



Health and Safety Handbook version XI.

Oct
2021

Including the following policies:-

- Health & Safety in the Workplace
- Closed Circuit Television System, (CCTV)
- Display Screen Equipment Guidelines (DSE)
- Company Vehicle Policy
- Violence & Harassment

Team:

Location:

Document History

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1	8/7/14	Company Vehicle Policy - Mobile Phone usage P.71	All line managers	H&S Committee on 3/7/14
2	13/1/15	Company Vehicle Policy - Motor Accident Form P.122	All line managers and drivers	H&S Committee on 12/2/15
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3	28/01/15	Changes due to office move from Abbey St to Inchicore offices.	All line managers	H&S Committee on 12/2/15
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7	30/10/18	Changes to trained staff lists Changes due to new store/office in Galway Changes to new showroom in Cherry Orchard and move from offices in Camden St	All Line managers	H&S Committee
8	2/8/19	Changes to trained staff lists Changes due to new store in Newbridge	All Line Managers	H& S Committee
9	10/7/20	Changes due to COVID 19 Removal of Terenure Store, change from Galway Store to Offices		
10	31/3/21	Removal of Retail contents		
11	7/10/21	Changes move to offices in Camden St		

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Introduction

This document summarises the Health and Safety Policies of Age Action Ireland CLG (referenced further as Age Action) and supersedes all previous Health and Safety Statements. It covers the Safety Statement, Closed Circuit Television System, Display Screen Equipment Guidelines (DSE), Drivers Handbook and Violence & Harassment Policies. The information contained herein applies to all Age Action employees, volunteers, work placement interns and contractors and the employer's duties and obligations towards them.

The Chief Executive of Age Action is responsible for ensuring that the procedures in this document are implemented efficiently and effectively. All other employees and volunteers (including the voluntary Board of Directors and sub-committee members) are expected to facilitate this process. The employees, volunteers and work placement interns are responsible for reading, understanding, and complying with the provisions of the procedures.

These procedures must be adhered to at all times. If they are breached, the appropriate procedures (e.g. complaints, grievance or disciplinary action) may be used to resolve the problem and to make improvements. Anyone who chooses to take such action will not be penalised by Age Action or treated less favourably as a result.

We will be required to regularly review this document at a minimum annually, to keep abreast of new legislation, changes in best practice, issues raised by employees, volunteers and work placement interns, and other relevant developments. If you have recommendation for changes in certain policies and procedures, please contact the Chief Executive.

Contact details of relevant persons in the document:

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The document was approved by the Health & Safety Committee at its meeting on 10th April 2014 and subsequently approved by the Board of Directors at its meeting on 23rd April 2014.

Signed on behalf of the Board of Directors:

Margaret Pilkington, Chair

Date: 23rd April 2014

1. Introduction to Safety Statement

1.1 Statement of intent for Age Action Ireland CLG addressing each employee, volunteer, client and visitor

This document has been prepared to comply with our obligations under the Safety, Health, and Welfare at Work Act 2007 to 2016. It sets out the safety, health, and welfare policy of Age Action and specifies the means provided to achieve that policy.

Our objective is to manage and conduct our activities in such a way as to ensure, so far as is reasonably practicable, that we provide a safe and healthy work environment for all employees, and meet our obligations to volunteers, clients, visitors, and any member of the public who may be affected by our activities.

We also intend to manage and conduct our activities in such a way as to prevent, so far as is reasonably practicable, any improper conduct or behaviour likely to put the safety, health or welfare of our employees, volunteers, clients, visitors, or others at risk.

The success of this policy will depend on the reader's co-operation. It is therefore important that each individual read the document carefully and understand his/her role in the overall arrangements for safety, health, and welfare at Age Action. It is our intention to review this statement regularly, in the light of experience and developments at the organisation, especially if there has been a significant change in the matters to which this statement refers, and in line with statutory requirements.

The safety statement will be brought to the attention of all employees and volunteers annually, newly recruited employees upon commencement of employment, newly recruited volunteers, and to all employees and volunteers in the event of significant changes to it. The safety statement will be made available to contractors and others as appropriate.

Employees and others are encouraged to put forward suggestions for improvements to this statement.

Signed: _____
Michael Ahern, Chair

Date: _____

Signed: _____
Patrick Connolly
Chief Executive

Date: _____

2. Safety Legislation

Safety, health and welfare in the workplace are governed by the *Safety Health & Welfare at Work Act 2007*. Employers¹ must ensure, in so far as reasonably practicable¹ that the workplace is safe, that equipment provided is safe, that employees¹ are properly trained, and work under systems of work, which help ensure their safety, health and welfare. Employees and others must co-operate with systems / arrangements provided for health & safety reasons.

As per law an organisation must consult with employees on safety, health and welfare issues, and is entitled to their co-operation in developing safe systems / arrangements for the workplace.

The *Fire Services Act, 1981* and the *Building Regulations, 1997 – 2006* set out the fire safety standards that must be met by occupiers of buildings. The Act and the Regulations are concerned with the fabric of buildings, and the provisions for emergencies in the event of fire.

The *Safety, Health & Welfare at Work (General Application) Regulations, 2007*, as amended, set out some of the specific standards to be met by the workplace, including standards in relation to electricity, manual handling, and workplace design and workplace equipment.

It is the intention of Age Action to apply the statutory provisions of the Safety, Health, and Welfare at Work Act, 2005 (SHWWA 2007), and Safety, Health & Welfare at Work (General Application) Regulations, 1993, as amended, and other relevant legislation / regulations, as they apply, as minimum standard. (see attached legislation)

In providing for health and safety, Age Action applies the most appropriate technical standards available, including national standards, fire safety codes and guidelines of the Health & Safety Authority (further referenced as HSA), as they apply. Age Action management is committed to co-operating with the local authorities such as the Fire and Emergency Services, and the HSA.

Significant new duties for safety, health and welfare have been assigned to employers and employees under the Safety Health & Welfare at Work Act, 2007. Some of these duties are entirely new, others explicitly state what was implied under the 1989 Act, while yet more specify more detailed obligations than were specified in the 1989 Act. The general duties on employers and employees are detailed in Appendix 2. However, in order to understand and appreciate the full scope of the 2005 Act, which is more complex and detailed than the 1989 Act, the Act itself should be referred to, and it can be downloaded from the Oireachtas website at <http://www.oireachtas.ie/documents/bills28/acts/2005/a1005.pdf>

3. Safety Statement

Section 20 (1) of the Safety Health & Welfare at Work Act 2005 requires that “every Employer shall prepare or cause to be prepared a written statement (to be known and referred to in this Act as a “safety statement”), based on the identification of the hazards and the risk assessment carried out under section 19, specifying the manner in which the safety, health and welfare at work of his or her employees shall be secured and managed.”

This document, as part of the Health and Safety Policies is the safety statement of Age Action Ireland.

¹ See ‘Definition’ in Appendix 1

3.1 Content of a Safety Statement

Under Section 20 (2) of the Act, Age Action is required to ensure that a safety statement specifies,

- hazards identified and the risks assessed
- protective and preventive measures taken and the resources provided for protecting safety, health and welfare at Age Action
- plans and procedures to be followed and the measures to be taken in the event of an emergency or serious and imminent danger
- duties of Employees regarding safety, health and welfare at work, including co-operation with the Employer and any persons who have responsibility under the relevant statutory provisions in matters relating to safety, health and welfare at work [see section 3]
- names and, where applicable, the job title or position held of each person responsible for performing tasks assigned to him or her pursuant to the safety statement [see sections introduction, 3 and Appendix 5]
- arrangements made regarding the appointment of safety representatives if any, and for consultation with, and participation by, employees and safety representatives, including the names of the Safety Representative, and the members of the safety committee, if appointed [see introduction]

3.2 Education of staff

In order to comply with Section 20 (3) of the 2007 Act, Age Action management is required to,

- *bring the safety statement, in a form, manner and, as appropriate, language that is reasonably likely to be understood, to the attention of:*
- *his/ her employees, at least annually and, at any other time, following its amendment in accordance with this section,*
- *newly-recruited employees upon commencement of employment, and*
- *other persons at the place of work who may be exposed to any specific risk to which the safety statement applies”.*

3.3 Review of content

With regard to reviewing the safety statement, Section 20 (5) of the Act specifies as follows:

“Every employer shall, taking into account the risk assessment carried out under Section 19, review the safety statement where:-

- *there has been a significant change in the matters to which it refers,*
- *there is another reason to believe that the safety statement is no longer valid*
- *an inspector in the course of an inspection, investigation, examination, inquiry under section 64 or otherwise directs that the safety statement be amended within 30 days of the giving of that direction, and, following the review, the employer shall amend the safety statement as appropriate”.*

This safety statement has been prepared to comply with the organisation’s duty under this provision of the Act (Section 20) and is reviewed regularly.

3.4 Availability of the document

The safety statement is available from each team leader with a copy available within the team. Each member of staff/volunteer will be given a copy of the statement on commencement of employment. Staff / volunteers must advise the Head of Admin & HR if they have difficulty

understanding the document. The document is also available at <T:\AAI Common Folders\Policies & Procedures>

3.5 Applicability of the document

This safety statement documents the safety, health, and welfare arrangements in place for personnel employed by Age Action at the following locations:

- Head Office, 30/31 Lower Camden St, Dublin 2
- Age Action West Office, 3 St Francis Street, Galway
- Age Action South Office, Melbourne Business Park Unit 14, Model Farm Rd, Co Cork

This safety statement also records the risk assessments for the activities carried out, and other hazards identified, at the above mentioned Age Action premises, and for the activities associated with the various projects run by Age Action throughout the organisation.

3.6 Continuous improvement

If items followed or preceded by `Recommended` in this safety statement and measures documented under `Recommended Additional Controls` in the risk assessment section of this safety statement, then they are not in place. It is the intention of Age Action management to implement them over time insofar as is reasonably practicable.

4. Responsibilities for safety, health & welfare

4.1 Board of Directors

The Board of Directors (referenced further as the 'Board') has overall responsibility, in so far as reasonably practicable, for ensuring the safety, health, and welfare of employees and others affected by activities at Age Action.

The Board is responsible for ensuring that personnel, planning, and investment at Age Action are adequate to meet the commitments of the general safety policy (statement of intent), and detailed commitments on the control of hazards (physical and psychosocial) made later in this safety statement. It is also responsible for the on-going maintenance and development of safety, health, and welfare standards, and safety awareness at the organisation.

The Board is also responsible for reviewing the occupational safety, health, and welfare performance of the organisation on an annual basis in consultation with the Chief Executive, and other personnel as appropriate. See <https://www.ageaction.ie/about/board-directors> for the up-to-date list of Board members.

The Board is also required to ensure that a competent person(s) is appointed to help ensure safety, health, and welfare at work, i.e. *"obtaining, where necessary, the services of a competent person (whether under a contract of employment or otherwise) for the purpose of ensuring, so far as is reasonably practicable, the safety, health and welfare at work of his or her employees"*, 'General Duties of Employer' (Sections 8 – (2) (1) of Safety, Health, and Welfare at Work Act 2007), and *"appoint one or more competent persons to perform such functions as are specified by the employer, relating to the protection from and the prevention of risks to safety, health and welfare at work"*, 'Protective and Preventive Measures' (Section 18 – (1) of Safety, Health, and Welfare at Work Act 2007).

The Board must ensure that appropriate consultation mechanisms are in place and that appropriate action is taken arising from such consultation.

See also Appendix 2, '*General Duties of Employer*' (Sections 8, 9, 10, 11, 12 of Safety, Health, and Welfare at Work Act 2007).

See also Appendix 4, '*Liability of Directors and Officers of Undertakings*' (Section 80 of Safety, Health, and Welfare at Work Act 2007).

Day-to-day safety, health, & welfare responsibilities are delegated to the team leaders in the management structure – see Organisation Chart in Appendix 5 for list of current team leaders.

4.2 Chief Executive

The Chief Executive has overall responsibility for managing activities at Age Action to ensure, in so far as reasonably practicable, the safety, health and welfare of employees and others affected by activities at the organisation.

The Chief Executive is responsible for helping ensure that personnel, planning, and investment at Age Action are adequate to meet the commitments of the general safety policy (statement of intent), and detailed commitments on control of hazards made later in this safety statement.

The commitment to adequately control hazards in the workplace also extends to the psychosocial hazards, i.e., stress, bullying, harassment, and sexual harassment, and the Chief Executive is responsible for ensuring that the workplace environment is free of such hazards.

An up-to-date safety statement (and risk assessments) is a requirement of the 2007 Act, and it is the Chief Executive's responsibility to ensure that these are in place.

The Chief Executive is also responsible for ensuring that the occupational health and safety performance of Age Action is reviewed on an annual basis in consultation with the Board of Directors, Senior Management Team, Team Leaders, and the Safety Representative, as appropriate.

Employee responsibilities for safety, health, and welfare at work are significant under the provisions of the Safety, Health, and Welfare at Work Act, 2005. The Chief Executive is responsible for ensuring that all employees are made aware of, and understand these responsibilities.

Day-to-day health & safety responsibilities are delegated to Team Leaders, i.e., all managers below the level of Chief Executive. See Organisation Chart in Appendix 5.

See also Appendix 2 '*General Duties of Employer*' (Sections 8, 9, 10, 11, 12 of Safety, Health, and Welfare at Work Act 2007).

See also Appendix 4 '*Liability of Directors and Officers of Undertakings*' (Section 80 of Safety, Health, and Welfare at Work Act 2007). The Chief Executive is responsible for helping ensure that personnel, planning, and investment at the organisation are adequate to meet the commitments of the general safety policy (statement of intent), and detailed commitments on control of hazards made later in this safety statement.

4.3 Team Leaders/Line Managers

Team Leaders/Line Managers are responsible on a day-to-day basis in their own departments, for the safety, health, and welfare of their direct reports, and others affected by their departmental operations.

Examples of specific safety, health, and welfare responsibilities are as follows:

- Ensure their direct reports are read and understood the relevant components of this safety statement, and risk assessments, and are aware how to gain access to it as required.
- Ensure that direct reports are provided with planned and safe systems of work, and that they adhere to these systems of work, and report any defects in such systems to their immediate Team Leader/ Line Manager.
- Ensure that direct reports are provided with safe equipment, and any equipment they are using is kept in safe condition and reported for repair when necessary.
- Ensure that fire/emergency arrangements are in place and up-to-date and that fire/emergency plans are reviewed at least annually and updated as required.
- Monitor fire/emergency arrangements, and ensure that fire/emergency equipment is available at all times, including unobstructed emergency egress via emergency exit routes.
- Ensure that high standards of housekeeping are maintained in their departments, and that the workplace is kept safe, and free of physical hazards as far as reasonably practicable.
- Ensure that the workplace environment under their control is kept free of the psychosocial hazards, i.e., stress, bullying, harassment, and sexual harassment.
- Ensure that accidents, incidents, and near misses are reported as soon as they occur and initiate and conduct timely subsequent investigations. Review accident, and near-miss data, and ensure appropriate corrective actions are taken.
- Reviewing Contact Logs for COVID 19 and implementing measures to reduce risks identified and reporting same to Worker Representative weekly

- Review annually, with the Chief Executive, and Board as appropriate, the occupational safety, health, and welfare performance of their departments.
- Ensure appropriate consultation mechanisms are in place, e.g., consult with direct reports and their representatives as appropriate, on safety, health, and welfare issues affecting them and take appropriate action arising from these consultations.
- Provide adequate and appropriate information, instruction, training, and supervision to help secure direct reports' safety, health, and welfare at the place of work.
- Ensure that non-national employees, whose first language is not English, understand any safety, health, and welfare information, instruction, and training provided to them, including this safety statement, and risk assessments.
- Ensure appropriate and up-to-date records are maintained for safety, health, and welfare in their respective areas of responsibility.

See also Appendix 2 '*General Duties of Employer*' (Sections 8, 9, 10, 11, 12 of Safety, Health, and Welfare at Work Act 2007).

See also Appendix 4 '*Liability of Directors and Officers of Undertakings*' (Section 80 of Safety, Health, and Welfare at Work Act 2007).

4.4 Health & Safety Representative

The appointed Health & Safety Representative co-ordinates safety, health, and welfare activities, and assesses safety, health, and welfare requirements in consultation with the Chief Executive and Team Leaders/ Line Managers. S/he also provides advice on all safety, health, and welfare related matters, as appropriate.

Examples of specific health and safety responsibilities are as follows:

- Co-ordinate and prioritise for action, in consultation with the Chief Executive, any safety, health, and welfare issues raised by inspections or individual employees or volunteers.
- Ensure that all systems of work at the organisation are regularly reviewed from a safety, health, and welfare point of view, including the provision of Personal Protective Equipment (referenced further as PPE) where appropriate. Carry out safety audits and inspections as appropriate.
- Ensure that appropriate, up-to-date records are maintained for safety, health, and welfare, e.g., inspections / audits, accident investigations, risk assessments, etc.
- Monitor safety, health, and welfare training needs and advise the Chief Executive accordingly.
- Record, report, investigate, and review accidents / incidents occurring at the organisation. Complete IR1 forms (HSA accident forms – see section 5.1) and notify the HSA of accidents, as appropriate.
- Liaise with regulatory bodies as appropriate, e.g., HSA.
- Communicate and consult with employees, volunteers, clients, visitors, and members of the public, where appropriate, on safety, health, and welfare issues.
- Ensure that appropriate emergency evacuation procedures are in place and that fire drills are carried out and recorded at the prescribed intervals.
- Keep up-to-date on statutory requirements for safety, health, and welfare and advise the Chief Executive accordingly.

4.5 Trained Worker Representative in relation to COVID 19

Examples of specific health and safety responsibilities are as follows:

Daily:

Check the hand hygiene stations well stocked

Check touch free bins are being regularly emptied

Check daily cleaning checklist is being completed for toilets and kitchen areas

Weekly:

Arrange rota for twice-daily cleaning regime of frequently touched surfaces such as door handles, light switches, kettles, coffee machines, toasters, microwaves, fridge doors etc.

Receive and review reports from line managers on any contact log issues and actions taken

4.6 Individual Employees, Volunteers and Work Placement Students

Individual employees, volunteers and work placement students are required to adhere to safe systems of work as outlined in this safety statement, and must comply with the instructions provided by management in relation to safety, health and welfare.

Each employee, volunteer and work placement student has a responsibility to act in such a way that his / her safety or the safety of colleagues and others is not put at risk. Where employees notice defects in equipment or in systems of work, which could cause danger to themselves or others, they must report them to their Team Leader/Manager, the Health & Safety Representative or a member of the health and safety committee as soon as possible. Each employee is responsible for using the equipment, and systems provided to protect their own safety, health and welfare.

Accidents / incidents must be notified to their Team Leaders/ Line Manager, the Health & Safety Representative or a member of the health and safety committee without delay and report forms completed in co-operation with management as appropriate.

Employees are required to attend any safety, health, and welfare training organised by Age Action and to use such training appropriately to help ensure their safety, health, and welfare at work.

Employees, volunteers and work placement students must not present themselves for their work under the influence of intoxicants (alcohol and / or drugs, and any combination of either or both) to such an extent that they are a danger to themselves or others.

4.7 The statutory duties of Employees

The statutory duties of employees (with regard to safety, health and welfare) are detailed in the Safety Health and Welfare at Work Act, 2007 and these are documented below.

All employees are legally required to co-operate with Section 13 and 14 of the Safety, Health and Welfare at Work Act 2005, as follows:

An employee shall, while at work:-

- (a)** Comply with the relevant statutory provisions, as appropriate, and take reasonable care to protect his/her safety, health and welfare and the safety, health and welfare of any other person who may be affected by the employee's acts or omissions at work,

(b) Ensure that he/she is not under the influence of an intoxicant to the extent that he/she is in such a state as to endanger his/her own safety, health or welfare at work or that of any other person,

(c) If reasonably required by his/her employer, submit to any appropriate, reasonable and proportionate tests for intoxicants by, or under the supervision of, a registered medical practitioner who is a competent person, as may be prescribed.

(d) Co-operate with his/her employer or any other person so far as is necessary to enable his/her employer or the other person to comply with the relevant statutory provisions, as appropriate,

(e) Not engage in improper conduct or other behaviour that is likely to endanger his/her own safety, health and welfare at work or that of any other person,

(f) Attend such training and, as appropriate, undergo such assessment as may reasonably be required by his/her employer or as may be prescribed relating to safety, health and welfare at work or relating to the work carried out by the employee,

(g) Having regard to his/her training and the instructions given by his/her employer, make correct use of any article or substance provided for use by the employee at work or for the protection of his/her safety, health and welfare at work, including protective clothing or equipment,

(h) Report to his/her employer or to any other appropriate person, as soon as practicable:-

(i) any work being carried on, or likely to be carried on, in a manner which may endanger the safety, health or welfare at work of the employee or that of any other person,

(j) any defect in the place of work, the systems of work, any article or substance which might endanger the safety, health or welfare at work of the employee or that of any other person, or

(k) any contravention of the relevant statutory provisions which may endanger the safety, health and welfare at work of the employee or that of any other person, of which he/she is aware.

(l) An employee shall not, on entering into a contract of employment, misrepresent him/herself to an employer with regard to the level of training as may be prescribed under subsection (1)(f)

(m) an employee shall not intentionally, recklessly or without reasonable cause:-

Interfere with, misuse or damage anything provided under the relevant statutory provisions or otherwise for securing the safety, health and welfare of persons at work, or

Place at risk the safety, health or welfare of persons in connection with work activities.

4.8 Management of safety, health and welfare

A number of pro-active safety strategies are employed to assist in the management of safety, health, & welfare at Age Action these may be summarised under the following headings:

- consultation on safety, health & welfare
- engineering hazards out
- hazard identification & risk assessment
- practical and safe systems of work
- safety audits / inspections
- fire and emergencies
- information, instruction, training and competence
- personal protective equipment
- management of contractors
- safety, health, and welfare of non-Employees
- COVID 19 control measures

Age Action management also subscribe to the ‘General Principles of Prevention’ with regard to securing health and safety at the organisation as detailed in Schedule 3, Section 8 of the Act (see Appendix 6) and the ‘hierarchy of controls’. Further details are provided on these management strategies, and their implementation, in the below sections. See also Appendix 4, ‘Liability of Directors and Officers of Undertakings’. See also Appendix 5, ‘Management Responsibilities for Safety, Health & Welfare’.

