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# HEALTH AND SAFETY POLICY

## Community Pharmacy Surrey and Sussex

February 2026

Provided by:



**RHINO**  
SAFETY



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# HEALTH AND SAFETY POLICY

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SAFETY



# INTRODUCTION

This policy is available to access by all employees and officers of Community Pharmacy Surrey and Sussex and any other interested person that may be affected by our work or activities.

A hard copy is kept with the Chief Executive Officer, and electronic copies can be provided on request.

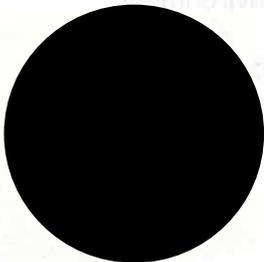
All employees are encouraged to fully familiarise themselves with this policy and accompanying documentation. Employees are required to confirm that they are aware of and understand the contents of this policy. If they are unsure of or do not understand any aspect, they should speak to their Manager at the earliest opportunity for clarification.

We ensure that this policy is managed effectively by regularly monitoring the policy (at least annually) and revising when necessary. Revisions and amendments may be necessary to reflect legislative change, or changes that have taken place within Community Pharmacy Surrey and Sussex. Employees are informed when revisions or amendments are made.

Community Pharmacy Surrey and Sussex encourages all employees to inform the CPSS Executive Team of any aspect of this policy which they consider to be inadequate, ineffective, or in any other way unsuitable; with a view to ensuring that this policy is maintained as a true working document.

Community Pharmacy Surrey and Sussex accepts that the responsibility for health, safety and welfare is ultimately with the Chief Officer and accepts the duty under law to provide a working environment that is free from danger or hazard, so far as is reasonably practicable.

**Effective Health, Safety and Welfare management is a priority and will never be compromised for any other objectives.**



## POLICY STATEMENT OF INTENT

Community Pharmacy Surrey and Sussex believes that the effective management of health and safety is an essential element within its overall business plan. An effective and practical health and safety ethos is reflected in high productivity and quality standards.

We recognise that our employees are our most important asset, and we are wholly committed to protecting their health, safety and welfare in our workplace at all times. We will also safeguard any other people who may be affected by our work activities.

We recognise that from an economic viewpoint, early prevention is not only better; it is also more cost effective than a later cure. There is no conflict between profit and safety considerations; they go hand in hand. High health and safety standards make sound commercial sense. Health and safety is never compromised for any other objectives.

We are committed to full compliance with all health and safety legislation. Whenever it is reasonably practicable and appropriate, we will strive to set standards beyond our statutory obligations. We will monitor and review our processes and procedures on an ongoing basis, in order that potential improvements in our health and safety standards can be recognised and implemented.

### Our intentions:

- To identify, assess and proactively manage the health, safety and welfare hazards and risks that are associated with our business; and to ensure that all our employees (and any other person who may be affected by our work activities) are aware of and understand those hazards, risks, and control measures. Hazards and risks will be prevented, reduced or controlled to an acceptable level to ensure the potential for incidents and accidents is minimised.
- To require any sub-contractors or other person working in our workplace to prove their health and safety competence; and also require them to identify, assess, manage and communicate any health and safety hazards and risks associated with their work that may impact on our work activities.
- To actively involve our employees in consultation on matters affecting health, safety and welfare, and to promote and demonstrate open and transparent communication.
- To provide our employees with the appropriate information, education and supervision to ensure that they are competent in their duties.
- To provide and maintain safe resources and equipment; and provide adequate and effective control measures to identify, assess and manage the health and safety risks related to our work activities, our resources and our equipment.
- To do everything that is reasonably practicable to prevent incidents, accidents and instances of work-related illnesses; including by providing training and education to employees where appropriate.
- To review and (where appropriate) revise this policy regularly, and to assess its ongoing effectiveness.
- Ultimately, to maintain a safe and healthy working environment.

Signed on behalf of Community Pharmacy Surrey and Sussex:

Name: SARAH DAVIS

Position: Chair - Sussex LPC

Date: 08/03/2026

Name: CHRIS SCOBLE

Position: Chair - Surrey LPC

Date: 08/03/2026

# RESPONSIBILITIES

## THE COMMITTEE

The responsibilities of the Committee is to:

- Be responsible for the implementation of the Community Pharmacy Surrey and Sussex Health and Safety Policy.
- Regularly (at least annually) review the Health and Safety Policy to ensure that it remains in compliance with Community Pharmacy Surrey and Sussex's objectives for Health and Safety.
- Ensure that the Chief Officer and employees at all levels fully understand the arrangements for the implementation of the Health and Safety Policy.
- Ensure that all levels of Management and employees are aware of and carry out their responsibilities and obligation to comply with the Community Pharmacy Surrey and Sussex Health & Safety policy (and other related rules or procedures) that are in place at their actual place of work.
- Ensure that all health and safety issues are communicated promptly and effectively.
- Ensure that sufficient funds/resources are allocated within the company budget for the requirements of health, safety, and welfare provisions.
- Ensure that statutory insurance cover is in place, and that the current statutory Certificate is available for all employees to view in the CPSS Sharepoint.
- Ensure that open and transparent consultations between Management and employees take place at regular intervals.
- Ensure that contractors, temporary workers, visitors etc., adhere to the Community Pharmacy Surrey and Sussex health and safety rules and procedures and any other relevant legislation.
- Ensure that all risk and hazard assessments relating to the activities and hazards of Community Pharmacy Surrey and Sussex are completed and recorded; the results communicated to all employees; and that the assessments are reviewed regularly (at least annually and/or whenever change occurs).
- Ensure that safe access and egress throughout the workplace is provided and maintained.
- Ensure that suitable and sufficient Personal Protective Equipment (PPE), if appropriate, is provided for any relevant hazards within Community Pharmacy Surrey and Sussex's premises, or operations elsewhere by their employees.
- Ensure that appropriate First Aid personnel and resources are provided; and that employees are aware of the identity of First Aid personnel, the location of facilities, and the requirement to record all accidents/incidents, either in the Accident Book, or in another approved format.
- Ensure that adequate fire-fighting equipment is provided, and to ensure that all maintenance records are kept complete and up to date.
- Ensure that there are suitable means of raising the alarm in the event of a fire, and that checks are carried as per the statutory guidelines.
- Ensure that fire escape routes and doors are provided, maintained in good working order, and kept free from obstruction.
- Ensure that all reportable injuries, diseases, and dangerous occurrences are reported either by telephone or online, and that all required documentation is forwarded within the relevant time periods.
- Ensure that records are compiled for all statutory inspections, testing, or maintenance carried out on all work equipment, and that these are fulfilled by competent personnel.
- Ensure that any faulty work equipment is immediately taken out of service until either repaired or replaced.
- Ensure that all welfare facilities, including temperature, lighting, and ventilation levels, are appropriate and adequate.
- Ensure that all flammable and hazardous substances are contained and identified with signs to comply with the statutory C.O.S.H.H. Regulations.

- Understand that whilst responsibility for daily health & safety may be delegated to others, ultimate accountability always remains at the top.

