Diocese of Middlesbrough
Lourdes Pilgrimage

Health & Safety Policy and Procedures

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General Statement of Policy

The Diocese of Middlesbrough Lourdes Pilgrimage (The Responsible Person) aims via this Health and Safety Policy to protect all volunteers, pilgrims and others who may be affected by our activities, and to secure the health, safety and welfare of everybody who visits our premises and joins us on our pilgrimage to Lourdes each year, or who work for us in a voluntary capacity.

Our general statement of policy is to:

- Seek to ensure, so far as is reasonably practicable, the health, safety and welfare of all volunteers, pilgrims and others who may use our office, attend our events and travel on pilgrimage with us to Lourdes.
- Seek to provide adequate control of the health and safety risks arising from our work activities.
- Consult with our volunteers and other relevant persons on matters affecting their health and safety.
- Provide information, instruction and supervision for our employees and volunteers.
- Seek to ensure that employees and volunteers are competent to undertake the tasks expected of them or provide access to suitable competence and training where necessary.
- Seek to ensure that all hazardous substances are handled and used safely.
- Seek to provide and maintain safe plant and equipment.
- Seek to maintain a healthy and safe environment for all those who use our facilities and join us on pilgrimage.
- Seek to do all that is reasonable to prevent accidents and work related ill-health.
- Monitor health and safety continuously and to review this policy, organisation and arrangements for implementation in the light of any changes.

In turn all those who undertake work for the Pilgrimage, whether they are expected to act responsibly, to prevent injury to themselves and others, and to co-operate with us in all matters relating to health, safety and the environment.

Responsibilities

The Pilgrimage - It is the responsibility of the Pilgrimage to approve the structures put in place by the organizing Committee to seek to ensure the Health and Safety of all those entering into, organising, or supporting any pilgrimage or associated activities run by the Pilgrimage. It is also their responsibility to receive reports on Health and safety matters from the organizing Committee with regard to Health and Safety and to seek to ensure that these responsibilities are adequately addressed by the arrangements in place.

The Pilgrimage Health and Safety Appointed Person - It is the responsibility of the Health and Safety Appointed Person to seek to ensure that an effective Health and Safety strategy is in place, to advise the Organising committee on Health and Safety matters, to seek expert advice on behalf of the Pilgrimage where required, initially from the Competent Person but if necessary from other professionals in the field of Health & Safety, and to assist other members of the organising committee as necessary in identifying and managing risk.

The Organising Committee - It is the responsibility of the Organising Committee, supported by the Health and Safety Appointed Officer, to:

- seek to ensure that there is an appropriate organisational structure in place to protect the Health and Safety of those associated with the Pilgrimage and its activities. This includes a process for the identification, mitigation, and monitoring of risks.
- seek to ensure that any risks to the Health and Safety of those associated with or on the Pilgrimage, or an associated activity, are understood and that appropriate control measures are in place to minimise these. Amongst these risks would be manual handling, clinical care including infection control and medicines management, safeguarding, and fire safety. Other risks will also be identified by the Organising committee and should be included in risk management.
- monitor risks and to seek to ensure there is a mechanism in place for learning from incidents and near-misses.
- report to pilgrims the top ten risks along with action plans for managing them on an annual basis.
- seek to ensure that appropriate training is in place for all those with duties on the Pilgrimage, or an associated activity.

The Heads of Department - It is the responsibility of this group, including Chaplains, to:

- be familiar with the Health and Safety Policy, to understand where material risks may arise and to seek to ensure that the controls are in place to minimise these.
- seek to ensure that all helpers and pilgrims are aware of their own responsibility to Health and Safety and have received appropriate training to protect themselves and those around them when carrying out any duties as part of the pilgrimage or its preparation.
- report any Health & Safety risks, accidents, or near misses of which they become aware to the Health & Safety Officer, as soon as the opportunity arises.

It is the responsibility of all Helpers and Volunteers in whatever capacity, whether hospitalité, catering or outside events, to:

- be aware of their own responsibility to Health & Safety and to ensure they only undertake activities for which they have received the appropriate training.
- familiarise themselves with this policy1 and abide by the instructions contained therein.
- use their best endeavours to avoid situations that risk injury to themselves, those in their care, or others whilst assisting the Pilgrimage with its activities.
- report any Health and Safety concerns, accidents or near misses they may have to the appropriate pilgrimage official.

The Pilgrims – It is the responsibility of all pilgrims to:

- use their best endeavours to avoid situations that might lead them to injure themselves or others.
- follow the instructions of the leadership team where required in order to minimise any risk to the safety of themselves or others.
- report any issue that they perceive may present a risk.