Age Action is committed to complying with its duties to manage safety, health and welfare in the workplace as specifically required under Section 8 (2) (a) and (b) of the SHWWA 2007, i.e.,

8(2)(a) *Managing and conducting work activities in such a way as to ensure, so far as is reasonably practicable, the safety, health and welfare at work of his/ her employees;*

(b) *Managing and conducting work activities in such a way as to prevent, so far as is reasonably practicable, any improper conduct or behaviour likely to put the safety, health or welfare at work of his/ her employees at risk;*

This safety statement and this section in particular, specify the manner in which the safety, health and welfare (at work) of Age Action employees will be managed and secured. Team Leaders/ Line Managers (and appointed deputies in their absence) are responsible for the day-to-day management of safety, health and welfare at Age Action.

The following strategies are employed to help Age Action management comply with the above duties (and others) under the Act, and specific responsibilities have been allocated, which are detailed below. Safety, health, and welfare arrangements are funded from the annual budget.

4.9 Consultation on safety, health & welfare

Age Action management recognises the legal rights of employees under Section 25 (1) of the SHWWA 2007 to

“select and appoint from amongst their number at their place of work a representative (in this Act referred to as a “safety representative”) or, by agreement with their employer, more than one safety representative, to represent them at the place of work in consultation with their employer on matters related to safety, health and welfare at the place of work”.

Age Action employees have appointed a Safety Representative and to represent them at the place of work, and consult with management on all matters related to their safety, health and welfare.

Age Action management will co-operate with the Safety Representative to ensure that he/she can carry out the audits, investigations, and representations permitted under the legislation.

Age Action is committed to meeting its obligations for consultation with employees under Section 26 of the SHWWA 2007, and subscribes to the recommendations for consultation detailed in the HSA publication “Safety Representatives and Safety Consultation Guidelines”.

This commitment includes full and early consultation with employees on all matters, including alterations or changes, which could potentially affect their safety, health, and welfare, and that of Volunteers, Visitors, and others using the offices, or who may be affected by Age Action activities.

Age Action is also committed to meeting its obligations under Schedule 4, of Section 26 of the SHWWA 2007, where

“Employees select and appoint from amongst their number members of a safety committee to perform the functions assigned to safety committees under this Act”. Employees are also required to comply with the provisions of this Schedule to the Act. See Schedule 4, Section 26 of the SHWWA 2007 in Appendix 7.

A safety committee has been appointed under this section of the Act. The committee meets quarterly with representatives from various teams/locations. Safety, health, and welfare are discussed at quarterly management meetings and regular staff meetings. Notes/records are kept of safety, health, and welfare discussions and issues arising.

The topics for review at such meetings may be a mixture of strategic and operational issues, and may include the following items as appropriate:

- Current safety, health and welfare issues
- Items outstanding from safety inspections
- Safety statement and risk assessments
- Safety training requirements
- Accidents and accident statistics
- Safety of Volunteers and Clients
- Policy development
- Fire drills

Employees are also encouraged to participate in the consultative process through direct contact with their Team Leader/Manager, or a member of the health and safety committee. The effectiveness of consultation arrangements will be reviewed from time-to-time.

The Safety Representative is responsible for consultation arrangements.

4.10 Engineering hazards out

Where practicable, Age Action management commits to eliminating identified hazards by 'engineering' means in the first instance, e.g., by the design and layout of the place of work, workplace equipment, and access arrangements that are safe, and without risk to safety and health. Management also examine proposals for providing new equipment, and maintenance of equipment, and the reduction of other hazards, as appropriate.

In this respect, management seeks to comply with subsection (2) (c) (i–iii) of the 'General Duties of Employer' (Section 8) of the SHWWA 2007. Refer to this subsection in Appendix 2, 'General Duties of Employers for Health & Safety'.

Team Leaders/ Line Managers, and the Health & Safety Representative are responsible for 'engineering hazards out' in consultation with relevant competent personnel.

Issues flagged through contact logs should be reviewed to engineer out the risks from activities where physical distancing cannot be maintained.

4.11 Hazard identification / risk assessment

Age Action is committed to complying with the requirements of Section 19 of the SHWWA 2007, with regard to hazard identification / risk assessment.

Management is also committed to implementing "*any improvements considered necessary*", and reviewing the risk assessment "*when there has been a significant change in the matters to which it relates*" or "*there is another reason to believe that it is no longer valid*". Following review, the risk assessment will be amended as appropriate.

The hazard identification / risk assessment process addresses the specific hazards at the Age Action premises, and at the various projects. This process is considered to be the key proactive control strategy for the management of safety, health, and welfare at the organisation. The risk assessment comprises Part 2 (Section 6) of this safety statement and was carried out in consultation with Employees as appropriate.

The Chief Executive is responsible for allocating appropriate resources to ensure that risk assessments are carried out, and updated in accordance with statutory requirements.

The Health & Safety Representative is responsible for arranging for the risk assessments to be carried out by competent personnel, and for facilitating the risk assessment process, and reviewing it in compliance with Section 19 (3) of the Act. The Health & Safety Representative is also responsible for arranging to bring the risk assessments to the attention of employees and relevant others in compliance with Section 20 (3) of the Act, via the Team Leaders.

4.12 Practical and safe systems of work

Age Action management is committed to keeping a watching brief on all work activities and, where necessary it will alter or adjust systems of work to make them safe as reasonably practicable.

Employees will be consulted on the design and implementation of new or altered safe systems of

work, as appropriate.

The reasons for new systems of work will be explained to all employees, at induction, and they will be trained in new systems to help ensure their own safety, health and welfare, and that of their colleagues and others affected by their work, e.g., volunteers. The effectiveness of practical and safe systems of work will be monitored and reviewed in all areas, and action taken as appropriate in consultation with affected Employees.

The Health & Safety Representative is responsible for the provision of practical and safe systems of work, and reviewing them as appropriate.

4.13 Safety audits / inspections

In addition to ongoing monitoring of safety standards by Team Leaders/ Managers and others, regular safety audits / inspections are carried out. These audits include an inspection of office and work equipment from a physical hazard and risk assessment viewpoint. Compliance with health and safety procedures and the maintenance of appropriate records are also audited.

The Health & Safety Representative prioritises actions required from the findings of safety audits/inspections in consultation with the Chief Executive, and relevant competent personnel.

These safety audits / inspections take account of a number of issues including the following:

- Fire safety
- Electrical safety
- Equipment safety
- Access / egress arrangements
- Housekeeping / storage arrangements
- Manual handling
- First Aid / emergency arrangements
- Safety, health, and welfare records

Note is also taken of any unusual or inadequately controlled hazards during safety audits and inspections. Persons responsible for carrying out safety audits / inspections include the Team Leaders and the Safety Representative.

4.14 Fire and emergencies

Fire and emergency arrangements cover such areas as, roles and responsibilities, implementation of emergency procedures, use of fire-fighting equipment, practising of fire drills, testing of fire and emergency equipment to appropriate Irish Standards, etc.

Emergency arrangements also cover bomb threats, and gas leaks. Fire Wardens have been appointed in the various office locations:

- Age Action Head Office, 30/31 Lower Camden St, Dublin 2
- Age Action West Office, 3 St Francis Street, Galway
- Age Action Cork Office, Melbourne Business Park Unit 14, Model Farm Rd, Co Cork

The Fire Wardens co-ordinate and manage activities in the emergency situation, and liaise with the emergency services, as appropriate. Physical distancing should be maintained during an emergency situation.

See also section 6, 'Arrangements for Dealing with Fire and Other Emergencies'.

The Fire Wardens are responsible for co-ordinating activities in the event of a fire or other emergency. See Appendix

4.15 Information, instruction, training, and competence

Age Action management recognise the requirement under Section 8 (2) (1) of SHWWA 2007 to obtain, where necessary, the services of competent¹ personnel for the purpose of ensuring, so far as is reasonably practicable, the safety, health, and welfare at work of employees.

Age Action management also recognise the requirement for competent employees having regard for the tasks they are required to perform and / or the significance of the workplace hazards.

Furthermore, management is committed to complying with Section 10 (1) – (6) of the SHWWA 2007 with regard to the provision of instruction, training, and supervision of Employees in relation to their safety, health, and welfare at work. See Appendix 2, 'General Duties of Employer', and Appendix 9, 'Recommended Safety Training'.

Safety, health, and welfare training commences at induction when new employees, newly recruited volunteers and work placement students are provided with instruction in safety, health, and welfare rules and regulations, and in safety procedures specific to their job / role. Appropriate induction materials are provided. The safety statement (including job-specific risk assessments), and how it relates to safety management at Age Action, is also brought to the attention of new employees and volunteers during induction.

Ongoing safety, health, and welfare training (lectures, and on-the-job) is provided as appropriate, and safety training needs are assessed annually. Employees and volunteers are obliged to attend safety training.

Specific training in the following topics is provided as appropriate, e.g.:

- Legal responsibilities for health & safety
- Hazard identification & risk assessment
- Fire evacuation / emergency procedures / use of fire-fighting equipment
- Hazardous substances / biological agents / hygiene procedures
- Manual handling
- First aid
- Display Screen Equipment workstation ergonomics
- Challenging behaviour
- Bullying / Harassment / Stress

The Health & Safety Representative is responsible for arranging appropriate safety instruction and training in consultation with the Chief Executive. Appropriate training records are maintained.

¹ See 'Interpretation' in Appendix

4.16 Personal protective equipment (PPE)

It is the policy of Age Action to provide whatever PPE is appropriate, e.g., latex gloves, rubber gloves, facemasks, etc., and to replace or provide additional PPE as appropriate.

Consultation takes place on suitability and user acceptability of PPE. Employees' duty to 'make correct use' of PPE is detailed in Section 13 (1) (g) of the SHWWA 2007.

The Team Leader is responsible for the provision of appropriate PPE and for ensuring that employees are adequately trained in its use and care. Disciplinary procedures may be invoked for non-compliance.

4.17 Co-operation with other Employers

Age Action is committed to co-operating with other employers, e.g., other tenants of the various buildings occupied by Age Action, the landlords of these buildings, contract cleaners, etc., who may share the place of work from time-to-time, in the following provisions of SHWWA 2007, detailed in Section 21 (a) – (b) 'Duties of Employers to Co-operate':

- Complying with and implementing the relevant statutory provisions.
- Coordinating actions in matters relating to the protection from, and prevention of, risks to safety, health and welfare at work.
- Informing them and their respective employees and safety representatives (if any) of any risks to their safety, health, and welfare arising from the work activity, including by the exchange of safety statements or relevant extracts there from relating to hazards and risks to employees, as appropriate.

This extends to making appropriate arrangements to inform other employers in given buildings, as soon as practicable, of serious and imminent danger, e.g., fire, bomb threats, etc.

See Appendix 3, '*Duties of Employers to Co-operate*', Section 21 (a) – (b), SHWWA 2007.

4.18 Management of contractors

Contractors are rarely engaged to carry out work at Age Action offices, however specialised contractors inspect, check, and test fire-fighting equipment to the appropriate standards.

Any contractors engaged by Age Action may not work at the offices without adequate and appropriate current insurance. Contractors may not seek the assistance of Age Action employees in connection with their (contractors) work.

Abbreviated contractors' procedures can be found in Section 4 of this safety statement.

The Health & Safety Representative, or an appointed deputy, is responsible for communications with contractors.

4.19 Safety, health, and welfare of non-Employees

Age Action commits to managing and conducting its operations in such a manner to ensure, so far as reasonably practicable, that ‘non-employees’, e.g., volunteers and clients, are not exposed to risks to their safety, health, or welfare as a result of Age Action work activities. Age Action therefore, commits to complying with Section 12, General Duties of Employers to Persons Other Than Their Employees’ of the SHWWA 2007, as follows:

Every employer shall manage and conduct his/her undertaking in such a way as to ensure, so far as is reasonably practicable, that in the course of the work being carried on, individuals at the place of work (not being his/her employees) are not exposed to risks to their safety, health or welfare.

Ongoing monitoring and review takes place with employees and volunteers to help ensure that the safety, health, and welfare of ‘non-employees’ is managed in accordance with this safety statement and best practice. The safety, health, and welfare of ‘non-employees’ are also reviewed at management, and Staff meetings, and at Board meetings, as appropriate.

5. Policies and procedures for safety, health & welfare

5.1 Pregnant Employees

Age Action is conscious of its obligations under the Safety, Health and Welfare at Work (Pregnant Employees, etc.) regulations 2000, which relate to women who are pregnant, or have recently given birth, or are breast-feeding. The 'Pregnant Employees, etc. regulations' provide specific protection during these periods. As with other aspects of health and safety, Age Action is obliged to ensure there is no damage to the health and safety of either the mother or developing child.

“Pregnant Employee, etc.”: An employee who has informed her employer of her condition – that she is pregnant or that she has given birth within the past 14 weeks or that she is breast-feeding and has given birth within the past 26 weeks.

Some hazards at Age Action may increase the risk to the health of the woman or her developing child for any of the working conditions below. In order to comply with the regulations, management must carry out a risk assessment of the areas in which the employee works. In order to do this, the Employee must notify management of her condition.

Specific agents/working conditions, which potentially may increase the risk, are as follows:

- Manual handling tasks in office areas: pregnant employees have reduced capacity as the pregnancy progresses and those who have recently given birth may also have limitations (breast-feeding employees are at no greater risk than other employees).
- Exposure to shocks, e.g., from a sudden blow to the stomach in event of challenging behaviour from casual intruders in the office, or from clients or others.
- Biological agents, e.g., infected blood, contaminated waste, especially through needle stick / sharps injuries (Hepatitis B).
- Excessive mental pressure, e.g. from the demands of the job, may cause stress and give rise to anxiety and raised blood pressure.

Note: The above list provides examples of specific agents / working conditions, which potentially may increase the risk to “pregnant Employees, etc.”, and is NOT exhaustive.

It is Age Action policy to ensure, as far as reasonably practicable, that its normal safety precautions will adequately protect the “pregnant employee, etc.” Where there is a doubt about the safety or health risk to a “pregnant employee, etc.”, it is the organisation’s policy to temporarily re-assign the employee to other work *if it is available*. In some cases additional precautions may be prescribed to reduce the risk to the employee.

A “pregnant employee, etc.” who feels she may be at risk, should inform her Team Leader/ Manager, Health & Safety Representative immediately to ensure Age Action is in a position to take appropriate precautions.

5.2 Dignity at work

The ‘Report of the Task Force for the Prevention of Workplace Bullying’ concluded that, “central to the concept of an effective workplace is the commitment of management and the workforce to develop and maintain an atmosphere in which the dignity of each individual is respected”.

The task force went on to recommend that each organisation should adopt a ‘Dignity at Work Charter’ as a demonstration of that commitment.

Age Action supports and endorses this concept, and as a demonstration of our commitment to respect the dignity of each individual at work, we draw the attention of each employee to the following ‘Dignity in the Workplace Charter’, which is also prominently displayed at all of Age Action’s premises.

5.2.1 Dignity in the Workplace Charter

“We at Age Action Ireland commit ourselves to working together to maintain a workplace environment that encourages and supports the right to dignity at work. All who work here are expected to respect the right of each individual to dignity in their working life. The right to dignity of each volunteer, client, and of each visitor to our buildings, is also respected. All will be treated equally, and respected for their individuality and diversity. Bullying in any form will not be accepted by us, and will not be tolerated. Our policies and procedures will underpin the principles and objectives of this Charter.

All individuals, whether employees, volunteers, clients, visitors, or contractors, at, or others directly employed or contracted by us, have a duty and responsibility to uphold this Dignity at Work Charter.

Age Action Ireland management and employees have a specific responsibility to promote its provisions”.

5.3 Anti-bullying policies and procedures

Bullying in the workplace is defined as “repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, *at the place of work and / or in the course of employment*, which could be reasonably regarded as undermining the individual’s right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to a person’s dignity at work, but as a once off incident, is not considered to be bullying” (Task Force on the Prevention of Workplace Bullying, 2001).

Fundamental to the concept of equality and respect for individuals in the workplace, is that the environment should be free from activities that are likely to adversely affect the dignity of the individual.

Age Action Ireland is committed to ensuring that all its employees, volunteers, clients, and visitors are free from bullying, intimidation and sexual harassment in the work environment. Management will not tolerate bullying and to this end, management has put in place comprehensive policies and procedures to deal with reported cases of bullying, harassment, and sexual harassment. Please see the Age Action policy of Dignity at work policy addressing harassment, sexual harassment and bullying.

Employees and volunteers have been provided with training in how to deal with bullying and harassment.

The Designated Contact Person within Age Action for any cases of harassment, sexual harassment and bullying issues is the Head of Admin and HR.

Age Action also commits to complying with the following Codes of Practice in relation to bullying, harassment, and sexual harassment:

- HSA: Code of Practice for Employers and Employees on the Prevention and Resolution of Bullying at Work, 2007
- Labour Relations Commission: Code of Practice Detailing Procedures for Addressing Bullying in the Workplace (SI 17/02)
- Equality Authority: Code of Practice on Harassment and Sexual Harassment at Work (SI 72/02)

5.4 Policy on workplace stress

Workplace stress can be defined as the psychiatric damage caused by the volume or character of a person's work, which is both reasonably foreseeable and also reasonable for the Employer to seek to avoid and reduce. It can be also defined as the adverse reaction people have to excessive pressure or other types of demand placed on them. Workplace stress arises when the demands on employees exceed their capacity to meet them.

The symptoms of stress can be recognised by changes in a person's normal level of performance, their general manner and behaviour at work. Some of the specific symptoms of stress include changes in sleeping patterns, overeating / drinking, being touchy or irritable with colleagues.

Stress can be caused by any of the following: poor work organisation, demands of the work, bullying / harassment, poor working relationships, poor working environment, poor communications, lack of control, poorly defined work roles, role overload and challenging or inappropriate behaviour situations, and needle stick / sharps injuries, etc. The inability of employees to take adequate work breaks away from their work activity, may also contribute to stress levels.

Age Action management accept that work activities may have the potential to cause stress from time-to-time. Management will pay particular attention to the potential risks of stress from work-related activities, will be alert to any signs of stress in Employees, and will take appropriate action. Employees, who feel they are at risk from stress at work, should inform their Team Leader/ Manager, Health & Safety Representative or Safety Representative without delay.

A number of control measures for dealing with stress have been implemented and these are described below. In controlling workplace stress the following steps are taken:

- Employees are provided with training in stress management from time to time.
- Management is aware of the potential causes of stress and early warning signs.
- Management ensures that all complaints, which may be related to stress, are listened to and appropriate measures taken.
- Organisational reviews will include assessment of any changes in work activities, working conditions, procedures or organisational arrangements and challenging or inappropriate behaviour, which may affect stress generators.
- Confidential and individual counselling to employees who may need it.
- Records will be maintained of all stress-related complaints, incidents and follow-up action taken.

5.5 Policy on alcohol and drug abuse

Alcohol or drug abuse may be defined as “a dependency, which continually or repeatedly affects an employee's work performance or social behaviour”.

“Intoxicant” includes alcohol and drugs and any combination of drugs or of drugs and alcohol (ref ‘Interpretation’, Safety, Health & Welfare at Work Act, 2007).

Age Action has a responsibility for and a commitment to the safety, health and welfare of employees and therefore seeks to provide comprehensive policies and procedures in the event of alcohol or drug abuse.

Age Action management recognise that the misuse of alcohol and / or drugs are health problems and will be treated sympathetically in the event that they arise. It is Age Action's policy to take prompt action in the event of such abuse and to encourage employees with alcohol and / or drug problems to seek professional advice and counselling.

This policy applies to all employees and every case will be treated in the strictest confidence.

Unacceptable performance or behaviour arising from an isolated incident of alcohol or drug abuse will be dealt with under the normal disciplinary procedures.

The main objectives of the alcohol and drug abuse policy are as follows:

- To maintain the health, welfare and effectiveness of employees and volunteers.
- To avoid situations where employees or volunteers are disciplined for poor performance or misconduct arising from alcohol and/or drug use or abuse of which management is unaware.
- To encourage employees and volunteers who may develop alcohol and / or drug problems to seek advice and help.
- To refer employees and volunteers for help where performance has deteriorated to an unacceptable standard due to alcohol and / or drug use or abuse.

5.5.1 Control measures

Control measures in place include the following:

- Alcohol consumption on the premises is prohibited to all personnel.
- No employee or volunteer may present for work under the influence of alcohol.
- Alcohol consumption in breach of the above restrictions is strictly prohibited, risks the safety and comfort of other employees, volunteers, clients, and visitors, and will be regarded as a disciplinary matter.
- No employee or volunteer may present for work under the influence of misused drugs, nor may any employee or volunteer misuse drugs during the working day (on the premises or off-site).
- Drug misuse in breach of the above restrictions is strictly prohibited, risks the safety and comfort of other employees, volunteers, clients, visitors, and contractors, and will be regarded as a disciplinary matter.
- All employees and volunteers are required to report to their Team Leader or the Health & Safety Representative if they see anyone consuming alcohol or misusing drugs, or who appears to be under the influence of either.

Note: Employees attention is drawn to Section 2.5 above, 'Individual Employees ', and specifically to the extract from the Safety, Health & Welfare at Work Act 2005 contained therein under 'General Duties of Employees', 13 (1) (b) & (c), relating to intoxicants.

5.5.2 Smoking policy

Smoking is not permitted in Age Action offices or company vehicles in compliance with the Public Health (Tobacco) (Amendment) Act 2004. This policy also covers vaping and e-cigarettes.

5.6 Accidents, incidents and near miss reporting & investigation

All accidents, incidents and near misses to employees, volunteers, clients, visitors, and members of the public, must be reported as soon as possible to a Team Leader or to the Health & Safety Representative.

