accident prevention, and any procedures put in place to help prevent accidents from occurring, are beneficial for the Health & Safety of all employees and visitors.

The Pirate Castle will encourage the reporting of near misses so that an investigation can be carried out and the possibility of an accident occurring at a later date eliminated.

The Pirate Castle will investigate all accidents and near miss incidents involving persons and property other than where the injury is deemed to be minor.

A Management staff will be responsible for acquiring the facts leading to the accident or near miss. The purpose of the investigation is not to lay blame or fault, though this may inevitably emerge from the investigation.

The results from an investigation will hopefully prevent further accidents, and may well instigate further procedures to help prevent any reoccurrence as best practicable.

3.2.3 Reporting of Accidents

All accidents that occur in the building or in the course of outdoor activities, however minor, will be entered into the accident book. If the accident is reportable under [RIDDOR 2013 \(Reporting of Injuries, Diseases and Dangerous Occurrence Regulations\)](#) e.g., the injured person has to be absent from work for three consecutive days or more, then the appropriate forms will be filled in and sent to The Health and Safety Executive (HSE) or completed via the HSE web site.

The following information is a guide only, but outlines what is reportable under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR).

Major Injuries

From schedule 1 Reg 2(1)

Any fracture, other than fingers, thumbs and toes

Dislocation of the shoulder, hip or knee.

Any amputation.

Loss of sight. Either temporary or permanent.

Injuries to the eye, by chemicals hot metals or penetration.

Any injury caused by electric shock or electrical burn -including arcing – which leads to unconsciousness **or** requires resuscitation **or** admittance to hospital for over 24 hours.

Any other injury –

- a) leading to hypothermia, heat induced illness, or to unconsciousness
- b) requiring resuscitation, or
- c) Requiring admittance to hospital for more than 24 hours.

Loss of consciousness caused by asphyxia or by exposure to a harmful substance or biological agent.

Either of the following conditions which result from absorption of any substance by inhalation, ingestion, or through the skin-

- a) acute illness requiring medical treatment; or
- b) Loss of consciousness.

Where a person is incapacitated for work of a kind which he might reasonably be expected to do in the normal course of his work, for more than 3 days, not including the day of the injury

Dangerous Occurrences

The collapse **or** overturning of **or** failure of any load bearing part of any lifting appliance
Failure of a pressure vessel

Failure of a freight container
See Reg 2(1) Freight Containers
Regs 1984a

Any incident in which any plant or equipment comes into contact with an overhead power line - 200 volts or more.

Electrical short-circuit or overload which has the potential to cause the death of a person.

Collapse or partial collapse of any scaffold over 5 metres in height **or** adjacent to water **or** any suspended scaffold.

The collapse or partial collapse of any building involving over 5 tonnes of material, **or** a collapse of any false work.

Serious explosion or fire, which causes a 24-hour stoppage.

The sudden or uncontrolled release of large amounts of flammable substances.

The accidental release of any substance in a quantity large enough to cause death or any other damage to the health of any person.

3.3.3 HEALTH & SAFETY INSPECTIONS

Weekly Health and Safety and Fire Call Point and Emergency Lighting inspections will be carried out in designated areas to ensure that The Pirate Castle standards of safety are maintained.

Records of these inspections will be logged and monitored by the Health & Safety Officer / Fire Officer to ascertain whether appropriate standards are being maintained and to provide information on potential likelihood / severity of incidents.

Recommendations arising from the inspections will be reviewed and acted on accordingly by all staff

3.3.4 OFFICE / VENUE SAFETY

To assist in minimising risks to health and welfare the following safety procedures must be adhered to:

- Surplus waste paper and packing materials to be removed daily;
- Appropriate cable management to defined routes, mitigating the risk of trip hazards and / or circuit overload;
- Training of employees in the correct use of fire extinguishers;
- Check on lights and lighting levels to ensure they are suitable for the tasks being undertaken;
- Shelves and storage areas to be configured to avoid stretching and / or awkward lifting. Large heavy objects should be stored at low level and lighter items at high level;
- Cleaning chemicals must be kept away from foodstuffs in the kitchen area and locked away when not in use;
- Bleach and detergents must never be stored together;
- Flammable liquids should be stored separately from other dangerous substances that may increase the risk of fire or compromise the integrity of the container, cabinet or bin.