## EMPLOYEES

Health and Safety legislation requires Community Pharmacy Surrey and Sussex employees to accept and comply with the following responsibilities:

- To take all reasonable care of their own health, safety and welfare; and that of any other person who may be affected by their actions or failure to act; and to cooperate with Community Pharmacy Surrey and Sussex and its Directors to enable them to fulfil their own responsibilities successfully.
- To always follow safety rules; to avoid improvisation, and to comply with the Community Pharmacy Surrey and Sussex health and safety policy (*and any policy and requirements in place at their working site*).
- To only undertake work or actions in which they are qualified or competent; to carry out their work in a safe manner in accordance with instructions.
- To never participate in horseplay or other actions that could place them or those affected by their actions at risk of harm.
- To always use, transport, and store materials, equipment and tools in a safe and secure manner.
- To assist in ensuring that emergency escape routes are never blocked or obstructed.
- To always wear suitable clothing and personal protective equipment (PPE) for the task being undertaken.
- To always report any unsafe action or condition, including hazards, defective equipment, unsafe practices, accidents and near misses.

Under no circumstances must an employee or employees purposely interfere with, or misuse, or compromise, any item or resource (*e.g. guards, signs, and firefighting equipment*) provided in the interests of the health, safety or welfare of Community Pharmacy Surrey and Sussex staff or other persons.

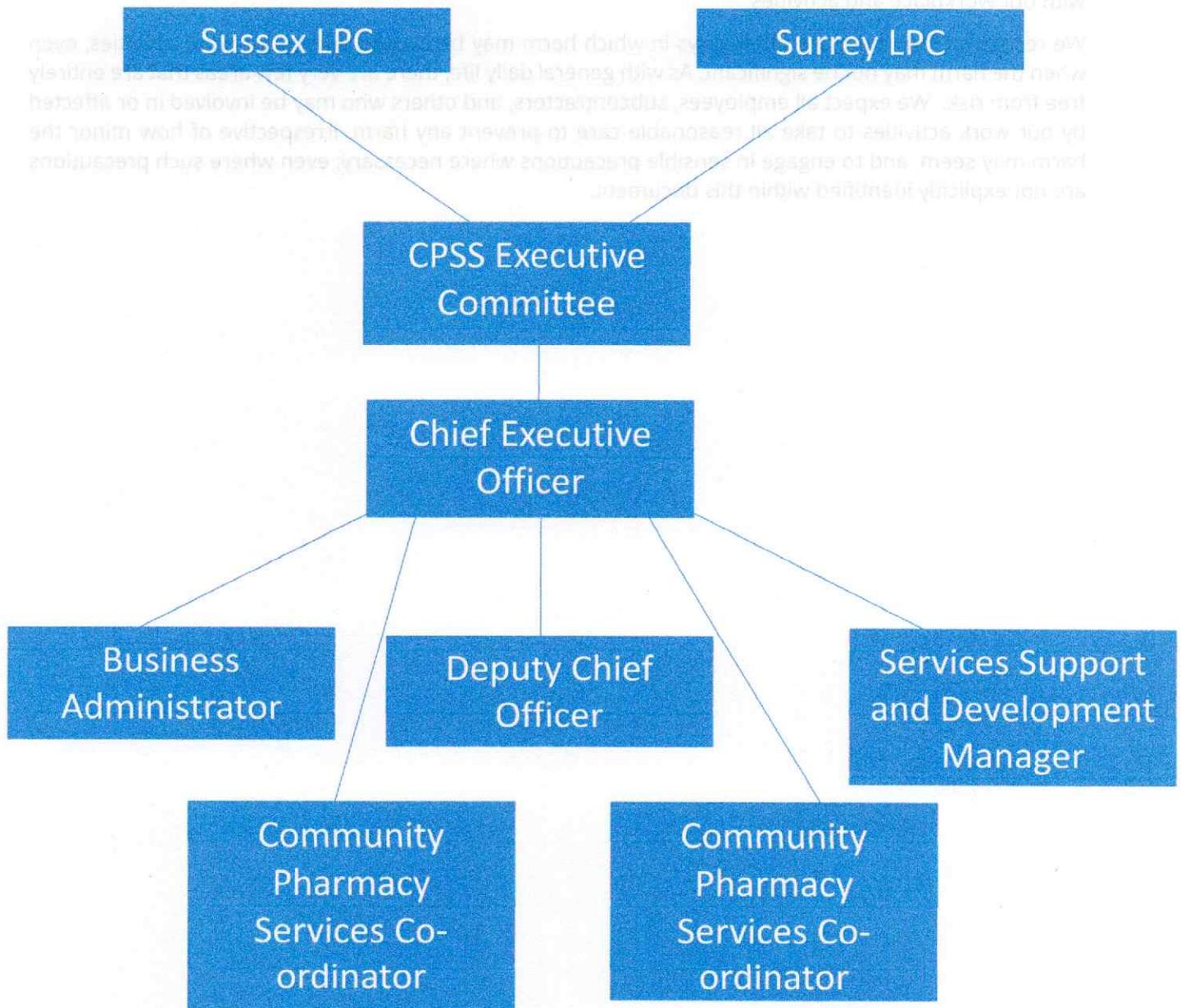
## INFORMATION FOR EMPLOYEES

Community Pharmacy Surrey and Sussex is required to provide certain information regarding health and safety legislation to all their employees. We ensure the approved HSE Health and Safety Information leaflet is provided.

# ORGANISATIONAL CHART

# ARRANGEMENTS

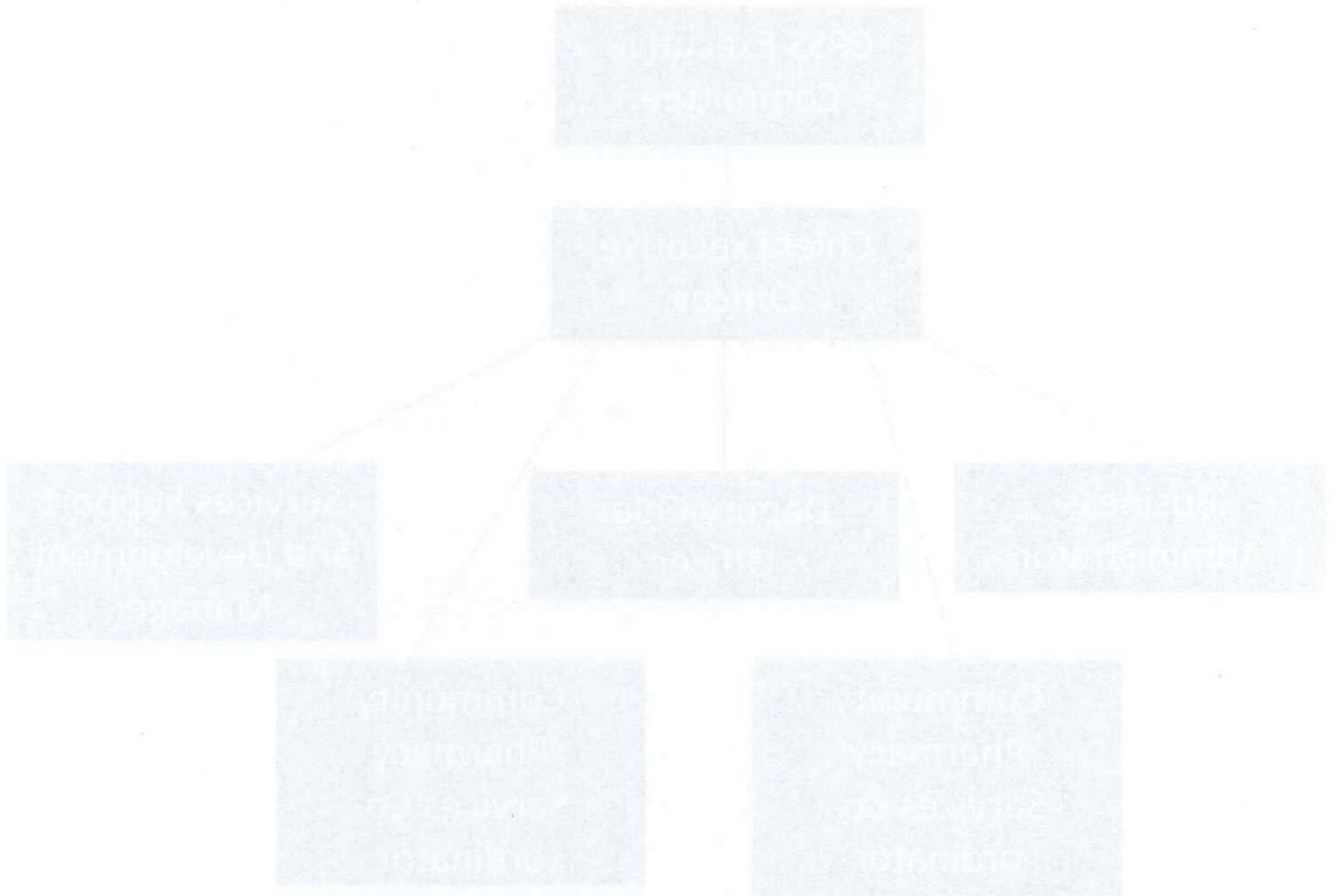
The following sections detail the arrangements we implement to effectively minimise, control and manage the risks that we have identified as having the most potential to cause serious harm associated with our activities and services. We have identified the following areas of risk which may be affected by our activities and services. We expect employees, subcontractors, and others who may be involved in or affected by our work activities to take all reasonable care to prevent any harm, irrespective of how minor the harm may seem, and to engage in sensible precautions where necessary, even where such precautions are not explicitly identified within the document.