Arrangements

The Pilgrimage Health and Safety Policy

This policy will be drafted by the Health and Safety Appointed Person, and approved by the Organising committee and the Pilgrims. It will be regularly reviewed against a schedule agreed by the Organising committee.

Risk Assessment Arrangements

We recognise our legal duty to identify the significant hazards associated with our activities and to carry out a suitable and sufficient assessment of the risks posed by such hazards to eliminate or reduce the risk of injury, ill health or loss.

The Pilgrimage Director and the Heads of Department are responsible for seeking to ensure that risk assessments are carried out, regularly reviewed and updated where appropriate.

Risk assessments include identification of relevant hazards and associated risk and an evaluation of current measures to protect people from harm. Where it is considered that further measures are necessary, which may be in response to legislative requirements we will identify these measures and establish a priority and timescale for their implementation.

The significant findings of risk assessments are communicated to relevant persons in the form of safe working procedures.

Resources are available from the Risk Assessment section of the 'Safety Toolbox' Information Centre.

For risk assessment purposes, the pilgrimage will be viewed as having multiple different phases - Office, Preparation, Travel (Flying), Travel (Coach), Main Pilgrimage (Hotels, Acceuil2, Sanctuary) Clinical Care, Reunions. Each phase will have separate risk assessments and a Phase Risk Profile, complied using the Diocese Risk Toolbox. Nominated leaders will be responsible for each phase of activity.

Responsibilities

Responsibilities for the day-to-day risk management of each phase lie with the following officers of the pilgrimage:

Phase	Responsibility
Office Phase	Pilgrimage Director
Preparation Phase	Chief Doctor & Heads of Department
Pilgrimage Phase (including travel and the Pilgrimage)	Pilgrimage Director
Reunion Phase	Pilgrimage Director

Individual risks will be graded using a numeric risk rating approach, all risks will be held on Phase Registers.

Risk Management

The Organising committee will review the risk register according to an agreed schedule and use it to prioritise risk management activities and to monitor their effectiveness in reducing risk.

A target risk rating will be agreed and actions to be undertaken to enable this to be reached. It will be the joint responsibility of the Health and Safety Appointed Person and the Nominated Leader for the risk area to ensure that these are completed within an agreed time frame, or where this is not possible that the Pilgrimage Director and the Organising committee are made aware of this issue, as necessary.

Risks above a level agreed by the Organising committee and endorsed by the Pilgrims will be escalated to an overarching Risk Register, as well as sitting on the Phase Registers. This overarching risk register will be actively monitored by the Organising committee and the Pilgrimages.

Policies and Procedures

A number of policies and procedures listed in the appendices support the Pilgrimage risk management. Ensuring that these are up to date and appropriate is the responsibility of the Organising committee who will review them according to an agreed schedule and earlier if necessary due to legislative or procedural changes.

The following section sets out our arrangements to minimise, as far as is reasonably practicable, risks to the health and safety of volunteers, and members of the pilgrimage.

These arrangements are designed to demonstrate a level of commitment to managing particular hazards across our various activities and events. The exact manner in which these measures are arranged may vary from one activity to another.

Accident, Incident and Near Miss Reporting

It is our policy to encourage the reporting of accidents, incidents and near-miss events and to manage these to a satisfactory conclusion, the aim to avoid recurrences. Accident reporting procedure is outlined in the appendices.

Asbestos

We recognise the threat to health from exposure to asbestos containing materials.

With regard to the Curial Office, where our Lourdes store and office is, it is our understanding that a check on all hazardous asbestos materials took place in 2014 and a certificate is available for inspection.

The Pilgrimage is not the duty holder with regard to Asbestos in any other building that the Pilgrimage uses throughout the year, in the UK or France, and relies on the duty holder at each site to keep employees and volunteers advised of potential asbestos hazards.

Building Structure

Whilst in Lourdes for the Pilgrimage week the Pilgrimage and its volunteers stay in various hotels in the town. When deciding to use any hotel for the accommodation needs of its employees and volunteers in Lourdes we seek to ensure that:

1. The hotel has a Certificate of Compliance, which is issued by the Mayor's office in Lourdes, and is granted to hotels that comply with the statutory French regulations, including but not limited to Fire regulations.
2. The hotel is of a three-star standard or better.
3. The Pilgrimage Director has visited the hotel, viewed all public areas, and a broad selection of bedrooms and meeting rooms.
4. The Pilgrimage Director has sought references from other UK pilgrimages who use the hotel, and at least one Tour Operator who refers their UK clients to the hotel.