The Team Leaders/ Line Manager, Health & Safety Representative or Safety Representative initially enters details of the accident / incident on the organisation's 'accident form'. As much information as possible is recorded, e.g. name of employee(s) or person(s) involved, time and place, names of witnesses, a description of accident, cause of accident, details of first aid or medical attention given etc.

Attachments, such as photographs (if taken), medical reports, witness reports, copies of Social Welfare Certificates etc., may be filed as appropriate for use in any follow-up action, e.g., with insurers' or engineers' reports.

Employees, clients, visitors, and contractors, are obliged to co-operate with accident investigation, and to provide any information, which may help to establish the circumstances surrounding the incident.

If an occupational injury causes loss of life or prevents any employee 'from performing the normal duties of their employment for more than 3 calendar days not including the date of the accident', the HSA are formally notified using Form IR1 (statutory duty). If an accident is fatal, the scene of the accident will be left undisturbed, other than for rescue purposes, for 3 days after notice has been given to the HSA.

If a person *not* working for Age Action dies or suffers an injury requiring medical treatment (registered GP, registered Nurse, or hospital) as a result of a *work activity*, the HSA will be formally notified also (a statutory duty).

Accidents are recorded and investigated in exactly the same way whether they involve Employees, Volunteers, Clients, Visitors, or members of the public. The Chief Executive maintains records of notifiable accidents (Form IR1) for *ten* years (statutory duty).

Note: IR3 forms are used to report 'dangerous occurrences' to the HSA. A list of reportable 'dangerous occurrences' is provided on the back of the form, which is available on the HSA website – www.hsa.ie.

5.7 First aid / medical treatment

It is Age Action's policy to provide access to first aid, and / or medical treatment as appropriate. A number of certified first aiders have been appointed in Age Action work areas. See Appendix 16 for the first aiders' list location wise. Refresher training is provided as appropriate, i.e., every three years. In the event of an injury requiring first aid treatment, a Team Leader/Manager or the injured person may contact a first aider. Doctors and the emergency services will be called as appropriate. Appropriate first aid supplies are kept in office and stores areas and travelling first aid kits are provided to employees working off-site on projects. The Team Leaders/Managers are responsible for replenishing first aid supplies as appropriate.

See Appendix 8 for recommended contents of first aid kits. This includes pads, plasters, bandages, and wound dressings, wipes, gloves etc.

5.8 Welfare Facilities

It is Age Action's policy to provide general welfare and personal hygiene facilities for employees.

The following general welfare and personal hygiene facilities are provided:

- Drinking water
- Electric kettles / water boilers to prepare hot drinks
- Microwave ovens to heat food
- Toilets / washrooms

Employees are obliged to care for these facilities and not to damage or misuse them.

5.9 Employee, Volunteer and Work Placement Students general health & safety rules

All employees, volunteers and work placement students must have regard for their own safety and that of others, and each employee and volunteer is expected to observe the following:

- Smoking is not permitted in buildings in compliance with the Public Health (Tobacco) (Amendment) Act 2004.
- Avoid any actions that could increase the risk of fire in buildings.
- Keep water and other drinks away from electrical equipment to prevent the risk of electrical shock and / or fire.
- Report defects in electrical equipment such as loose connections, burning smells, electric sparks or similar obvious faults to a Team Leader/ Line Manager, to the Health & Safety Representative or a member of the health and safety committee. No unauthorised person may attempt to carry out electrical or mechanical repair work.
- Avoid creating trip hazards, e.g., trailing cables, poor storage arrangements etc.
- Take care if handling loads of all types and seek assistance if loads are heavy or awkward.
- Report accidents, incidents and near misses to the immediate Team Leader/Line Manager, to the Health & Safety Representative or a member of the health and safety committee.
- Report to the immediate Team Leader/ Line Manager, to the Health & Safety Representative or a member of the health and safety committee without delay, any defects in equipment or in systems of doing work that might endanger health, safety or welfare of employees, clients, visitors, or members of the public.
- Avoid running through buildings.
- Employees and volunteers are obliged to co-operate with safety training and instruction programmes.
- Emergency equipment must never be tampered with, e.g., fire extinguishers.
- No one may work whilst under the influence of alcohol or drugs.
- Employees must wear any PPE specified in risk assessments.
- Employees are required to comply with the statutory duties of employees under all current health and safety legislation / regulations.

5.10 Contractor procedures

Age Action is unlikely to engage contractors for work in their office areas, with the exception of servicing office equipment and minor repairs, etc. However, the landlords of the buildings may engage contractors for building maintenance and decorating work from time-to-time, especially in common areas. In order to meet our obligations for the safety and health of our employees, and of visitors to our premises, the following general safety arrangements are in place with regard to contractors:

- Contractors must have appropriate insurance cover throughout the term of the contract.
- Smoking is not permitted in the building in compliance with the Public Health (Tobacco) (Amendment) Act 2004.
- Contractors must report to the Health & Safety Representative, or deputy person, before commencing work.
- Contractors' equipment, tools and systems of work must meet the standards required by the Safety, Health & Welfare at Work Act 2007 and health and safety standards generally.
- Contractors may not ask the assistance of Age Action employees.
- Contractors must take all due care of their own safety and the safety of others affected by their work.
- Contractors must comply with all safety and security measures in operation at Age Action
- Contractors must not leave machines or equipment, e.g., ladders, power or hand tools, unattended or in a hazardous condition particularly where employees, clients, or visitors may be present. Toolboxes must be kept locked unless in use, in which case they must be closely supervised.
- Contractors must report to their liaison person, without delay, any accidents, incidents or near misses and co-operate in any subsequent investigation of the accident or incident.
- In the event of hearing the fire alarm sounding, contractors must leave the building they are in and report to the assembly point. Contractors must remain at the assembly point until instructed otherwise.

5.11 Safety for Visitors

In order to meet our obligations for the safety and health of our employees and of visitors to our premises, the following arrangements are in place:

- Smoking is not permitted in the building in compliance with the Public Health (Tobacco) (Amendment) Act 2004.
- Visitors must not do anything likely to put themselves or others at risk.
- Visitors must comply with all safety and security arrangements in operation.
- In the event of hearing the fire alarm sounding, visitors must leave the building they are in and report to the assembly point. Visitors must remain at the assembly point until instructed otherwise.

5.12 Disciplinary action

Employees and volunteers are required to observe Age Action safety rules and regulations, including complying with safe systems of work, and the proper use of any PPE provided.

If employees or volunteers disregard and refuse to co-operate with such safety rules and regulations, even after advice and counselling, Age Action management may resort to disciplinary procedures to ensure compliance.

6. Arrangements for dealing with fire and other emergencies

6.1 Fire safety features of the buildings

6.1.1 Age Action Head Office, 30/31 Lower Camden St, Dublin 2

The Age Action head office is located over three floors of a three storey building. The ground floor consists of a reception area only, the remainder of the floor is retail space occupied by NCBI. The exit routes are via the push bar side door into the laneway, push bar back door into laneway. Everyone meets at the designated meeting point. Illuminated emergency exit signs highlight the emergency escape routes. A fire detection / alarm system has been installed. During evacuation a fire officer sweeps the building ensuring evacuation of all staff. All staff, volunteers and visitors must adhere to the instructions of the Fire Warden at all times.

6.1.2 Age Action Ireland, Galway Office, 3 St Francis Street, Galway

The Age Action work areas are located on the first two floors of a three-story building. Electrical services panels are located at the bottom of the stairs at the front entrance on the ground floor. The exit route is via the front door of the store, down the front stairs of the first floor office or out the back door of the ground floor to a designated meeting point and illuminated emergency exit signs highlight emergency escape routes. A fire detection / alarm system has been installed. During evacuation Fire warden sweeps the building ensuring evacuation of all staff. All staff, volunteers and visitors adhere to the instruction of the Fire Warden at all times.

6.1.3 Age Action Offices, Melbourne Business Park Unit 14, Model Farm Rd, Co Cork

There is one entry/exit to the building, through glass double doors at the front of the unit. Exits are through the staff office or computer training room. There is an open plan area upstairs with a storage room at the back. The only exit is the stairs which leads into the reception area near the front door. Fire extinguishers are located in the staff office, at the area near the open entrance between the computer training room and the canteen (visible from both rooms) and at the top of the stairs. A fire detection/alarm system has been installed. During evacuation a fire officer sweeps the building ensuring evacuation of all staff. All staff, volunteers and visitors must adhere to the instructions of the Fire Warden at all times.

Age Action is responsible for regular inspections and annual certification of the fire alarm system to Irish Standard, IS 3218: “Code of Practice for the Fire Detection and Alarm Systems for Buildings – System Design, Installation and Servicing”, and for keeping records in all of its premises.

6.1.4 Age Action Ireland, 30/31 Lower Camden St, Dublin 2

The fire detection / alarm system comprises manual break glass units and automatic smoke / heat detectors. If the break glass system or a smoke / heat detector is activated, the fire alarm sounds. When activated, the fire alarm siren can be heard throughout the building. The fire alarm panel is located in the shop area.

6.1.5 Age Action Ireland, Galway Office, 3 Francis Street, Co Galway

The fire detection / alarm system comprises manual break-glass units and automatic smoke / heat detectors. If the break-glass system or a smoke / heat detector is activated, the fire alarm sounds. The fire alarm panel is located at the bottom of the stairs through the front office exit.

6.1.6 Age Action Office, Melbourne Business Park Unit 14, Model Farm Rd, Co Cork

The fire detection / alarm system comprises manual break-glass units and automatic smoke / heat detectors. If the break-glass system or a smoke / heat detector is activated, the fire alarm sounds. The fire alarm panel is located at the bottom of the stairs through the front office exit. The fire alarm panel is located to the inside to the right of the front shutters.

6.2 Fire Wardens

The Fire Warden's role is to evacuate personnel from Age Action offices, checking the areas as they evacuate, without putting themselves at risk. See also section 6.10, 'Action in the event of fire'. The Fire Warden liaises with other tenants' Fire Wardens in event of fire and other emergencies. Fire Wardens are appointed and provided with appropriate training to fulfil their role. See Appendix 13 for the list of Fire Wardens at Age Action premises.

6.3 Fire action notices

Fire action notices, advising personnel what to do in event of fire, are strategically posted in work areas. See Appendix 14 where these notices are placed in each premises.

6.4 Firefighting equipment

Age Action is responsible for arranging for the inspection, testing, and certification of fire-fighting equipment (at least annually) to Irish Standard, IS 291: "The Use, Siting, Inspection and Maintenance of Portable Fire Extinguishers", and for keeping appropriate records in all its premises..

Portable fire extinguishers, e.g., Dry Powder, and CO₂, are provided at strategic, and appropriately signed, Fire Points in work areas. Fire extinguishers that have been used on a fire or otherwise discharged are re-filled and replaced as soon as practicable.

See Appendix 15 where the fire-fighting equipment placed in each premises.

6.5 Fire training / designated persons

In compliance with SI 53 of 2003, a number of personnel have been provided with information on how to tackle incipient fires using fire extinguishers *where appropriate*. All personnel receive training in emergency evacuation procedures and their roles during emergencies. The Health & Safety Representative maintains records of all fire and emergency training.

See Appendix 13 for location designated persons in case of fire.

In compliance with SI 53 of 2003, a number of personnel have been provided with information on how to tackle incipient fires using fire extinguishers *where appropriate*. All personnel receive training in emergency evacuation procedures and their roles during emergencies. The Safety Representative maintains records of all fire and emergency training.

Emergency lighting / emergency exit routes

Age Action is responsible for testing, and servicing emergency lighting to Irish Standard, IS 3217: “Code of Practice for Emergency Lighting”, and for keeping appropriate records in all its premises.

6.5.1 Age Action Head Office, 30/31 Lower Camden St, Dublin 2

Emergency lighting has been provided. Illuminated emergency exit signs have been provided on emergency exit routes and over emergency exit doors.

6.5.2 Age Action Office, Galway Office, 3 Francis St, Galway

Emergency lighting has been provided. Illuminated emergency exit signs have been provided on emergency exit routes and over emergency exit doors

6.5.3 Assembly points

Fire Regulations require a distance 30 meters from the premises.

Age Action Head Offices, 30/31 Lower Camden St, Dublin 2

The fire assembly point is located at the Listons (out the lane and to the right of the offices)

Age Action Office, 3 Francis Street, Galway The fire assembly point is located at the Osteria Italiana da Simone Restaurant on St Francis Street

Age Action Office, Melbourne Business Park Unit 14, Model Farm Rd, Co Cork

The fire assembly point is located at the “Melbourne Business Park” sign at the entrance to the business park.

6.6 Fire drills – all locations

At least four fire drills are carried out each year in each location. Age Action generally initiates these drills and the other tenants co-operate with each drill. The time for each drill is recorded along with any observations on the effectiveness of the drill. All personnel in Age Action at the time are required to evacuate and assemble at the Assembly point. The Health & Safety Representative or their representative maintains appropriate records of fire drills, including comments on their effectiveness.

6.7 Action in the event of fire – all locations

6.7.1 Fire Warden procedure

If a fire is reported to you, or you discover a fire yourself:

- Immediately raise the alarm by activating the nearest alarm break glass unit.
- If you discover the fire yourself and *if it is safe to do so and you have been trained and you feel confident*, attack the fire with suitable extinguishers, e.g., do NOT use water or foam on electrical fires, use a CO₂ or Dry Powder extinguisher. When attacking a fire be sure to keep an escape route at your back.
- In the event that you succeed in extinguishing the fire or if the fire is beyond your capacity to deal with, leave the building, and direct and assist personnel (employees, volunteers, clients, visitors etc.) to the emergency evacuation routes as you leave, *if it is safe to do so...*
- Check all parts of the area as you evacuate *without risk to yourself or others*, and go to the assembly point.

If your first knowledge of a fire is the sounding of the fire alarm:

- Direct and assist personnel in the area to the emergency evacuation routes, *if it is safe to do so*.
- Check all parts of the area as you evacuate *without risk to yourself or others*, and go to the assembly point.

At the assembly point:

- Report the status of Age Action work areas to the Emergency Services at the assembly point and await further instructions.
- Control and co-ordinate emergency activities for Age Action at the assembly point.
- Liaise with the emergency services as appropriate.
- Review status of Age Action evacuation, and take appropriate action.
- Monitor first aid cases.
- If the emergency services give the 'all clear', instruct Age Action personnel to return to the building in an orderly fashion.

6.7.2 Employee procedure

If you discover a fire or one is reported to you:

- Immediately raise the alarm by activating the nearest red fire alarm break glass unit.
- If you discover the fire yourself and *if it is safe to do so and you have been trained and you feel confident*, attack the fire with suitable extinguishers, e.g., do NOT use water or

Foam on electrical fires; use a CO₂ or Dry Powder extinguisher. When attacking a fire be sure to keep an escape route at your back.

- In the event that you succeed in extinguishing the fire or if the fire is beyond your capacity to deal with, leave the building, and assist personnel (Employees, Volunteers, Clients, Visitors etc.) to the emergency evacuation routes as you leave, *if it is safe to do so*. See also section 6.10.4. 'General fire evacuation procedure' below.

Alternatively your first knowledge of a fire may be the continuous sounding of the fire alarm:

In this case, prepare to evacuate immediately.

- Switch off electrical equipment in use *if it safe to do so*.
- Put away valuable documents *if it safe to do so*.
- Leave the building immediately to go to the assembly point.

Note: Employees acting as hosts to visitors to Age Action workplaces are responsible for their safe evacuation.

6.7.3 Calling the fire brigade

In the event that it is necessary for Age Action personnel to call the Fire Brigade, the following procedure should be used:

- Dial 999 or 112
- Give the operator your telephone number and ask for 'FIRE'.
- Do not hang up until the Fire Brigade has repeated the address.

6.7.4 General fire evacuation procedure – all locations

- On hearing the fire alarm sirens prepare to evacuate immediately.
- Switch off electrical equipment in use *if it safe to do so*.
- Put away valuable documents *if it safe to do so*.
- Do not attempt to carry anything from the building that could hinder your escape or that of other personnel.

As you make your escape:

- ✓ Walk quickly, do not run.
- ✓ Maintain physical distance from others while exiting the building and at the assembly point
- ✓ Do not stop to collect personal belongings.
- ✓ Do not return to the building.
- ✓ Assist fellow Employees, Volunteers, Clients, Visitors, and others who may be in difficulty without putting yourself at undue risk
- ✓ Go to the assembly point.
- ✓ In the event of a bomb threat in the building, assemble at least 500 metres away from the building or at any other point advised by the emergency services.
- At the assembly point pass on any relevant information to the emergency services.
- Do not leave the assembly point until the emergency services give the '*all clear*'.

6.8 Bomb threats – all locations

All bomb threats are treated seriously and a search of the building is always carried out. The Gardaí are always alerted and, in consultation with them, a decision is taken as to whether the premises should be evacuated or not. If the decision is to evacuate, the EVACUATION PROCEDURES are implemented. See section 6.10.

Employees who receive a telephoned bomb warning should do the following:

- Remain calm.
- Try to ascertain details of the bomb, e.g., exact location, time due to detonate, note details about the caller, e.g., gender, accent, approx. age group (young or old), speech (measured, abusive, drunken etc.)
- Try to get as much information as possible.
- Note the main points of the call.
- Inform the most senior person present in the Age Action office.
- Remain calm and do not spread panic.
- If the warning is given by other means, inform the most senior person present in the Age Action office.

Notes: Employees who notice anything out of place or out of the ordinary, e.g., suspicious packages etc., should report it to a Team Leader/ Line Manager, Health & Safety Representative or Safety Representative immediately. Do not move or touch suspicious packages or objects.

Assembly following a bomb threat should be at least 500 metres from the building, or at any location advised by the Garda Síochána or emergency services.

Specific measures for control of safety and health

7.1 Age Action Head Office, 30/31 Lower Camden St, Dublin 2

- fire
- use of electrical equipment
- access / egress
- manual handling
- work environment / welfare facilities
- challenging behaviour
- lone working
- radon
- use of kitchen & kitchen equipment
- general office equipment
- display screen equipment

Age Action Office, 3 Francis St, Galway

- fire
- use of electrical equipment
- access / egress
- manual handling
- work environment / welfare facilities
- challenging behaviour
- lone working
- radon
- use of kitchen & kitchen equipment
- general office equipment
- display screen equipment

Age Action Office, Melbourne Business Park Unit 14, Model Farm Rd, Co Cork

- fire
- use of electrical equipment
- access / egress
- manual handling
- work environment / welfare facilities
- challenging behaviour
- lone working
- radon
- use of kitchen & kitchen equipment
- general office equipment
- display screen equipment

8. Closed Circuit Television System

Age Action does not have an operational CCTV system in place at any of our office locations.

NCBI owns and operates CCTV which covers the lane and entrance to Age Action offices in Camden St. Should an incident occur, we can request footage from them as per the Freedom of Information Act 2000 and the Data protection Act 1998 to 2018.

9. Display Screen Equipment

1. Introduction

This guide is aimed at safety and health practitioners, employers, managers, employees, safety representatives and others to give guidance on Chapter 5 of Part 2 (Regulations 70 to 73) and the related Schedule 4 to the Safety, Health and Welfare at Work (General Application) Regulations 2007 (S.I. No. 299 of 2007) relating to display screen equipment. The objective of the Guide is to give general guidance aimed at the prevention of occupational accidents or ill health. *It is not intended as a legal interpretation of the legislation.*

Chapter 5 of Part 2 of the Regulations transposes Directive 90/270/EEC on the minimum safety and health requirements for work with display screen equipment. In effect, the provisions relate to the safety and health requirements for employees who habitually use display screen equipment (VDUs) as a significant part of their normal work.

From 1 November 2007, Chapter 5 of Part 2 of the General Application Regulations 2007 replaces Part VII, Regulations 29-32, and the Tenth Schedule to the Safety, Health and Welfare at Work (General Application) Regulations 1993 (S.I. No. 44 of 1993) relating to display screen equipment, which are revoked from that date.

The General Application Regulations 2007 are made under the Safety, Health and Welfare at Work Act 2005 (No. 10 of 2005) referred to elsewhere in this Guide as the “2005 Act” or “the Act”.

Employers are required to evaluate health and safety at workstations with particular reference to eyesight, physical difficulties and mental stress. Appropriate steps must be taken to control any risks identified. The employer needs to carry out an analysis of individual workstations and a competent person with the necessary skills, training and experience must complete this analysis. It is not sufficient to allow employees to use a software package to assess their own workstations; the employer must be actively engaged in completing a physical risk assessment/analysis of the individual workstation. The analysis of a workstation must take account of the minimum requirements in Schedule 4 to the General Applications Regulations. The results of the workstation analysis must be shared with the employee and a written record must be kept of the analysis of the workstation. Any changes to be made to the workstation to meet the requirements of Schedule 4 must be recorded.

In this Guide the text of the Regulations and Schedule is shown in italics.

Employees covered by Chapter 5 of Part 2 of the General Application Regulations:

- are entitled to have their work station assessed in line with the requirements of Regulation 72
- must be trained in the use of the workstation and be given information about health and safety factors
- must also have periodic breaks or changes of routine, away from VDUs
- must be informed by their employer that they are entitled to an appropriate eye and eyesight test (or may opt for either) before working with VDUs and at regular intervals.
- are entitled to an appropriate eye and eyesight test (or may opt for either) before working with VDUs and at regular intervals. If at any time working with VDUs an employee experiences visual difficulties he or she has a similar entitlement.

If special corrective appliances (spectacles) are required exclusively for working at a display screen they must be provided at no cost to the employee. Should the spectacles be used also for other purposes the employer must cover the cost of the correction required for working with display screens.

Requirements are included about the various components of the workstation from chairs to display screen etc. and as regards the general environment of the workstation, including lighting, noise levels, heat, radiation and humidity.