## ARRANGEMENTS

The following sections detail the arrangements we implement to effectively minimise, control and manage the risks that we have identified as having the most potential to cause serious harm associated with our workplace and activities.

We recognise that there are other ways in which harm may be caused during our work activities, even when the harm may not be significant. As with general daily life, there are very few areas that are entirely free from risk. We expect all employees, subcontractors, and others who may be involved in or affected by our work activities to take all reasonable care to prevent any harm, irrespective of how minor the harm may seem, and to engage in sensible precautions where necessary; even where such precautions are not explicitly identified within this document.



## ACCIDENTS & INCIDENTS

Community Pharmacy Surrey and Sussex has a duty to prevent, as far as is reasonably practicable, accidents arising from their work. However, despite the best efforts and intentions, accidents and incidents may still occur.

All accidents, incidents, and near misses, no matter how small, must be recorded.

### Management Controls

- Community Pharmacy Surrey and Sussex will provide suitable and sufficient First Aid arrangements and equipment as required by the relevant legislation.
- Staff are informed of who the nominated persons are and where they can be contacted, and the location of emergency equipment.
- If an accident or dangerous occurrence does occur ensure that any victims receive the correct medical attention and that any residual hazard is safely removed if necessary and as appropriate.
- All accidents and incidents resulting in injury to any persons must be recorded in the accident book as soon as possible by the First Aider or appointed person. The records include:
  - the name of the casualty;
  - the date and time of the accident or incident;
  - the circumstances of the accident or incident;
  - the details of any injuries sustained;
  - the details of any treatment given.
- Community Pharmacy Surrey and Sussex is responsible for investigating the accident, incident or near miss to identify the full circumstances surrounding the event and identifying the root cause(s).
- Community Pharmacy Surrey and Sussex will act on the findings of any investigation in order to prevent the adverse event recurring.
- Ensure the accident or incident is reported to the correct authority as required.
- Records are kept securely in a suitable location for ease of inspection and retained for at least three (3) years.

### Employee Responsibilities

In the event of being involved in or witnessing an accident, incident or near miss, the following procedure must be adhered to:

- Seek immediate assistance from a First Aider or appointed person or dial 999 in an emergency situation.
- Prevent anyone else (including yourself) from being at risk of harm.
- Once the situation has stabilised (which may be some time after the event), ensure the details are recorded in the accident book.
- You must cooperate fully with Community Pharmacy Surrey and Sussex in the gathering and recording of details regarding accidents, incidents and near misses, including providing witness statements where required.
- You must always report any event that may be considered an accident, incident or near miss.

### APPOINTED PERSON

An Appointed Person is an employee authorised by the employer to take charge if an incident, injury or illness should occur. This person will act in the absence of a trained First Aider and have the responsibility of ensuring the area is safe, summoning help, calling for emergency services, and recording the initial information available. Appointed Persons should be trained to such a level that they are competent in emergency situations. The appointed person(s) in the company are communicated during induction.

## REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES (R.I.D.D.O.R)

Certain work-related accidents and incidents, and those caused by a defect in the premises or as a result of physical violence, must be reported to the Health & Safety Executive (HSE) in accordance with RIDDOR. These include:

- Deaths.
- Specified reportable injuries.
- Accidents resulting in over seven (7) day injury to an employee.
- Reportable diseases.
- Reportable dangerous occurrences.
- Gas incidents.

### Death

If an employee, a self-employed person working for the company, or a member of the public receives fatal injury, the HSE Incident Contact Centre **must** be informed without delay via telephone.

If a person suffers a reportable work-related injury and dies due to that injury within one year (365 days), this must be reported as a work-related fatality.

### Reportable Specified Injuries

If an employee or a self-employed person working for the company receives a serious injury specifically detailed by the HSE, it must be reported to the HSE via telephone or online form within 10 days. Specified injuries are classified as:

- Fractures, other than to fingers, thumbs and toes.
- Bone fractures including a break, crack or chip.
- Amputation of an arm, hand, finger, thumb, leg, foot or toe.
- Any injury likely to lead to permanent loss of sight or reduction in sight in one or both eyes.
- Any crush injury to the head or torso, causing damage to the brain or internal organs.
- Any burn injury (including scalding) which:
  - covers more than 10% of the whole body's total surface area; *or*
  - causes significant damage to the eyes, respiratory system or other vital organs.
- Any degree of scalping requiring hospital treatment.
- Any loss of consciousness caused by head injury or asphyxia.
- Asphyxia (lack of oxygen) may happen when a person enters an oxygen-deficient atmosphere, such as a confined space, or are exposed to poisonous gases, e.g. carbon monoxide.
- Any other injury arising from working in an enclosed space which:
  - leads to hypothermia or heat-induced illness; *or*
  - requires resuscitation or admittance to hospital for more than twenty-four (24) hours.

In some cases, the full extent of an injury may not be immediately apparent. In such situations, there is no requirement to make precautionary reports of specified injuries. However, it is likely that the accident will require reporting due to the injured person being incapacitated for more than seven (7) days. The enforcing authority should be notified or updated as soon as a specified injury has been confirmed.

### Over Seven-Day Injury

Injuries that lead to an employee or a self-employed person working for the company being incapacitated **for more than seven (7) consecutive days** as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days). The report must be made online within fifteen (15) days of the accident. Incapacitation means that the worker is absent or is unable to do work that they would reasonably be expected to do as part of their normal work. You must still keep a record of the accident if the worker has been incapacitated for more than three (3) consecutive days.

## Members of the Public

Where a member of the public is injured, either fatally or taken to hospital from the scene of the accident, this must be reported to the HSE without delay.