For the avoidance of doubt, if any information of grave concern is received by the Pilgrimage Director in relation to any property that the Pilgrimage will use in Lourdes with regard to the health, safety and well-being of the Pilgrimage's employees, volunteers and pilgrims, the venue or accommodation will be changed with immediate effect.

Whilst in Lourdes the Pilgrimage uses various chapels and meeting rooms owned by the Sanctuaire Notre Dame de Lourdes for short periods of time, and relies upon the Lourdes authorities to maintain these premises to a standard that complies with all current French Health & Safety legislation, backed up by visual inspections on the day of use.

Children and Young People at Work

Where young people are involved as volunteers, we undertake a specific risk assessment of the tasks which the young person/child is to be undertaking which considers their immaturity, inexperience and lack of risk awareness. The individual is provided with additional instruction and supervision as determined by the risk assessment.

Clinical Risks

The Pilgrimage undertakes clinical care of pilgrims as a main component of its core activity. This is provided by a team of doctors, nurses and other profession allied to medicine assisted by hospitalité volunteers.

Leadership of the clinical team is provided by the Chief Doctor and Head Nurse

Although clinical care is primarily delivered by clinicians, and lay volunteers are generally acting in a capacity as care support workers rather than clinicians, there will be situations where helpers will be involved in certain clinical activities, under the specific supervision of qualified clinicians, and reporting to them. In this context the term "clinical team" will also include such as retired Nurses. It thus remains the responsibility of the clinicians to use their best endeavours to seek to ensure that these volunteers are adequately trained and appropriately supervised in delivery of their duties. In the event that any clinician witnesses poor standards of care, the Chief Doctor or Head Nurse undertake to seek to ensure that the Pilgrimage retrains the individual as soon as possible, whilst seeking to ensure that the care support worker is not asked to support pilgrims until their retraining is complete.

Risk management of aspects of clinical care falls under the following categories:

- Training and competence
- Scope of practice
- Use of equipment
- Clinical procedures

- Safeguarding
- Infection Control
- Medicines management
- Incident reporting and learning
- Clinical Policies

The Pilgrimage Code of Practice for Doctors, Nurses and Professions Allied to Medicine (PAM) requires that volunteers take personal responsibility for ensuring they are appropriately trained and competent for the duties they undertake, and that they work within their scope of practice. The Chief Doctor and Head Nurse are responsible for seeking to ensure that all clinical volunteers comply with this requirement.

All clinical staff and hospitalité volunteers are required to undergo familiarisation with any equipment that they may be required to use during the pilgrimage, e.g. hoists and slide sheets. Training and re-familiarisation occurs before the beginning of each pilgrimage, on the Formation Day.

The Chief Doctor and Head Nurse are responsible for seeking to ensure that there are robust procedures in place for all relevant clinical activities, including infection control, medicines management and clinical record keeping. It is also their responsibility to use their best endeavours to ensure that all hospitalité volunteers are compliant with them.

It is the responsibility of all clinical staff to ensure that they are familiar with and comply with all of the Pilgrimage policies, including safeguarding.

Consultation

The Pilgrimage is committed to a partnership approach to risk management involving all those who work for it as volunteers. In particular, the Pilgrimage will consult directly with volunteers on:

- any changes at the workplace that may substantially affect their health and safety, for example, changes in systems of work;
- the arrangements for competent advice on health and safety matters;
- the information to be given to volunteers about risks to health and safety and preventative measures;
- the planning and organising of health and safety training;

Disabled (including Temporarily Disabled) Persons

We recognise that disablement and temporary disablement need not be a barrier to contributing to the workplace. We are committed to the inclusion of disabled and temporarily disabled persons and will endeavour to introduce reasonable adjustments to facilitate this where necessary.

Individual needs are discussed with the individual concerned on a case by case basis to facilitate agreement of a practical solution to maintaining their health, safety and wellbeing and to avoid endangering others who might be affected.

Drugs and Alcohol

We recognise that the use of drugs and alcohol in our society is becoming increasingly common and that the misuse of drugs and alcohol often affects an individual's performance, conduct and relationships.

We are committed to providing a safe environment for all people who work at or use our premises and help on our Pilgrimage to Lourdes and regard the excessive consumption of alcohol and illegal use of drugs to be in conflict with this aim. Accordingly, we will seek to ensure that all volunteers understand the risks of working whilst under the influence of drugs and alcohol (which includes prescription drugs which might affect performance etc.) and they take reasonable steps to ensure that they are fit and capable to carry out duties requested of them.