The duties in the 2005 Act, particularly as regard protective and preventive services, risk assessment, information, consultation and participation and training apply to the requirements in Chapter 5 of Part 2 of the General Application Regulations dealing with VDUs. There are other specific duties in the 2005 Act which also apply to these requirements, which relate to the need for employee co-operation on matters related to safety, health and welfare.

2. Regulation 70: Interpretation for Chapter 5

In this Chapter:

“display screen equipment” means any alphanumeric or graphic display screen, regardless of the display process involved;

“employee” means an employee who habitually uses display screen equipment as a significant part of his/ her normal work;

“workstation” means an assembly comprising display screen equipment, which may be provided with a keyboard or input device or software, or a combination of the foregoing, determining the operator and machine interface, and includes:-

- (a) a work chair and work desk or work surface*
- (b) any optional accessories and peripherals, and*
- (c) the immediate work environment of the display screen equipment*

The definition of “display screen equipment” (referred to in this Guide as VDUs) covers computer screens and microfiche readers and applies to both conventional cathode ray tube (CRT) display screens and other display processes such as liquid crystal displays. Display screens when showing films, videos, television pictures or for surveillance purposes are not covered. However, display screens capable of being used for a range of functions such as video viewing, as a television screen, as well as for word-processing or viewing of data and graphics will need to be assessed to establish the use of the screen and whether, if there is greater habitual use for data and graphics, it falls within the scope of the Regulations.

A laptop is not covered by these Regulations due to the fact that under these Regulations the keyboard shall be tiltable and separate from the screen so as to allow the user to find a comfortable working position which avoids fatigue in the arms or hands. A laptop does not have a separate keyboard and should not be used for long periods of time and a risk assessment must be carried out to assess the usage of the laptop and the setup of the temporary laptop workstation.

(Please refer to the exclusions under Regulation 71).

“Employee”, as defined for Chapter 5 of Part 2 of the Regulations does not include employees engaged in maintenance or cleaning of VDUs. The following will help as regards deciding whether an employee is covered by the Regulations, which apply:

- 2.1 if the employee has no choice but to use the VDU to carry out his/her work
- 2.2 if the employee normally uses the VDU for continuous period of more than one hour
- 2.3 if the VDU is generally used by the employee on a daily basis

The definition of “workstation” is all-encompassing and includes VDUs and all the individual pieces of equipment, chair, desk and work environment which can constitute a workstation. One of the most critical factors affecting the health of employees working at a VDU is the design and layout of the workstation. A badly arranged workstation may lead to the adoption of a bad working posture with consequent pains in muscles and joints and also visual problems. There are particular requirements on this in Schedule 4 to the General Application Regulations.

3. Regulation 71: Non Application of Chapter 5

This Chapter does not apply to:-

- 3.1 drivers’ cabs or control cabs for vehicle or machinery
- 3.2 computer systems on board a means of transport
- 3.3 computer systems mainly intended for public use
- 3.4 portable display screen equipment not in prolonged use at a workstation
- 3.5 calculators, cash registers and any equipment having a small data or
- 3.6 measurement display required for direct use of the equipment, and
- 3.7 typewriters of traditional design of the type known as “typewriter with window”

This is a list of equipment to which the duties as regards VDUs do not apply. This does not dilute an employer’s general duties of care under the 2005 Act.

4. Regulation 72: Duties of Employer

72 (1) an employer, when providing display screen equipment for use by an employee at a workstation, shall:-

- (b) *ensure that the general use of the equipment is not a source of risk for the employee, perform an analysis of the workstation in order to evaluate the safety and health conditions to which it gives rise for the employees, particularly as regards possible risks to eyesight, physical problems and problems of mental stress, and, on the basis of that evaluation, take appropriate measures to remedy any risks found, taking account of:-*
 - (i) *the minimum requirement specified in Schedule 4, and*
 - (ii) *any additional or combined effect of any such risks so found.*

Workstations must be laid out and kept tidy so as to avoid any employee slipping, tripping or falling. Workstations must be disinfected twice daily by users or before and after use by another staff member.

Workstations must be analysed to evaluate possible risks which may give rise to visual or physical difficulties or to mental stress. This means examining each workstation taking account of the requirements in Schedule 4 to the Regulations. A competent person must carry out the analysis of the workstation and this analysis must be documented. A person is deemed to be competent if he/she possesses sufficient training, experience and knowledge appropriate to the nature of the work to be undertaken, which in this case refers to the analysis of a workstation. Any

employee using a workstation should be given the opportunity to comments in the course of the analysis. This is in addition to the employer's general duty to consult employees on health and safety matters.

A copy of the completed analysis should be given to the employee for their records and for further follow-up where required, to ensure all outstanding actions are addressed.

A documents analysis or risk assessment of a workstation should include the following:

- Brief overview of the tasks completed at the workstation
- Evidence that all aspects detailed in Schedule 4 to the Regulations were taken into account as part of the analysis
- Details of issues that need to be followed up
- Details of an action plan to address outstanding issues, which stipulates who is responsible, what actions will be taken and when they will be completed

Some common examples of complaints that may arise from working with VDUs, which should be taken into account, are as follows:-

5. Upper limb pains and discomfort (WRULDs)

A range of effects on the arm, hand and shoulder areas linked to work activities is now described as work-related upper limb disorders (WRULDs). These range from temporary fatigue or soreness in the limbs, to cramp, to ongoing pain in the muscles or nerves.

These effects are probably due to a number of factors rather than any single cause. Holding a part of the body rigid for a long time such as the back, neck and head may cause discomfort in the muscles, bones and tendons. Awkward positioning of the hands and wrists relative to the work being carried out is another likely factor. These effects can be avoided by using proper equipment and suitable furniture, and through training and changing the way in which the work is carried out. Problems can be avoided by good workplace design so that one can work comfortably and by good working practices. Prevention is easiest if action is taken early through effective analysis of a workstation, having regard to the minimum requirements in Schedule 4 to the Regulations.

6. Effects on the eyes

Some employees may experience temporary eye fatigue, with such symptoms as failure to see clearly, red or sore eyes and headaches. Eye fatigue may also lead to employees adopting awkward postures which may cause discomfort of the limbs. Medical evidence shows that using VDUs does not cause damage to the eyes or eyesight, nor does it make existing defects worse.

Eye fatigue may be caused by:-

- Staying in the same position and concentrating for a long time
- Poor positioning of the VDU
- Poor legibility of the screen or source documents
- Poor lighting, including glare and reflections
- A drifting, flickering or jittering image on the screen

While using a VDU does not cause eye damage, it may make employees with pre-existing vision defects, which are not corrected, more aware of them. Such uncorrected defects

may make working with a VDU more tiring or stressful than would otherwise be the case.

7. Fatigue and stress

The volume of VDU work to be carried out by employees can vary widely between different employments and activities. The work may range from air traffic control to accounting, stock recording and control, or documentation creation and revision. Some tasks may require a very high degree of concentration and vigilance. More routine tasks can even give rise to boredom. Some tasks can result in stress or fatigue.

Several symptoms, including fatigue, described by VDU users can also be caused by stress arising from broader aspects of their work. They are more likely to be caused by poor organisation of the work, lack of control by the employee over the pace of the work, under-utilisation of skills, high-speed repetitive work or working in isolation. The onset of fatigue and stress can be minimised by careful design, selection and location of VDUs, good design of the workstation, its environment and the task involved as well as training, consultation and involvement of the employee.

Having examined each workstation, particularly as regards possible risks to eyesight, physical problems and problems of mental stress as outlined in Schedule 4 to the Regulations, the employer must take any necessary preventive measures to avoid risks to employees. Guidance is provided on the requirements of Schedule 4 to the Regulations which are minimum standards. Employers may apply higher standards if they wish. Employees should be informed of the steps taken following the assessment and be provided with training. The appropriate measures that are taken must be recorded in writing and shared with the employee concerned.

The employer needs to carry out an analysis of a workstation to ensure that the workstation design meets the minimum requirements of Schedule 4 to the regulations. If the workstation needs to be altered to meet these requirements, then a written record should be kept of all the changes put in place.

8. Regulation 72(1) (c): Duties of employer (continued)

- (c) *plan the activities of the employer's employees in such a way that daily work on display screen equipment is periodically interrupted by breaks or changes of activity which reduce workload at the display screen,*

Employers must plan work so that daily work at VDUs is interrupted periodically by breaks or changes in activity which reduces the work at the screen. Although the Regulations set no frequency for breaks, no single continuous period of work at a screen should, in general, exceed one hour.

Regulation 72 does not specify the frequency and duration of work breaks when working with VDUs, nor did it there any generally accepted standard. In some countries, including Ireland, there are employer trade union agreements on work breaks at company level.

The flow of work to a VDU user should be designed to allow natural breaks to occur. Alternatively, a change in the pattern of work by combining VDU and non VDU work could be introduced. However rest breaks are essential where continuous VDU work, requiring sustained

attention, is likely to result in fatigue. Ideally, the length of the rest should reflect the intensity of the individual job. However, there are four important points;

- Rest breaks or changes in the pattern of work, where they are necessary, should be taken before fatigue sets in. Some employees suffer symptoms from the effort used to keep up performance while fatigued
- The employee should not sit in the same position for long periods and should make sure to change posture as often as practicable
- Short, frequent rest breaks are more satisfactory than longer breaks taken occasionally
- Rest breaks should be taken away from the VDU. Other duties may be assigned during this period provided they are not too intensive.

9. Regulation 72(1) (d): Duties of employer (continued)

- (d) *without prejudice to section 9 of the Act, provide information to the employer's employees in relation to the measures applicable to workstations which have been implemented under this Regulation and Regulation 73.*

In addition to the requirement on employers under Section 9 of the 2005 Act to provide information on safety and health matters to employees, this paragraph requires an employer to provide information VDU workstations.

Employers must inform employees of any measures taken to protect eyesight, any risks to eyesight, physical effects or stress, as well as the arrangements for rest breaks in VDU work, or changes in work activity which are planned, as well as the results of any eye or eyesight tests which are conducted. This information may include a written copy of the workstation assessment with a record of actions or changes put in place to ensure the workstation meets the minimum requirements specified in Schedule 4 to the Regulations.

10. Regulation 72(1) (e): Duties of employer (continued)

- (e) *without prejudice to section 10 of the Act, provide training to employees in the use of workstations before commencing work with display screen equipment and whenever the organisation of the workstation is substantially modified, and*

In addition to the requirement on employers under Section 10 of the 2005 Act to provide training on safety and health matters to employees, this paragraph requires employers to provide training in the use of the workstation before an employee commences work on a VDU and, again, should the organisation of the workstation be altered. Training should include:

- A general appreciation of the computer system to which the VDU may be linked
- Appropriate induction training. Employees should understand how the work is organised so as to comply with Chapter 5 of Part 2 of the General Applications Regulations. This could include a written record of the changes made to the workstation and information on rest and posture breaks. The employee should be informed why the changes were made and the benefits of such changes.
- Instruction on the general principles of ergonomics, the proper adjustment of furniture, screens, keyboard, lighting etc. so as to suit individual employee's height, reach etc. This should include a general understanding of the use of different adjustments on the work chair and correct position of such accessories as the mouse, document holder and telephone. If an employee spends a lot of time on the telephone during the workday, consideration should be given to the provision of telephone headsets.

A general understanding of how to adjust brightness and contrast controls on the screen to suit lighting conditions in the room.

11. Regulation 72(1) (f): Duties of employer (continued)

- (f) *perform a further analysis of the workstation as referred to in subparagraph (b) where—*
- (i) *an employee transfers to a new workstation, or*
- (ii) *significant new work equipment, change of equipment or new technology is introduced at an individual's workstation.*

There will be situations where employees will move to a new workstation due to changing work commitments. The employer needs to carry out a new workstation assessment at the employee's new workstation. A system should exist so that when changes such as this take place a formal request is submitted to have a new workstation assessment carried out. The analysis should take account of any changes in equipment or technology.

12. Regulation 73: Provision of Eye Tests and Corrective Appliances

- 73.** *An employer shall, taking into account any entitlement which an employee may have to any tests and appliances provided by the State relating to eyesight and appliances, ensure that—*
- (a) *the provision of an appropriate eye and eyesight test, carried out by a competent person, is made known to and is made available to every employee*
 - (i) *before commencing display screen work,*
 - (ii) *at regular intervals thereafter, and*
 - (iii) *if an employee experiences visual difficulties which may be due to display screen work*

The employer must inform employees that they are entitled to be provided with an appropriate eye and eyesight test, which would be carried out by a competent person. The employer may do this in a number of ways including the following:

- Consult with the safety representative(s) and formulate a memo to be placed on a notice board
- Inform the human resource manager/specialist and request that he or she inform all relevant employees of the availability of such tests.
- Inform the employee while carrying out the analysis of the workstation
- Other appropriate means of effective communication

13. Eye and eyesight tests

Every employee who habitually uses a VDU as a significant part of normal work has a right to opt for an eye test and an eyesight test, which must be made available by the employer at his or her own cost, except where there may be a social welfare entitlement. While VDU's are now a common feature in many employments, this right applies only to employees with habitual and significant use. This could mean using a VDU for one continuous hour or more as part of everyday work.

14. Eyesight test (visual ability)

An eyesight test means a test of a person's ability to see (visual ability), to focus at various distances (including the intermediate distance, 30cm to 60cm, at which the VDU screen is normally placed) and to keep the two eyes co-ordinated. A doctor or optometrist can carry this out. It may also be carried out by a person (including a nurse) trained to use a vision-screening machine. The person operating the machine must know when to refer employees who do not pass the eyesight tests at the screening level to a doctor or

Optometrist. Problems with visual ability, which arise at any stage during life, may give rise to a need to wear spectacles.

15. Eye test

An eye test means an examination of the eye using an ophthalmoscope normally carried out by a doctor or optometrist. Though entitled to an eye test and eyesight test, the first approach by an employee is likely to be to have an eyesight test. If the eyesight test results in the employee being referred to a doctor or an optometrist, they will probably do a further eyesight test as well as an eye test and will decide if the employee needs particular lenses for VDU work. While tests should be available to all eligible employees, those suffering from visual difficulty or eyestrain, either before or during work with a VDU, should, in particular, avail of the option.

16. Combined eye and eyesight test

The combined eye and eyesight test performed by an optometrist or doctor should include the following tests:

- Either monocular vision or good binocular vision. In the latter case, heterophoria should be well compensated, with prisms if necessary. Diplopia is not admissible.
- No obvious central (+/- 20 degrees) visual field defects in the dominant eye.
- Normal near points of convergence and accommodation for the user's age
- Clear ocular media. Absence of ocular disease.
- Normal colour vision is **ONLY** required if the VDU work is unusually colour dependent
- Measurement and assessment of refractive error.

17. Schedule for testing

Employees have the right to an eye and eyesight test before taking up work if it is habitual work with a VDU (one continuous hour or more every day) as well as at regular intervals. In determining the intervals factors such as the age of the employees and the intensity of VDU work should be taken into account in deciding the frequency of repeat tests.

18. Regulation 73(b): Provision of eye tests and corrective appliances (continued)

- (b) *if the results of a test under this Regulation show that it is necessary, an ophthalmologic examination is carried out on the employee concerned, and*

Where complex problems are detected the doctor or optometrist will refer the employee to a specialist ophthalmologist for attention.

19. Regulation 73(c): Provision of eye tests and corrective appliances (continued)

- (c) *where the results of a test or an examination under this Regulation show that it is necessary, and if normal corrective appliances cannot be used, the employee concerned is provided with special corrective appliances appropriate to his or her work*

Where eye tests carried out by a doctor or optometrist reveal that particular lenses are required for VDU work, the costs of minimum requirement frames and lenses must be borne by the employer, taking account of any social welfare entitlement that might apply. Where an employee already wears lenses arises, if these glasses are adequate also for VDU

work, the employer is not liable as regards meeting the cost. The cost of dealing with more general eye problems which are revealed as a result of the tests and which are not directly related to working with a VDU is a matter for the employee as part of his or her general health care, taking account of health care entitlements.

2.

SCHEDULE 4 - MINIMUM REQUIREMENTS FOR ALL DISPLAY SCREEN EQUIPMENT

Regulation 72

1. Equipment

(a) Display Screen

- (i) *The characters on the screen shall be well defined and clearly formed, of adequate size and with spacing between the characters and lines.*
- (ii) *The image on the screen shall be stable, with no flickering or other forms of instability.*
- (iii) *The brightness or the contrast or (or both) between the characters and the background shall be easily adjustable by the employee and easily adjustable to ambient conditions.*
- (iv) *The screen shall be free of reflective glare and reflections liable to cause discomfort to a user.*
- (v) *The screen shall be able to swivel and tilt easily and freely to suit the needs of the user.*
- (vi) *It shall be possible to use either a separate base for the screen or an adjustable table.*

(b) Keyboard

- (i) *The keyboard shall have a matt surface to avoid reflective glare.*
- (ii) *The arrangement of the keyboard and characteristics of the keys shall be such as to facilitate the use of the keyboard.*
- (iii) *The symbols on the keys shall be adequately contrasted and legible from the design and working position.*
- (iv) *The keyboard shall be tiltable and separate from the screen so as to allow the user to find a comfortable working position which avoids fatigue in the arms or hands.*
- (v) *The space in front of the keyboard shall be sufficient to provide support for the hands and arms of the user.*

(c) Work desk or work surface

- (i) *The work desk or work surface shall have a sufficiently large, low-reflectance surface and allow a flexible arrangement of the screen, keyboard, documents and related equipment.*
- (ii) *The document holder shall be stable and adjustable and shall be positioned so as to minimise the need for uncomfortable head and eye movement.*
- (iii) *There shall be adequate space for users to find a comfortable position.*

(d) Work chair

- (i) *The work chair shall be stable and allow the user easy freedom of movement and a comfortable position.*
- (ii) *The seat shall be adjustable in height.*
- (iii) *The seat back shall be adjustable in both height and tilt.*
- (iv) *A footrest shall be made available to any user who requires one.*

2. Environment

(a) Space requirements

The workstation shall be dimensioned and designed so as to provide sufficient space for the user to change position and vary movements.

(b) Lighting

- (i) *Lighting (including room lighting, spot lighting or work lamps) shall ensure satisfactory lighting conditions and an appropriate contrast between the screen*

and the background environment, taking into account the type of work and the user's vision requirements.

- (ii) *Possible disturbing glare and reflections on the screen or other equipment shall be prevented by co-ordinating the layout of workstations within the place of work with the positioning and technical characteristics of the artificial light sources.*

(c) Reflections and glare

- (i) *Workstations shall be so designed that sources of light, such as windows and other openings, transparent or translucent walls and brightly coloured fixtures or walls cause no direct glare, and, as far as possible no distracting reflections on the screen.*
- (ii) *Windows shall be fitted with a suitable system of adjustable coverage to attenuate the daylight which falls on the workstation.*

(d) Radiation

All radiation, with the exception of the visible part of the electromagnetic spectrum, shall be reduced to negligible levels from the point of view of the protection of employee's safety and health

(e) Noise

Noise emitted by equipment belonging to a workstation shall be taken into account when a workstation is being equipped, in particular so as not to distract attention or disturb speech.

(f) Heat

Equipment belonging to a workstation shall not produce excess heat which could cause discomfort to employees.

(g) Humidity

An adequate level of humidity shall be established and maintained.

3. Employee/computer interface

In designing, selecting, commissioning and modifying software, and in designing tasks using display screen equipment, the employer shall take into account the following principles:

- (i) *software shall be suitable for the task,*
- (ii) *software shall be easy to use and, where appropriate, adaptable to the employee's level of knowledge or experience; no quantitative or qualitative checking facility may be used without the knowledge of the employees,*
- (iii) *systems shall provide feedback to employees on their performance,*
- (iv) *systems shall display information in a format and at a pace which are adapted to employees, and*
- (v) *the principles of software ergonomics shall be applied, in particular to human data processing.*

Commentary

Many of the above requirements are self-explanatory and guidance is provided below only where necessary.

1. Equipment

(a) Display screen

- (i) *The characters on the screen shall be well defined and clearly formed, of adequate size and with adequate spacing between the characters and lines.*

The characters on the screen should be well defined and clearly formed so that letters and numerals may be easily recognised and clearly distinguished. The spacing between the characters and between lines should also allow for an easily legible text on screen.

The legibility of characters, which depends mainly on the way they are created, their size and shape, is particularly important for avoiding eyestrain. It may be useful to provide training to employees on the use of relevant software so that they can make their own adjustments to documents to allow easy readability.

A minimum character height of between 3.1mm to 42mm in the 350mm t 600mm viewing range – with a maximum viewing range of not more than 700mm – is recommended.

- (ii) *The image on the screen shall be stable, with no flickering or other forms of instability.*

In order to keep the characters visible on the screen, the signal must be continuously refreshed, i.e. regularly rewritten on the VDU. A flickering, swimming or shimmering effect which can arise may be minimised by operating VDU's at a recommended minimum 50hertz refresh rate.

- (iii) *The brightness or contrast (or both) between the characters and the background shall be easily adjustable by the employee and easily adjustable to ambient conditions.*

The VDU should be capable of adjustment for contrast and brightness by the employee to obtain a suitable working condition. This will help avoid eyestrain and should help to maintain the quality of work produced. Excessive contrast between the characters and the general background on the VDU should be avoided.

- (iv) *The screen shall be free of reflective glare and reflections liable to cause discomfort to a user.*

The display screen should be free of reflections and work surroundings should have a low-reflectance finish. When replacing monitors preference should be given to those with a non-reflective finish. The assessment should also take account of the position of the monitor in relation to the source(s) of light.

- (v) *The screen shall be able to swivel and tilt easily and freely to suit the needs of the user.*

Equipment on the market will in general be capable of being swiveled and tilted.

- (vi) *It shall be possible to use either a separate base for the screen or an adjustable table.*

To adjust the screen and the working height or position of the employee, it should be possible to move the screen upwards or downwards as necessary. This is possible either by using a stand on an adjustable arm or an adjustable stand or building blocks.