## Reportable Diseases

If a doctor determines that an employee is suffering from a reportable work-related disease, then the details must be reported as soon as possible. Reportable diseases include:

- Certain poisonings.
- Some skin diseases.
- Lung diseases, including occupational asthma, pneumoconiosis, asbestosis.
- Infections such as hepatitis; tuberculosis; legionellosis and tetanus.
- Other conditions, such as occupational cancer; certain musculoskeletal disorders; decompression illness and hand-arm vibration syndrome.

## Reportable Dangerous Occurrences

If something happens that, although it may not have resulted in a reportable injury, clearly could have done; it may be categorised as a dangerous occurrence. These must be reported to the HSE via telephone or online form without delay. Reportable dangerous occurrences include, but are not limited to:

- The collapse or overturning of any lifting equipment, or the failure of any load-bearing part, other than an accessory for lifting.
- Any plant or equipment unintentionally coming into contact with an uninsulated overhead electric line in which the voltage exceeds 200 volts, or coming into close proximity with such an electric line, such that it causes an electrical discharge.
- Explosion, collapse or bursting of any closed vessel or associated pipe work forming part of a pressure system.
- Explosion or fire causing suspension of normal work for over twenty-four (24) hours.
- Accidental release of a biological agent likely to cause severe human illness or infection, or any substance likely to be harmful to health.
- The sudden, unintentional and uncontrolled release of flammable liquids and gases.
- The unintentional release or escape of any substance which could cause personal injury to any person other than through the combustion of flammable liquids or gases.
- The malfunction of breathing apparatus during use where the malfunction causes a significant risk of personal injury to the user, or during testing immediately prior to use, where the malfunction would have caused a significant risk to the health and safety of the user had it occurred during use.
- Collapse or partial collapse of a scaffold over five metres high, any supporting part of any slung or suspended scaffold which causes a working platform to fall (whether or not in use), or any part of any scaffold in circumstances such that there would be a significant risk of drowning to a person falling from the scaffold.
- The unintentional collapse or partial collapse of any structure, which involves a fall of more than 5 tonnes of material or any floor or wall of any place of work, arising from, or in connection with, ongoing construction work (including demolition, refurbishment and maintenance), whether above or below ground.
- The unintentional collapse or partial collapse of any falsework.

## CONTRACTOR & SUPPLY CHAIN SELECTION

Community Pharmacy Surrey and Sussex has adopted a policy that we will only work with contractors and suppliers who can demonstrate and validate their commitment to high standards of health and safety. As such, all contractors and suppliers will be selected via a process that substantiates their competency.

### Management Controls

- Wherever possible, contractors and suppliers are selected through seeking recommendations from trusted industry peers; and the development of a good working relationship over many years.
- Contractors are required to submit documentation including their Health and Safety Policy, Risk Assessments, Method Statements, and valid Insurance Certificates.
- Contractors are required to provide evidence of the Training and Experience of their staff.
- Contractors and suppliers are required to provide evidence of relevant industry accreditations that they hold.
- Contractors are required to provide details of their Accident Records and any relevant prosecutions.
- For any contractors' work equipment used on the premises, safe procedures for use and maintenance are expected to be followed, to meet the requirements of the relevant Work Equipment regulations.
- Suppliers are selected who can meet our requirements in respect of cost, specification, sustainability and programme.

### Employee Responsibilities

- You must adhere to and comply with all management controls and report any concerns.

## DISPLAY SCREEN EQUIPMENT

A user of Display Screen Equipment is defined as a person who "habitually uses display screen equipment as a significant part of their normal work". Generally, this means an employee who uses DSE more or less continually during the working day (*or for continuous spells of an hour or more at a time*); and who has to transfer information quickly to or from the screen.

### Management Controls

- Workstations within our offices will be assessed with a view to reducing the risks associated with DSE.
- The assessment will be reviewed when; hardware/software is modified or changed; the workstation is modified; the time spent using equipment increases; there is a change in task, the workstation is relocated, or the lighting modified.
- We ensure that there is sufficient space for the operator to move, change position, and store documents.
- We ensure that lighting is suitable and sufficient to reduce glare and reflections.
- We assess ancillary equipment to ensure noise does not create excessive disturbance.
- Checks are made to ensure that excessive heat is not produced by ancillary equipment.
- We ensure that humidity is maintained at a suitable and adequate level.

### Employee Responsibilities

- Use the equipment provided and adjust it correctly.
- Report any concerns to management.
- Complete a new Display Screen Equipment (DSE) assessment if your workstation changes in any way.

### EYE TESTS

The provision of eyesight tests for present and future users of DSE is available. Present users shall be provided, on request, with appropriate eye tests. It is advised that future users are tested before they become users.

Repeat testing is to be at the discretion of the optometrist conducting the test. However, there is no compulsion on employees to undergo tests against their will.

Where the user experiences difficulties with DSE the employer should provide eye/eyesight tests as soon as possible. Community Pharmacy Surrey and Sussex will meet the cost of providing a full eye / eyesight test with an optometrist or doctor; and will contribute up to £50 per calendar year towards the cost of any corrective equipment (such as spectacles) that are prescribed specifically for use with DSE.

## C.O.S.H.H.

C.O.S.H.H. stands for the Control of Substances Hazardous to Health. In the course of our work activities, employees may be exposed to, or required to use, substances that may be hazardous to health if suitable control measures are not adhered to.

### SUBSTANCES HAZARDOUS TO HEALTH INCLUDE:

- Any chemicals that have to be labelled with the Globally Harmonized System of Classification and Labelling of Chemicals in accordance with the REACH Regulations (e.g. 'flammable', 'toxic', 'harmful', 'irritant' or 'corrosive').
- Substantial quantities of airborne dust of any kind.
- Harmful micro-organisms.
- Any other substance that creates a comparable health hazard.

Certain substances, such as asbestos and lead, are covered by specific Regulations.

Aerosol canisters are pressurised containers and may use a propellant gas which is itself highly flammable. If the canister is exposed to heat it is capable of exploding. Other risks associated with aerosols include skin, eye and respiratory tract irritation that can occur in poorly ventilated areas.

### Management Controls

- We ensure that we have the current datasheets for all substances hazardous to health that we use during our operations.
- These substances are assessed, and the correct control measures implemented.
- All the hazardous substances we hold are stored in a suitable safe location.
- Where possible, we eliminate the hazard at source. For example; dust extraction on tools, wetting down, LEV's etc.
- Where appropriate, suitable Personal Protective Equipment is provided for use when dealing with hazardous substances, and staff are instructed that they must wear it.

### Employee Responsibilities

- Always wear the Personal Protective Equipment provided and follow the controls detailed on the risk assessments.

## DRUGS AND ALCOHOL

Community Pharmacy Surrey and Sussex strives to ensure a safe, healthy, and productive environment for all employees, contractors, visitors, and stakeholders. The misuse of drugs or alcohol can impair judgment, coordination, and performance, posing a risk to workplace safety and efficiency. It is also acknowledged that prescription and over the counter medication can cause side effects which may impair an individual's ability to complete their role safely, even when being taken correctly. This policy aims to prevent harm, promote well-being, and comply with applicable legal requirements and applies to all employees, contractors, and visitors on company premises or while conducting business on behalf of the organisation, including work-related events, travel, and remote working arrangements.

