



# Dove Nest Group Health & Safety Policy

# DOVE NEST GROUP POLICIES AND PROCEDURES

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Signed:

Managing Director

Jenny Jones

Date 03/12/2021

# DOVE NEST GROUP POLICIES AND PROCEDURES

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## General Statement regarding COVID-19 pandemic

1. The COVID-19 pandemic alters the way we work with each other and our clients. Government advice is updated on a frequent basis and Dove Nest Group has responded to this by producing and updating guidance and risk assessment documents accordingly. Please refer to the following resources stored on Bright HR.
  - 1.1. COVID-19 – Risk Assessment – Corporate events
  - 1.2. COVID-19 Risk assessments for Residential
  - 1.3. COVID-19 Hygiene at Work Toolbox Talk
  - 1.4. Employee check list – Returning to office-based working
  - 1.5. Millness Mill return to work form
  - 1.6. Millness Mill risk assessment
  - 1.7. Dove Nest Group Health Declaration Form
2. During periods of national lockdown, our offices/venues will be closed to all staff except for routine and essential maintenance, or for programme delivery if agreed in advance
3. Outside periods of lockdown, our offices/venues will be available in line with government guidance.
4. Employees returning to work should be briefed by their line manager, using the following resources, stored on BrightHR.
  - 4.1. COVID-19 Hygiene at Work Toolbox Talk
  - 4.2. Employee check list – Returning to office-based working
  - 4.3. Millness Mill return to work form
  - 4.4. Millness Mill risk assessment
5. Visits to the venues will not take place during periods of lockdown or, if a tier system is in place dependant on the tier level the visitor is coming from.

Where visiting can take place, visitors must complete a pre-visit health declaration in advance of their visit. Further guidance can be found in the following resources.

  - 5.1. Dove Nest Group Health Declaration Form
  - 5.2. COVID-19 – Risk Assessment – Corporate events
6. Residential events will only take place when permissible and in accordance with government guidelines in place at the time of delivery. Further guidance is contained within the following document.
  - 6.1. COVID-19 Risk assessments for Residential
7. Anyone with questions or concerns is encouraged to speak to a director or to the HR Manager or Health and Safety Coordinator. If necessary, employees may choose to follow the Whistleblowing Policy v1.3 2021.

## 1 General Statement of Policy, Duties and Responsibilities

### 1.1 Policy Statement

**Dove Nest Group** recognises and accepts its health and safety duties for providing a safe and healthy working environment (as far as is reasonably practicable) for all its workers (paid or volunteer) and other visitors to its premises under the Health and Safety at Work Act 1974, the Fire Precautions (Workplace) Regulations 1997, the Management of Health and Safety at Work Regulations 1999, other relevant legislation, and common law duties of care.

Throughout this Statement, terms such as “staff”, “workers”, “employees”, refers to paid workers and volunteers, whilst “associates” refers to subcontractors.

The overall and final responsibility for Health and Safety in Dove Nest Group is that of the Managing Director. The Health and Safety Coordinator is responsible for ensuring all employees throughout the company receive the appropriate health and safety training during their induction, which includes details regarding the company’s policies, procedures, manual handling and relevant first aid.

It is the policy of the Company to promote the health and safety of staff, clients, learners, associates and of all visitors to the Company’s venues (“the venues”) and to that intent to:

- Take all reasonably practicable steps to safeguard the health, safety, and welfare of all personnel on the premises.
- Provide adequate working conditions with proper facilities to safeguard the health and safety of personnel and to ensure that any work which is undertaken produces no unnecessary risk to health or safety.
- Encourage persons on the premises to co-operate with the Company in all safety matters, in the identification of hazards which may exist and in the reporting of any condition which may appear dangerous or unsatisfactory.
- Ensure the provision and maintenance of plant, equipment and systems of work that are safe.
- Maintain safe arrangements for the use, handling, storage and transport of articles and substances.
- Provide sufficient information, instruction, training and supervision to enable everyone to avoid hazards and contribute to their own safety and health.
- Provide specific information, instruction, training and supervision to personnel who have particular health and safety responsibilities (e.g. a person appointed as a Health and Safety Coordinator or Representative).
- Make, as reasonably practicable, safe arrangements for protection against any risk to health and safety of clients, visitors, learners, associates and the general public or other persons that may arise for the company’s activities.
- Make suitable and sufficient assessment of the risks to the health and safety of employees and of persons not in the employment of the Company arising out of or in connection with the Company’s activities.
- Make specific assessment of risks in respect of new or expectant mothers and young people under the age of eighteen.
- Provide information to other employers of any risks to which those employer’s workers on the Company’s premises may be exposed.

