

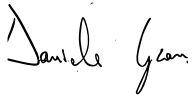


Health and Safety Policy



VERSION CONTROL

This policy will be reviewed on at least an annual basis or where significant/pertinent changes are made to legislation.

Version Number	Key changes	Author	Authoriser	Date
1.0	Initial document creation	Finance	Megan Yeomans SVP	15 Nov 2023
2.0	Update	CEO	Daniele Grassi	15 Apr 2024
Authorised Signature:			Daniele Grassi CEO	27 Jun 2024



Health and Safety Policy Statement

In pursuit of excellence in all its undertakings and as an Adecco Group company, General Assembly recognises and is committed to ensuring the health, safety, and welfare of all its employees, learners, visitors, and others who may be affected by its activities.

General Assembly recognises and accepts these duties and wishes to promote the “safe learner” concept as laid down by the Education and Skills Funding Agency (ESFA). General Assembly’s policy is to achieve and maintain high standards of health, safety and welfare that comply fully with the Health and Safety at Work Act 1974 and related legislation.

To meet its responsibilities for health and safety, General Assembly will, as far as is reasonably practicable, take steps, which include arrangements for:

- The identification of hazards and assessment of risks and agreed control measures.
- Promoting safety awareness and developing a positive health and safety culture in General Assembly.
- Making available sufficient information, instruction, training, and supervision to enable all employees and learners to avoid hazards and contribute actively to their own health and safety at work.
- Maintaining General Assembly’s premises in a condition that is safe and without risks to health.
- Encouraging effective consultation with employees on health and safety matters; and
- Publish the health and safety policy statement and keep it annually under review and revised where necessary.

Although a prime responsibility for health and safety is placed on the employer, staff are reminded that they have duties under the health and safety legislation to cooperate with the employer and to take reasonable care for the health and safety of themselves and others.

This policy statement will be communicated to all employees by publication on General Assembly Website and HR intranet and a copy will be made available to any employee for inspection via their department.

Chief Executive Officer
General Assembly

Scope

The principles of this policy apply to all employees, associations and workers in the UK and the Republic of Ireland



Responsibilities

Chief Executive Officer

The Chief Executive Officer, with assistance from Senior Leadership Team (SLT), is responsible for the safe functioning of all business activities. The Chief Executive Officer will, alongside the SLT:

- Monitor the effectiveness of the health and safety policy in connection with the work of General Assembly.
- Consult with managers responsible for health and safety matters.
- Ensure that members of the SLT and other managers understand their health and safety responsibilities and encourage the effective management of health and safety in General Assembly.
- Promote the active participation and co-operation of all managers and staff in implementing the health and safety policy; and
- Take steps to ensure that consideration is given to the health and safety implications of changes in policies, systems, and the curriculum.

Senior Leadership Team (SLT)

The SLT will be responsible to the Chief Executive Officer for:

- The facilitation and assistance with the implementation of the health and safety policy within their areas of responsibility.
- Arranging for the dissemination of the relevant information on policies, procedures, and systems in connection with the health and safety arrangements within their areas of responsibility.
- Co-coordinating the preparation and review of risk assessments for activities within their areas of responsibility.
- Identifying and implementing the training needs of their staff in connection with health and safety.
- Where appropriate, designating competent persons to conduct all statutorily required examinations and tests of specialist equipment in areas of vocational curriculum.
- Ensuring management health and safety inspections are conducted and actions implemented in line with business procedures.
- Ensuring that staff, for which they are responsible, are aware of the high priority General Assembly gives to health and safety matters; and

Director of Research Innovation and Development



Where applicable, the Director of Product will be responsible to the Chief Executive Officer for:

