

B30 & S Birmingham Foodbank (B30SBFB) Health and Safety Policy

Version No: 2

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Review Date: March 2025

Signed by Joanna Fobbs Date 8/5/24

Position: Chair of Trustees

1. Introduction

The B30SBFB has an obligation under Health & Safety legislation to ensure the health, safety and welfare of its volunteers, contractors and members of the public so far as they come into contact with the Food Bank. B30SBFB has a duty to do all that is reasonably practicable to prevent personal injury and damage to property and to protect everyone from foreseeable work hazards.

The Health and Safety Policy is made available to all volunteers, visitors and contractors and will be displayed on notice boards in public areas at the Warehouse premises. New volunteers are informed of the Policy and its implications during induction and revised and update documents emailed periodically to all personnel.

The legal basis for health and safety in the workplace is primarily the Health and Safety at Work Act 1974 (HASAW). In addition, the Management of Health and Safety at Work Regulations (1999) requires that all employers will have in place an effective strategy for the management of health and safety within its organisation. The B30SBFB fully accepts its legal obligation to obey all of this legislation, the policy, which follows, reflects that acceptance and covers the main areas of concern.

2. Statement of Intent

The B30SBFB is fully committed to providing and ensuring that staff, volunteers, visitors, clients and contractors have a safe and healthy place in which to work and visit.

It is our aim to:

- establish standards which take account of legal, statutory and other requirements
- establish and maintain interest in, and awareness of, those standards and provide training which will maintain those standards
- require the commitment of all personnel to exercise personal responsibility to do everything possible to prevent injury to themselves, other employees and members of the public
- review this procedure every 12 months

3. Organisational Responsibilities for Safety

The Trustees are ultimately responsible for fulfilling all Health and Safety duties.

The Project Manager has overall responsibility to the Trustees for ensuring that appropriate and effective health and safety management systems are in place:

- For the overall management of health and safety
- To control identified risks through the risk assessment process
- To promote a safety culture at all levels
- To provide health and safety training

Operational Managers have a responsibility to ensure that all necessary procedures and arrangements for health and safety are in place and operating efficiently in their area of responsibility, and that all their employees and

volunteers are aware of them, including where appropriate, service users and visitors. They also need to ensure that each employee and volunteer understands their responsibilities and are equipped to work effectively and safely. All Foodbank users have a responsibility to accept their personal involvement in the practical application of this policy.

All Food Bank volunteers have a responsibility for promoting and ensuring the practical application of this policy.

4. Aims and Objectives

- The B30SBFB aims to provide a safe environment for all staff, visitors and contractors.
- The B30SBFB will make available safe and adequate plant, materials, work systems, training and strong safety supervision to ensure competence in the staff and volunteer team.
- The B30SBFB will comply with all legislation relating to health and safety.

All volunteers have legal responsibilities under the Health and Safety at Work Act of 1974 to ensure the health, safety and welfare of themselves, their colleagues and visitors.

5. Risks and Risk Assessments

5.1 Annual Audit

Risks to the health and safety of volunteers, clients and visitors will be assessed externally by a suitably qualified professional and then reported to the Chair of Trustees. The findings of the Risk Assessment will be recorded in writing. Any significant findings that volunteers need to know to ensure their health and safety will be communicated. Operation managers will follow up if new equipment/training is required and all Risk Assessments will be held on file for future reference.

5.2 Electrical Equipment Site Responsibility

Electrical equipment is a potential health hazard. Nobody shall be engaged in any work activity where technical knowledge or experience is necessary to prevent danger or injury unless they possess such knowledge or experience, or is under such degree of supervision as may be appropriate having regard to the nature of the work. This provision needs to be interpreted to err on the side of caution. Nobody should attempt to carry out the simplest electrical work such as fitting plugs or changing light bulbs unless they are certain that they know what they are doing. PAT testing of equipment will be carried out to conform to legislative requirements. Electrical systems will be tested to national standards every two years.

B30SBFB will ensure compliance with all legislation relating to electrical appliances, electrical infrastructure and premises where electrical systems are installed, including the Electricity at Work Regulations.

The use and maintenance of electrical equipment will be covered as part of our risk assessment program. Controls will be adopted based on risk assessment and maintained with oversight by our Treasurer.

As part of our induction and on-going health and safety training, safety related to electricity at work will be discussed with all volunteers.

Our premises will be subject to a program of on-going inspection and testing to meet the requirements set out in BS 7671.