# DOVE NEST GROUP POLICIES AND PROCEDURES

This policy statement and/or the procedures for its implementation may be altered at any time by the Dove Nest Group Board. The statement and the procedures are to be reviewed annually by the Health and Safety Sub-committee or by other persons appointed by the Committee. A report on the review, with any other proposals for amendment to the statement of procedures, is to be made to the next following ordinary meeting of the Dove Nest Group Board.

## 1.2 Statutory Duty of the Company

Dove Nest Group will comply with its duty to ensure, as far as is reasonably practicable, the health, safety, and welfare at work of its workers and of visitors to its premises and, in general, to:

- Make workplaces safe and without risks to health.
- Ensure plant and machinery are safe and that safe systems of work are set and followed.
- Ensure articles and substances are moved, stored, and used safely.
- Give volunteers/ workers the information, instruction, training, and supervision necessary for their health and safety.

In particular, Dove Nest Group will:

- Assess the risks to health and safety of its workers, clients, learners and associates.
- Make arrangements for implementing the health and safety measures identified as necessary by this assessment.
- Appoint someone competent to assist with health and safety responsibilities.
- Draw up a health and safety policy statement; including the health and safety arrangements in force and bring it to the attention of its workers.
- Set up emergency procedures.
- Take precautions against danger from flammable or explosive hazards, electrical equipment, noise, or radiation.
- Avoid hazardous manual handling operations and, where they cannot be avoided, reduce the risk of injury.
- Provide training in accordance with the 2002 COSHH control of substances hazardous to health regulations.
- Ensure the correct procedures are followed during the use and storage of dangerous substances.
- Ensure the correct procedures are followed during the handling and transportation of heavy or bulky items.
- Provide adequate First Aid facilities.
- Ensure that appropriate safety signs are provided and maintained.
- Maintain and inspect vehicles to the manufacturer's recommended standards.
- Make sure that work equipment is suitable for its intended use as far as health and safety is concerned, and that it is properly maintained and used.
- Maintain and inspect the work premises (venues) and the equipment used at work.
- Provide free any protective clothing or equipment, where risks are not adequately controlled by other means.
- Maintain and inspect mechanical and electrical appliances and wiring to the manufacturer's recommendation.
- Provide training in appliance usage and where appropriate the provisions of protective clothing.
- Provide adequate heating, lighting, ventilation, noise control (in accordance with the Control of Noise at Work regulations 2005) and first aid facilities in accordance with the HASAWA.
- Provide adequate toilet and washing facilities in accordance with the HASAWA.
- Record the significant findings of the risk assessment and the arrangements for health and safety measures.

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- Report certain injuries, diseases and dangerous occurrences to the appropriate health and safety enforcing authority.
- Prevent any person operating any vehicles, mechanical or electrical without having first been cleared to do so by a director.
- Ensure that an accident report form is completed on any occasion that requires it.
- Prevent any person handling or transporting heavy or bulky items or using or storing dangerous substances without having first been cleared to do so by a director.
- Provide training to all employees in accordance with the HASAW regulations in order that they may appreciate the hazards which exist in situations not normally associated with their role within the company.
- Prevent any person operating outside their normal jurisdiction or workplace without having first been cleared to do so by a director.
- Ensure employees are aware of fire exits at all places of work and the procedures to follow in the event of a fire.
- Provide safe, clear and well-lit passageways, floors and stairways.

### 1.3 Statutory Duty of the Company's Workers

All employees should make themselves familiar with the Health and Safety Policy and their own health and safety duties and responsibilities, as shown separately.

