TWAM

Tools with a Mission

Health and Safety Guidance for Volunteers Policy

This guidance has been developed to provide everyone volunteering with Tools with a Mission with information on the health and safety policies and procedures of the charity.

All volunteers are asked to read the guidance, which covers general health and safety information applicable to all volunteers. You will be asked as part of your induction to sign and confirm that you have read the material specified. As this is a resource for all volunteers you may feel that not all the elements are relevant to your role. We appreciate this and have endeavoured to make all the information as helpful as possible.

Do I really need to read all of this?

We want you to get as much value as possible from reading the following policy and guidance documents but realise that there are a lot of words.

- For those of you volunteering within one of TWAM's Refurbishment Centres please, as a minimum, read sections **H1, H2, H3, H4, H5, H6**, (**H8** if office based), **H9** and **H10**.
- For those of you volunteering from home please, as a minimum, read sections **H1, H2, H5, H6, H7, H9** and **H10**.

H1. General Information

Everybody at TWAM has a role to play in health and safety. Whilst you are volunteering the charity will ensure that you are provided with the appropriate information, supervision and training required, to enable you to complete your voluntary work safely. This includes providing suitable policies and procedures.

As a volunteer you should take reasonable care of yourself and others while volunteering for TWAM, and follow any health and safety advice and instruction, given to you for your role. Volunteers should co-operate with the charity on health and safety matters, and immediately report accidents, incidents or near-misses. Volunteers should not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

If you do not feel confident about health and safety issues relating to your role or feel an activity has potential to harm or cause injury, you should talk to your named contact at TWAM. This may be your Refurbishment Centre Manager, Volunteer Collector Coordinator or the Chief Executive.

H2. Accident reporting

If you are unfortunate enough to have an accident or incident whilst you are undertaking voluntary work for the charity you must report the details of the accident or incident to us. You should also report near misses.

Accident books are located in each Refurbishment Centre and a specific accident book for staff working remotely (Volunteer Collectors, Speakers and Outworkers) is held in Ipswich.

Tools with a Mission, 2 Bailey Close, Hadleigh Road Industrial Estate, Ipswich, IP2 0UD
t: 01473 210220 e: post@twam.uk twam.co.uk
Registered charity No: 1104903 (England and Wales) SC044069 (Scotland)
A company limited by guarantee and registered in England no: 5114575

H.3 Fire

When you start volunteering in a TWAM Refurbishment Centre you should be given guidance on fire safety, and the emergency procedures to follow in the event of an evacuation of the building. Information given will include where appropriate:

1. When the fire alarms are tested and what they sound like
2. Location of fire exits
3. Where people should go on exiting the building

Refurbishment centres can request the following resources from Ipswich:

1. Fire exit direction signs
2. Fire assembly point signs
3. "What to do in the event of a fire" signs

H4. First Aid

When you start volunteering in an office you should be given guidance on the First Aid facilities and who the nominated first-aiders are. This information will also be displayed throughout the building. The following leaflets and resources are available from Ipswich:

1. HSE First Aid at work checklist
2. HSE First Aid at work – Employers Guide (for Refurbishment Centres)
3. HSE Basic advice on first aid at work
4. First Aid in the workplace poster (for Refurbishment Centres)

H5. Personal Safety

Please refer to the TWAM

1. Personal Safety and Lone Working policy
2. Accident, Incident and Near-miss policy
3. Volunteer Handbook

H6. Use of cars on TWAM business

It is important that you notify your motor insurers if you are going to use your vehicle on behalf of the charity to ensure that adequate cover is in place. You will need additional business insurance where your travel is not deemed purely as commuting, social or pleasure. If you claim mileage on the volunteers
expenses claim form you will be prompted to confirm you have business insurance.

The following leaflets are available from Ipswich:

1. Car ergonomics –tips on correct posture
2. ROSPA Volunteer Drivers Handbook
3. Personal safety on the road Handbook
4. Breakdown and Emergency Guide
5. Winter Driving Guide

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H7. Safety of locations and venues

As a volunteer working with TWAM you have a "duty of care" to ensure that any location selected by you for any charity activity (e.g. where you refurbish tools at home, use a garage for collections, or where you hold social events etc.) is adequate and safe for the activity being undertaken. This will vary considerably as TWAM
recognises that someone working from their own home cannot be expected to have the safety facilities of a public building. However, the following should be considered:

1. Appropriate facilities are available (sanitary, welfare and first aid provision)
2. The venue is free from potential hazards (such as trailing cables)
3. Fire precautions are in place (fire-fighting and alarm systems, signage, lighting, adequate escape routes, assembly points, and smoking policy) and that all attending the venue are briefed on the arrangements
4. Insurance cover is in place

For advice on what is applicable to your volunteer opportunity please refer to your Health and Safety volunteer or the Chief Executive.

Finally, you must ensure that an adequate risk assessment has been carried out where there are any
significant risks at the venue. This assessment must be completed by a competent person. The Chief
Executive will be able to advise you on this.

H8. Using a computer

There are a number of helpful leaflets available from Ipswich to advise on posture, back care and how to use computers and portable devices safely. These are:

1. Effective back care – tips and advice
2. The art of sitting correctly
3. Setting up a perfect workstation (computers)
4. Using a laptop or mini-keyboard correctly
5. Portable communication – how to safely use a mobile phone
6. Using Ipads and tablets
7. Workstation exercises
8. Working with display screen equipment

H9. Lifting or carrying

Those volunteering at TWAM are not expected to undertake manual handling tasks that may be detrimental to their health, safety or welfare. General information regarding manual handling is available from Ipswich. Please request the following resources:

1. HSE Manual Handling Guide
2. Manual handling poster (for Refurbishment Centres)

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H10. TWAM's commitment

Tools with a Mission will use all its best endeavours to comply with legal responsibilities to achieve best practice in minimising health and safety risks. The Chief Executive is responsible to the TWAM Board of Trustees for health and safety policy and for overseeing implementation throughout the charity.

Employees also have a statutory duty to take care of themselves and any others who may be affected by their work or acts.

The Chief Executive and Board of Trustees will ensure that there are suitable and sufficient resources made available to meet our obligations. As policy makers within the organisation we will, insofar as is reasonably practicable, ensure that:

- All employees and volunteers within TWAM understand the contribution they must make towards controlling and managing risk
- Safe places of work, plant and equipment are provided and adequately maintained
- Safe systems of work are identified, implemented and monitored
- Suitable and sufficient information, instruction and supervision is provided so that employees and volunteers are confident fulfilling their roles
- Appropriate arrangements are set in place to ensure that there is effective communication of health and safety matters
- All volunteers are aware of their named health and safety contact

TWAM acknowledges the importance of good health and safety practices and recognise the high level of priority this must carry in relation to other objectives.

All employees and volunteers are required to co-operate with TWAM in carrying out this policy and must ensure that their own work, so far as is reasonably practicable, is carried out without risk to the Health and Safety of others and so as to co-operate with TWAM in fulfilling its statutory duties.

Working together to avoid the 'slips and slides'

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