(b) Keyboard

- (i) *The keyboard shall have a matt surface to avoid reflective glare.*
- (ii) *The arrangement of the keyboard and the characteristics of the keys shall be such as to facilitate the use of the keyboard.*

The keyboard should be designed so that the employee can work efficiently in reasonable comfort. The position of the keyboard should allow sufficient resting space for the employee's hands and arms to be supported. There should be no friction between the edge of the keyboard and the employee's wrists. The keyboard should be detachable so

that the employees can find a suitable working position and avoid straining hands and arms.

It should be positioned so that the angle at the employee's elbow (when seated) between the forearm and the upper arm is in the range of 70° to 90°.

The employee should be able to look at parts of the keyboard used frequently without lowering the head. The keys should have low-reflectance surfaces and should have concave tops to follow the contours of the fingertips.

The employee should be able to maintain a neutral wrist posture when working at the keyboard.

- (iii) *The symbols on the keys shall be adequately contrasted and legible from the design working position.*

Modern keyboards on the market will meet these requirements based on current standards.

- (iv) *The keyboard shall be tiltable and separate from the screen so as to allow the user to find a comfortable working position which avoids fatigue in the arms or hands.*

Keyboards which can be tilted and which are separate from but connected to the screen are currently available.

- (v) *The space in front of the keyboard shall be sufficient to provide support for the hands and arms of the user.*

There should be sufficient space on the desk to place the lower arms and hands so as to avoid fatigue.

(c) Work desk or work surface

- (i) *The work desk or work surface shall have a sufficiently large, low-reflectance surface and allow a flexible arrangement of the screen, keyboard, documents and related equipment.*

The work desk, which should have a matt or semi-matt surface, should permit a flexible arrangement of the screen, keyboard and document holder. The desktop should be as thin as possible to allow for knee clearance but should be sufficiently strong. It should also be adjustable to allow adequate thigh clearance for the employee. Devices for adjusting the desk should be within easy reach of the employee when seated. Storage space for documents etc. should be provided in the desk without interfering with comfortable use of the screen. The area underneath should be clear of any materials in order to allow adequate knee clearance. There are standards available, which will give recommended specifications for office desks, which will allow for adequate knee and thigh clearance as well as other important design considerations.

- (ii) *The document holder shall be stable and adjustable and shall be positioned so as to minimise the need for uncomfortable head and eye movement.*

Standard equipment available on the market meets this requirement. The document holder should be positioned in a manner which allows the employee to read the document without awkward extension or bending of the neck.

- (iii) *There shall be adequate space for users to find a comfortable position.*

(d) Work chair

- (i) The work chair shall be stable and allow the user easy freedom of movement and a comfortable position.*
- (ii) The seat shall be adjustable in height.*
- (iii) The seat back shall be adjustable in both height and tilt.*
- (iv) A footrest shall be made available to any user who requires one.*

Work chairs should be stable and should allow the employee easy freedom of movement. The seat height of all chairs should be adjustable with backrests adjustable in height and tilt. The support area produced by back rests for the employee's lower back should be as large as possible so as to avoid undue pressure on the employee's thighs and spine. All employees using VDU's should be instructed in how to adjust chairs properly in order to find the best sitting posture to avoid the long-term problems of muscular strain and backache.

2. Equipment

(a) Space requirements

The workstation shall be dimensioned and designed so as to provide sufficient space for the user to change position and vary movements.

There should be sufficient space for the employee to feel comfortable and to have room to stretch or reach arms or legs and to turn from side to side. In office environments, 4.65 square meters should be the minimum amount of floors space allowed for every person employed in any room, including the area occupied by the office desk and chair but excluding filing cabinets and other office furniture.

(b) Lighting

- (i) Lighting (including room lighting, spot lighting or work lamps) shall ensure satisfactory lighting conditions and an appropriate contrast between the screen and the background environment, taking into account the type of work and the user's vision requirements.*
- (ii) Possible disturbing glare and reflections on the screen or other equipment shall be prevented by co-ordinating the layout of workstations within the place of work with the positioning and technical characteristics of the artificial light sources.*

Correct lighting arrangements are essential if eye fatigue is to be avoided. Suitable background lighting is required for VDU work to provide an appropriate contrast between the screen and the background environment and to avoid problems of reflection and glare. As a general rule, a level of lighting of 300 to 500 lux should be appropriate. If more light is required for reading documents, local lighting should be used. However the light from a table lamp etc. must not shine on the VDU or the immediate surrounding area. Below are some general points to consider in relation to lighting:

- All lights should be provided with shades or glare shields
- A lux meter is a simple device for measuring light levels
- The use of reflective colours and materials on machines, apparatus, table tops, switch panels and so on should be avoided.

(c) Reflections and glare

- (i) *Workstations shall be so designed that sources of light, such as windows and other openings, transparent or translucent walls, and brightly coloured fixtures or walls cause no direct glare and, as far as possible, no distracting reflections on the screen.*
- (ii) *Windows shall be fitted with a suitable system of adjustable covering to attenuate the daylight which falls on the workstation.*

Reflections and glare may cause discomfort for the employee by making it difficult to see the information on the VDU. It is essential that VDU's should be positioned so that neither the screen nor the employee is facing a window. For greatest comfort the employee's line of vision should be parallel with the lines of overhead light fittings. Where fluorescent lights are used, they should be fitted parallel to the sides of the VDU and not parallel to the screen face. VDU's should not be positioned directly under overhead lights. Windows should be fitted with suitable blinds etc. that can be adjusted to reduce light and glare.

(d) Radiation

All radiation, with the exception of the visible part of the electromagnetic spectrum shall be reduced to negligible levels from the point of view of employee's health and safety.

In view of the design of VDU's and the published data no special protective measures such additional screens are considered necessary to protect the health of people from radiation.

(e) Noise

Noise emitted by equipment belonging to a workstation shall be taken into account when a workstation is being equipped, in particular so as not to distract attention or disturb speech.

Certain keyboards and printers, or numbers of them located near each other, may be sources of noise at computer workstations. Noise can disrupt the employee's concentration particularly where a number of computer workstations are in operation. The repositioning of printers and other equipment can reduce noise. Reflected sound can be reduced by the use of sound absorbent partitions and suitable floor coverings. Where printers are installed near the employee, suitable housings designed to reduce noise should be provided.

VDU equipment and light sources discharge a certain amount of heat. Work areas should be well ventilated, kept at a comfortable temperature and free of draughts so as to avoid fatigue or discomfort.

For comfort indoors, the following guidelines may be applied to sedentary work, which involves little or no manual effort: at 18 to 24 degrees Celsius the relative humidity can fluctuate between 30% and 70% without creating thermal discomfort (Kroemer K.H.E. and Grandjean E, *Fitting the task to the Human*, 2000).

(g) Humidity

An adequate level of humidity shall be established and maintained.

Hot dry air will cause the eye surface to dry, creating eye irritation, which may lead to fatigue. Relative humidity of the air in the room should not fall below 30% in winter. In summer the natural relative humidity usually fluctuates between 40% and 60% and is

considered comfortable (Kroemer K.H.E. and Grandjean E, *Fitting the task to the Human*, 2000).

Tests may be carried out using a wet and dry thermometer or other measuring equipment. This is particularly important where work is carried out in a relatively confined space or where there are several VDU workstations.

3. Employee/computerinterface

In designing, selecting, commissioning and modifying software, and in designing tasks using display screen equipment, the employer shall take into account the following principles:

- (i) software shall be suitable for the task,*
- (ii) software shall be easy to use and, where appropriate, adaptable to the employee's level of knowledge or experience; no quantitative or qualitative checking facility may be used without the knowledge of the employees,*
- (iii) systems shall provide feedback to employees on their performance,*
- (iv) systems shall display information in a format and at a pace which are adapted to employees,*
- (v) the principles of software ergonomics shall be applied, in particular to human data processing.*

The operation of VDU systems should enable employees to work comfortably and without undue pressure or stress. Software chosen should be appropriate to the particular task and not too complicated for the employee using it. There should not be any fear on the part of employees that hidden checks on performance are being carried out. VDU systems should have features which indicate error messages, suitable assistance (help) and messages about changes in the system, malfunctions or overloading. There are limitations on the capacity of individuals to process data on VDU's and the software must be adaptable to the employee's capacities.

10. Company Vehicle Policy

10.1 Introduction and purpose

Age Action is committed to the delivery of its obligations under Health and Safety legislation with regard to driving at work, and recognises that there are specific risks to employees who are driving on behalf of the company.

Age Action has introduced this policy with the objective of identifying and minimising those risks and encouraging safe driving in order to reduce the number of accidents and comply with its legal obligations. The overall purpose is to provide guidance on company rules related to driving and to ensure that all Age Action employees and volunteers are aware of the health and safety implications of using a company vehicle or for using any vehicle on company business.

Age Action places great importance on the health and safety of employees, as well as members of the public and must rely on every employee to maintain a responsible attitude to the welfare of others.

The practice of safe driving is essential to maintain all our drivers' ability to perform their jobs effectively. The Company endeavours to achieve the highest standards in all areas of health and safety and Company drivers are relied upon to observe all the rules of the road, in addition to guidance related to the use and maintenance of their vehicles.

On the basis that all accidents are preventable, all Company drivers are required to operate their vehicles, at all times, in a responsible and considerate manner, with due regard to the safety of themselves and others, the objective being to minimise the risk of accident.

Company vehicles are expensive items of business equipment that must be maintained in a legal, road worthy condition at all times. Every driver of a Company vehicle is required to read this document and become familiar with the various sections.

10.2 Responsibilities

Senior Management gives their full support to this policy to ensure that all practical measures are taken and appropriate resources in the form of finance, equipment, personnel and time are made available in respect of enhancing driving whilst at work.

Line Managers must ensure that their departments comply with the policy and guidelines. Line Managers are responsible for spot checking vehicles to ensure that the vehicle is being kept in good condition. They are also responsible for maintaining accurate records.

This will include:

- Vehicle handovers to new employees.
- Ordering and tracking of new and returned vehicles.
- The issuing of new tax discs.
- Fuel card issues and payments.
- The issuing of insurance documents.
- Liaising with Health & Safety Representative reference accident rates and training requirements. Sharing Vehicles

For necessary work-related trips, the use of the same vehicles by multiple workers is not encouraged. The number of workers who share a vehicle – simultaneously or consecutively

- should be kept to a minimum as far as is reasonably practicable, for example by assigning a vehicle to a fixed team.
- Face masks provided
- Staff to disinfect touch points at start of each shift, equipment provided
- Hand cleaning facilities provided for on the road staff
- In the case where vehicles must be shared, staff should sit as far apart as possible, to wear face coverings, and to clean the frequently touched surfaces in the vehicle as a minimum at the start and end of each shift, and recommended at least once during the shift
- Drivers should not rotate driving responsibilities during a shift

10.3 Drivers at work

As the vehicle is considered as a place of work, the driver has a responsibility under the Health and Safety at work Act 2005 to look after their own safety and others around him/her. Drivers are expected to familiarise themselves with this policy and to ensure that they practice safe methods of driving at all time.

Health & Safety Representative will monitor the overall implementation and application of the policy and update where appropriate. They will ensure that Age Action's drivers are all assessed for risk and given the appropriate training where necessary. They will work in conjunction with the Line Manager to ensure everyone fulfils their duties.

10.4 Rules Index

10.4.1 Company and privately owned vehicles

The company's fleet comprises a range of different models of large and small vans.

The use of privately owned vehicles for company business is prohibited unless prior permission has been obtained from the Line Manager. Permission will only be given if there is no company vehicle available for the journey.

Before permission is given for a private vehicle to be used, a copy of the insurance policy and a valid NCT certificate must be produced and validated. Vehicles must be insured for business use.

The company will not be held responsible for damages caused to privately owned vehicles and their insurance could be void if not insured for business use.

10.4.2 Usage of company vehicles and limitations of use

The use of any Company vehicle for any purpose other than Company business or social, domestic and pleasure purposes is expressly prohibited. Company vehicles must not be used for:

- Private use
- The carriage of goods or passengers for hire or reward
- Racing, competition or rallies
- In connection with business competitive with the Company
- Giving driving tuition either freely or in return for payment

10.4.3 Drivers

Employees must be aged 25 years or over and must have passed their full Irish driving test for at least 12 months prior to driving a company vehicle. Vehicles must never be driven by any person holding only a provisional licence (even in “an emergency”).

Only people who hold a Full Irish & EU driving licences are allowed to drive company vehicles. Drivers, such as volunteers who are not employed by the company must be approved prior to driving the company vehicle. Learner drivers are expressly forbidden.

10.4.4 Pregnant drivers

If you are pregnant there is no need to give up driving. Pregnancy gives no exemption to wearing a seat belt. For safety and comfort, try to ensure that the straps cross the body above and below the bump, not over it.

Once management have been notified of a driver’s pregnancy a risk assessment will be carried out by the Health & Safety Representative, the driver will be given information reference setting up a safe posture when driving and a leaflet on The Safe Use of Seatbelts for Expectant Mothers.

Expectant mothers MUST notify their managers if there are any difficulties carrying out their job and the risk assessment must be reviewed accordingly.

10.4.5 Driving licence check procedure

Driving licences must be submitted for inspection before employment commences. Driving licences will be submitted for checking and will be rechecked periodically. Employees and their nominated drivers are forbidden to drive any Company vehicle until their driving licences have been submitted

Employees must complete the Driving Licence Check Form, see Appendix 17. The Employee is required to declare any changes to the status of their driving licence and any medical changes that could affect their driving, not previously reported. Employees must also report any changes to the status of any of their nominated drivers, and any penalty points that they have received.

10.4.6 Planning the journey

When driving on long or unfamiliar routes or spending some time away from home or base, driving can become much safer and less stressful if a little time is spent beforehand preparing for the journey. The following guidance is recommended:

The driver:

- Take your driving licence, certificate of insurance and NCT, if appropriate, with you in case you are stopped by the Police and asked to produce them. This could save time and inconvenience later.
- Ensure that you are safe to drive. Do not drive if you feel tired, unwell or are under the influence of alcohol or drugs.
- You should have at least 11 hours rest before starting out on a long journey.
- Ensure the vehicle is well ventilated.
- Wear comfortable shoes, high heels and slippery soles are not recommended.

The vehicle:

- Make sure your vehicle is roadworthy before you set out.
- Do not overload your vehicle (refer to manufacturers recommendations). You

must secure any load and it must not protrude dangerously.

- Make sure nothing is left loose on seats or in the foot-wells. If your load doesn't fit safely try an alternative vehicle.

The route:

- Plan and note your route before you set out scheduling places where you intend to take a rest. There are a number of web sites that can help. Estimate how long the journey will take and leave plenty of time to get to your destination.
- You may wish to inform someone of your travel plans (intended route, expected arrival time, vehicle details and mobile phone number). You can phone them on arrival. If you are delayed or change your plans, don't forget to give them a call.
- Try to avoid travelling in peak times. Check traffic information before starting out. Keep your radio tuned into local radio stations for up to date information
- In addition to providing breakdown services, they can provide very useful travel plans and a host of other services.

10.4.7 Fuel usage and fuel card

Company vehicle drivers are encouraged to practice driving techniques which reduce fuel consumption. Two good reasons for this are firstly, the cost of fuel keeps increasing and secondly, the effect of fuel emissions on the environment. There are several techniques that help:

- Use gears wisely. Drive in the highest gear without labouring the engine. It is estimated that a vehicle travelling at a speed of 50 kmph in third gear uses 25% more fuel than when at the same speed in fifth gear.
- Drive smoothly. Apply light throttle and avoid heavy braking. Vehicle wear and tear will be reduced as well. Research suggests that careful driving techniques can influence fuel efficiency by as much as 30%.
- Switch off the engine whenever it is safe to do so, especially if stuck in a heavy traffic jam.
- Think twice before using air conditioning system as running this uses additional fuel.
- Drive off as soon as safe to do so. Do not leave the engine of a stationary vehicle running to "warm it up". Drive off straight away but drive gently until the engine has reached its normal operating temperature.
- Lighten the load. Think carefully about what you are taking on a journey. Remove the roof rack if it is not necessary for the journey. Think about the contents of the vehicle. The lighter the load, the lower the fuel consumption and emissions.

Employees issued with a fuel card are responsible for recording vehicle registration and mileage details when purchasing fuel. Fuel cards must only be used for cars/vans allocated to employees by the Line Manager. Misuse of company vehicles or company fuel cards will be treated as gross misconduct under the company disciplinary procedure.

10.4.8 Alcohol and drugs

Drivers are forbidden to drive any vehicle under the influence of alcohol or illegal drugs, Management must be informed if you are on prescribed drugs that may affect your ability to drive.

It is categorically forbidden for employees (and other sanctioned drivers) to drive a company vehicle whether at work or at home in an unfit state due to the influence of

alcohol, illegal drugs or substances or to be in possession of alcohol or illegal drugs on company property or in a company vehicle. Employees taking medicines or prescribed drugs under the direction of their GP, dentist or other doctor or on the advice of a pharmacist must check whether or not driving is contra-indicated. In this situation, where the employee is a frequent or daily driver of a Company vehicle, the employee must ensure that their Line Manager is fully informed.

10.4.9 Risk assessment and reduction

To manage the risks associated with driving both for business and to and from work, the Company requires management and drivers to treat every journey as a managed journey, not something to be treated casually or left to chance. Factors to be taken into account include the type of vehicle, the distance to cover, the type of journey (e.g. motorway, urban), the road and weather conditions and the tiredness of the driver. A responsible attitude is expected from all managers and drivers towards driving, having considered these and other factors which may be relevant, in an effort to reduce risk.

As stated earlier in this document, if a driver feels unfit to drive for any reason, please bring it to the attention of your Line Manager before you begin to drive. A risk assessment is also carried out by the Health & Safety Representative to identify any risks to employees and members of the public.

The main elements of risk assessment are described below:

- Look for hazards that may result in harm when driving on public roads
- Decide who might be harmed, including the driver and front seat passengers
- Evaluate the risk and decide whether existing precautions are adequate or more should be done.
- Record the findings
- Review the assessment and revise if necessary

The following should also be considered:

- Driver familiarity with vehicle
- Size of the vehicle
- Reading and understanding the car manufacturer's handbook
- Reading and understanding the Age Action driver handbook
- Road types and conditions
- Distance to be covered
- Reasonable time allocation and journey planning
- Allowance for sufficient breaks
- The likelihood of traffic density causing delays to the daily schedule
- Areas with a high pedestrian activity
- Speed limits, potential diversions and other road conditions outside the control of the driver
- Weather conditions
- Overall working hours
- Maintenance of the vehicle to the manufacturer's standard
- Distractions or potential distractions (e.g. radio/passengers/mobile phone)
- Any known traffic delays
- Planning an alternative route in case there is a traffic delay
- Potential influence on the driver of prescribed or over the counter medication

- General health of the driver at the time of the journey
- Does the journey need to be taken or can the business be successfully handled in another way

10.4.10 Medical conditions affecting the ability to drive

Employees who drive company owned vehicles or who need to drive as an essential part of their work, must inform the manager of any medical condition which would prevent them driving legally on the public highway or adversely affects their ability to drive safely or with due care and attention.

In these circumstances managers will endeavour to make reasonable adjustments, in consultation with the individual employee and Human Resources.

10.4.11 Driver fatigue

- Make sure you are fit to drive. Do not undertake a long journey (longer than 1 hour) if you feel tired. Driving when tired reduces concentration and greatly increases your risk of having a crash. Long journeys without adequate breaks are recognised as contributing to driver fatigue.
- Sleep does not occur spontaneously or without warning. If you begin to feel drowsy look for a safe place to stop for a break. Temporarily winding down the window for fresh air and turning on the radio may aid concentration prior to stopping.
- The best countermeasure to falling asleep at the wheel is to stop and take a nap of between 4 and 20 minutes to maintain performance. Longer than 20 minutes can develop into a full sleep with all the problems of waking up with heavy limbs and lethargy.
- Caffeine from two cups of coffee or a high caffeine drink taken immediately before a nap can also prove beneficial. Be aware this is only a short-term measure lasting around 40 minutes.
- None of the above techniques should be used to prolong driving. Fatigue is a highly dangerous state which has the potential for minor errors to develop into life threatening situations.
- To help prevent boredom you could plan your route to include a variety of roads where the scenery and traffic conditions change. This may also offer more opportunities for breaks.
- Large meals before a journey can make you lethargic. Take frequent breaks, a minimum fifteen minutes every 2 hours. Drink plenty of water during these breaks to reduce lethargy caused by de-hydration. This is also a good time to take a little exercise.
- A comfortable seating position is essential. If you share the driving, don't be tempted to use the seating position of the other driver, the strain on your body can add to mental fatigue.
- Keep your vehicle well ventilated to prevent drowsiness. Avoid wearing thick or tight fitting clothes as these can restrict movement and may induce tiredness.
- Avoid driving for longer than 8 hours a day. A rest period of 11 hours is recommended before the next driving period begins. A break of at least 15 minutes following 2 hours continuous driving is recommended - the maximum uninterrupted driving time should be no more than 2.5 hours.
- Avoid undertaking long journeys between midnight and 6.00am when natural alertness is at a minimum.

10.4.12 Maintenance procedures

An employee who is a “permanent user” is responsible for carrying out the regular checks described in the van manual. The employee is also responsible for ensuring that servicing according to the manufacturer’s instructions is carried out on time. Regular maintenance will save time, money and aggravation. 50% of roadside breakdowns are the result of poor maintenance. Poorly maintained vehicles of any age will pollute the environment significantly. Research suggests that 50% of pollution from cars is caused by just 10% to 20% of the cars on the road.

By keeping your vehicle in good running order you can reduce the risk of breakdown and be safer. The safety of the vehicle is the driver’s responsibility. If the vehicle is your own, or a company vehicle in your possession, you may choose to do some maintenance yourself, but work on the brakes and steering should be checked (or done) by a qualified mechanic. Follow the manufacturer’s handbook for servicing and regular checks.

Your handbook should illustrate the location of the main items to check every day/week and before major journeys.