It is the duty of all employees to take reasonable care of themselves and others. Employees must not take any action, which could threaten the health and safety of themselves, other employees, guests, learners, apprentices, or members of the public.

Employees are obliged to co-operate with the health and safety officers and representatives to achieve a healthy and safe environment in which we can work.

Protective clothing and other equipment that may be issued for employee protection because of the nature of their job must be worn at all appropriate times. Failure to do so could be a contravention of the employee's health and safety responsibilities. Once issued, this protective wear is the responsibility of the employee.

When an employee notices a health and safety hazard they must address this immediately. If they are not able to do so they should alert the company's health and safety Coordinators.

Employees also have legal duties, and the Company confidently requests non-employed (voluntary) workers also to observe these. They include the following:

- To take reasonable care for their own health and safety, and that of other persons who may be affected by what they do or do not do.
- To co-operate with the Company on matters of health and safety.
- To use work items provided by the Company correctly, including personal protective equipment, in accordance with training or instructions.
- Not to interfere with or misuse anything provided for health, safety and welfare purposes.
- To report at the earliest opportunity injuries, accidents or dangerous occurrences at work, including those involving the public and participants in activities organised by the Company.

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## 1.4 Policy for Visitors and Contractors

On arrival all visitors should be met by their host. This person is to take responsibility for the visitor(s) and assist in their evacuation from the building during an emergency or arrange help in the event of an accident.

On arrival, all visitors, including contractors and/or their workers, must sign a record of the date and time of their arrival and, before leaving, should further record their time of departure.

Contractors working in the building should report any concerns relating to their own safety or suspected unsafe working practices to their host who should inform the Health and Safety Coordinator who will investigate and report to the Company.

## 1.5 Policy for Learners

On arrival all learners should be given a health and safety briefing by their host at the earliest opportunity. The content of this briefing is specified in the "H&S introduction for Away Venues/ Crosthwaite Mill" documents and includes how to respond to emergencies (Fire and Medical), local hazards and how to contact the company in an emergency. This person remains the primary contact for learners throughout their visit.

In an emergency, the company's employees are required to take responsibility for the learner(s) and assist in their evacuation from the building during an emergency or arrange help in the event of an accident.

## 1.6 Policy for Associates

On arrival all associates should be met by their host. This person is to take responsibility for the associate(s) and remains the primary contact for the associate(s) throughout their visit.

On arrival, all associates, including contractors and/or their workers, must sign a record of the date and time of their arrival and, before leaving, should further record their time of departure.

Associates working in the building should report any concerns relating to their own safety or suspected unsafe working practices to their host who should inform the Health and Safety Coordinator who will investigate and report to the Company.

## 1.7 Responsible Persons

Jenny Jones – Managing Director

Colin Hodgson – Leadership Consultant and Health and Safety Coordinator

Dave Moore – Chairman

Beth Burrow – Finance and Business Services Director



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## 1.8 Venues

### ***Crosthwaite Mill***

The Health and Safety Coordinator is responsible for the upkeep of the Mill, the co-ordination of health and safety issues, and the implementation of the health and safety policy and procedures within the Mill.

### ***Millness Mill***

The Health and Safety Coordinator is responsible for the upkeep of the office, the co-ordination of health and safety issues, and the implementation of the health and safety policy and procedures within the office.

## 2 Organisation of Health and Safety

### 2.1 Health and Safety Committee

Dove Nest Group Board will appoint a Health and Safety committee, including representation both of themselves and of staff (both paid and volunteer):

- To have a broad overview of Health and Safety matters.
- To keep the Company's Health and Safety policy and procedures under review.
- To conduct safety tours of the premises.
- To ensure that risk assessments are carried out, including assessments regarding substances hazardous to health (COSHH Regulations);
- To take such action as may be required to ensure that the Company's responsibilities for Health and Safety are fulfilled.
- To report to the Board on their performance of these responsibilities.

Contractors working in the building should report any concerns relating to their own safety or suspected unsafe working practices to a member of the Committee who will investigate and report to the Company.

### **Safety Tours**

The Health and Safety Committee shall carry out 6-monthly tours and inspections of the premises and make a report to the next ordinary meeting of the Executive team. All necessary actions as a result of the tour shall, where reasonable and practicable, be implemented.