- Function as Health and Safety Officer for General Assembly.
- Ensuring that sufficient and suitable resources are made available to enable the implementation of the Health and Safety Policy.
- The general oversight of health and safety management in General Assembly; and
- Facilitate and assist with the implementation of the health and safety policy.
- Advise the Chief Executive Officer and SLT on the measures necessary to comply with statutory requirements and to deal with any issues related to health and safety.
- Chair the Health and Safety Committee which will oversee Health and Safety developments
- Monitor, with the assistance of the Business Improvement Team, the effectiveness of the health and safety policy and report to the SLT and other managers as appropriate.
- Ensure, with the assistance of the Business Improvement Team, that the policy guidance and procedures is in place for the effective management of health and safety within General Assembly.
- Be responsible, alongside the Chief Financial Officer, for the oversight of health and safety arrangements in connection with maintenance and building work at business premises.
- Ensure that contractors undertaking building and maintenance work have suitable health and safety policies and procedures in place and comply with General Assembly's health and safety procedures for contractors.
- Ensure that fixed electrical and gas installations, pressure systems and other fixed equipment are inspected by a competent person as required by the relevant regulations and that appropriate records are maintained.
- Arrange the monitoring of testing and inspection of General Assembly water supply in relation to Legionella Testing requirements under L8 Approved code of Practice 4th Edition.
- Ensure that General Assembly fulfils its responsibilities in relation to Regulatory Reform (Fire Safety) order 2005.
- Arrange the inspection and testing of general portable electrical equipment and maintain appropriate registers.
- Ensure that General Assembly fulfils its responsibilities under the Construction (Design and Management) Regulations and any other relevant legislation.
- Ensure with the assistance of the Business Improvement Team, that the asbestos register and any other requirements laid down in the regulations are completed.
- Organise regular business health and safety inspections with the assistance of the Business Improvement Team and prioritise and approve the action required.



- Periodically review emergency procedures with the Business Improvement Team including fire and first aid.
- Coordinate, in conjunction with the Business Improvement Team and the appropriate managers, the disposal of hazardous waste; and
- Organise with the Head of HR and SLT appropriate training to ensure Health and Safety competency across the business

Business Improvement Team

The Business Improvement Team will:

- Advise and assist the Senior Leadership Team on current, new, and pending legislation.
- Advise all managers, supervisors, and staff of their responsibility for health and safety and implementing the Health and Safety Policy and on the standards General Assembly expects for health and safety.
- Advise managers, supervisors, and staff on the completion of the appropriate risk assessments in accordance with the Management of Health and Safety at Work Regulations, the Control of Substances Hazardous to Health Regulations, and other relevant regulations and maintain a central register of completed assessments.
- Disseminate the content and results of health and safety inspections and monitor that approved recommendations are implemented.
- Coordinate, in conjunction with the Director of Product, Head of HR, and other managers, the training of staff on health and safety matters.
- Check that records of health and safety training are maintained.
- Monitor that competent person designated by the management team conduct all statutorily required examinations and tests of equipment and that records are kept available for inspection.
- Ensure that records of fire drills and fire alarm testing are maintained and monitor the records for each centre.
- Ensure that records are kept of reportable injuries and dangerous occurrences, for their statutory reporting to the Health and Safety Executive and other relevant bodies (i.e., ESFA).
- Investigate where appropriate, any accident or incident and report the findings and necessary remedial action accordingly.
- Oversee the implementation of first aid arrangements and procedures.
- To prepare and coordinate General Assembly Health and Safety Action Plan and produce performance indicators and statistical data for consideration of the SLT, and the Health and Safety Committee.
- Review periodically the fire evacuation procedures at the appropriate site and maintain records of fire drills and fire alarm testing.