3.5 FIRST AID

The Pirate Castle shall ensure that adequate and appropriate equipment, facilities and personnel are available to provide immediate [First Aid](#) attention in the event that employees and / or service users become ill and / or sustain injury whilst at work

The Pirate Castle shall ensure that access to appropriate First Aid shall be available at any location where The Pirate Castle employs staff, whether this person is a fully trained First Aider or a trained Appointed Person for First Aid. Employees will be informed of The

Pirate Castle's First Aid arrangements and the identities of trained First Aiders via the induction talk and by the use of fixed notices / posters around the venue.

Where employees leave The Pirate Castle premises to carry out work on behalf of The Pirate Castle, they shall be provided with a First Aid kit suitable for the works that they are to carry out.

If working at an external provider's premises, off-site workers should contact a company-appointed person for First Aid at the earliest opportunity after the incident / accident has occurred. The incident must also be reported to the site's Safety Officer.

The contents of First Aid boxes will be checked and replenished as recommended in the Approved Code of Practice under the Health and Safety (First Aid) Regulations 1981.

3.6 HOUSEKEEPING

The Pirate Castle recognises that poor housekeeping can be a major cause of hazards and accidents; this can include spillages, articles and dangerous substances left in open access areas and inadequate systems for storage of refuse.

All employees are required to maintain access routes and work areas in a clean a state, as is reasonably practicable in relation to the work at hand. Waste materials must not be allowed to accumulate and must be removed to suitable disposal bins on a regular basis throughout the working day.

Stores shall be kept tidy, with materials stored as recommended by the manufacturer. Any faulty or unused equipment should be stored appropriately in the "sin bin" or designated storage areas.

3.7 WELFARE

The Pirate Castle will use the [Workplace \(Health, Safety and Welfare\) Regulations 1992](#) and the guidance from the Approved Code of Practice as a minimum for its standards.

Facilities will be checked whenever a general health and safety inspection is carried out.

Should an item of equipment fail, The Pirate Castle will repair or replace the equipment as soon as is reasonably practicable without endangering any employee.

The Pirate Castle will display safety signs as deemed necessary by current legislation and regulations, and wherever management believe that additional information would be beneficial for the health and safety of employees and visitors.

3.8 HEALTH & SAFETY SIGNS

A building map detailing the locations of First Aid points and fire extinguisher locations will be clearly located in each public area.

3.9 FIRE SAFETY

The Pirate Castle will maintain fire fighting equipment as deemed necessary for its premises as required under the [Regulatory Reform \(Fire Safety\) Order 2005](#) and will ensure that a fire co-ordinator is in place to carry out fire drills and ensure equipment registers are kept.

A table of fire extinguisher distinguishing marks is included below for reference.



A specialist company will carry out servicing of the fire extinguishers annually.

3.9.1 Fire and Emergency Drills

The Pirate Castle will hold a fire drill not less than once every year. Employees all service users / visitors will exit the building and assemble at the fire assembly point for roll call. The drill will be recorded for future reference.

3.10 RISK ASSESSMENT

Under the [Management of Health & Safety at Work Regulations 1992](#), The Pirate Castle is required to carry out a suitable and sufficient risk assessment for all work activities. Significant risks must be recorded and communicated to all staff. The assessment will involve finding out what hazards are associated with the activity and thereby evaluating the extent of the risks involved. Whenever a work activity alters, then a new risk assessment will be made.

As with most regulations generic assessments are acceptable to the HSE where regularly repeated operations are carried out and the Management staff will maintain a folder of these.

A risk assessment must:

- Identify all the hazards;
- Evaluate the risks arising from such hazards;
- Record the significant findings;
- Identify any specific group of employees or individuals who are especially at risk;
- Identify others who may be at risk, e.g., service users, visitors, members of the public;
- Evaluate current control procedures, including the provision of information instruction and training;
- Assess the probability of an accident or incident occurring as a result of uncontrolled risk;
- Record any circumstances arising from the assessment where there is a potential for serious or imminent danger;
- Specify information requirements for employees, including precautionary measures and emergency arrangements;
- Provide an action plan giving information on the implementation of additional controls, in order of priority, and with an appropriate time scale for such implementation.