### Management Controls

- We ensure that we are compliant with relevant current legislation relating to substance abuse.
- The use, possession, distribution, or sale of illegal drugs or controlled substances is strictly prohibited on company premises or during working hours.
- Alcohol consumption is prohibited during working hours unless explicitly authorised for specific events.
- Management acknowledge we should lead by example, address observed issues promptly, and support employees in accessing help when needed.
- All matters related to this policy will be handled confidentially, respecting employees' privacy in accordance with applicable laws and regulations.
- The company reserves the right to conduct drug and alcohol testing in accordance with legal and regulatory guidelines. Testing may include pre-employment, random, post-incident, or reasonable suspicion testing. Details of testing will be included in the company handbook where applicable.
- Violations of this policy may result in disciplinary action, up to and including termination of employment, in accordance with the company handbook.
- Criminal activities related to drugs or alcohol, such as distribution of illegal substances, will be reported to the relevant authorities.
- The company is committed to supporting employees who voluntarily seek help, provided they actively participate in an approved rehabilitation program.

### Employee Responsibilities

- Community Pharmacy Surrey and Sussex employees, consultants, contractors or sub-contractors must not try to report for work if they are unfit through alcohol, illegal drugs or medication (prescription or non-prescription).
- When at work, employees must not consume alcohol or illegal drugs or be in possession of these items nor be involved in the sale or distribution of alcohol or illegal drugs on any company premises. Prescription medication being provided to anyone other than those named on the prescription is illegal.
- Employees taking prescription medications or over-the-counter drugs must consult their manager or HR if such medications could affect their ability to perform their duties safely.
- Employees must adhere to this policy, seek help where applicable, report concerns about substance misuse, and cooperate with any related investigations or testing.

## LONE WORKING

Within Community Pharmacy Surrey and Sussex, there are a number of situations where it is possible that an employee may be called upon to work on their own. An employee working alone should never be at greater risk than any other employee at any other time. Working alone can result in risks and hazards that would otherwise be non-hazardous and not subject to a formal risk assessment.

Although instances may differ, the following guidelines are to be followed in the case of employees called upon to work alone.

### Management Controls

- Tasks in any lone worker situations are assessed, taking into account the following; is the work a one-person job? Is the location of the work remote or isolated? Is there likely to be any problems with communication? Is there any security risk, or the possibility of violence towards the lone worker? Are emergency exit routes available (consideration given to those that may be routinely locked out of hours)?
- Safe working practices and arrangements are implemented with a view to eliminating or minimising any risk.
- Staff working alone are given instructions on what to do in the event of an accident or emergency.
- Appropriate first aid resources are made available to any lone workers.

### Employee Responsibilities

- You must ensure that whilst working alone, your whereabouts and the work you are doing is known to others.
- You must ensure that the guidelines for working alone are followed.

### LIMITATIONS

**No** member of staff will be required to work alone on behalf of Community Pharmacy Surrey and Sussex in circumstances where:

- Their location is unknown.
- They do not feel confident in carrying out lone work.
- They have no means of summoning assistance or indicating their location in an emergency (including being taken ill).
- They have received no training or at least a briefing as to the potential hazards of working alone, and the measures to be taken when working alone.

### EMERGENCY SERVICES CONTACT

In an emergency, always dial **999**.

### COMMUNITY PHARMACY SURREY AND SUSSEX STAFF CONTACT

Any employee likely to be in a lone working situation must ensure that they are provided with a contact telephone number of a work colleague and that the number is immediately to hand (*e.g. stored in the employees' mobile phone memory*).

## BE AWARE OF THE ENVIRONMENT

- Know what measures are in place where you are working; check out alarm systems and procedures, exits and entrances, and the location of the first aid supplies.
- Ensure that your car and mobile phone are in good working order, and electrical and other mechanical equipment is safe to use. Check the instructions for use, and ensure that faults are reported and dealt with.
- If your work takes you into areas which are isolated, poorly lit at night, or known for high crime rates, arrange to 'check in' when the visit is over, or work with a partner.
- If a potentially violent situation occurs, be aware of what might be used as a weapon against you, and of possible escape routes.
- Try to maintain a comfortable level of heating and lighting in buildings you control.

## BE AWARE OF OTHER PEOPLE

- Take note of their non-verbal signals, be aware of their triggers.
- Do not crowd people; allow them space.
- Make a realistic estimate of the time you will need to complete a task; do not make promises which cannot be kept, either on your own or someone else's behalf.
- Be aware of the context of your meeting; are persons already angry or upset before you meet, and for what reason?
- Listen to them and show them you are listening.
- Always report any incidents of violence and aggression to your Line Manager.

## MANUAL HANDLING

More than a quarter of all reportable accidents annually are associated with manual handling. Although fatalities accidents are rare, a vast majority of reported accidents result in 'over three (3) day' injuries.

### **There are three fundamental principles:**

- As far as is reasonably practicable, hazardous manual handling activities should be avoided.
- If unavoidable, then a risk assessment of the hazardous manual handling activity must be undertaken.
- Following the assessment, the risk of injury should be reduced to as low as is reasonably practicable.

### **Management Controls**

- Assessments for manual handling activities are recorded and reviewed.
- Wherever possible, we avoid employees undertaking unnecessary manual handling activities that involve risks.
- Employees are provided with information and guidance with regard to correct handling and lifting techniques.
- Employees are provided with appropriate training and suitable personal protective equipment.
- If a task has to be undertaken in the knowledge of the risk, employees are informed of the weight of the load and the centre of gravity (if not central).

### **Employee Responsibilities**

- Follow and comply with any system developed to ensure safe manual handling techniques.
- Use any personal protective equipment provided.
- Practice safe work habits.
- Report any hazard or defect.

## **SAFETY CHECKLIST MANUAL HANDLING AND LIFTING**

### **Preparation**

- What is being lifted?
- Where to and how far?
- How many people will be needed to move the load safely?
- Are they all trained in kinetic lifting and handling?
- What methods and equipment will be required?
- Is the required equipment available?
- Would mechanical means be more practical or appropriate?
- Is the lifting and handling area/route clear of hazards?
- Is the operation part of a routine? If so, could it be more effectively planned and executed?

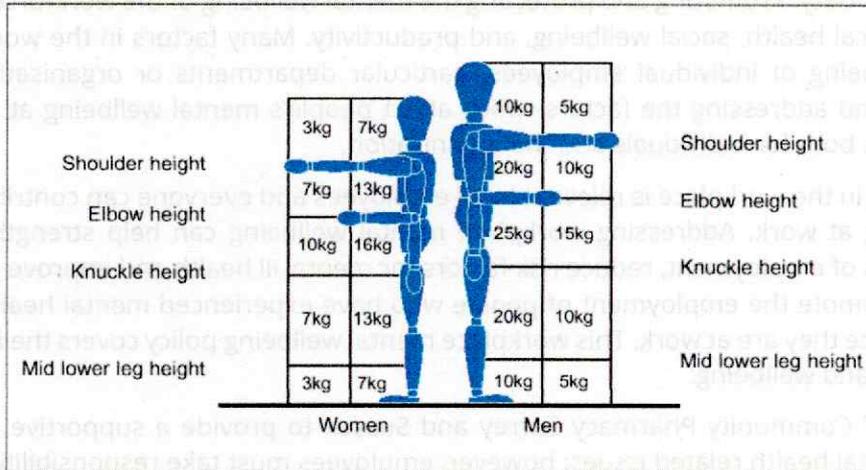
### **Lifting and handling**

- Is suitable clothing and footwear being worn?
- Are correct (*kinetic*) lifting methods being employed?
- Is co-ordination satisfactory in dual and team lifting?
- Is the necessary equipment in use or to hand?
- Are excessively heavy weights being lifted?
- Are loads being deposited or stacked safely and securely?
- Is adequate supervision employed where necessary?