### 2.2 Communication of Health and Safety policy

#### **2.2.1 Staff**

The Health and Safety policy is introduced during the induction process. Records are maintained on individual files by HR. Updates are communicated via the intranet and notifications through the HR Portal.

Freelance staff are required to read this policy as part of their induction. The technical support team maintains records of induction for freelance technicians. Associate trainers' records are maintained by HR.

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## **2.2.2 Guests**

At the beginning of every engagement, guests (learners, apprentices, visitors) are given a brief relating to their event (See Appendix 2). Records of these briefings are kept in a secure file at Crosthwaite Mill.

## **2.3 Health and Safety Rules**

All workers must exercise ordinary care to avoid accidents in their activities at work and comply with the following general rules and with any further rules which the Company may publish from time to time.

### ***Accident Forms and Book***

Accident books are kept at each venue and reports are stored in digital format on the company server. Copies of forms to report accidents and incidents are available at all venues, kept with the Accident book. Any injury or illness suffered by a worker or guest (learner, apprentice, visitor) in the course of employment or activity on the company's premises, however slight, must be recorded (see Appendix 1) together with such other particulars as are required by statutory regulations, in the accident book and on an accident/incident form maintained by the Company.

### **Fire Precautions**

All personnel must familiarise themselves with fire escape routes and procedures and follow the directions of the Company in relation to fire.

### ***Equipment and Appliances***

No equipment or appliance may be used other than as provided by or specifically authorised by or on behalf of the Group/ Company and any directions for the use of such must be followed precisely.

### **Safety Clearways**

Corridors and doorways must be kept free of obstructions and properly lit.

### **Maintenance**

Defective equipment, furniture and structures must be reported as such without delay.

### ***Hygiene and Waste Disposal***

Facilities for the disposal of waste materials must be kept in a clean and hygienic condition. Waste must be disposed of in an appropriate manner and in accordance with any special instructions relating to the material concerned.

### ***Display Screen Equipment (See separate DSE Policy)***

The Company recognises its responsibility to ensure the well-being of workers who habitually use display screen equipment for a significant part of their normal work. Volunteers/Workers are advised to ensure that they take a five-minute break from the display screen equipment at least once an hour and are advised that, if they experience vision defects or other discomfort that they believe may be wholly or in part a consequence of their use of such equipment, they have the right to an eye-test at the Company's expense.

### ***Alcohol, Drugs and Tobacco***

Smoking within the premises and the use of Drugs (except under medical supervision) on the premises are prohibited always. The use of intoxicants (alcohol) is prohibited during working hours, and no employee/volunteer may undertake his/her duties if under the influence of alcohol or drugs (except under medical supervision).

## 3 Arrangement and Procedures

The Health and Safety Coordinator is responsible for ensuring that the safety policy is carried out and that responsibilities for safety, health and welfare are properly assigned and accepted at all levels. His/her details and contact number will be displayed on the notice boards at each venue

### 3.1 First Aid and Accident Reporting

#### 3.1.1 First Aid

A list of trained First Aider(s) for the premises is displayed on Notice Boards in the following locations.

- Crosthwaite – Adjacent to First Aid Kit near coffee machine
- Millness - Adjacent to First Aid Kit in kitchen

First Aid training is provided by external First Aid training providers. First Aiders hold a minimum of a one-day Emergency First Aid at Work qualifications. A record of qualifications is maintained by HR.

First Aid Boxes are provided in the following location(s):

- Crosthwaite – Adjacent to coffee machine; in kitchen; in staff kitchen; in safety sacks issued to learners; in vehicles
- Millness - in kitchen