Managers and supervisors

Managers and supervisors are required to:

- Regularly monitor the effectiveness of the health and safety policy and report periodically to the SLT.
- Ensure that their area of responsibility is managed for health and safety purposes according to the standards in the policy, to minimum statutory standards and to other appropriate standards that may be set by General Assembly.
- Ensure that the staff for whom they are responsible understand the practical aspects of this policy and the various statutory requirements that apply within their areas of responsibility.
- Monitor, with the assistance of the Business Improvement Team, the effectiveness of the health and safety policy and report to SLT and other managers as appropriate.
- Be responsible for ensuring that their staff are aware of the high priority that should be given to ensure a safe and healthy working and learning environment for themselves, other staff, and learners.
- Draw up, maintain, and review the risk assessments for their areas required under the Management of Health and Safety at Work Regulations, and the Control of Substances Hazardous to Health Regulations, and draw up and implement Health and Safety Management Plans for their areas of work.
- Report any damage or defects in plant, machinery, equipment, or buildings and take effective measures to deal with any related hazards.
- Report to the Business Improvement Team any accidents, incidents, near misses or damage for appropriate investigation.
- Nominate the appropriate members of staff to coordinate health and safety matters in their area of responsibility and conduct Health and safety Inspections.
- Ensure, where appropriate and in consultation with the Business Improvement Team that any necessary supplementary policies are drawn up and implemented for their area of responsibility, particularly in connection with specialist teaching activities.
- Draw up, implement, and maintain any necessary detailed arrangements or systems for safe working.
- Arrange and conduct health and safety inspections at least annually, for their area of responsibility and implement agreed measures.
- Where appropriate, be responsible for ensuring that guarding, interlocking and other safety devices for machinery and equipment are checked and that records are kept available; and
- Maintain health and safety manuals and records for their areas of responsibility.

In addition, managers and supervisors with site responsibilities are responsible for the operational oversight of health and safety arrangements at the appropriate site which includes, if applicable, employer premises where e.g., Apprenticeships are delivered. Managers and supervisors are



encouraged to seek advice and support in connection with their health and safety responsibilities from the SLT and the Business Improvement Team.

Staff

All staff have duties and responsibilities in connection with health and safety at work and in particular:

- Under the Health and Safety at Work Act 1974:
 - i) It is the duty of every employee while at work:
 - To take reasonable care for the health and safety of themselves and of other people who may be affected by their acts or omissions at work; and
 - To cooperate with the employer or any other person as far as is necessary to enable the employer or other person to perform or comply with any relevant statutory duty or requirement.
 - ii) No person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety, or welfare in pursuance of the relevant statutory provisions.
- Each employee must comply with the requirements of relevant health and safety legislation and of this policy statement and with business rules and arrangements for health and safety.
- Each employee must report all accidents, incidents, and damage to their immediate manager using any of the available communication channels at General Assembly.
- Each employee must comply with their duties under the Management of Health and Safety at Work Regulations, by informing the appropriate member of the SLT of:
 - Any work situation, which represents a serious and imminent danger to health and safety; and
 - Any shortcomings in General Assembly's protection arrangements for health and safety.
- Where required, each employee must wear and use any personal protective equipment and safety devices that are provided by General Assembly for their protection; and
- Encourage learners to learn and behave so that they avoid causing danger or injury to themselves, other learners, staff, or visitors.

Health and Safety Committee

The Health and Safety Committee is an integral part of the health and safety arrangements of General Assembly at all its sites. It has the role assigned to it by the Chief Executive Officer. It may make recommendations to SLT, and these recommendations will be considered with the aim of reaching an acceptable decision.

Policy goals

Under the terms of the Health and Safety at Work Act 1974 (HSWA) in the UK and the Safety, Health



and Welfare at Work Acts 2005 and 2010 in the Republic of Ireland we have the responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions which are safe, healthy and comply with all statutory requirements, codes of practice, this Policy and its Appendices. Co-operation and compliance from everyone is essential.