## After lifting and handling

- Are any incidents or accidents reported and recorded?
- Where injuries have been sustained, has medical attention been sought?
- Is the damage or loss of equipment etc. recorded?

## GUIDELINE WEIGHTS FOR MANUAL HANDLING OPERATIONS



Each box in the diagram above shows guideline weights for lifting and lowering.

Observe the activity and compare to the diagram. If the lifter's hands enter more than one box during the operation, use the smallest weight. Use an in-between weight if the hands are close to a boundary between boxes. If the operation must take place with the hands beyond the boxes, make a more detailed assessment.

The weights assume that the load is readily grasped with both hands.

The operation takes place in reasonable working conditions with the lifter in a stable body position.

Any operation involving more than twice the guideline weights should be rigorously assessed –even for very fit, well-trained individuals working under favourable conditions.

There is no such thing as a completely 'safe' manual handling operation. But working within the guidelines will cut the risk and reduce the need for a more detailed assessment.

## EMERGENCIES

Well-intentioned improvisation in an emergency, for example to rescue a casualty, does not amount to a breach of these Regulations.

## MENTAL HEALTH & WELLBEING

Community Pharmacy Surrey and Sussex is committed to protecting the health (*mental health as well as physical health*), safety and welfare of its employees (*this extends to contractors and temporary staff*) by providing a supportive working environment.

Mental ill health, stress and fatigue are associated with many of the leading causes of disease and disability in our society. Promoting and protecting the mental wellbeing of the workforce is important for individuals' physical health, social wellbeing, and productivity. Many factors in the workplace influence the mental wellbeing of individual employees, particular departments or organisations as a whole. Understanding and addressing the factors which affect people's mental wellbeing at work has a wide range of benefits, both for individuals and the organisation.

Mental wellbeing in the workplace is relevant to all employees and everyone can contribute to improved mental wellbeing at work. Addressing workplace mental wellbeing can help strengthen the positive, protective factors of employment, reduce risk factors for mental ill health and improve general health. It can also help promote the employment of people who have experienced mental health problems and support them once they are at work. This workplace mental wellbeing policy covers the following aspects of mental health and wellbeing:

It is the policy of Community Pharmacy Surrey and Sussex to provide a supportive environment for dealing with mental health related issues; however, employees must take responsibility for raising their concerns as early as possible in order for Community Pharmacy Surrey and Sussex to investigate and assist with or resolve genuine problems.

Some pressure at work is inevitable and total elimination of this pressure is neither possible nor desirable. Every job brings its own set of tasks, responsibilities and day-to-day problems. The pressures and demands these place upon employees are an unavoidable feature in working life.

Some pressure can be positive. It is often the tasks and challenges faced at work that provide the structure to the working day and keep individuals motivated. These are often key in providing a sense of achievement and job satisfaction. However, an individual's ability to deal with pressure is not limitless and it is important that this pressure does not become sustained stress or fatigue. It must be recognised that different people have different stress thresholds.

Work-related stress is not an illness in itself, but excessive workplace pressure can potentially cause damage to the mental wellbeing of an individual, and this can in turn undermine the health of the workforce and damage business performance.

Some of the most common causes of work-related stress and fatigue are known to be excessive workloads, deadline pressures, aggressive management, poor communication, unsupportive work environments and problems maintaining work-life balance.

Outside domestic pressures, such as family, finance, and bereavement are also potential causes of stress and can frequently compound workplace pressure. These should also be taken into consideration where they are likely to have an impact on an individual at work.

Support for pharmacists and their families, former pharmacists, trainee pharmacists and pharmacy students can be found at Pharmacist Support. This trusted charity provides a wide variety of free and confidential support services, alongside a host of mental health and wellbeing resources. To find out more please visit the Pharmacist Support website.

## Management Controls

Community Pharmacy Surrey and Sussex has responsibility for:

- Encouraging active consideration of mental wellbeing as part of the design and implementation of procedures, processes or systems (for example when defining roles and responsibilities within their department).
- Endeavouring to take reasonable actions to investigate the issues and reduce or eliminate the factors causing stress or fatigue where reasonably practicable and appropriate (support will be provided to the manager dealing with the issue by the relevant Health & Safety Advisor or other appropriate persons as required).
- Raising the awareness about mental health and wellbeing.
- Where reasonable and practical, producing and making changes to work-related practices to reduce the factors which may lead to stress or fatigue in the workplace (for example, workplace risk assessments and audits, providing staff with training and adequate resources for their roles).
- Providing opportunities for employees to maintain and promote their health and well-being.
- Promoting and maintaining a culture of open communication throughout the organisation.
- Promoting and maintaining good management and team building practices for those with management and supervisory responsibilities.

Dealing with existing or potential mental health problems by:

- Providing a supportive environment in which issues and concerns can be raised in confidence and dealt with appropriately.
- Providing guidance to managers to assist in the sensitive management of employees in likely harmful situations.
- Identifying appropriate training requirements.
- Assisting and advising employees who are suffering from work-related stress or fatigue.
- Ensuring individuals suffering from stress or fatigue are treated fairly and consistently.
- Providing signposting to both internal and external sources of assistance for employees with potential mental ill health (the level and type of assistance will depend on individual circumstances).
- In cases of long-term sickness absence, putting in place, where possible, a graduated return to work.
- Making every effort to identify suitable adaptations or alternative employment, in full discussion with the employee, where appropriate.
- Treating all matters relating to individual employees and their mental health in the strictest confidence and share on a 'need to know' basis only with consent from the individual concerned.

## Employee Responsibilities

- Ensure concerns regarding mental health and wellbeing are raised to your immediate Manager in the first instance as early as possible. Where this is not appropriate, concerns should be raised with another Manager.
- Seek appropriate medical advice and/or advice from appropriate organisations.

# PORTABLE APPLIANCE TESTING

## INSPECTION

In most cases, inspection is a simple visual technique that does not need to be carried out by a trained electrical expert.

## TESTING

Testing is carried out by a competent person and involves a full inspection of the electrical equipment along with appropriate tests. Individuals who carry out the testing should possess sufficient knowledge, experience and training in order for them to identify the risks and appropriate control measures.

## COMBINED INSPECTION AND TESTING

A combination of inspection and testing should be carried out by a competent electrician where there is reason to suspect electrical equipment may be faulty or damaged.

## Management Controls

- Where Testing is required, a competent electrician is engaged in accordance with our policy on Contractor selection.
- Records of all Portable Electrical Appliance testing will be kept on the premises and will be available for inspection when required.
- Any defective equipment will be placed out of use until such time as it can be repaired, with all remedial action/s being recorded. All items of equipment that cannot be repaired will be withdrawn from use and disposed of accordingly.

## Employee Responsibilities

- Before using any item of electrical equipment, carry out a visual check of the plug along with the connected cable, which should be gripped securely at the plug.
- At the first sign of damage or excessive wear, report the item to Management to be removed from use and isolated until it can be checked by a competent electrician, repaired or replaced.

## REMOTE WORKING

Employees of Community Pharmacy Surrey and Sussex may be required to work from home, either temporarily or permanently; or alternatively may request to work from home or another suitable remote working location.

### Management Controls

- The remote worker is informed of the best ways of accessing their Manager whilst remote working.
- The remote worker is informed of the correct procedure for reporting accidents, incidents, near misses or equipment issues whilst remote working.
- Regular communications take place between the Manager and colleagues, where any issues can be raised, and appropriate actions taken.
- All equipment provided is safe to use. Company electrical equipment (laptops etc.) are PAT tested and have an expiry date attached to them.
- The remote worker is provided with the Display Screen Equipment (DSE) assessment form and associated guidance to recommend the suitable set up of a remote workstation.