#### 3.1.2 Responding to Accidents and Illness

- In the event of an injury or illness, requiring an emergency response, call an ambulance directly. To call an ambulance – dial 999 and ask for “ambulance”.
- For less serious injury or illness, contact a First Aider. The response required will depend on the situation and could include, but is not limited to, any of the following as appropriate,
  - offer guidance to the individual,
  - provide First Aid,
  - contact the NHS helpline. Call 111 or log in to [111.nhs.uk](https://111.nhs.uk)
  - arrange a visit to a General Practitioner, (Windermere Health Centre, Goodley Dale, Windermere, Cumbria, LA23 2EG. Call: 01539 445159),
  - arrange a visit to a hospital emergency department.
    - Westmorland General Hospital Urgent Treatment Centre, Burton Rd , Kendal, Cumbria, LA9 7RG. Call: 01539 732288,
    - Royal Lancaster Infirmary, Ashton Road, Lancaster, Lancashire, LA1 4RP. Call: 01524 65944.
- All accidents or illnesses must be reported to the Health and Safety coordinator or another member of staff on duty immediately or as soon as practicable.
- All accidents or illnesses must be recorded in the accident book at each location. An additional internal accident/incident report should also be completed, these are stored with the accident books. The procedures for “notifiable” accidents as shown in Appendix A below must be followed.
- The Health and Safety Coordinator will investigate incidents and accidents, writing a detailed report for the Company’s Board to consider the actions necessary to prevent recurrence.

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### 3.1.3 Communication of Accidents and Illness

- If an employee suffers an accident or falls ill at work, communication to next of kin will be handled by HR.
- If a guest (learner, apprentice, visitor) suffers an accident or falls ill during a programme, the account manager should communicate with their employer. The employer will be expected to correspond with their next of kin.

## 3.2 Fire Drills and Evacuation Procedures

### 3.2.1 Fire Drills

- All workers and volunteers must know the fire procedures, position of fire appliances and escape routes.
- The fire alarm is tested weekly. Extinguishers, fire exits and emergency lighting system are tested during the first week of each month and entered in the log book provided.
- Fire extinguishers are inspected and checked on an annual basis, by a qualified and appropriate 3rd party. Fire alarms and Emergency lights are checked twice a year by a qualified and appropriate 3rd party.
- The Health and Safety coordinator will arrange for Fire Drills and Fire Prevention Checks to be carried out at least once every three months and entered in the logbook. In addition, these Drills will be carried out at different times and on different days, so that all users/hirers know the procedures.
- The last person securing the premises will ensure Fire Prevention Close Down Checks are made of all parts of the premises at the end of a session.

### 3.2.2 In the event of Fire

- Persons discovering a fire should sound the nearest alarm.
- The first duty of all workers is to evacuate the building by the nearest exit immediately the fire is discovered.
- All persons must evacuate the building and, where possible without personal risk, leave all doors and windows closed.
- The assembly point for the venues are:
  - Crosthwaite Mill - Adjacent to the exit from the western car park
  - Millness Mill - at the east end of the car park
- No-one should leave the assembly point without the permission of a member of staff.
- If **any** fire occurs, **however minor**, the Fire Brigade must be called immediately by dialling 999 and asking for "Fire".
- When the Fire Brigade arrives advise whether all persons are accounted for and location of fire.

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### 3.2.3 Bomb Warnings

- If you receive a warning try to find out from the caller:
  - i) The approximate location of the bomb and likely time of detonation.
  - ii) Whether the police and fire brigade have been notified.
  - iii) Try to RECORD EXACTLY WHAT IS SAID:
- Notify the Police immediately on 999.
- DO NOT SOUND THE FIRE ALARM but evacuate the building taking into consideration any information from the bomb warning.
- Assemble in the locations below unless the bomb warning implies otherwise.
  - Crosthwaite Mill - Adjacent to the exit from the western car park
  - Millness Mill - at the east end of the car park

### 3.3 Cleaning Materials, General Machinery and High-Risk Areas

- All portable machinery must be switched off and unplugged when not in use.
- Wandering cables are a hazard; use with caution and safety in mind.
- Slippery floors and dangerous; use warning signs.
- The kitchen areas are to be kept clean and all spills wiped.
- All gangways and fire escapes are to be kept clear.
- Use protective clothing and equipment provided and as instructed on machinery/equipment/material. It is the duty of a worker to report any loss of or defect in protective clothing or equipment.