3.11 DISPLAY SCREEN EQUIPMENT

The Pirate Castle is committed to protecting employees from health risks associated with working with display screen equipment (DSE), such as PCs, laptops, tablets and smartphones. In line with the HSE's Display Screen Equipment Regulations 1992 and [The Display Screen Equipment Work – Guidance on Regulations](#), The Pirate Castle will:

- Conduct DSE workstation assessments;
- Reduce risks, including ensure that workers take breaks from DSE equipment⁶ or undertake a different type of work;
- Provide an eye test if an employee requests one;
- Provide training and information for employees.

DSE Regulations apply to:

- Employees working at a fixed workstation;

- Mobile workers;
- Home workers;
- Hot-deskers (workers should carry out a basic risk assessment if they change desks regularly).

3.12 CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH - (COSHH)

To comply with current legislation, The Pirate Castle will apply the following:

- Keep an inventory of all chemicals used in servicing, maintenance and cleaning;
- Carry out a suitable and sufficient risk assessment for each chemical used;

- Obtain material safety data sheets from the manufacturers or suppliers of each substance;
- Keep records and documentation on each assessed substance;
- Keep all significantly hazardous chemicals in safe places locked, and marked where necessary;
- Any chemical identified as requiring special needs other than described above will be stored as per relevant regulations/ manufacturers recommendations;
- Develop and commence a training programme informing users of risks;
- Any Personal Protective Equipment (PPE) required during the use of potentially hazardous substances shall be provided and maintained by The Pirate Castle. Employees are required to immediately notify their Line Manager if the PPE is no longer serviceable. Employees are expected to co-operate with The Pirate Castle and comply with the Regulations;

3.13 ALCOHOL

- Any alcoholic substances and / or those containing alcohol / ethanol derivatives will be stored in a secure cupboard and regular inventories of stock will be taken;
- Alcohol will not be given to any persons under the age of 18 and The Pirate Castle operates in accordance with the “Challenge 25” scheme

3.14 PERSONAL PROTECTIVE EQUIPMENT – (PPE)

The Pirate Castle shall ensure that suitable PPE is provided free of charge to their employees who may be exposed to a risk to their health and safety while at work.

PPE must:

- Be appropriate for the risks involved and the conditions at the work place where the exposure to risk may occur;
- Take into account the state of health of persons wearing it;

- Ensure the ergonomic requirements are met;
- So far as is reasonably practicable, be effective in preventing or adequately controlling the risks involved without increasing the overall risk;
- Be compatible with other PPE and risk reducing measures.

The Pirate Castle will carry out an assessment before the use of any PPE to ensure that it is suitable, that it is used as a 'last resort' and that the risk cannot be eliminated by other means which are practicable.

Employees are required to notify a senior employee if the PPE is no longer serviceable.

3.15 WORK EQUIPMENT

Work equipment is defined as any machine or equipment used by employees as part of their job. The Pirate Castle will ensure that measures are taken in order to:

- Prevent access to any dangerous part of work equipment;
- Stop the movement of any dangerous part of work equipment before any part of a person enters a danger zone.

All guards and protection devices provided shall be suitable for the purpose for which they are provided.

Employees are forbidden to tamper with guards/safety devices to work equipment with the intent to bypass them so that the equipment can be operated. Guards/safety devices to equipment will be inspected on a regular basis.

Portable tools will be checked regularly to ensure that they comply with current legislation.

3.16 ELECTRICAL SAFETY

The Pirate Castle only permits persons classed as 'competent' under the [Electricity at Work Regulations 1989](#), to work on electrical equipment.

All electrical work carried out on the premises will be in accordance with the latest regulations published by the Institute of Engineering and Technology.

Under the Electricity at Work Regulations 1989 there is a statutory requirement to maintain electrical equipment in a safe condition so that users are protected from such hazards as electric shock, burns or fire. Testing of equipment will be in relation to its use and environment and at a frequency determined by the maintenance schedule. Any equipment found to be faulty will be removed from service immediately and labelled accordingly. Full records and inventory will be kept for the life of the equipment.

The Pirate Castle expects employees to carry out a visual inspection of electrical equipment prior to use and to report all defects for repair before the equipment is used.

No employee is to knowingly use defective equipment. These guidelines apply whether the equipment is owned by The Pirate Castle or hired.