We will, so far as practicable:

- Provide and maintain a safe and healthy working environment for all people
- If and where applicable, ensure that employees familiarise themselves with the fire warning and evacuation procedures, located at each fire alarm call point
- Ensure that any accidents involving personal injury occurring on our premises, whether to employees or others, are reported to the CEO and record the details in the Accident Book (held at Reception).
- Investigate such accidents, analyse their cause and take corrective action.
- Provide all employees with the information, instruction, training and supervision they need to work safely.
- Ensure that adequate First Aid and welfare facilities exist and that employees are advised where these facilities may be found.
- Ensure that employees are aware of their legal and moral obligations to take reasonable care for the health and safety of themselves and others by observing all safety regulations and promptly reporting any potential hazards to the CEO

Fire Safety

We will ensure:

- A comprehensive fire warning system, incorporating both manual and automatic activation is in place and is regularly inspected and maintained by the suppliers.
- Fire warning systems are regularly tested.
- Fire escape routes are clearly identified throughout each of our offices and information is displayed adjacent to every fire alarm call point advising of assembly points after evacuation.
- Appropriate fire extinguishers are clearly identified throughout the building.
- Sporadic and unannounced fire drills are undertaken, involving employees, clients and any contractors at our buildings at that time.
- A visitors' book is kept at reception for all contractors/visitors which may be used to support both security and emergency evacuation (the Fire Service now prefers Fire Marshals to check the whole building and ensure that it is clear rather than roll-call which is notoriously unreliable).

Medical Emergency/Accident/Injury

We will ensure:

- An accident book is provided at each General Assembly office for any work-related accidents, 'near misses' or notifiable diseases and includes the process detailed for notifying the appropriate authorities.
- First Aid posters identify qualified first aiders in case of accident or emergency and give the location of First Aid box and accident reporting log.
- Any work-related accident / incident will be investigated thoroughly, remedial steps taken if necessary and the Health & Safety Office advised immediately in order for the appropriate authorities to be advised when necessary.



- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) Act in the UK and the Safety, Health and Welfare at work (General Application) (Amendment) (No.3) regulations 2016 in the Republic of Ireland and require that, in the event of a major injury or dangerous occurrence, the Health and Safety Executive must be informed as speedily as possible – telephone 0845 3009923 and complete the appropriate online report form for the UK. In Ireland contact the Health and Safety Authority on 1890 289 389 with details of fatal and non-fatal workplace injuries. Details of what constitutes an Injury, Disease or Dangerous Occurrence are contained at the front of the Accident Book.
- Should an employee be unable to do the full range of their normal duties for more than three days as a result of an injury, he/she must ensure that this point is emphasised when the Self Certification Form is completed. The enforcing authorities and HR will be notified within ten days as above. Where appropriate a medical certificate will be required.
- Injuries that are not considered major, and involve less than three days absence, should still be recorded in the Accident Book in case they may become serious at a later date. The proper procedure is therefore to record all accidents, minor or otherwise, in the Accident Book

Off-site Working

We will eAll our employees working off-site are expected to familiarise themselves with the visited company's health and safety procedures and must report any incidents which could affect health and safety to both General Assembly and the 'host' company.

Electrical Equipment

All electrical equipment will be suitable for its intended purpose and PAT tested periodically

Display Screen Equipment (DSE, VDU, VDT)

It is important that employees report any health problems, in particular upper limb disorders, headaches etc. to their line managers. Line managers should be mindful of:

- Where problems occur in the use of DSE equipment, as the cause is usually the 'how they are used' rather than the DSEs themselves.
- Ensuring a DSE Assessment has been carried out (see separate DSE Assessment info.)
- Getting comfortable – users should adjust chair height and back support to provide a comfortable working position. A footstool will be provided where necessary. Arms should be approximately horizontal and eyes the same height as the top of the screen.
- Keying in – adjust keyboard to get a good keying position, a space in front can be helpful for resting hands and wrists.
- Using a mouse – position the mouse in easy reach so it can be used with the wrist straight and to avoid stretching
- Reading the screen – adjust brightness and consider the effect of lights and windows requesting adjustments where necessary.
- Posture and breaks – do not sit in the same position for long periods - take frequent short breaks and change your posture as often as possible.

Please contact the HR Team should you need to complete an online DSE Assessment. An online link via our DSE partner will be sent to you to complete



Eye Tests

- We are committed to minimising risks associated with users of DSEs and support legislation relating to eye tests. Contact your HRBP for assistance. .