#### 3.3.1 General

- All thoroughfares, exits and gates must be left clear at all times.
- Corridors and fire exits must not be blocked by furniture or equipment.
- Vehicles must not be parked near to the building so as to cause any obstruction or hazard.
- Hazards or suspected hazards or other health and safety matters should be reported to the Health and Safety Coordinator or the staff member on duty immediately or as soon as practicable, so that action can be taken. If the hazard is of a serious nature, immediate action must be taken to protect or clear the area to prevent injury to staff or other users.
- Visitors and Contractors spending more than one day in the office must be made aware of the fire escape routes and procedures. This is the responsibility of their host.

## Appendices

### Appendix 1 Accident reporting

#### 1. Accidents

All accidents which occur during work for the Company and/or for the User/Hirer, or on premises under the control of the Company must be recorded.

#### 2. Accidents to Workers or Contractor's Staff

- a) For ALL Accidents

**Complete Accident Form and give to Health & Safety Coordinator**

- b) **For accidents reportable to the Health & Safety Executive**

If accident results in incapacity for work for more than 3 calendar days, then complete the online form F2508 with copies to the Managing Director.

If accident results in fatality, fracture, amputation or other specified injury (see section 4, below) then **immediately notify:**

Health & Safety Executive on HSE's Infoline Tel: 0345 300 9923 **And** the Managing Director

**Follow up within seven days** with completed online form F2508 with copies to the Managing Director

- c) If a reportable accident involves a contractor's employee and the premises are under the control of someone other than the contractor then the person in control of the premises is responsible for reporting the accident.

If a contractor's employee is at work on premises under the control of the contractor then it is the contractor or someone acting on his/her behalf who is responsible for reporting the accident.

#### 3. Accidents to guests (learners, apprentices, visitors)

- a) All accidents must be recorded in the accident book at each location. An additional internal accident/incident report should also be completed, these are stored with the accident books. The procedures for "notifiable" accidents as shown below must be followed.

- b) For accidents reportable to the Health & Safety Executive

If an accident results in fatality, fracture, amputation or other specified injury (see section 4 below) then **immediately notify:**

Health & Safety Executive, Incident Contact Centre, 0345 300 9923 **And** the Managing Director

Some injuries may not be fully identified until the casualty has been to hospital. It is therefore essential that, if it is known that an individual has gone to hospital as a result of an accident, follow up action is carried out.

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### 4. Definition of Specified Major Injuries or Conditions

- Fractures, other than to fingers, thumbs and toes
- Amputations
- Any injury likely to lead to permanent loss of sight or reduction in sight
- Any crush injury to the head or torso causing damage to the brain or internal organs
- Serious burns (including scalding) which:
  - Covers more than 10% of the body
  - Causes significant damage to the eyes, respiratory system or other vital organs
- Any scalping requiring hospital treatment
- Any loss of consciousness caused by head injury or asphyxia
- Any other injury arising from working in an enclosed space which:
  - Leads to hypothermia or heat-induced illness
- Requires resuscitation or admittance to hospital for more than 24 hours

**IF IN DOUBT REPORT IT**

### 5. Dangerous Occurrences

In the event of any of the following:

- Collapse/Overturning of machinery
- Explosion/collapse of closed vessel/boiler
- Electrical explosion/fire

Notify the following immediately:

Health & Safety Executive, Incident Contact Centre.

All incidents can be reported online but a telephone service remains for reporting fatal and major injuries only - call the Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm). **And** the Managing Director

### 6. Occupational Diseases

- Poisoning
- Skin Diseases
- Lung Diseases
- Infections

On receipt of a written diagnosis from a doctor, report the disease using online form F2508A to: [hse.infoline@natbrit.com](mailto:hse.infoline@natbrit.com) **and** the Managing Director

Full details of Dangerous Occurrences and Occupational Diseases can be found in HSE RIDDOR Booklets 11 and 17.

***We request that our Staff, Clients, Learners, Associates and Visitors respect this Policy, a copy of which will be available on demand.***



## Appendix 2 – Guest briefing

### Guest briefing - Crosthwaite

To be delivered to all guests on their day of arrival. Please record this in the briefing log at the back of this folder.