### Employee Responsibilities

- It is the remote worker's responsibility to ensure that they bring Company equipment into the office when required to ensure testing can be done.
- When working remotely, the working area must be arranged in such a way to enable work to be done in a safe and comfortable manner. This should be done in conjunction with the DSE assessment form to use as a general guide.
- Any accidents, incidents, near misses or equipment issues whilst remote working must be reported following the correct procedure as soon as possible.
- Any issues should be brought to the attention of the Manager immediately.

# RISK ASSESSMENTS

## GENERAL PRINCIPLES

Where five or more persons are employed, health and safety legislation requires written risk assessments of hazards and risks to be undertaken, and the findings to be brought to the attention of those who might be affected by the associated hazard or risk.

Assessments are to be undertaken by a trained and competent person, being "*a person having the necessary training, qualifications, and relevant practical experience concerning the task being assessed*". There is no such thing as a risk-free workplace, but you can minimise threats to health and safety through risk assessment.

## Management Controls

- We assess all processes that have the potential to cause harm.
- Completed assessments are made available to all employees.
- Risk Assessments are periodically monitored, to ensure their continued relevance and suitability.

## Employee Responsibilities

- You must adhere to and comply with all measures identified by Risk Assessments.
- You must stop work and liaise with management if the hazards change or controls are not sufficient.

## FIVE STEPS TO RISK ASSESSMENTS

The following five steps are the key:

### Step 1: WHAT?

Identify the hazards which could cause harm. Key hazards include:

- Slipping or tripping hazards, (e.g. uneven or wet floors, cabling).
- Fire risks.
- Chemicals, fumes, dust.
- Machinery, portable appliances.
- Working at height, (e.g. from mezzanine floors, scaffolding).
- Vehicles, forklift trucks.
- Electricity.
- Manual handling, lifting, carrying.
- Noise pollution.
- Poor lighting.
- Low (or high) temperature.

### Step 2: WHO?

Decide who the people, or groups of people, are that might be affected by the hazard, for instance:

- Office staff.
- Maintenance staff and operatives.
- Contractors and Cleaners.
- Visitors or members of the public.

**Remember** to consider those people or groups that might be more vulnerable, and therefore at greater risk, such as disabled persons, young persons, new or expectant mothers, visitors, inexperienced/ temporary staff, lone workers.

### Step 3: HOW?

Evaluate precautions that are in place, or need to be put in place; how can the risks be eliminated, reduced or minimised?

- By complying with recognised industry quality standards?
- By removing the source of the hazard completely?
- By introducing and maintaining good housekeeping?
- Accepting the risk, but reducing it as far as possible?

Have you ensured that you:

- Have provided adequate information?
- Have arranged sufficient relevant training?
- Have effective systems or procedures?
- Have clear organisational responsibilities?

### Step 4: RECORD

Keep records of assessments:

- Record when the assessment was done.
- Record what risks were identified.
- Indicate what precautions are in place.
- Indicate what additional precautions are needed.
- Create an Action Plan, together with a timescale or schedule, to work to.
- Keep the Record of Assessment easily to hand, so that it can be amended as changes occur.

### Step 5: REVIEW

Ensure effective monitoring of assessments:

- Remove complacency.
- Regularly review and update your hazard precautions.
- Identify those areas that remain a problem, and take steps to amend and improve.
- Be aware of changes in the workplace that may reduce the effectiveness of your assessment (e.g. *new machinery, change of process or personnel etc.*).
- Be prepared to adjust and reappraise.

## TRAINING & SUPERVISION

Community Pharmacy Surrey and Sussex is committed to maintaining and developing standards of excellence in all aspects of its business. To that end, we aspire to deliver high standards of health and safety management and recognise that training and development at all levels is a key contributor in delivering those standards, both in terms of health and safety as well as occupational training. Safety training is cost effective and is proven to reduce accidents at work. Community Pharmacy Surrey and Sussex has a duty to provide information, instruction, training and supervision to all employees to ensure their health, safety and welfare whilst they are at work.

Providing appropriate information, instruction and training will:

- Ensure staff and subcontractors are capable of undertaking their duties in an effective and efficient manner in accordance with legislation.
- Develop a positive working environment, where safe and healthy working environments and working procedures contribute towards effective and efficient operational processes.
- Reduce the risk of staff, subcontractors and visitors etc. being injured or made ill as a result of our activities, and thereby reduce the financial costs of accidents and ill health.
- Meet our legal duty of care to protect the health and safety of staff, subcontractors, visitors and anyone else who may be affected by our activities.

### Duties under the Law:

The Health and Safety at Work Act 1974 places a legal duty on Community Pharmacy Surrey and Sussex to ensure that staff at all levels are “competent” to undertake their duties. Competency is usually acquired through the provision of adequate information, instruction, training and supervision, plus relevant experience. However competency cannot be achieved by experience alone and therefore a structured programme of information, instruction and training is essential to ensure competency.

This legal duty is expanded on by the Management of Health and Safety at Work Regulations 1999, which identifies situations where health and safety training is particularly important e.g.

- On appointment.
- On transferring or being promoted to a new post.
- Where there may be significant changes to the working environment.
- Where there may be significant changes to the work activity, or the work equipment.
- When technology changes.
- Where people may be exposed to new or increased risks.
- Where existing knowledge and skills may need updating.

### Definitions

There is no legal definition of the terms “information, instruction, training, competence and supervision”. The terms are intrinsically linked:

- **Information** means providing factual material which tells people about potential hazards and risks, and appropriate health and safety measures to minimise those risks.
- **Instruction** means telling people what they should do; and Training means helping people to learn how to do something. This might be through a combination of the following:
  - provision of written information;
  - a classroom presentation;
  - demonstrating a task or procedure.

- **Competence** can be described as the combination of training, skills, experience and knowledge that a person has and their ability to apply them to perform a task safely. This must be assessed, following training, by a competent person using any of or a combination of the following :
  - Written test/exam (e.g. induction information);
  - Verbal discussion/questioning;
  - Observation (usually for practical tasks).
- **Supervision** is the process of ongoing monitoring the effectiveness of the training that people have received, and whether they maintain the necessary capacity and competence to do the job.

## Management Controls

- We ensure all employees are suitably trained to implement and comply with the Health and Safety policy.
- Employees are trained to undertake specific tasks in relation to their job function, regardless of the location where the work is being carried out.
- Training is provided:
  - As part of the induction programme when first commencing employment with Community Pharmacy Surrey and Sussex;
  - When transferred to a different function or task, or when promoted;
  - When the equipment being used, or the system of work, has changed.
- All levels of employees will receive training.
- All training requirements are monitored and reviewed on a regular basis to take into account any new or changed risks.
- Wherever possible, training is conducted during working hours.
- Community Pharmacy Surrey and Sussex, as an employer, carries the ultimate responsibility for safety in our workplace. When allocating work to staff, we have a legal responsibility to ensure they have taken into account the employee's capabilities and provide relevant training in relation to health and safety.

## Employee Responsibilities

- All employees have a legal responsibility to take reasonable care of themselves, and others who may be affected by their actions or failure to act.

You must co-operate in relation to training programmes and are expected to attend any training courses that are provided.

## VEHICLES AND DRIVING

This policy relates to all vehicles being driven for or on behalf of Community Pharmacy Surrey and Sussex, whether contract lease vehicles, rental vehicles, or vehicles owned personally but being driven for business purposes.