Laptops

- Laptops are designed to be easy to carry, and the resulting features like small keyboards, can make prolonged use uncomfortable, unless steps are taken to avoid problems e. g. using a docking station, with separate keyboard and mouse

Food Safety

General

- We undertake to provide a clean and hygienic environment for employees to eat their own food on the premises.
- Dishwashers and washing agents will be provided for the safe handling of all utensils used in preparation, serving and consumption of food.
- Kitchen waste will be contained in plastic bags for cleaning operatives to safely dispose of each evening.
- Office refrigerators will be cleaned monthly and regularly checked for out of date food.

Outside Caterers

- Any food/drink provided by the company to employees or visitors will normally be prepared by outside caterers who hold a certificate of insurance and such food will at all times be safe for human consumption.
- Any person provided by outside agencies involved in the preparation or displaying of food will be fully trained in handling food and the requirement for his/her personal hygiene is to be beyond reproach.
- Where food is prepared for visitor/client consumption, every effort will be made to accommodate any specific dietary requirements.

Hazardous Substances

Cleaning Materials

- Cleaning materials are provided by the cleaning contractors - such materials are stored in cupboards designated for this purpose.
- Cleaning contractors undertake to fully abide by the COSH requirements. In the unlikely event of there being any spillages of hazardous or toxic materials, the Health & Safety Office must be notified.



Sickness Monitoring

Line managers regularly monitor absence levels, and will inform HR of any absence of more than three days..

Drugs and Alcohol

Our policy is to actively promote and support the physical and psychological health and well-being of all employees to ensure that:

- they understand the dangers and harmful effects of drug and alcohol misuse
- they are aware of their responsibilities regarding drugs and alcohol at work
- problems are identified and dealt with appropriately, at the earliest stage possible
- support and assistance is offered to those having a drug or alcohol problem which affects their work performance

Housekeeping Arrangements

- We employ external cleaning contractors to maintain general cleanliness and tidiness of the offices, as per a detailed specification of work.
- Any problems are immediately communicated to the Supervisor or Manager concerned.
- In the event of spillages, accidental damage or other disruption which necessitates cleaning up in advance of the cleaners arriving, this will be handled by our own employees.

Information, Instruction & Training

- Information, instruction and training relating to health and safety in the workplace will be covered during induction.
- Any changes to procedures or processes implemented by us or required by law will be notified to all employees.
- First-Aiders are required to keep their certificates as Appointed Persons up to date by attending regular refresher/training courses with recognised bodies such as the Red Cross Society or St John's Ambulance.
- Full and proper exchange of information relating to emergency procedures and hazards affecting the safety of persons exposed to risk should take place.
- Regular risk assessments will be undertaken for all areas of our operations.

Accident Procedure

- Report any accident, whether it requires first aid treatment or not, or near misses to one of the nominated employees trained in first aid to be recorded in the Accident Book (kept at Reception).
- Ensure that the first aid trained employee is informed if any other medical treatment (i.e. subsequent visit to hospital or doctor) was necessary.
- Any employee or visitor involved in an accident involving head injuries and/or loss of consciousness must be subjected to a proper medical check following first aid.



Security

Physical security of working areas

This section is intended to reduce the risk of unauthorised physical access or interference with General Assembly facilities.

Certain offices are protected by electronic door control systems which prevent unauthorised access to working areas. At these locations, the doors are locked and door access cards are used by authorised colleagues to gain access. Tailgating is not allowed; please be on the look-out for this. If you don't recognise people in the office, ask if you can help and make sure they're legitimately in the building. In the event that a door access card is lost, colleagues must report the loss. Lost or stolen key cards will be disabled at the earliest opportunity.

Other offices are protected by mechanical locks which must be kept locked when the office is unattended. For all locations, visitors are required to sign-in on entry and records of guest access are retained. Visitors must be greeted by the person they are visiting. Unauthorised guests must not be granted access.