#### Fire

- **The Fire Alarm is a continuous siren or bell.**
- There will not be any drills during your stay and we will not use the alarm as part of an exercise. If the alarm sounds, please treat it as an emergency.
- **Leave the building by the most appropriate route** – there are emergency instructions on the rear of every door, please familiarise yourself with the escape routes from your accommodation.
- **Explain where the fire escapes are;**
  - Rooms 1 – 12, leave by the fire exit midway along the corridor.
  - Rooms 14 – 19, leave by retracing your steps down the staircase to the entrance.
  - Rooms 20 – 22, leave by retracing your steps down the staircase to the entrance.
- **Other exits are;**
  - From the Boardroom and Stone Room – leave through the exit by the Gent's toilet.
  - From the Gilpin room, leave through the exit onto the top patio.
  - From the Dining room and Garden room, leave through the door onto the lower patio or onto the main carpark.
- **Congregate at the Fire Assembly Point** located adjacent to the carpark entrance.
- **Call Emergency Services (999).** You are at **The Old Corn Mill, Crosthwaite, LA8 8BS.**
- **Contact Dove Nest.** Emergency contact numbers are displayed on the notice board and at the Fire Assembly Point. The **Duty Manager number is 015395 55588.**

#### Medical Emergency

- **Call Emergency Services (999).** You are at **The Old Corn Mill, Crosthwaite, LA8 8BS.**
- **Contact Dove Nest.** Emergency contact numbers are displayed on the notice board. The **Duty Manager number is 015395 55588.**

#### First Aid

- If you are injured or unwell, please speak to a member of the Dove Nest staff who will arrange appropriate First Aid or medical attention.

#### Venue specific information

- **Hazards**
  - Uneven floors and limited headroom – many of the floors in the building are uneven and there are many changes of level, along with low beams and doorways. Please be attentive when moving around the building.
  - Slippery floors – please remove wet/muddy footwear before entering the building. If the slate floor gets wet it can become slippery.
  - Mill race and stream – these are unguarded watercourses that flow through the grounds. Please do not explore the grounds in the dark.
- **Refreshments** – are always available in the dining room. Please return all used mugs to the tray near the machine for cleaning.
- **Smoking** – an ashtray is provided on the lower patio. Please do not smoke in the buildings or vehicles or near any technical equipment.
- **Security** – we will lock the building in the evening. Your room key enables you to lock and unlock the door to the building you are sleeping in. Please ensure that you lock the door behind you.
- **Lights** – please switch off lights at the end of the evening.



# DOVE NEST GROUP POLICIES AND PROCEDURES

## COVID-19 briefing

To be delivered along with the guest briefing to all guests on their day of arrival. Please record this in the briefing log at the back of this folder.



### COVID-19

**Please support us as we work to protect guests, visitors and staff and to minimise the risk of spreading COVID-19.**

- **Hand-cleansing** – please wash your hands, frequently and thoroughly. We have provided hand gel at the entrances to the building and in each of the public rooms.
- **Face-coverings** – in the majority of situations you will be able to maintain 2m separation and the use of face coverings is not mandatory. If you would prefer to wear a face covering, please feel free to do so. In some activities, where it is harder to maintain a 2m distance, use of face-coverings will be mandatory.
- **Rest rooms** – where possible, please use the facilities in your own bedrooms to reduce the risk of contamination.
- **Corridors** – Please keep to the left in corridors.
- **Doorways** – Please don't congregate around doorways. Knock before opening doors to warn people of your presence.
- **Furniture** – we have removed surplus furniture and soft furnishings from public areas. Please leave the remaining furniture in-situ.
- **Boots and waterproofs** – if you have your own, we suggest that you use them. If you need to borrow these from us, we will issue a set for you to keep with you through the programme.
- **Drying Room** – this is in the cellar. There are numbered spaces on the hanging rail and shelves, so that you can keep your equipment together.

### Exercises and Activities

- During exercises and activities everyone should make every reasonable effort to comply with the social distancing guidelines set out by the government (2m separation, or 1m with risk mitigation where 2m is not viable). If anyone feels that this is not happening appropriately, please speak out and work with your colleagues and the Dove Nest staff to decide how to proceed in accordance with the guidelines.