Portable appliances will be maintained locally, with Portable Appliance Testing completed by an approved contractor using the HSE guidance Maintaining Portable Electrical Appliances in Low Risk Environments.

All volunteers will be informed of our defect reporting arrangements. No volunteers are to undertake any electrical maintenance or repair, with such work only authorised to be carried out by competent electricians.

5.3 Fire Hazard

B3OSBFB will ensure compliance with the Regulator Reform (Fire Safety) Order and where appropriate other regulations requiring the provision of emergency arrangements within the workplace.

Our Management Group will be responsible for fire and emergency planning. This will include where appropriate the commissioning of specialist advice and guidance.

All risk assessments will consider the potential for fire as a workplace hazard and ensure suitable and sufficient control arrangements are in place. A specific Fire Risk Assessment will be completed for our buildings by a competent person and will be subject to annual review and a formal 5 yearly update.

Nominated persons will be available to take charge in a fire or emergency situation. This will usually be the Warehouse Manager or the Project Manager at the Friends Meeting House.

Our Treasurer will ensure that maintenance contracts remain in place for our extinguishers, any alarms and any emergency lighting.

All volunteers will receive basic training in fire and emergency situations.

Our Warehouse Manager will plan for emergency drills and ensure these are completed under competent supervision, with accurate records maintained. Drills will be completed at least twice annually.

Equipment provided for fire safety purposes such as fire extinguishers, will form part of our risk assessment controls. Controls once implemented will be maintained and checked as part of our on-going inspections.

Fire action notices will be displayed as an emergency plan. Volunteers will be practiced in these arrangements as part of our evacuation drills.

B3OSBFB will have an identified a signposted fire (emergency) evacuation point. Evacuation procedures and the action required in discovering a fire will be displayed in Fire Action notices.

Fire and emergency controls once implemented will be maintained and checked as part of our on-going inspection arrangements.

Following any fire or emergency full management investigation will be completed. Where necessary B3OSBFB will appoint competent persons or experts from outside the business to assist in such investigations.

Actions required following any fire or emergency or identified by supervision, inspection or audit would be coordinated by our Management Group until appropriate action is taken and confirmed.

To reduce the effects of fire operational managers will undertake daily checks to ensure that all warehouse fire exits are functional and clearly signposted. Fire drills be conducted twice annually and fire equipment will be independently checked on an annual basis.

Fire exits and signposting will be monitored at Cotteridge Friends Meeting House. The Project Manager will liaise with the FMH Warden re any concerns.

5.5 Food Handling and Food Hygiene

B3OSBFB commits itself to compliance with the requirements of the Food Safety Act 1990, Food Safety & Hygiene (England) Regulations 2013 and subsequent regulations/amendments as a basis for its minimum standards. It is the responsibility of the Trustees and Operational Managers responsible for food acquisition, processing and service, to

ensure that standards are met and that training, along with appropriate records retention, is provided to all food handlers commensurate with their responsibilities.

5.6. First Aid

The B30SBFB will provide sufficient first aid boxes equipped in accordance with statutory requirements.

Accidents should be recorded in the Accident Reporting Book.

5.7 Welfare and Toilet facilities

Toilets and washing facilities will be provided in all buildings in accordance with statutory requirements. There will also be an adequate supply of drinking water for volunteers.

5.8 Lone Working

Working alone can increase the risks for volunteers depending on the work to be carried out, the time of day and the location of the premises. The Trustees and managers of the B30SBFB take their responsibility for ensuring the welfare of all volunteers seriously. Only in exceptional circumstances will a person be allowed to work in our premises on their own and only to complete specific agreed duties. This must be agreed with managers prior to commencement of work.

Safety arrangements:

- Work schedule and list of duties agreed with managers
- Person to have means of contacting manager (mobile phone, etc.)

5.9 Manual Handling and Lifting

Safe practices in the warehouse and the storage and movement of large crates, etc. will be Risk Assessed by the Operational Manager bimonthly and findings reported to management with reports held on file. Training and equipment will be provided where required to ensure safe practice improvements in manual handling and storage remain ongoing.

5.10 Use of work equipment

B30SBFB does not authorise any equipment or vehicle use unless arrangements are in place to ensure appropriate maintenance as manufacturer or supplier instructions.

At B30SBFB work equipment will include, but is not limited to the following:

- Vehicles used for the collection and delivery of donations
- Racking used within our warehouse operations
- Pedestrian pallet trucks
- The roller shutter doors within the warehouse areas
- Other trollies, crates and baskets used for food product storage and handling

We will adopt a 'Buy Safe' policy and through any procurement processes ensure that all equipment and any vehicles are assessed prior to purchase, ensuring they will be safe for their intended use.