Electrical Safety

We recognise that electricity at work covers many areas of operations and can be associated with high-risk conditions.

We seek to ensure that the electrical installation on our premises is maintained in a safe condition, any temporary electrical installation for which we are directly responsible is safe and electrical equipment provided for use by our employees, volunteers or members of the public is fit for purpose and well maintained. Suitable and sufficient risk assessments will be carried out for all electrical works, with only competent persons performing electrical operations.

Whilst in Lourdes, the Pilgrimage will seek to only place employees and volunteers in hotel accommodation that holds the appropriate Certificate of Compliance, issued from the Mayor's office in Lourdes.

All hotels will be requested to provide the most up to date certificate each year, at the time of booking the accommodation for that year's pilgrimage.

Portable electrical appliances: We seek to ensure that portable electrical appliances provided are fit for purpose and well maintained.

Paid and volunteer workers wishing or needing to use personal portable electrical appliances on our premises are asked to undertake reasonable steps to ensure such equipment is safe for use.

Paid and volunteer workers bring personal portable electrical appliances to third party venues including those used by the pilgrimage in Lourdes, will be required to comply with the requirements of the person who owns or controls the venue.

Contractors bringing electrical appliances onto our premises must be take reasonable steps to ensure such equipment is safe for use and may be asked to demonstrate this by reference to a current portable appliance test certificate.

Environment

We continually review the impact our activities and premises have on the environment and identify ways where improvements can be made.

- It is the Pilgrimage's policy to accept responsibility for limiting and/or reducing the harmful effects our activities have on both the local and global environment and to be committed to reducing them.

- We will seek to comply with all relevant environmental legislation.
- We seek to raise awareness on environmental issues and enlist the support of volunteers in improving our environmental performance.

Events

Health & Safety issues are integral to the planning and delivery of Pilgrimage events such as the Lourdes Pilgrimage, reunions and training meetings. A risk assessment will be developed for the event which is coordinated by a designated team and regularly reviewed to keep it accurate and up to date.

Organisers are encouraged to establish a process for the planning and delivery of events held on Pilgrimage or Diocesan premises, or in Lourdes whilst on Pilgrimage. Such events include our pilgrimage activities, reunions, and training meetings, some of which are open to members of the public and where larger than usual numbers are likely to attend. A risk assessment should be developed for the event, coordinated by a designated person or team and this should be regularly reviewed to keep it accurate and up to date.

Fire Safety

Our policy is to seek to fulfil our obligations under the Regulatory Reform (Fire Safety) Order 2005. In order to achieve this, an assessment of the fire risks in the Pilgrimage's premises and the risks to neighbouring premises will be carried out. Where the risk to life is considered unacceptable appropriate corrective measures will be implemented.

In particular, it is our policy to seek to ensure that:

- Fire hazards are managed to avoid the risk of fire starting;
- In the event of fire starting there is a means of detection within in a reasonable time and provision for people to be warned of danger;
- People who may be in the building(s) can get out safely;
- Those in the building(s) know what to do if there is a fire
- Fire fighting equipment is provided which is appropriate to the type of fire anticipated and which is easily accessible, serviceable, and well maintained.
- To carry out regular inspections and maintenance to all our fire protection systems and equipment and to keep records of such inspections and maintenance.

For the accommodation that is booked by volunteers in Lourdes we seek to ensure that all hotels have a Certificate of Compliance, issued by the Lourdes Mayor's office, which confirms that the building conforms to French fire regulation standards.

When UK property, not owned or leased by the Pilgrimage, is used in the UK, the Pilgrimage relies on the Fire Risk Assessments and instructions supplied by the owner

General Fire Procedures

In other UK and French premises used by the Pilgrimage all procedures provided by the owner will be made available to the employees and volunteers of the Pilgrimage.

Emergency Fire Procedure

If a fire is discovered in a property used by the Pilgrimage but owned by a third party, in Lourdes or the UK, volunteers will be advised to adhere to the emergency fire procedures available at each location.

Food Safety

The Pilgrimage ensures that reputable hotel operators in Lourdes provide the food provision for our week's pilgrimage. Hotels are selected for the reputation, and are of a minimum of three star standard.

Legionnaires' Disease

The Pilgrimage recognises the risk presented by the growth of legionella bacteria in water systems. However, the normal day to day activities of the Pilgrimage are not indicative of a significant legionella risk.