Protection of electronic equipment

All colleagues are responsible for securing their computer from unauthorised use. Whenever a colleague is away from their computer, they must protect it by either logging off from the computer or applying a screen lock. An automatic screen lock will apply after 15 minutes of inactivity but this should not be relied upon. Before leaving at the end of each day, colleagues must log off from their computer. Laptops and removable media (such as USB drives or mobile phones) that are left in the working area must be physically secured by locking them away in a cupboard or desk side drawers whenever an office is unattended.

Clear Desk Policy

All papers containing commercially sensitive or personal information must be cleared away and stored in locked cupboards or desk side drawers at the end of each working day.

Working Alone/Attending the office outside normal business hours

If it is necessary for an employee to work alone in the office, work late, work at a weekend, or arrive at the office out of normal hours the overriding priority should be personal safety. No employee is expected, under any circumstances, to put themselves at risk.

In offices that have 24 hour security available, local procedures should be followed and you should sign in and out of the building.

In offices where there is no security presence you should advise a colleague or friend of your planned work hours and confirm with them when you have stopped working. In the event that your contact does not hear from you by an agreed time, they should alert the local building management or the emergency services.

Remember

The CEO is ultimately responsible for making every effort to ensure the health and safety of employees and visitors to General Assembly buildings. **However, we all have the same responsibility to take all reasonable care over our own safety and that of others**



Appendix 1 – Centre-based requirements

Risk Assessments for Centres

Where instruction is delivered onsite, Risk Assessments must be conducted for all new centres, be they General Assembly or Sub-contractor delivery sites before any submissions or referrals are enacted. Each delivery site is expected to have a periodic health and safety check every six months to ensure that the site conforms to the Health and Safety policy as detailed above and below.

An initial risk assessment will be conducted by a member of the Business Improvement Team on the centre, using a standard template which identifies areas of potential risk. If the assessment is deemed satisfactory, the report will be stored at Head Office, and a copy provided for the centre.

Any remedial action recommended in the report must be completed and satisfactorily re-evaluated by the Business Improvement Team before submissions or referrals can take place to the centre, and existing business within the centre will need to be carefully monitored to ensure that any potential risk to either customers or Advisers is isolated or minimised.

Risk Assessments will continue to be undertaken by the relevant Business Improvement Consultant at a minimum on a biannual basis for all General Assembly and Sub-contractor delivery sites to ensure regulatory compliance for both customer and frontline staff. A Risk Assessment may be brought forward, or a new risk assessment may take place outside of the timelines due to changes in one of the following

- An accident at the centre that is required to be reported to RIDDOR; this will necessitate a Risk Assessment to avoid a repeat of such an occurrence
- Change in legislation requiring re-assessment of the centre or additional training of frontline staff
- Changes in location/environment or activity which may create an additional risk to customers and/or frontline staff

The person responsible for ensuring the action required is implemented will be the appropriate member of the Senior Leadership Team.

The Centre Manager responsible for ensuring that any recommended actions that arise from the Risk Assessment are conducted to a satisfactory level, through consultation with the relevant Business Improvement Consultant. In this respect, it will be the Business Improvement Consultants responsibility to check that the implemented actions have been removed/reduced/ controlled.

If a risk is identified that has not been controlled, removed, or reduced within the given timescale, referrals can be reduced or even stopped to the delivery site until the appropriate action is taken to mitigate the risk. If such a situation arises, referrals will only commence again with the written permission of the Senior Leadership Team.



Basic Health and Safety Checking

The Basic H&S Monitoring form is to be used by the Centre Manager every three months for Health and Safety inspections to check that standards are being implemented and management controls are in place.

This will bring to the awareness any safety products dates, or when maintenance of items that will need to be renewed. The Monitoring Form provides the opportunity to check how the Health and Safety System is doing and to identify and resolve any problems before they escalate.

If there is a concern that cannot be rectified, please contact the Health and Safety Officer.