3.17 MANUAL HANDLING

All loading and unloading involves lifting and handling to some extent. Although mechanical equipment should be used whenever practicable, much of the work will inevitably continue to be carried out manually. The risk of injury can be greatly reduced by a knowledge and application of correct lifting and handling techniques.

The Pirate Castle will comply with the regulations by carrying out the following:

- Avoiding hazardous manual handling operations as far as is reasonably practicable, making a suitable and sufficient assessment of any hazardous manual handling operation that cannot be avoided;
- Staff will encourage effective manual handling technique to all user groups and new employees;

- Reducing the risk of injury from those operations so far as is reasonably practicable - with particular consideration being given to forms of mechanical assistance;
- Individual assessments will be made where required to assess the suitability of the person for the task.

Properly based 'generic' assessments will be used where work is of a repetitive nature in similar situations and conditions.

When the nature of the load or the environment dictates, personal protective equipment will be issued, and will be expected to be used by employees.

3.18 SERVICE USERS & VISITORS

Service users and visitors are unlikely to be aware of the normal precautions taken by employees or the required safety procedures to be followed. Therefore, the Health & Safety of all service users and visitors is the responsibility of The Pirate Castle AT ALL TIMES.

Employees must bear in mind the following:

- ALL employees are responsible for service users' / general visitors' Health & Safety whilst on The Pirate Castle premises. Visitors to individual members of staff are the responsibility of the employee who invited them to enter the premises (this responsibility can be transferred to another employee, but such transfer must be agreed by both employees);

- Should the fire alarm sound, service users / visitors must remain with their assigned member of staff, group leader or duty manager and follow the same emergency procedure as the carried out by said person.

3.19 YOUNG WORKERS

An assessment must be made to determine whether workers under the age of 18 years are subject to risks over and above those other workers are exposed to, because of their inexperience. The length of time they work must also be controlled.

It is the established policy of The Pirate Castle not to employ permanent staff under the age of 16 years.

Any temporary workers under the age of 16 (e.g., those on work experience), shall be assigned to an experienced member of staff who will monitor their activities and be responsible for their safety at all times.

Staff under 18 years shall not work more than 8 hours in any working day.

Risk Assessment:

- Young workers are, by definition, inexperienced in the working practices of The Pirate Castle and the necessary safety precautions. However, this is true of any inexperienced worker;
- Management staff strictly control the allocation of tasks to inexperienced workers;
- Inexperienced workers are not allowed to undertake tasks beyond their capacity for working proficiently and safety;
- Tasks new to anyone are undertaken only under the guidance and supervision of an experienced member of staff

Therefore, young workers are not subject to risks over and above those other workers are exposed to.

3.20 USE OF A MOBILE PHONE (Road Vehicles)

Using a mobile phone whilst in charge of a moving vehicle is dangerous and illegal, amounting to dangerous driving.

The Pirate Castle prohibits employees from using a mobile phone whilst driving on duty and any such use would constitute gross misconduct.

The use of hands-free equipment does not diminish the distraction element of a mobile phone whilst in charge of a moving vehicle. As the situation retains some risk, hands-free mobile phones should only be used if absolutely necessary, i.e., in an emergency situation.

3.21 OFF-SITE WORKERS

The Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999, and the Workplace (Health, Safety and Welfare) Regulations 1992 apply to The Pirate Castle employees who visit other premises in the course of their work.

The Pirate Castle recognises that this work is carried out in places that are not under our direct control. We will provide additional measures, such as information, instruction and training, to ensure their safety on the premises of others.

Where any of our employees are on other premises for anything other than short periods, we will ensure that those in control of the premises are aware of the proposed activities of our employees, by means of a risk assessment.

Where appropriate we will obtain a risk assessment from the person in control of the visited premises, covering any of their activities that may affect our employees.

None of our-off site staff will be expected to work on the premises of others without being advised of the hazards they may face and how to deal with them

All off site workers will be provided with a travelling First Aid box, whether they are working in premises where first-aid is available or not.

3.22 CONTROL OF CONTRACTORS

The Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 impose duties to safeguard the health and safety of those who are not in

our employment, but who may be affected by our business activities. These duties also apply to a contractor on the premises, in respect of safeguarding our employees from his activities.