The following memory aid POWER may help you to remember to check:

Before you start your daily journey you should always ensure that:

- You check the dashboard warning lights both before and after starting the engine.
- There are no unusual noises once the engine is running.
- All the lights are both clean and working.
- The windscreen and all other windows are clean.
- You have sufficient fuel.

10.4.13 Petrol (diesel)

Have you enough fuel to complete the journey, or at least to reach a filling station? Fill up regularly. A spare fuel can is a fire risk, so we recommend you do not carry one.

10.4.14 Oil (including engine oil, brake & power steering fluids)

Check the dipstick when the engine is cold and the vehicle is on level ground. Too little or too much oil can cause damage. Cheap oil is a false economy, as is delaying an oil change. Check brake fluid and power steering fluid levels. If the levels drop sharply or frequently, the systems must be checked for faults or leaks.

10.4.15 Water

When you find the engine is cold check the radiator reservoir. Top up if necessary with the correct coolant mix. It is illegal to drive without working screen-washers, so keep them topped up. Add some screen-wash fluid to help clear grease and prevent freezing. All the glass and mirrors must be kept as clean as possible inside and out to maximise your vision.

10.4.16 Electronics (including lights and battery)

All lights fitted to the vehicle must be working, clean and adjusted to prevent dazzle. Check all your warning lights and instruments work too. Keep a spare set of bulbs and fuses in the vehicle; replace blown ones promptly. Ask a colleague to stand at the rear of the vehicle as you test rear brake lights, reversing lights, etc. Battery terminals should be tight and greased to prevent corrosion.

10.4.17 Rubber (including tyres, wipers and drive belts)

Tyres must be inspected by the principal driver in accordance with the vehicle manual, but particularly before a major journey. If there is a problem with a tyre or if it needs replacing the Employee must first inform their Line Manager who will direct the Employee to the nearest Tyre Fit premises. Tyres must be properly inflated and free from cuts and other defects. Check pressures when they are cold including the spare. Refer to your handbook. Keep valve caps screwed on firmly. Look for wear and damage to tyres. Any worn or damaged tyre should be replaced before it reaches the legal limit.

- The tread depth must be at least 1.6mm round the entire circumference of the tyre in the central 3/4 of its breadth. However, the Police and motoring organisations recommend a minimum of 2mm... Tyres should have the 'E' marking on them.
- Use the tread wear indicators moulded into the grooves round the tyre to help judge when to change them. Uneven wear could indicate a fault.
- Replace a tyre if it has a cut in excess of 25mm (one inch) or 10% of the section width of the tyre, whichever is the greater, measured in any direction and deep enough to reach the ply or cord.
- Clean the wiper blades to prevent smearing and replace them when worn.
- Check the engine drive belts (e.g. fan belt) for tension and signs of wear. The battery may not charge correctly with a worn or loose belt.

You must bring any deficiencies you cannot attend to yourself to the attention of your Line Manager.

10.4.18 ABS braking

Most new car/vans models offer ABS brakes which is the Antilock Braking System. Drivers must check their car manual, or observe the instrument panel for an amber ABS indicator light after the ignition is turned on.

This system works with the regular brakes on the vehicle and keeps the base brakes from locking up. For example, in an emergency braking situation, in vehicles not equipped with ABS the driver can manually pump the brakes to prevent wheel lock up. In vehicles equipped with ABS, the driver's foot must remain firmly on the brake pedal, allowing the system to automatically pump the brakes, approx. 15 times/second.

ABS is important because when brakes lock up on wet or slippery roads or during an emergency stop the driver may lose steering control and the vehicle can spin around. Rear wheel ABS prevents wheel lock up so that the car stays in a straight line. ABS control on all four wheels retains the driver's control of the steering.

In some vehicles the driver may experience a rapid pulsation of the brake pedal, almost as if the brakes are pushing back at the driver. Sometimes the brake pedal suddenly drops and there could be a grinding or buzzing noise and/or a slight vibration. This means that the ABS is working. It is important that the driver's foot remains steady on the brake pedal and that the pedal is firmly pressed and not pumped.

The effect of ABS is to slow the vehicle down safely, retaining the driver's control over the steering. Sometimes, especially on some surfaces such as loose gravel or unpacked snow, it could take longer to stop but the steering should still be working. At all times, the driver must maintain safe braking distances between their vehicle and the vehicle in front.

10.4.19 Vehicle condition checks

Drivers are responsible for carrying out safety checks on their vehicles though vehicle spot checks will be carried out by managers without prior notice to ensure that the vehicle is being kept in good condition. Any serious faults found will be reported to the senior management.

10.4.20 Damage charges

The company reserves the right to charge employees for any cost incurred as a result of damage caused by using the incorrect type of fuel. The company reserves the right to charge employees up to €100 of the cost for valeting and the full uninsured repair costs if a vehicle in the care of the employee is damaged or is returned to the Company in an unreasonably damaged or dirty condition.

The process for making these charges will be that the employee will be given an invoice and will either pay for the damage by cheque made out to Age Action or the company will make a deduction from the employee's pay to cover the value of the invoice.

Upon termination of employment, for whatever reason, the company reserves the right to deduct up to €500 from any money owing if a vehicle is returned in a condition that requires valeting and/or repairs to be carried out that had not been previously disclosed to the Fleet Administrator.

Please note that signature for this handbook constitutes acceptance of all the conditions including deductions from wages or salary. No further permission will be sought from the employee before a deduction is made.

10.4.21 Seatbelts

The presence of an air-bag in a vehicle does not mean that you do not have to wear a seat belt. Wearing seat belts saves lives and reduces the risk of serious injury in a crash. The Law requires everyone to wear a seat belt if one is available; unless you are exempt (exemption certificates are only available via your GP). It is illegal to carry an unrestrained child in the front of any vehicle.

Summary of the Law

	FRONT SEAT (all vehicles)	REAR SEAT (Cars & small minibuses)	WHOSE RESPONSIBILITY
Driver	Seat belt must be worn	Seat belt must be worn	Driver
Passenger (over the age of 14)	Seat belt must be worn	Seat belt must be worn	Passenger

10.4.22 Mobile phone usage

Employees who need a mobile phone for business use and who also drive a company vehicle will be issued with a mobile. Use of the mobile phone is strictly prohibited whilst driving. If calls are urgent then the driver must stop, park up in a safe area with the engine switched off and only then make the call. It is strictly prohibited to

send a text message, browse the internet or e-mail whilst driving. On 1 May 2014 a new amendment to existing legislation was introduced. The new amendments dictate anyone caught accessing information, texting or calling on their phones will face a mandatory court appearance and a fine of up to €1,000 for a first offence, a maximum of €2,000 for a second offence, and a possible three-month jail sentence, along with a €2,000 fine, for three offences or more within a 12-month period. It is also worth noting that these regulations apply to mobile phones which are not being held, i.e. to hands-free devices. Age Action is not responsible for ensuring that drivers adhere to the rules of the road. It is the responsibility of each individual to ensure ceasing mobile phone usage while driving is implemented efficiently and effectively. The rules of the road must be adhered to at all times. Although it is the case, that the responsibility lies with the individual, in the event the new rules should be breached, disciplinary action will be taken. Anyone who chooses to make a complaint regarding a breach will not be penalised by Age Action or treated less favourably as a result. Evidence shows that driver distraction is one of the major risk factors in causing road traffic collisions.

Reading text messages, and especially composing text messages, makes drivers take their eyes and minds off the road, and can create serious risks. Age Action advises drivers to be aware of all potential distractions, and not only those prohibited by law.

10.4.23 Smoking

Smoking in company vehicles is prohibited at all times. This includes vaping and e-cigarettes. All vehicles should display a 'No Smoking' sign in their vehicle. There is a maximum fine of €1,500 on conviction for which the company will not be responsible. Anybody prosecuted for this offence will go through the company disciplinary procedure.

10.4.24 Driving in adverse weather

- See and be seen - if you cannot see clearly use dipped headlights.
- Use front and rear fog lights if visibility is seriously reduced, only when you cannot see more than 100 metres. Switch them off when visibility improves.
- Keep a safe distance from the vehicle in front. You should always be able to stop within the distance you can see to be clear.
- In fog, don't get too close to the tail lights of the vehicle in front and use the edge of the carriageway, hazard lines and cat's eyes as a guide. Turn on the fog lights, on a transit van, these are engaged by pulling out the light switch after you have turned on the lights.
- Be aware of your speed. Keep your speed down where the road has been gritted, there are wet leaves, rain, oil, loose dust or gravel and mud.
- Pay particular attention to the road surface. Snow and ice will greatly reduce the grip of the tyres - drive slowly in a high gear to avoid wheel spin.
- Keep a careful watch on other road users, especially pedestrians, horses and their riders, motor and pedal cyclists.
- Never start a journey before ensuring that all glass areas are clean and clear, free of frost and snow. An ice scraper/squeegee is essential. Don't rely on demisters and internal heating to do this for you whilst you are travelling. Don't use boiling water to clear ice; this may shatter your windscreen.
- Before setting off in hazardous conditions ask yourself 'is the journey absolutely

necessary'?

- Check the national and local weather forecasts.
- Tell someone you are going, an estimated time of arrival, your proposed destination and the route.
- Going to be a long journey? Consider taking food and a hot drink with you as well as a thick rug.
- Where possible, use major routes which may have been gritted/salted. Side roads which tend not to be treated may be blocked.
- If you take any medication ensure you have extra supplies if necessary.
- Do take a mobile phone if you have one. Before your journey ensure the battery is fully charged. Bring an in-car charger if possible.
- Take some high energy food, such as chocolate, boiled sweets, etc.
- Carrying a thermos flask filled with hot soup is recommended on longer journeys.
- Remember to allow more time to brake and accelerate. Leave more room between you and the driver in front and try to be patient.
- Drivers are advised to stay inside the vehicle until assistance arrives, unless road conditions make this a more dangerous action (Hard shoulder of motorways) or they are advised by the police to leave the vehicle.

10.4.25 Emergency breakdowns

Many breakdowns are the result of neglect, failing to make routine checks and abuse of the vehicle, in particular running out of fuel. If the vehicle breaks down whilst driving, the driver should remove the vehicle from the carriageway (if both safe and practical to do so) and contact the Line Manager.

10.4.26 Guidance for breakdowns

- Stay calm, breakdowns are common and can be dealt with easily.
- If you have enough warning of an impending breakdown, try and pull up in a busy well-lit place.
- If anyone offers help, ask them to drive to the nearest telephone and call an emergency breakdown service. Do not get in their car.
- Consider carrying a fluorescent/reflective jacket, warning triangle, torch, blanket and first aid kit.
- It is a good idea to practice changing a wheel using the jack provided before you really need to.
- Always know where your locking wheel nut key is located if you have one.

10.4.27 Single carriageway roads

- Think of other traffic.
- If you have enough warning of an impending breakdown, try and pull up in a busy and well-lit place. If possible, move your vehicle off the carriageway.
- Use your hazard warning lights (plus side lights at night).
- Use a red warning triangle (at least 45m behind your vehicle on the same side of the road) to warn approaching traffic. Always take great care when placing them and NEVER use them on motorways.
- Contact a breakdown service if you are unable to rectify the fault.
- Contact the nearest police station if your vehicle is causing an obstruction; you are travelling alone or want advice.

10.4.28 Motorways

- Do not stop on the carriageway. Move over to the nearside carriageway as soon as you feel the problem developing. Take your time, don't panic or cause other traffic to brake.
- Leave the motorway at the next exit or pull into a service area.

If you cannot do so:

- Move your vehicle slowly onto the hard shoulder. Stop as far to the left of the hard shoulder as possible.
- Try to stop near an emergency telephone. They are one mile apart and the arrows on the marker posts point to the nearest one.
- Switch on your hazard warning lights. Keep your sidelights on at night.
- Exit your vehicle by the left hand door and make passengers do the same (leave any animals inside or keep them under proper control on the verge). Wait near the vehicle, well away from the motorway and hard shoulder, behind the crash barrier or on grass verge.
- Wear a fluorescent/reflective jacket if you have one.
- Use the motorway telephone to seek assistance. It is free and connects directly to the police. If alone, tell them. Most motorway telephones are monitored by video cameras linked to the local police.
- Every motorway emergency telephone is fitted with an inductive coupler for people with hearing impairment who are wearing a hearing aid. Those who are profoundly deaf should take the phone off the hook; this will alert the emergency services who will investigate.
- If you are travelling alone, tell the police. They will alert a police vehicle to check you are all right.
- If someone should approach you whilst you are on the telephone, tell the police the car's registration and a description of the driver. Then return to your vehicle and lock yourself in. Do not lower the window more than half an inch to speak.
- If you see a woman driver whose vehicle has broken down think before stopping. Rather than stop and risk your actions being misinterpreted, carry on until you reach a phone. Let police know that a woman's vehicle has broken down, appears to be alone and give the location.
- The Rules of the Road advises you to decide whether or not to stay in the vehicle or stand on the verge. The Department of Transport, Tourism and Sport, Police and AA advice is to stay on the verge, only re-entering if you feel in danger. 10% of all fatal motorway incidents take place on the hard shoulder. Consider the weather, time of day and if it is dark and deserted or busy and well lit.
- When the breakdown truck arrives, they check that the driver knows your name and has in fact been sent to you.
- When rejoining the motorway, build up speed along the hard shoulder, signal and move onto the nearside lane when it is safe.

10.4.29 Safety action list in the event of an accident or personal injury

The personal safety of both the employee and passengers and the safety of any driver and passengers are of prime importance. However, the safety of other road users and pedestrians not directly involved in the accident must also be taken into account.

In the event of an accident, ensure that the people involved move on to the pavement, hard shoulder or embankment (if on a motorway). If safe to do so, move the vehicle/s to

the side of the road. The police must be called if anyone has been injured or if the road has been blocked by the accident.

If the accident is relatively minor, with no injuries to the people involved and no risk to the safety of other road users or pedestrians, there is no requirement to call the police. The process for managing the accident is as follows:

- Exchange insurance details with the third party. (If the third party refuses to cooperate the police must be called even if the accident is relatively minor).
- Record the name and address of any party involved.
- Record the registration marks of all vehicles involved and the nature of the damage.
- Ask for and record the names and addresses of any witnesses to the accident. Take pictures with your mobile phone if possible.
- If it has been necessary to call the police, record the badge number of any police officers present.
- Record details of the width of the road and road names, position of vehicles involved, speed, direction of travel, skid marks on the road, position of traffic signs, traffic islands, turnings etc. in the area. Show these details in a sketch. (Please note that you are expected to make every effort to record these details but you are not expected to draw a sketch at the side of the road. This must be done as soon as it is feasible to do it).
- Record the weather conditions and visibility.

Each vehicle is equipped with a mobile phone which has a camera. Drivers are requested to make use of this equipment, if feasible after an accident.

If you are unable to take details of the owner of a vehicle or property, you must report the accident to the police within 24 hours. An example could be if you were to collide with a parked car or other stationary property or if you return to your vehicle and find it in a damaged condition. Failure to report an accident that should have been reported is an offence and may result in a police prosecution.

Do not admit liability or fault regarding your driving or the condition of the vehicle. No offers or promises should be made to third parties without the prior consent of the Company insurers and without taking legal advice. The police should be given all reasonable assistance.

You are required to notify your Line Manager as soon as possible after the accident and in any event within 24 hours. If you receive any letters at your home address from third party insurers, pass them to your Line Manager immediately. Do not enter into any correspondence without first checking with your Line Manager. You must complete all relevant documentation as soon as you receive it and you must return it immediately to the sender.

10.4.30 Reporting accidents

Drivers are responsible for reporting incidents/accidents to the police (where required by law) and then to the company's Line Manager. The driver of the vehicle involved in the accident, regardless of fault, must complete the relevant accident report form which will be posted to the Employee by the Line Manager. Never admit fault or liability in this situation. This will be determined by the insurers and could be used against you at a later date. All accident report forms must be fully completed within 5 working days of the accident.

Note: if you feel unfit to drive for any reason, please bring it to the attention of your manager before you start work. Where a deficiency is highlighted, such as accidents and endorsements the company will offer the appropriate remedial training.

10.4.31 Accident investigation and follow-up

If it is proven that the accident damage was the fault of a third party, the company will pay the policy excess and seek recovery from the third party insurer. If the Employee of the company was at fault then the company will pay the excess payment. An 'incident' might be a stone chip, minor dent or scuffed bumper. Incidents must be reported to your Line Manager. The company reserves the right, at its own expense, to require any Employee to undertake additional driver training should it consider, at its absolute discretion, that such training is appropriate. The company also reserves the right, at its own discretion, to remove authorisation from any authorised named driver.

When an employee driver is involved in a road traffic accident whilst driving a company vehicle which has resulted in injury to the employee driver however minor, the driver must be passed as fit by his or her GP before driving another company vehicle.

10.4.31 Determining accident preventability

The definition of an avoidable accident is "any accident involving a motor vehicle which results in property damage and/or personal injury, regardless of who was injured, what property was damaged, to what extent, in which the driver failed to take every reasonable precaution to prevent the accident".

The Line Manager will investigate accidents by examining the information supplied to the company for the insurer. In the event that the Line Manager determines the accident to have been "avoidable", the employee will be interviewed by the Head of Logistics.

To try and prevent a re-occurrence of an avoidable accident, the employee may be required to attend further driver training. Disciplinary action may be taken where an employee's driving safety performance is persistently below reasonable standards and where other methods have not lead to improved performance.

Depending upon the circumstances and the seriousness of the accident, disciplinary proceedings may be commenced against the employee following the first avoidable accident.

10.4.32 Giving first assistance/first aid

If a driver is involved in an accident or is present at the scene of an accident, the driver may give assistance and/or first aid, depending upon the level of competence of the driver and also bearing in mind that the first duty of the driver is to keep him or herself safe. The extent to which first aid can be provided might be simply to call an ambulance and to talk to the injured person and try to make them comfortable until help arrives. Unless the driver is a qualified first aider any further intervention might do more harm than good.

10.4.33 Driving alone and how to deal with incidents

- When driving alone don't under any circumstances give hitch-hikers a lift.
- If you see an incident, crash or someone tries to flag you down, think first. Is it genuine? Could you help? It might be safer and more practical to report

what you have seen at the next convenient police station or make a phone call when stationary in a safe place. You may use the emergency telephones on a motorway to get police assistance.

- If you think you are being followed, don't go home, keep calm and continue driving until you come to a busy place; a police, fire or ambulance station; pub or garage forecourt and ask for assistance. If you are afraid to get out of your vehicle on arrival, simply sound your horn repeatedly, you will quickly draw attention to yourself.
- If a vehicle pulls up alongside you and the occupants try to attract your attention, ignore them and don't make eye contact. If they persist, follow instructions as indicated in the previous paragraph.
- Beware of other drivers signalling faults on your vehicle, it could be a ploy to get you to pull over. Instead, drive on slowly until it is safe to stop and check yourself in a busy well lit area.
- If a vehicle pulls up in front of you and causes you to stop, never turn off the engine. Stay calm and if the driver approaches you, reverse as far as possible without causing danger, continually sound the horn and activate your hazard lights, regardless of whatever time of day or night it is. Ensure that all your windows are closed and the doors locked. If you have a mobile phone, use it to call the Police. Let the persons in the other vehicle see you do this, it may deter them.
- If someone tries to force down a partially open window, retaliate by hitting their hand with anything available such as a shoe, especially a stiletto heel, or a bunch of keys, etc. Continue to make lots of noise, sounding your horn, shouting or flashing your lights.

10.4.34 Vehicle security

If practicable, company and personal property should be removed from any vehicle that is to be unattended for an extended period of time. Theft of company property from vehicles may lead to disciplinary action being taken against the employee who is the principal driver. All drivers are advised not to leave valuable personal property in a company vehicle. If theft of personal property occurs, it is the liability of the owner not the company's liability.

To avoid your vehicle being stolen or broken into, the following may help:

- Remove the ignition key and engage the steering lock.
- Lock the vehicle and set the alarm, if fitted, even if leaving it for only a few minutes.
- Close all windows completely.
- Remove all valuables/contents and lock them in the boot. Nearly a third of all stolen credit cards are from vehicles.
- Never leave the vehicle documents in the vehicle overnight
- Use attended or secure vehicle parking areas. Park in a well-lit area.

10.4.35 Violence and harassment

In the context of driving a company vehicle, if an employee is subjected to violence or harassment outside the company whilst in the pursuance of their duties, they must call the police. An internal investigation will be conducted at a later date. See Appendix 11 for Policy On Violence and Harassment.

10.4.36 Insurance certificate and legal aid protection

The company's vehicle insurance covers all employee drivers.

10.4.37 Notice of intended prosecution

Any company vehicle driver (including employees and family members) who receives a notice of intended prosecution must immediately inform the Line Manager. The maximum number of permissible points on the driving licence is 9 points and then only if 3 of the points are about to be removed. Offers of employment will not be made to anyone with more than 6 points on their licence.

Motoring offences that carry a penalty of loss of driving licence either temporary or permanent may result in disciplinary action that could lead to dismissal.

10.4.38 Notification on driving offences

The company will not be responsible for any fines relating to the use of the vehicle including speeding, other driving offences, parking and removal of immobilisation devices. The company reserves the right to deduct the cost of such fines directly from the employee's pay or from money owed to an employee who has left the company. If an ex-employee owes the company money for any of the above reasons, the company will pursue its loss through the court.

10.4.39 Overnight accommodation

Drivers may stay overnight if their drive home will take an unacceptable number of hours. The number of hours is difficult to quantify because it depends on all the factors described in section covering Risk Reduction. It is the responsibility of the driver's manager to approve the driver's request to stay overnight. If careful journey planning has taken place it should be feasible to decide in advance whether or not the driver can stay overnight.

If the driver is permitted to stay overnight, the maximum costs claimable are up to €20 for an evening meal and up to €50 for bed and breakfast. The driver will be expected to book "reasonable" accommodation. All claims must be supported by a receipt.

10.4.40 Personal protective equipment

Drivers must wear the high visibility vests provided at all times especially in case of a breakdown or accident resulting in the driver having to stand on the side of the road for a lengthy period of time.