The Centre Manager must complete this form every month for their centre, answering all questions regarding the building, staff, and general safety of the environment. The Monitoring form once complete should be filed in the centre, with a copy sent to Head Office for storing by the Health and Safety Officer. The Health and Safety Officer will periodically check that the Monitoring form is submitted by all centres and will ask the Business Improvement Team to periodically check to ensure that the monitoring form reflects the current conditions within each centre.

Work Placements

A number of provisions delivered by General Assembly will require that the customer be put into a work placement for a period. The guidance from the Department for Education (ESFA) requires General Assembly to be assured that customers have a safe and welcoming environment that complies with relevant Health and Safety Legislation.

To provide full assurance that all Work Placements meet minimum standards of Health and Safety, General Assembly will conduct a risk assessment on all Work Placements before a customer starts. No Work Placement should be commenced without this assessment being arranged to be completed unless the Centre Manager can provide assurances that the Work Placement meets or exceeds legislative requirements.

Work Placement Risk Assessments will be conducted by the person responsible for setting up the Work Placement. Staff will be trained to undertake risk assessments and will hold IOSH Working Safely as a minimum.



Appendix 2 – Competency and Training

Training

All employees will be given health and safety induction training when they start their employment with General Assembly. This covers the basic instructions of

- Health and Safety in the Workplace – chiefly as reference to the H&S policy
- Basic First Aid
- Fire safety
- Manual Handling

Refresher training will be made available for legislative changes, updates to the Health and Safety policy, or in the event of a specific occurrence that requires training to staff. Job specific training will be provided by Centre Managers, though suitable elements of training may be outsourced as appropriate to external provision.

Training records for all Health and Safety related training will be held on BreatheHR by the Human Resources Team, and it is expected that all members of staff will have completed as a minimum:

- Additional training and any refresher training requirements will be identified and arranged by Centre Manager/Team Leaders through the Business Improvement Team
- Training advice and instruction are delivered through staff and customer induction programmes and presentation talks.

For those undertaking specific Centre-based risk assessments and reviewing wider business requirements the following training is recommended at the appropriate role level:

- Health and Safety Officer - IOSH Managing Safely
- Business Improvement Consultants - IOSH Managing Safely
- Centre Manager, Account Managers, Employer-facing roles - IOSH Working Safely

Personal Protective Equipment

The nature of General Assembly's operations does not require the use of personal protective clothing or equipment. However, in some tasks such as cleaning and tidying of the centre, where chemicals may be used, General Assembly will endeavour to provide the necessary personal protective items. Steps are taken to ensure that contractors supplying manual services to the company comply fully with Health and Safety requirements, including the use of protective clothing and equipment. The responsibility for this and for ensuring that contractors meet Health and Safety regulations rests with the Senior Leadership Team. The Health and Safety Officer will also be available to offer further advice where required.



COSHH - Control of Substances Hazardous to Health

There are a small number of potentially hazardous substances with which General Assembly Staff and customers are likely to come into contact. It is important that all General Assembly staff members and customers are aware of these substances, and of the risks involved if they are misused. Issues relating to COSHH must be brought to the attention of all new staff by Centre Managers and Team Leaders in each centre.

- All cleaning chemicals in Centre to be recorded in the COSHH File
- The cleaning company to carry through risk assessment of all cleaning chemicals in Centre. This will ordinarily already be provided in most serviced offices though a copy should be available in the centre
- Review cleaning agents and COSHH Risk Assessment files every two months.

COSHH is not limited to cleaning products and includes any substance with the potential to cause harm. For instance, printer toner and dusts could be health hazards and therefore all staff should be made aware of the safe usage of these products before handling.

Manual Handling

General Assembly members of staff will be trained in performing manual handling operations safely and will be supervised until their manager is satisfied that they can perform such tasks independently. General Assembly recognises that some members of staff will have to perform occasional manual handling tasks as part of everyday office activity. All staff will therefore be given basic manual handling training as a part of their induction programme.