The Pirate Castle will employ only competent contractors, who will be selected according to our specifications and industry standards.

Contractors carrying out hazardous work e.g., hot work, electrical installation work or work in confined spaces must obtain authorisation to work from the General Manager or Health & Safety officer prior to starting work.

One of our main duties is to ensure adequate co-operation between the charity and the contractor. No contract will commence or continue unless General Manager or Health & Safety officer has been placed in charge of liaison with the contractor.

3.22 ALCOHOL AND DRUG ABUSE

Alcohol and drug abuse have serious implications for users and for their work.

Staff are required to refer any incident where employees show symptoms of alcohol or other intoxication whilst at work, to their line manager. These symptoms include:

- Smell of alcohol
- Slurred speech
- Unusual lack of co-ordination
- Changes in behaviour, particularly aggressiveness.

Any employee found drinking alcohol or taking drugs whilst on work duties without prior authorisation is guilty of serious misconduct, and will be subject to the sanctions set out in the disciplinary policy.

Any employee found to be intoxicated by alcohol, on work duties, or drugs on the premises will be removed and, and will be subject to the sanctions set out in the disciplinary policy.

As a youth-based Charity our highest priority is the safeguarding of young people. Therefore, we will ensure that young people are **not** on the premises whilst Pirate Castle licensed events are taking place.

Whilst holding licensed events The Pirate Castle will work in accordance with the “Challenge 25” scheme. All visitors, who look appear younger than 25, will be asked for identification and any persons under 18 will not be served alcohol. Intoxicated persons will not be permitted to enter.

Any persons deemed to be excessively intoxicated whilst inside the premises will be asked to leave. Door supervisors will be working on all licensed events and any refusal of entry or removal of visitors will be at carried out at their discretion.

3.23 VIOLENCE AT WORK

The Health and Safety at Work Act 1974, and the Management of Health and Safety at Work Regulations 1999 apply to The Pirate Castle. These impose duties that include assessing the risk of violence, such as assault or verbal abuse, and protecting employees from those risks as far as reasonably practicable.

The Pirate Castle will endeavour to eliminate or reduce the likelihood of violence at work in order to protect the health and safety of employees, and because it can impair morale and give a poor impression of the charity. We will assess the risks to all our staff and introduce all reasonable steps to minimise and control the risk of violence, sexual assault, verbal abuse or intimidating behaviour.

We do not accept that facing aggressive behaviour is an integral part of our employees' work. The reporting of incidents will receive full management support. **Note:** *some specific*

client groups will be an exception, in part, to this rule and will require previous working knowledge of the specific client groups.

For those jobs that are identified to have increased risks, we will introduce physical controls where reasonably practicable, followed by sufficient information, instruction and training to minimise the risk.

3.25 SMOKING

Smoking is not permitted anywhere within the building or any Pirate Castle outside spaces i.e., the roof terrace, turret balcony or bankside. No Smoking signs will be clearly displayed throughout the building

3.26 STRESS

Stress is the adverse reaction people have to excessive pressure or other types of demand placed on them. There is an important distinction between pressure, which can have positive results if managed correctly, and stress, which is always negative and can be detrimental to health.

The Pirate Castle is committed to protecting the health, safety and welfare of its employees, and we acknowledge the importance of identifying and reducing any factors that may cause workplace stress.

This policy applies to everyone in the company. Management staff are responsible for implementation and the organisation is responsible for providing the necessary resources.

The Pirate Castle will:

- Look for any factors that may cause stress at work, during our risk assessments;
- Consult with employees on our proposed actions to deal with workplace stress;

- Provide training for all Management staff and supervisory staff in good management practice, and provide the resources to enable Management staffs to implement this policy;
- Provide confidential counselling for our staff if they are affected by stress caused by either work or external factors;
- Ensure good communication between management, the Health & Safety officer and staff, particularly where there are significant changes in methods of working;
- Ensure staff are sufficiently trained to discharge their duties;
- Not tolerate bullying or harassment from any member of staff.

Management staff will offer support to a member of staff who is experiencing stress outside work, e.g., bereavement or separation.

The Pirate Castle will support individuals who have been absent due to stress and advise them and their management on a planned return to work.

We will monitor and review the effectiveness of our measures to reduce stress, and collate sickness absence and other statistics.