In France, when selecting hotels, the Pilgrimage ensures that bookings are made in hotels that are three star or greater in quality, where assurances have been sought through the Certificate of Compliance that all French and EU directives have been adhered to.

In addition to this, the Pilgrimage is assured by the fact that all of the Lourdes hotels that are used are operated by reputable hotel operators, who have substantial bookings throughout the Pilgrimage season, which runs from March to September, and therefore the risk of Legionnaires Disease is substantially reduced by the frequent throughput of guests using the shower facilities.

Manual Handling

Manual handling is defined as any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or bodily force.

We recognise that manual handling operations have the potential to cause musculoskeletal disorder (MSD) which can lead to long term ill health. We are committed to the avoidance those activities which could increase the risk of long term ill health for the good of The Pilgrimage, paid and volunteer workers and society as a whole. Accordingly, we will:

- Where possible seek to design out manual handling risks prior to any alteration to our buildings, new activities or the purchase of new equipment.
- Seek to raise awareness to the dangers of manual handling among our volunteers and where necessary to carry out an assessment of the hazards and associated risks to establish practical and proportionate measures to minimise their impact.

Lifting Operations

Lifting equipment will be purchased or hired according to a process, which seeks to ensure equipment is fit for purpose, and complies with appropriate standards.

We seek to ensure that persons involved in lifting operations are competent and where appropriate qualified for the task and authorised to operate the plant and equipment involved.

We also seek to ensure that lifting operations will be planned, supervised and assessed for risk.

Formal Review

We undertake an annual review of our health and safety management systems.

Personal Protective Equipment

We ensure that where the findings of our risk assessments indicate any personal protective measures to protect people from the hazards associated with our activities we will seek to provide it to our employees and volunteers free of charge. All our volunteers will be trained in the correct use, maintenance and storage of personal protective equipment.

Personal Safety

Violence at work is defined by the Health and Safety Executive as 'Any incident in which a person is verbally abused, threatened or assaulted in circumstances relating to his or her employment.' We recognise that our employees and volunteers may be at risk from violence or harassment particularly from members of the public.

These persons may be at risk because they are involved in activities such as:

- Working with individuals who have known risks e.g. persons with mental health issues or intoxicated
- Travelling between locations

These persons may be physically isolated from colleagues and without access to immediate assistance.

Persons at risk must seek to ensure that:

- They are competent to undertake their duties safely
- They do not take unnecessary risks
- They are aware of the hazards and risks to which they are exposed and the measures to be used to protect them e.g. avoiding working late at night, avoiding working in isolated areas, avoiding providing personal care to a vulnerable adult, whilst on Pilgrimage, without a third person being present, ensuring access to a safe means of escape etc.
- They make sure that their Head of Department or other responsible person is aware of any medical condition or other personal circumstance that might reasonably impact on their ability to work safely alone or in a high-risk situation.
- They know what to do if something goes wrong.
- A colleague, family member or friend (whichever is appropriate) is aware of their whereabouts, what he or she is doing and when they should be expected back to their normal workplace or home.
- Report promptly any concerns, threats or potentially dangerous situations.

Persons who have a responsibility for managing people who are vulnerable to violence and harassment e.g., Team Leaders must:

- Understand the importance of ensuring the hazards and risks are correctly evaluated.
- Obtain professional advice and assistance when problems arise
- Understand relevant legislation and how it should be implemented, including their duties and responsibilities

- Understand the practical and emotional implications of working alone or in difficult situations.

The Pilgrimage will identify those activities taking place in the office or during other activities and evaluate these specifically for the purposes of determining the level of risk posed to those involved and whether there is a need to do more to protect people.

Reducing the risk will primarily depend on establishing guidelines for appropriate working procedures and providing training for those involved.

The design of workplaces also influences the risk and where we have the opportunity to redesign workplaces, we will seek to include improvements to reduce the risk of violence.

We will seek to investigate any incidents of violence and harassment to our volunteers to identify the root causes and avoid recurrences.

Management and occupational health support is available to those who have suffered from verbal abuse or physical assault and it is our policy to involve the Police and seek a conviction of any person who assaults our clergy, employees or volunteers.

We will always be alert to other building users who may have special needs or be too young to comprehend warning signs and instructions.

Safety equipment will be provided to assist people in an emergency including fire extinguishing equipment.

Warning signs and signals are provided to warn all volunteers and other users of our premises of hazards to which they might reasonably be exposed. We will seek to identify the hazards through risk assessment and signs and signals will be deployed appropriately in accordance with statutory requirements and best practice.