Drivers are advised to wear any gloves provided by the filling station when refuelling with diesel/petrol.

Face masks and disposable gloves will be available for all drivers and passengers.

APPENDICES

Appendix 1: Definition of Employer and Employee

Interpretation (SHWW Act 2007)

In this Act, unless the context otherwise requires:-

“Employer”, in relation to an Employee:-

- (a) means the person with whom the Employee has entered into or for whom the employee works under (or, where the employment has ceased, entered into or worked under) a contract of employment,
- (b) includes a person (other than an Employee of that person) under whose control and direction an Employee works,
and
- (c) includes where appropriate, the successor of the Employer or an associated Employer of the Employer;

“Employee” means a person who has entered into or works under (or, where the employment has ceased, entered into or worked under) a contract of employment and includes a fixed-term Employee and a temporary Employee and references, in relation to an Employer, to an Employee shall be construed as references to an Employee employed by that Employer;

For the purposes of the relevant statutory provisions, a person who is training for employment or receiving work experience, other than when present at a course of study in a university, school or college, shall be deemed to be an Employee of the person whose undertaking (whether carried on by him or her for profit or not) is for the time being the immediate provider to that person of training or work experience, and “Employee”, “Employer” and cognate words and expressions shall be read accordingly.

Competent Person

- (a) For the purposes of the relevant statutory provisions, a person is deemed to be a competent person where, having regard to the task he or she is required to perform and taking account of the size or hazards or both of them) of the undertaking or establishment in which he or she undertakes work, the person possesses sufficient training, experience and knowledge appropriate to the nature of the work to be undertaken.
- (b) Account shall be taken, as appropriate, for the purposes of paragraph (a) of the framework of qualifications referred to in the Qualifications (Education and Training) Act 1999”.

“Director” includes a person in accordance with whose directions or instructions the directors of the undertaking concerned are accustomed to act but does not include such a person if the directors are accustomed to so act by reason only that they do so on advice given by the person in a professional capacity;

Reasonably Practicable

For the purposes of the relevant statutory provisions, “*reasonably practicable*”, in relation to the duties of an Employer, means that an Employer has exercised all due care by putting in place the necessary protective and preventive measures, having identified the hazards and assessed the risks to safety and health likely to result in accidents or injury to health at the place of work concerned and where the putting in place of any further measures is grossly disproportionate having regard to the unusual, unforeseeable and exceptional nature of any circumstance or occurrence that may result in an accident at work or injury to health at that place of work.

Appendix 2: General duties of Employers for safety, health and welfare

General Duties of Employer

1. Age Action shall ensure, so far as is reasonably practicable, the safety, health and welfare at work of his or her Employees.
2. Without prejudice to the generality of subsection 1., the Employer's duty extends, in particular, to the following:
 - (a) managing and conducting work activities in such a way as to ensure, so far as is reasonably practicable, the safety, health and welfare at work of his or her Employees;
 - (b) managing and conducting work activities in such a way as to prevent, so far as is reasonably practicable, any improper conduct or behaviour likely to put the safety, health or welfare at work of his or her Employees at risk;
 - (c) as regards the place of work concerned, ensuring, so far as is reasonably practicable—
 - (i) the design, provision and maintenance of it in a condition that is safe and without risk to health,
 - (ii) the design, provision and maintenance of safe means of access to and egress from it, and
 - (iii) the design, provision and maintenance of plant and machinery or any other articles that are safe and without risk to health;
 - (d) ensuring, so far as it is reasonably practicable, the safety and the prevention of risk to health at work of his or her Employees relating to the use of any article or substance or the exposure to noise, vibration or ionising or other radiations or any other physical agent;
 - (e) providing systems of work that are planned, organised, performed, maintained and revised as appropriate so as to be, so far as is reasonably practicable, safe and without risk to health;
 - (f) providing and maintaining facilities and arrangements for the welfare of his/her employees at work;
 - (g) providing the information, instruction, training and supervision necessary to ensure, so far as is reasonably practicable, the safety, health, and welfare at work of his or her Employees;
 - (h) determining and implementing the safety, health and welfare measures necessary for the protection of the safety, health and welfare of his or her Employees when identifying hazards and carrying out a risk assessment under section 19 or when preparing a safety statement under section 20 and ensuring that the measures take account of changing circumstances and the general principles of prevention specified in Schedule 3;
 - (i) having regard to the general principles of prevention in Schedule 3, where risks cannot be eliminated or adequately controlled or in such circumstances as may be prescribed, providing and maintaining such suitable protective clothing and equipment as is necessary to ensure, so far as is reasonably practicable, the safety, health and welfare at work of his or her Employees;
 - (j) preparing and revising, as appropriate, adequate plans and procedures to be followed and measures to be taken in the case of an emergency or serious and imminent danger;
 - (k) reporting accidents and dangerous occurrences, as may be prescribed, to the Authority or to a person prescribed under section 33, as appropriate, and

- (l) obtaining, where necessary, the services of a competent person (whether under a contract of employment or otherwise) for the purpose of ensuring, so far as is reasonably practicable, the safety, health and welfare at work of his or her Employees.
- 3. Any duty imposed on an Employer under the relevant statutory provisions in respect of any of his or her Employees shall also apply in respect of the use by him or her of the services of a fixed-term Employee or a temporary Employee.
- 4. For the duration of the assignment of any fixed-term Employee or temporary Employee working in his or her undertaking, it shall be the duty of every Employer to ensure that working conditions are such as will protect the safety, health and welfare at work of such an Employee.
- 5. Every Employer shall ensure that any measures taken by him or her relating to safety, health and welfare at work do not involve financial cost to his or her Employees.

Information for Employees

- 1. Without prejudice to the generality of section 8, every Employer shall, when providing information to his or her Employees under that section on matters relating to their safety, health and welfare at work ensure that the information —
 - (a) is given in a form, manner and, as appropriate, language that is reasonably likely to be understood by the Employees concerned, and
 - (b) includes the following information—
 - (i) the hazards to safety, health and welfare at work and the risks identified by the risk assessment,
 - (ii) the protective and preventive measures to be taken concerning safety, health and welfare at work under the relevant statutory provisions in respect of the place of work and each specific task to be performed at the place of work, and
 - (iii) the names of persons designated under section 11 and of safety representatives selected under section 25, if any.
- 2. Where an employee of another undertaking is engaged in work activities in an employer's undertaking, that employer shall take measures to ensure that the employee's employer receives adequate information concerning the matters referred to in subsection 1.
- 3. Every employer shall ensure that employees appointed under section 18 and safety representatives, if any, have access, for the purposes of performing their functions relating to the safety, health and welfare of employees, to—
 - (a) the risk assessment carried out under section 19,
 - (b) information relating to accidents and dangerous occurrences required to be reported to the Authority or a person prescribed under section 33 under the relevant statutory provisions, and
 - (c) any information arising from protective and preventive measures taken under the relevant statutory provisions or provided by the Authority, a person prescribed under section 33, or a person referred to in section 342.

4. (a) Where an employer proposes to use the services of a fixed-term employee or a temporary employee, the employer shall, prior to commencement of employment, give information to the employee relating to—
 - (i) any potential risks to the safety, health and welfare of the Employee at work,
 - (ii) health surveillance,
 - (iii) any special occupational qualifications or skills required in the place of work, and
 - (iv) any increased specific risks which the work may involve.

(b) Where an employer proposes to use the services of a temporary Employee, the employer shall—

 - (i) specify to the temporary employment business concerned the occupational qualifications necessary for and the specific features of the work for which such an Employee is required, and
 - (ii) ensure that the temporary employment business gives the information referred to in paragraph (a) to the Employee.
5. The temporary employment business referred to in subsection 4. (b) shall give to the employee the information referred to in subsection 4. (b)(i).

Instruction, training and supervision of employees

1. Without prejudice to the generality of section 8 and having regard to sections 25 and 26, every Employer shall, when providing instruction, training and supervision to his or her Employees in relation to their safety, health and welfare at work, ensure that—
 - (a) instruction, training and supervision is provided in a form, manner and, as appropriate, language that is reasonably likely to be understood by the Employee concerned,
 - (b) Employees receive, during time off from their work, where appropriate, and without loss of remuneration, adequate safety, health and welfare training, including, in particular, information and instructions relating to the specific task to be performed by the Employee and the measures to be taken in an emergency,
 - (c) in relation to any specific task assigned to an Employee, that his or her capabilities in relation to safety, health and welfare are taken into account,
 - (d) in the case of—
 - (i) a class or classes of particularly sensitive Employees to whom any of the relevant statutory provisions apply, or
 - (ii) any Employee or group of Employees exposed to risks expressly provided for under the relevant statutory provisions, the Employees concerned are protected against the dangers that specifically affect them.
2. Training under this section shall be adapted to take account of new or changed risks to safety, health and welfare at work and shall, as appropriate, be repeated periodically.
3. Training under this section shall be provided to Employees —
 - (a) on recruitment,
 - (b) in the event of the transfer of an Employee or change of task assigned to an Employee,

- (c) on the introduction of new work equipment, systems of work or changes in existing work equipment or systems of work, and
- (d) on the introduction of new technology.

4. Where, in respect of any particular work, competency requirements are prescribed, the Employer shall provide for the release of Employees, during working hours, where appropriate, and without loss of remuneration, for the purpose of attending training in matters relating to safety, health and welfare at work as regards the particular work.

5. Every Employer shall ensure that persons at work in the place of work concerned who are Employees of another Employer receive instructions relating to any risks to their safety, health and welfare in that place of work as necessary or appropriate.

6. Every Employer who uses the services of a fixed-term Employee or a temporary Employee shall ensure that the Employee receives the training appropriate to the work which he or she is required to carry out having regard to his or her qualifications and experience.

Emergencies and serious and imminent dangers

11 — 1. Without prejudice to the generality of section 8, every Employer shall, in preparing and revising as necessary adequate plans and procedures to be followed and measures to be taken in the case of an emergency or serious and imminent danger—

(a) provide the necessary measures to be taken appropriate to the place of work for first aid, fire-fighting and the evacuation of Employees and any other individual present in the place of work, taking account of the nature of the work being carried on and the size of the place of work,

(b) arrange any necessary contacts with the appropriate emergency services, in particular with regard to first aid, emergency medical care, rescue work and fire-fighting,

(c) for the purposes of implementing the plans, procedures and measures referred to in this section and section 8

(i) designate Employees who are required to implement those plans, procedures and measures, and

(ii) ensure that the number of those Employees, their training and the equipment available to them are adequate, taking into account either or both the size of and specific hazards relating to the place of work.

(2) In the event of an emergency or serious and imminent danger, an Employer shall –

(a) as soon as possible inform all Employees concerned of the risk involved and of the steps taken or to be taken to protect them from it,

(b) save in exceptional cases for the reasons specified in the plans and procedures referred to in subsection 1., refrain from requiring Employees to carry out or resume work where there is still a serious and imminent danger to their safety and health, and

(c) ensure that, in the absence of appropriate guidance or instruction and having regard to the knowledge of the Employee and the technical means at his or her disposal, and where the Employee's immediate superior responsible cannot be contacted, the Employee concerned may take appropriate steps to avoid the consequences of the danger.

3. In the event of serious, imminent and unavoidable danger, an Employer shall—

(a) take action and give instructions to enable Employees to either or both stop work and immediately leave the place of work and to proceed to a safe place, and,

(b) ensure that an Employee who leaves a place of work is not penalised because of such action.

4. An Employer shall ensure that only Employees who have received appropriate instructions have access to the area of the place of work where a serious, specific danger exists.

5. This section does not apply to the following persons when they are engaged in activities relating to civil emergencies, public order, security or an act of war where any such activity prevents compliance with this section:

- (a) members of the Defence Forces;
- (b) members of the Garda Síochána;
- (c) Employees of a fire authority (within the meaning of the Fire Services Act 1981
- (d) persons engaged in the activities of civil protection or civil defence.

General duties of Employers to persons other than their Employees

12 — Every Employer shall manage and conduct his or her undertaking in such a way as to ensure, so far as is reasonably practicable, that in the course of the work being carried on, individuals at the place of work (not being his or her Employees) are not exposed to risks to their safety, health or welfare.

Appendix 3: Duty of Employers to co-operate

Duty of Employers to Co-operate

Where Employers share a place of work, they shall:-

- (a) in relation to safety, health and welfare at work, cooperate in complying with and implementing the relevant statutory provisions,
- (b) taking into account the nature of the work carried on at the place of work concerned—
 - (i) co-ordinate their actions in matters relating to the protection from and prevention of risks to safety, health and welfare at work, and
 - (ii) inform each other and their respective Staff and safety representatives (if any) of any risks to their safety, health and welfare arising from the work activity, including by the exchange of safety statements or relevant extracts there from relating to hazards and risks to Staff.

Appendix 4: Liability of directors and officers of undertakings

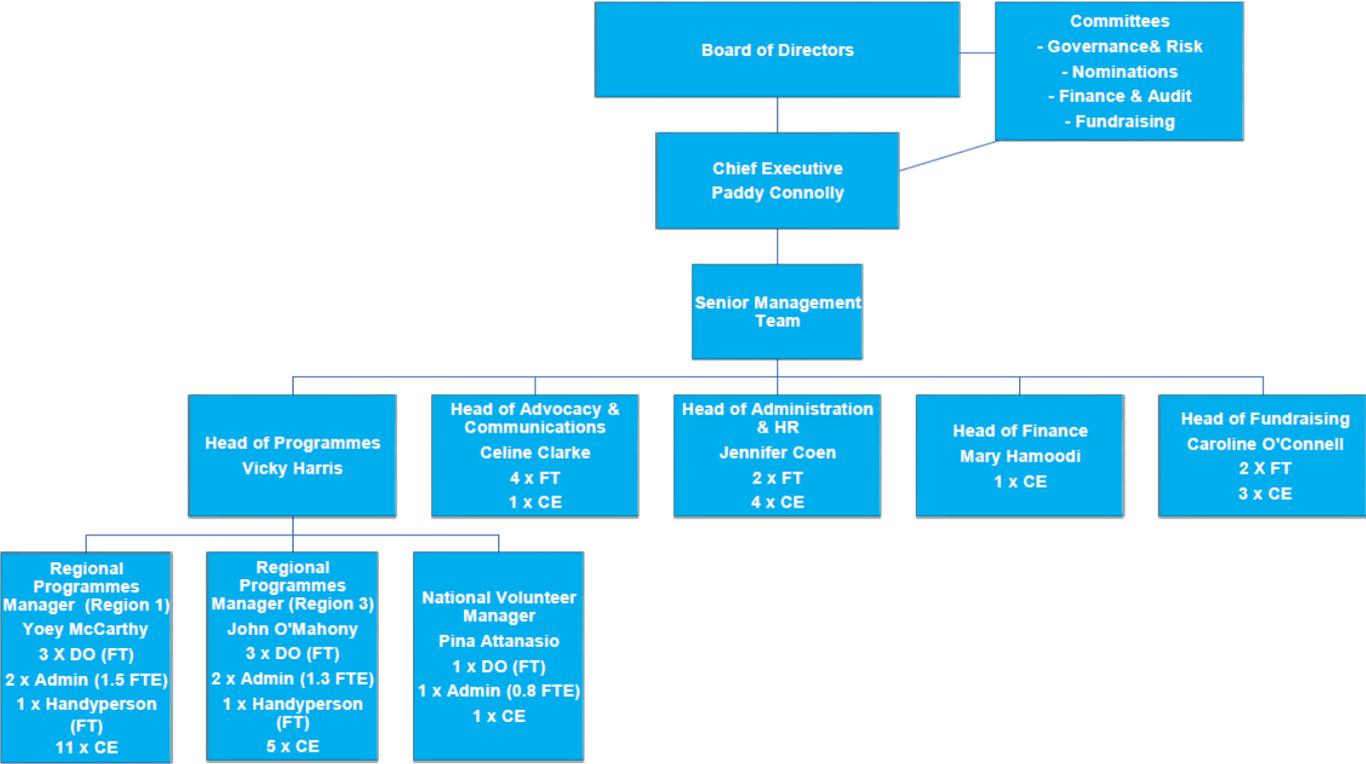
Liability of Directors and Officers of Undertakings

(1) Where an offence under any of the relevant statutory provisions has been committed by an undertaking and the doing of the acts that constituted the offence has been authorised, or consented to by, or is attributable to connivance or neglect on the part of, a person, being a director, manager or other similar officer of the undertaking, or a person who purports to act in any such capacity, that person as well as the undertaking shall be guilty of an offence and shall be liable to be proceeded against and punished as if he or she were guilty of the first-mentioned offence.

(2) Where a person is proceeded against as aforesaid for such an offence and it is proved that, at the material time, he or she was a director of the undertaking concerned or a person employed by it whose duties included making decisions that, to a significant extent, could have affected the management of the undertaking, or a person who purported to act in any such capacity, it shall be presumed, until the contrary is proved, that the doing of the acts by the undertaking which constituted the commission by it of the offence concerned under any of the relevant statutory provisions was authorised, consented to or attributable to connivance or neglect on the part of that person.

(3) Where the affairs of a body corporate are managed by its members, *subsections (1) and (2)* shall apply in relation to the acts or defaults of a member in connection with his or her functions of management as if he or she were a director of the body corporate.

**Appendix 5: Management responsibilities for safety, health and welfare
Organisation Chart October 2021**



Appendix 6: General principles of prevention

(Ref: Schedule 3, Section 8 of the Safety, Health & Welfare at Work Act 2007)

- The avoidance of risks.
- The evaluation of unavoidable risks.
- The combating of risks at source.
- The adaptation of work to the individual, especially as regards the design of places of work, the choice of work equipment and the choice of systems of work, with a view, in particular, to alleviating monotonous work and work at a predetermined work rate and to reducing the effect of this work on health.
- The adaptation of the place of work to technical progress.
- The replacement of dangerous articles, substances or systems of work by safe or less dangerous articles, substances or systems of work.
- The giving of priority to collective protective measures over individual protective measures.
- The development of an adequate prevention policy in relation to safety, health and welfare at work, which takes account of technology, organisation of work, working conditions, social factors and the influence of factors related to the working environment.
- The giving of appropriate training and instructions to Employees

Appendix 7: Safety Committee

(Ref: Schedule 4, Section 26 of the Safety, Health & Welfare at Work Act 2007)

1. Should they so wish the employees employed in a place of work to which section 26 applies may select and appoint from amongst their number members of a safety committee to perform the functions assigned to safety committees under this Act.
2. The number of members of a safety committee shall not be less than 3 and shall not exceed one for every 20 persons employed in a place of work at the time when the committee is appointed or 10, whichever is the less.
3. Where pursuant to paragraph 2 the number of members of which a safety committee is to be comprised is—
 - (a) 4 or less, one member of the committee may be appointed by the Employer, and the remaining members of the committee may be selected and appointed by the Employees,
 - (b) not more than 8 and not less than 5, 2 members of the committee may be appointed by the Employer, and the remaining members may be selected and appointed by the Employees, and
 - (c) more than 8, 3 members of the committee may be appointed by the Employer and the remaining members may be selected and appointed by the Employees.
4. Where, in a place of work, a safety representative or representatives have been appointed under section 25, at least one such safety representative shall be selected and appointed by the Employees to be a member of the committee.
5. Where a safety committee is appointed under section 26 the following provisions shall have effect—
 - (a) the safety committee shall assist the Employer and Employees concerned in relation to the relevant statutory provisions,
 - (b) the quorum for a meeting of a safety committee shall be such number, being not less than 3, as shall for the time being be fixed by the committee,
 - (c) where a member of a safety committee ceases to be employed in the place of work concerned, he or she shall at the same time cease to be a member of the committee,
 - (d) the Employer shall be entitled to attend personally, or to nominate a person or persons to attend on his or her behalf at each meeting of the safety committee,
 - (e) the Employer or his or her nominee or nominees shall attend the first meeting of the safety committee and shall, as soon as may be after it is available, present to the members of the safety committee the statement required under section 20, and
 - (f) the safety committee shall consider any representations made to it by the Employer on matters affecting the safety, health and welfare of persons employed in the place of work.
6. On a request being made in that behalf by a safety committee, the Employer shall consult with the safety committee with the object of reaching agreement concerning—
 - (i) facilities for holding meetings of the safety committee, and
 - (ii) the frequency, duration and times of meetings of the safety committee.
7. Subject to the terms of any agreement between the Employer and a safety committee, meetings of the safety committee shall be held from time to time on such days as the committee shall decide and such meetings may be held during normal working hours, without loss of remuneration to the members of the committee if the following conditions are satisfied, namely:
 - (i) except in the case of an emergency such meeting shall not be held more frequently than once every three months;
 - (ii) the duration of each such meeting shall not exceed one hour;

- (iii) the number of members of the safety committee attending such a meeting shall be at least such as is required to form a quorum, and
- (iv) the times at which the meetings of the safety committee are held shall be compatible with the efficient operation of the place of work.

Appendix 8: First aid – recommended supplies

Materials	First-aid travel kit contents	First-aid box contents		
		1 – 5 persons	6 – 25 persons	26 – 50 (a) persons
Adhesive plasters	12	12	20	40
Sterile eye pads [bandage attached]	-	-	2	4
Individually wrapped triangular bandages	2	2	6	6
Safety pins	2	2	6	6
Medium individually wrapped sterile un medicated wound dressings [approx.. 10 x 8 cm]	-	-	6	8
Large individually wrapped Sterile un medicated wound dressings [approx.. 13 x 9 cm]	1	1	2	4
Extra-large individually wrapped sterile un medicated wound dressings [approx.. 28 x 17.5 cm]	-	-	3	4
Individually wrapped wipes	8	8	8	10
Paramedic shears	1	1	1	1
Pairs of latex gloves	1	1	2	2
Additionally, where there is no clear running water, sterile eye-wash (b)	1	1	2	2
<p>Note: Where more than 50 persons are employed pro rata provision should be made. Where mains tap water is not readily available for eye irrigation, sterile water or sterile normal saline (0.9%) in sealed disposable containers should be provided. Each container should hold at least 300ml and should not be re-used once the sterile seal is broken. At least 900 ml should be provided. Eye bath / eye cups / refillable containers should not be used for eye irrigation.</p>				

Analgesics must NOT be stored in the First Aid Kit nor administered by Staff.