### Management Controls

- We audit MOT certificates, insurance policies and service schedules for all vehicles being driven on our behalf, and records kept of these audits. Vehicles with incomplete or expired documentation must not be driven on our behalf.
- We audit driving licences and insurance policies for all employees driving on our behalf, and records kept of these audits.
- We require all employees who drive on our behalf to produce their driving licence and insurance policy for inspection when required. Failure or refusal to do so results in the authority to drive on our behalf being revoked.
- Employees who do not have appropriate insurance (covering business use, not just commuting) to drive on our behalf are not authorised to do so.
- Employees who become disqualified from driving are immediately and automatically unauthorised to drive our vehicles. We cannot guarantee to find alternative work for a disqualified driver and, if the disqualification renders an employee incapable of doing their job, this could result in their dismissal, or discharge from their employment.
- As required by law, we disclose details of a presumed driver if requested by relevant authorities in relation to motoring offences.
- We reserve the right to conduct random checks to ensure compliance with our expectations for vehicle care and maintenance.
- We will not request or expect employees to break the law, highway code or any other relevant legislation in order to complete works on our behalf.

### Employee Responsibilities

- You must produce your Driving Licence for inspection upon demand, as and when required.
- You must hold suitable and sufficient insurance to be authorised to drive on our behalf.
- You must inform us without delay of any changes to the particulars of your Driving Licence, including endorsements.
- When driving your own vehicle on our behalf, it is your own responsibility to check that your insurance covers them for business use (not just commuting). If in doubt, you must not drive your vehicle on our behalf.
- When driving on our behalf, you must be physically and mentally capable of doing so in a safe manner. If you are excessively tired (physically or mentally), suffering from illness, or taking medication, you must not drive on our behalf and notify Management immediately.
- You are personally responsible for any fines or penalties incurred as the result of motoring offences incurred whilst driving on our behalf, including fixed penalties and parking or speeding fines.
- You are required to comply with all current road traffic legislation and demonstrate high driving standards at all times when driving on our behalf.
- Seat belts (*both front and, when occupied, rear*) are required by law to be worn at all times where provided. Employees who are passengers of vehicles being driven on our behalf must also wear seat belts. Community Pharmacy Surrey and Sussex will not accept any responsibility for fines imposed for breach of this legislation.
- Permission must be obtained before our vehicles are used for social, domestic or pleasure purposes; and they must not be taken out of the United Kingdom without prior written permission.

- Our vehicles must not, under any circumstances, be used for any business purpose other than the business of Community Pharmacy Surrey and Sussex. Using our vehicles for carrying passengers for hire or reward, or for sporting or racing purposes, is strictly forbidden.
- You are expected to assist in the care and general upkeep of company vehicles allocated to you; they must be clean and tidy and reflect our business image in a positive manner. Similarly, employees driving their own vehicles on our behalf are expected to maintain them in a clean and roadworthy manner.
- You must ensure that the vehicle is kept legal, safe, and secure (keys should never be left in vehicles when unattended). All faults or suspected faults must be reported immediately, and drivers should help in ensuring that all service schedules are met.
- Vehicles must be loaded safely, and items/equipment suitably secured. Vehicle payloads must not be exceeded, and any warnings required by law (e.g. width, length, hazardous loads) must be displayed.
- You must ensure they know the dimensions of your vehicle or allocated company vehicle (including loads), and abide by any traffic restrictions on your route.
- You must not use a hand-held mobile telephone whilst driving; this includes speaking, dialling, texting, accessing any apps or internet services. Accepting or making calls using a Bluetooth or hands-free device is acceptable only when it is legal and safe to do so. Wherever possible, accepting or making calls even via Bluetooth or hands-free devices must be avoided whilst driving. This includes when stationary in traffic delays or at traffic lights.
- You must avoid all other distractions whilst driving on our behalf, including eating, drinking, adjusting navigation systems.
- You must never smoke in our company vehicles or whilst driving on our behalf, even in your own vehicle.
- You must plan your journeys prior to setting off, giving consideration to distance, navigation, timescales, road conditions, and your own physical and mental capacity. You must plan for regular breaks in accordance with your own tolerances, but at least every two hours.
- You must ensure that no property is left unattended or in view in vehicles being driven on our behalf. Tools must not be left unattended in vehicles at any time.
- Vehicles must be left in secure locations when unattended, especially overnight.

## ACCIDENTS / INCIDENTS

If employees are unfortunately involved in an accident or incident whilst driving on our behalf, they should **not** under any circumstances express any opinion (one way or the other) on the degree of responsibility or the cause. Exchange particulars and nothing more.

If employees are asked to give a statement to the police, remember it is not obligatory to make any comment. Legal representation should be sought before giving any statement.

It is a condition of our insurance policy that the insurers are notified of all accidents/incidents, even if apparently of no consequence. Drivers involved in an accident/incident must therefore act quickly and provide us with a written report within twenty-four (24) hours.

Whenever possible the following points should appear on the report:

- Names and addresses of the third party driver and details of their insurers.
- Names and addresses of anyone else involved in the accident/incident.
- Names and addresses of all passengers in the vehicle being driven for Community Pharmacy Surrey and Sussex and any third party's vehicle.
- Names and addresses of all witnesses. It will be of considerable assistance if statements can be obtained from all witnesses at the time.
- Details of the attending emergency services.

## VULNERABLE PERSONS

We recognise that vulnerable persons are at greater risk of harm than other people. Vulnerable persons include, but are not limited to, young people, elderly people, people with health conditions (including allergies), and people with mental health conditions. People who are not ordinarily vulnerable may become vulnerable either temporarily or permanently, such as during pregnancy, illness/injury or following surgery.

### Management Controls

- Whenever vulnerable persons are employed or affected by our work activities, specific risk assessments are carried out prior to their commencement of work. The assessment will consider:
  - The person's experience and ability to perceive danger;
  - The workplace and workstation;
  - Any exposures to physical, chemical and/or biological agents;
  - Any work equipment used;
  - The work activities and processes to be undertaken;
  - Any training provided, and any risks from specified agents and processes;
  - Reasonable adjustments under the Equality Act 2010.
- The risk assessment will be thoroughly communicated to all relevant parties and reviewed regularly, triggered by any changes in tasks, health status/medication, and at a minimum, on an annual basis.
- Community Pharmacy Surrey and Sussex will comply with all regulations on working hours and rest break requirements for vulnerable workers.

### Employee Responsibilities

- You must always inform management at the earliest opportunity of any conditions (or changes to conditions) which may affect their safety, or that of others (including an unborn baby), in the workplace.
- You must follow the controls implemented by the risk assessment.
- You should seek, and follow, medical advice as required.

## WORK EQUIPMENT

### Management Controls

- All work equipment provided by Community Pharmacy Surrey and Sussex is regularly and satisfactorily inspected and maintained as required under the Provision and Use of Work Equipment Regulations (1998).
- Risk Assessments and Method Statements are produced and implemented for Work Equipment.
- Suitable training is provided for the safe use of Work Equipment.
- Suitable Personal Protective Equipment is provided where applicable, and staff instructed to wear it.
- Any safety equipment, including safety devices, guarding of dangerous parts of machinery and equipment, etc. used by employees are also regularly inspected.

### Employee Responsibilities

- Always use safe working practices for the Work Equipment provided.
- Always wear Personal Protective Equipment provided.
- Work Equipment must be visually inspected prior to use, and if any defects or damage is found, the Work Equipment must not be used and removed from use.
- Defects or damage must be reported immediately to Management for repair or replacement.