Winter weather introduces particular hazards into our premises which if not adequately controlled can lead to a serious accident or incident. We recognise that accidents or incidents could be made worse as a consequence of other hazards e.g. ice and snow. Accordingly, we will endeavour to ensure that surfaces that the Pilgrimage is responsible for in its lease, made slippery by ice and snow are cleared to reduce the risk of slips and falls and that where winter conditions exist for a prolonged period of time we treat surfaces regularly to avoid them refreezing. Where it is not practical to clear or treat surfaces, suitable and sufficient warning of the hazard will be provided.

Safeguarding of Children, Young People and Vulnerable Adults

This Pilgrimage is committed to safeguarding children, young people and vulnerable adults in accordance with the procedures issued by the Catholic Safeguarding Advisory Service (CSAS).

We have appointed a Safeguarding Officer – Mark Taylor; and produced a Safeguarding Policy document. All employees and volunteers are aware of our commitment and procedures for safeguarding.

Parents/ Guardians are responsible for their children at all times when on Pilgrimage premises or attending Pilgrimage events away from Pilgrimage premises unless there are specific arrangements to the contrary.

Safety of Plant and Equipment

We recognise the importance of providing plant and equipment which is fit for purpose, well designed to minimise risk to users and well maintained. Accordingly, we seek to purchase quality products and adhere to maintenance regimes recommended by the manufacturer, which meets these high standards, and introduce appropriate measures to ensure people using our plant or equipment understand how to do so correctly.

Slips, Trips and Falls

We review our premises for slip, trip and fall hazards and take action to resolve any issues identified. Housekeeping standards and the condition of floors are reviewed regularly and corrective measures implemented where defects are found.

The prevention of slip and trip accidents in the workplace relies on the involvement of all volunteers and everyone is encouraged to deal with hazards when noticed. Volunteers are reminded of the importance of storing equipment in designated locations and in particular keeping walkways free from obstructions and trailing cables. They are also encouraged to report hazards, seeking assistance with any which they cannot personally resolve.

Cleaning regimes are designed to ensure that dust, grease and other slip hazards are well controlled. If there is a spillage, staff are responsible for seeking to ensure that it is cleaned up promptly and any wet floor is clearly highlighted.

Suitable warning where floors remain wet after cleaning or as a result of other causes such as wet weather is deployed e.g. wet floor signs, positioning of volunteers to provide warning etc. However, floors which people are expected to use whilst wet, will be dried so far as is reasonably practicable.

We will also ensure that waste is removed regularly to ensure that it does not accumulate and cause a trip hazard.

Volunteers are encouraged to wear sensible footwear, both at our events and whilst delivering clinical care; taking account of the activity in which they are involved, the conditions etc.

Personal Protective Equipment

We ensure that where the findings of our risk assessments indicate any personal protective measures to protect people from the hazards associated with our activities we will seek to provide it to our employees and volunteers free of charge. All our volunteers will be trained in the correct use, maintenance and storage of personal protective equipment.

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We recognise that our employees and volunteers may be at risk from violence or harassment particularly from members of the public.

These persons may be at risk because they are involved in activities such as:

- Working with individuals who have known risks e.g. persons with mental health issues or intoxicated
- Travelling between locations

These persons may be physically isolated from colleagues and without access to immediate assistance.

Persons at risk must seek to ensure that:

- They are competent to undertake their duties safely.
- They do not take unnecessary risks.
- They are aware of the hazards and risks to which they are exposed and the measures to be used to protect them e.g. avoiding working late at night, avoiding working in isolated areas, avoiding providing personal care to a vulnerable adult, whilst on Pilgrimage, without a third person being present, ensuring access to a safe means of escape etc.
- They make sure that their Head of Department or other responsible person is aware of any medical condition or other personal circumstance that might reasonably impact on their ability to work safely alone or in a high-risk situation.
- They know what to do if something goes wrong.
- A colleague, family member or friend (whichever is appropriate) is aware of their whereabouts, what he or she is doing and when they should be expected back to their normal workplace or home.
- Report promptly any concerns, threats or potentially dangerous situations.

Persons who have a responsibility for managing people who are vulnerable to violence and harassment e.g., Team Leaders, Co-ordinators etc. must:

- Understand the importance of ensuring the hazards and risks are correctly evaluated.
- Obtain professional advice and assistance when problems arise
- Understand relevant legislation and how it should be implemented, including their duties and responsibilities
- Understand the practical and emotional implications of working alone or in difficult situations.