Appendix 9: Recommended health & safety training

Type of training	Staff members
Legal responsibilities	Board of Directors; Chief Executive, Team Leaders, Safety Representative; relevant legal responsibilities provided as part of safety statement training for all Staff
Safety statement & risk assessments	Board of Directors; all Managers and Staff
DSE (computer) workstation set-up	Significant users, i.e., more than 1 hour / day more or less continuously
Job-specific manual handling	Relevant staff
Hazardous chemicals, biological agents	Relevant staff
Use & care of personal protective equipment	Relevant staff
Dealing with fire / emergencies	Fire Wardens; all Managers and Staff
Fire evacuation	Fire Wardens; all Managers and Staff
Fire-fighting equipment	Fire Wardens; Designated Fire-Fighting Personnel
First aid (including refresher training)	Designated First Aiders
Challenging behaviour etc.	Project Managers and project staff
Bullying / harassment / stress	All Managers and staff
COVID 19 Compliance Officer Training	Worker Representatives
COVID 19 Induction	All Staff

Note: This list is non-exhaustive.

Appendix 10: Staff training provided

Type of training
Manual handling
Occupational first aid/ First Aid Responder Training
Health, safety & welfare at work
Fire Warden Training
COVID 19 Compliance Officer Training
COVID 19 Induction Training
VDU Assessor training
Manual Handling Instructor Training
Display Screen Equipment Awareness Training

Note: This list is non-exhaustive.

Appendix 11 – Violence & Harassment Policy

Statement

Harassment is a term for a number of complaints including discrimination, bullying and intimidation, and can have repercussions for the whole organisation. Harassment can be defined as behaviour or remarks which cause offence and which threaten humiliate or embarrass. Victims of harassment often suffer from stress, depression, and low self-esteem, lack of motivation and confusion, any of which can have an adverse effect on job performance, attendance, staff turnover, morale and health.

Age Action recognises that its staff, management committee, volunteers and service users may be victims of or perpetrators of violence and harassment, and that it has a duty to eradicate all forms of harassment and to take action where it is identified.

Aims

- The aim of this policy is to prevent harassment, whether physical or mental and ensure a safe and non-threatening environment.
- To provide staff, management committee, volunteers and service users who believe they have been subject to harassment and/or discrimination with a means to have that complaint addressed and to deal with those who are accused of breaching this policy.

Examples of unacceptable behaviour

- Spreading malicious rumours, or insulting someone (particularly on the grounds of race, sex, disability, sexual orientation and religion or belief)
- Copying emails, memos, correspondence that are critical about someone to others who do not need to know
- Ridiculing or demeaning someone – picking on them or setting them up to fail
- Exclusion or victimisation
- Unfair treatment
- Overbearing supervision or other misuse of power or position
- Unwelcome sexual advances – touching, standing too close, display of offensive materials
- Making threats or comments about job security without foundation
- Deliberately undermining a competent worker by overloading and constant criticism
- Preventing individuals progressing by internally blocking promotion or training opportunities
- Unwelcome violent behaviour – shouting, physical contact that is deliberate to cause harm, threatening behaviour

This is not a definitive list of unacceptable behaviour and other comparable examples will fall within this policy.

Action to prevent violence/harassment

All existing and new staff, management committee and volunteers will;

- receive a copy of this policy as part of the induction training
- will be involved in the review process of this policy
- will receive any amendments to the policy
- will receive training surrounding the policy upon request

All team leaders will receive training to raise awareness so that they are informed and understand how bullying, harassment and violence could take place and what can be done to reduce the risk of this occurring.

Action

- All complaints of harassment will be dealt with in a fair, confidential and sympathetic manner.
- All allegations of harassment will be taken seriously.
- If an employee wants to report an incident they should follow the Grievance Policy and Procedure.
- All incidents of harassment must be reported to the line manager or the Chief Executive. If the alleged perpetrator is either or both of these people then incidents should be reported to the Chair or other members of the Executive via the SVS office.
- Any person reporting incidents of harassment has the right to have another person present, as does any person accused of harassment. This could be a friend, relative, work colleague or trade union representative.
 - i) The person being harassed must keep a diary of incidents so that these can be recalled accurately at any enquiry or tribunal. Violent incidents or near incidents should be noted on the electronic timesheets and noted on covering email, to be followed up by the line manager. Physically violent incidents should be recorded in the Accident Book.
 - ii) Where the perpetrator is a member of the public and a member of staff is being harassed, then staff will be offered support through supervision in reporting the incident to the police.
 - iii) Where the perpetrator is a staff member, the incident may be treated as a disciplinary offence, the disciplinary panel of Executive Committee may decide to suspend her/him with pay whilst investigations are carried out. Please refer to the Disciplinary Policy and Procedure

A panel of the Executive Committee will be formed to deal with all allegations and/or incidents of harassment. This group must meet within 10 days of the incident being reported. If the perpetrator is a staff member the Age Action disciplinary process must be initiated if the allegations are confirmed. The group must keep all people involved informed of their actions.

The group must:-

- investigate the allegation of harassment
- offer the victim of harassment support
- advise the alleged perpetrator that the allegation has been made within 5 days
- agree a course of action to establish the facts
- decide on the action to be taken if the allegation is proven, this may involve invoking the disciplinary process
- decide on the action to be taken if the allegation is not proven, this may involve invoking the disciplinary process

It is the responsibility of all staff, management committee member, volunteer and service users not to practice or encourage any form of behaviour which may be viewed as harassment.

Age Action takes the matter of harassment and bullying seriously and will seek to address valid complaints quickly and effectively. If, after investigation Age Action deems the complaints made to be frivolous or malicious, Age Action reserves the right to take disciplinary action against the complainant.

Legislation

Please see The Criminal Justice and Public Order Act 1994

<http://www.irishstatutebook.ie/1994/en/act/pub/0002/print.html#sec6>

Appendix 12: Outline procedure for dealing with a needle stick injury

This is relevant to collections and sorting of bags.

- In the event of a needle stick injury, contact the Manager or the person responsible on that shift to report incident.
- Immediately wipe the punctured area with sterile wipes and, wash the area gently with running tap water and soap and cover with a clean, dry dressing.
- Contact the Emergency Department of the nearest hospital as soon as possible where tests and appropriate vaccinations may be arranged, as considered necessary in the circumstances.
- Provide details of time, date, location, circumstances, first aid administered, hospital attended, medical treatment provided etc. to facilitate a full investigation and enable a subsequent report to be compiled.

Appendix 13: Fire Wardens

As there is a high turnover of staff in each location it is recommended that there will always be at least 2 fully trained staff including the manager who are competent to perform their duties. Training of staff takes place at least once a year. The following staff have been fully trained as fire wardens:-

Name	Date of Training	Date for Renewal	Location
John O'Mahony	Apr-16	Apr-19	Cork Office
Sonya O'Sullivan	Aug-19	Aug-22	Cork Office
James Scallan	Aug-19	Aug-22	Galway Office
Anne Marie Byrne	Oct-19	Oct-22	Galway Office
Nicola Troy	Aug-19	Aug-22	Camden St Office
Gerard Scully	Oct-19	Oct-22	Camden St Office

Appendix 14: Fire action notices

- Age Action Head Offices, 30/31 Lower Camden St, Dublin 2– reception and top of stairs, at end of first floor corridor, kitchen, hall outside kitchen, in meeting room, outside advocacy room
- Age Action Offices, 3 Francis Street, Galway – ground floor, training room, office and reception
- Age Action Offices, Melbourne Business Park Unit 14, Model Farm Rd, Co Cork – Canteen, reception , office, training room and upstairs

APPENDIX 15: Fire Evacuation Procedure

ACTION ON DISCOVERING A FIRE

1. SHOUT FIRE and SOUND THE ALARM by operating the nearest 'break glass' switch.
2. REMOVE ANYONE in immediate danger
3. SHUT all rooms/doors/windows nearby
4. DIAL 112/999 and ask for the fire service*. STATE CLEARLY the address.
5. ATTEMPT to extinguish the fire if it is safe to do so.
6. EXIT the building either through identified exits

The fire brigade will only come if fire and/or smoke are confirmed

ON HEARING THE ALARM

1. FIRE Wardens SHOULD:
 - get the sign in sheet
 - check for fire and/or smoke. If either is detected, call 112/999 and ask for the fire service
2. staff are responsible for escorting clients/visitors safely out of the building to the meeting point (clearly identified in each location).
3. Reception staff are responsible for clients in the waiting areas and the reception office. Assist any disabled clients.
4. The upstairs staff (where applicable) are responsible for all other areas, i.e. their own room, upstairs staff toilets and, whilst safe to do so, closing all doors and windows as they check.
5. Close windows and door in the room you are in and go to meeting point.
6. If your passage is blocked by smoke, leave the building by an alternative route.
7. All persons to meet at the meeting point where it should be established that the office/store is empty, i.e. take a roll call of all staff/visitors/clients.
8. The Fire Wardens should nominate a member of staff to stand at the front of the office/store premises to prevent any further entry into the building by staff/clients/visitors.
9. Do not re-enter the building until told to do so by the Fire Service or Fire Warden.
10. If any member of staff/client/visitor is uncooperative, leave them in the building but tell the Fire Warden and the Fire Brigade immediately on their arrival.

DO NOT TAKE ANY RISKS

PUBLIC NOTICE – FIRE EVACUATION PROCEDURE

On discovering a fire:

- 1. DON'T PANIC**
- 2. SHOUT "FIRE" AND SOUND ALARM (these are clearly identified throughout the office/store**
- 3. DIAL 112/999 AND ASK FOR FIRE SERVICE, GIVING full address**
- 4. LEAVE BUILDING VIA NEAREST EXIT TO ASSEMBLY POINT, maintaining physical distance from others**
- 5. IF FIRE IS VERY SMALL AND IN A CONTAINED AREA, USE FIRE EXTINGUISHER. HOWEVER, DO NOT PUT YOURSELF AT RISK.**
- 6. ALERT THE FIRE BRIGADE ON ARRIVAL OF ANYONE WHO IS NOT PRESENT IN THE ASSEMBLY AREA.**
- 7. DO NOT RE-ENTER THE BUILDING UNTIL THE FIRE BRIGADE HAS ANNOUNCED THAT IT IS SAFE TO DO SO.**

Appendix 16: Fire Warden Tasks

ON HEARING THE FIRE ALARM or DISCOVERING A FIRE

- put on Fire Warden jacket (yellow high visibility vest in order to be identifiable to others)
- check for fire and/or smoke
- check if any of the 'break glass' points are broken
- If the door to a room is closed and you cannot see in:
 - test for heat/fire by carefully touching the door with the back of your hand look for signs of smoke around the doorframe
 - smell for smoke
 - shut doors and windows as you go
- If either fire or smoke is detected anywhere in the building, call 112/999 and ask for the fire service. State clearly the address of the office/store. You will be asked to confirm that fire or smoke has been detected. (If there is nothing, just reset the alarm.)
- Nominate another fire warden or a member of staff to stand at the front of the office/store to prevent anyone entering the building and to meet Fire Brigade and give them details of the exact location of the fire.
- Supervise fire evacuation
- Ensure that all rooms that can be safely reached are searched, equipment switched off and doors closed.
- Ensure all visitors/clients/staff are accounted for
- Authorise silencing of alarms if cause of alarm is resolved.

- **APPENDIX 17: Fire-fighting equipment**

- Age Action Head Office, 30/31 Lower Camden St, Dublin 2
- Age Action Offices, 3 St Francis Street, Galway
- Age Action Offices, Melbourne Business Park Unit 14, Model Farm Rd, Co Cork

LIST OF EXTINGUISHERS AND LOCATIONS

Black - CO2 Gas – Usage on Electrical wiring, pc and flammable liquids

Red – Water – usage on paper, carpets, furniture and all combustible materials

Cream -Fire –Usage on Oil, Paint, Petrol, Combustible Materials

Dublin Office: - 30/31 Lower Camden St, Dublin 2

LOCATION	POSITION	TYPE
Ground Floor	Reception Area	1 CO2 and 1 Foam
First Floor:	Top of stairs beside HR office	1 CO2 and 1 Foam
Second Floor	Kitchen	Fire Blanket
	End of Corridor beside Advocacy office	1 CO2 and 1 Foam

Galway Office: 3 St Francis St, Galway

LOCATION	POSITION	TYPE
Ground Floor	Back door of store	1 CO2/1 Foam
First Floor	Beside Toilets	1 CO2/1 Foam

Cork Office: Melbourne Business Park Unit 14, Model Farm Rd, Co Cork

LOCATION	POSITION	TYPE
Ground Floor	Staff office near exit to reception	1 CO2 /1 Foam
	Area near open entrance from computer training room to canteen (visible from both rooms)	1 CO2
First Floor:	Top of stairs	1 CO2 / 1 Foam

Appendix 18: First aiders list location wise

- Age Action Head Office, 30/31 Lower Camden St, Dublin 2
- Age Action Office, 3 St Francis Street, Galway
- Age Action Offices, Melbourne Business Park Unit 14, Model Farm Rd, Co Cork

As there is a high turnover of staff in each location it is recommended that there will always be at least 2 fully trained staff including the manager who are competent to perform their duties. Training of staff takes place at least once a year.

The following staff have been trained as first aiders:-

Name	Date Trained	Date for Renewal	Location
Colm Fitzpatrick	May 2021	May 2023	Dublin Office
Rafal Komorowski	May 2021	May 2023	Dublin Office
Christine Donnelly	May 2021	May 2023	Dublin Office
Nicola Burke	May 2021	May 2023	Dublin Office
Glenn O'Connor	May 2021	May 2023	Dublin Office
Deirdre Keogh	May 2021	May 2023	Dublin Office
John O'Mahony	Sep 2021	Oct 2021	Cork Office
Sonya O'Sullivan	Dec 2019	Dec 2021	Cork Office
James Scallan	Sep 2021	Sep 2023	Galway Office

COVID 19 Compliance Officer Training for Worker Representatives

- Camden St – Mary Hamoodi
- Galway Office – James Scallan
- Cork Office - John O'Mahony

APPENDIX 19 – Motor Insurance Checklist



Motor Insurance Check Form

I, _____ of _____
confirm that I have:

- No convictions on my licence
- No prosecutions pending
- No penalty points
- Never been refused insurance cover
- Never been convicted of a motoring offence
- No medical condition such as defective hearing/sight that I need to inform my employer and insurance company

Signed: _____ Date: _____
(print name)

For Office Use:

Date returned to Head of Admin & HR: _____

Copy of licence attached Yes No

(if no why _____)

Signed: _____ Team Leader

APPENDIX 20 – Motor Accident Report Form



Motor Accident Report Form
 (please complete this document in full and in block capitals and return to the Head of Admin & HR)

Vehicle Details

Van Registration No:		Department: <input type="checkbox"/> Stock Collection <input type="checkbox"/> Care & Repair
-----------------------------	--	--

Personal Details – Member of Staff/Volunteer/Intern/Work Placement

Full Name:	Date of Birth
Address:	Tel: Home:
	Tel: Mobile

Accident Details

Location:	
Date:	Speed before impact:
Time:	Seed at impact:
Width of Road:	Visibility & weather conditions:
Name of Garda and Station to whom the accident was reported:	
Has notice of intention to prosecute been given or summons received?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If “Yes” please give details:	

Please describe in detail exactly what happened:

Continue on new sheet if required

Was the insured driver’s view obstructed in any way? (if Yes please give details)	<input type="checkbox"/> Yes <input type="checkbox"/> No
--	--

How far away was the other party when first seen by the driver?	
What signals were given by the insured driver? (horn, hand, indicators, lights):	
What lights were operating on insured's vehicle?	
Do you consider yourself to blame? <input type="checkbox"/> Partially <input type="checkbox"/> Fully <input type="checkbox"/> Not to blame	
Did any party (including yourself) admit liability <input type="checkbox"/> Yes <input type="checkbox"/> No verbally or in writing at the scene? (if Yes please give details)	
Were alcohol/drugs in any way a contributing factor <input type="checkbox"/> Yes <input type="checkbox"/> No to the accident? (if Yes please give details)	
Point of Impact – you your vehicle	Point of impact – to other vehicle

Sketch

Please provide a clear sketch of the accident scene. Where possible, include details of the roads, road markings, road signs, vehicle(s) involved and direction(s) of the vehicle(s)

Witness(es) (including all your passengers)

Name:	Name:	Name:
Address:	Address:	Address:
Age		Age
Tel:		Tel:

Please state if:

- driver passenger cyclist pedestrian motorcyclist pillion

passenger

If passenger, in which vehicle?
State number of passengers in insured vehicle

Driver

Full Name:	Home Tel:	Work Tel:
Address:	Driving licence: <input type="checkbox"/> Full <input type="checkbox"/> Provisional	
Date of Birth:	Category(ies):	
State Business or Occupation:	Driving Licence Number:	
	Expiry Date:	
Did the driver have the policy holder's permission to drive the vehicle? <input type="checkbox"/> Yes <input type="checkbox"/> No If 'No', explain why not:		
Is the driver the main user of the vehicle? <input type="checkbox"/> Yes <input type="checkbox"/> No If 'No', state proportion of use:		
Was the driver separately insured under any other motor policy on the date of the accident? <input type="checkbox"/> Yes <input type="checkbox"/> No If 'Yes', please give name of insurance company, policyholder and policy number		
Does the driver suffer from diabetes, epilepsy heart condition or any other medical condition? <input type="checkbox"/> Yes <input type="checkbox"/> No If 'Yes', please give details		
Has the driver ever been convicted of a motoring offence or had any previous accidents? <input type="checkbox"/> Yes <input type="checkbox"/> No If 'Yes', please give details		

Insured Vehicle

Vehicle Reg No	Make	Model	HP/CC	Seating capacity of vehicle	If commercial: carrying capacity
State purpose for which the vehicle was being used. (terms such as social, domestic & pleasure are not sufficient)					
Where is the vehicle usually kept?					
Were goods being carried at the time of the accident? <input type="checkbox"/> Yes <input type="checkbox"/> No If 'Yes', please give details					
In whose name was the vehicle registered at the time and date of the accident?					
Is the vehicle solely owned by the registered owner? <input type="checkbox"/> Yes <input type="checkbox"/> No If 'No', give details and submit the vehicle registration documents with this form					
Does any financial institution or hire purchase company have an interest in the vehicle? If 'Yes', please give name <input type="checkbox"/> Yes <input type="checkbox"/> No					
Has the vehicle been modified or altered from the makers' specification, including any adaptation for disability If 'Yes', please give details <input type="checkbox"/> Yes <input type="checkbox"/> No					
Where may the vehicle be inspected?				Estimated cost of Repair: €	
Please specify time and phone number:					
Nature of damage sustained:					

--

Details of Other Vehicle(s) or Property Involved

Name of owner:
Address:
Name of driver:
Vehicle Reg. No:
Make of vehicle:
Nature of damage:
Insurance Company:
Policy Number:

Persons Injured

Name:
Address:
Age:
Occupation:
Injury details:
Hospitalised? <input type="checkbox"/> Yes <input type="checkbox"/> No
Number of Days detained:
Name of hospital (if known):
Please state if driver, passenger, cyclist, pedestrian, motorcyclist or pillion passenger?
In which vehicle?
Were seatbelts worn? <input type="checkbox"/> Yes <input type="checkbox"/> No

DECLARATION

Note: Any correspondence or Notices of Prosecution, and / or Summons or Legal Proceedings must be forwarded, unanswered, immediately.

Signature: _____	Date: _____
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This form must be completed in full and returned to Head of Admin & HR

APPENDIX 21 – Van Checklist



WEEKLY VEHICLE CHECKLIST (checks to be conducted before use of the vehicle)

Introduction

The purpose of this checklist is to allow drivers to carry out basic safety checks before using the Age Action vans for work purposes. As the vans are used by a number of staff each member of staff must take responsibility to check the condition of the van before taking it on the road. If you damage the van it is your responsibility to ensure that you report it to your line manager immediately. It is important that you treat the van as you would your own vehicle. Drivers who consistently cause damage to the van will be held liable for the cost of repair and disciplinary action which could lead to dismissal. The van is to be use solely for Age Acton business and must not for personal use.

Vehicle registration no: _____ Department: _____

Location: _____ Mileage reading: _____

Vehicle make/type: _____ Operator: _____ Date: _____

EXTERNAL VEHICLE CONDITION

Item	√ = satisfactory/available X = defective/missing N/A = not applicable	Comment
Condition of vehicle bodywork, windscreen, windows, lights		
Condition of windscreen wiper blades		
Cleanness of windscreen, windows, mirrors, lights, number plate		
Cleanness of van		
Condition of tyres, tyre pressure, tyre wear		
Availability of spare wheel & jack		

FLUIDS

Item	√ = satisfactory/available X = defective/missing N/A = not applicable	Comment
Engine oil level		
Coolant level		
Windscreen wash level		
Brake/clutch fluid		
Power steering fluid		

Condition of battery		
Oil or waste leaks		

VEHICLE INTERIOR AND EQUIPMENT

Item	√ = satisfactory/available X = defective/missing N/A = not applicable	Comment
Condition & function of seat belts		
Head restraint adjustment		
Mirror adjustment		
Tax disk		
First aid kit		
Fire extinguisher		
Torch		
Warning triangle		
Vehicle handbook		
Sufficient Stock of PPE		

FUNCTION CHECKS BEFORE STARTING THE JOURNEY

Item	√ = satisfactory/available X = defective/missing N/A = not applicable	Comment
Warning light		
All lights		
Horn		
Washers & wipers		
Brake		
Fuel		

I confirm that all the items above have been checked and any defects and omissions reported.

Driver's signature: _____

Date: _____

The checklist must be kept in its folder for inspection on a monthly basis