We will ensure all vehicles and machinery meets statutory requirements, such as those set out in the Provision and Use of Work Equipment Regulations, the Lifting Operations and Lifting Equipment Regulations and the Supply of Machinery Safety Regulations.

All work equipment will be assessed as safe through risk assessments. This may be part of our general or dynamic assessments, as appropriate.

B30SBFB will ensure that any machinery and work equipment is maintained in line with manufacturer instructions. Where maintenance logs are provided, these will be maintained.

Arrangements for defect reporting will be communicated to all volunteers and overseen by the Management Group.

5.11 Lifting Equipment

B30SBFB will ensure as a minimum that all obligations set out in the Lifting Operations and Lifting Equipment Regulations (LOLER) are met for lifting equipment used within the warehouse areas.

The Pramac Lifter – Pedestrian Pallet Truck will only be used by trained and competent persons authorised through the Management Group.

All lifting operations carried out within our premises will be subject to risk assessment; this may be part of our general workplace assessments or dynamic assessment by a competent person.

5.12. Working at height

At B30SBFB we will ensure compliance with the duties set out in the Work at Height Regulations. Compliance will be assessed as part of our on-going program of risk assessment as set out above.

A work at height situation is likely to occur in the following circumstances:

1. Where contractors have to gain access to the roof area of our buildings.
2. Where work is carried out by a contractor internally to our buildings.
3. Where volunteers use access steps in picking activities at our warehouse premises.

Controls for work at height situations will be set out in our specific risk assessments. In all circumstances, where practicable, we will eliminate the need to work at height, or provide suitable controls based on the hierarchy of control measures in the subject regulations and guidance.

Our Management Group will be responsible for all work at height activities, where these are not routine as covered in our risk assessments. This may involve the completion of further risk assessments and where required, reference to competent advice. In completing risk assessments for all tasks, we will refer to the HSE work at height information.

We have a zero-access policy in relation to all racking access. Any requirements to access racking at height will be referred to the Treasurer, no volunteers will climb or gain access beyond step height.

All warehouse volunteers will be informed of our work at height arrangements as part of their induction.

All contractors working on our premises, including those carrying out non-routine maintenance, will have to submit risk assessments in advance of that work for our approval, or prove dynamic risk assessment prior to that work.

5.13. Hazardous Substances

B30SBFB does not allow the use of any hazardous substances within our premises or foodbank distribution activities. Where domestic cleaning chemicals are used these will be used as the manufacturer's instructions, with any foreseeable exposure being limited to domestic type use.

We will comply with all legal duties, including those set out in the Control of Substances Hazardous to Health (COSHH) Regulations in relation to non-domestic or other use.

All inbound donations will be checked for chemicals, such as donated cleaning materials. These will be quarantined at the warehouse and controlled by the Management Group, with no onwards distribution.

5.14. Reporting of Accidents, Incidents and Near Misses

All Accidents, Incidents and Near Misses should be reported to the Project Manager or Warehouse Manager as soon as possible and always by the end of the day by completing the Incident Report Book, and accidents should also be recorded in the Accident Book.

The Project Manager will make a RIDDOR report in all cases as required by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

5.15. Driving and driving Foodbank vans

At B30SBFB our driving activities will only involve the vans that we provide for foodbank collections and distributions. Volunteers driving their own vehicles to and from foodbank activities are not at work or driving for or on behalf of B30SBFB. We will comply with all statutory duties relevant to driving at work.

No volunteers will be allowed to drive B30SBFB vehicles unless they have appropriate licences. Our Treasurer will ensure appropriate insurance is maintained for all vehicle use.

Our Management Group will ensure a record of volunteers' licenses is maintained and subject to annual checks using the DVLA share portal.

All drivers will be required to complete daily prestart checks of B30SBFB vehicles.

Our general risk assessments will cover driving activities. All volunteers are required to adhere to statutory regulation, like that set out in the Highway Code.

At B30SBFB we require all volunteer drivers to notify us of any medical condition, treatment (including medication) that would preclude them from, or have an effect on their driving.

All drivers are required to notify B30SBFB of any criminal prosecution for motoring offences as this may affect our insurances and have an impact on health and safety management.

Annually we will check volunteers' driving licenses and driving skills where necessary to ensure driver safety.

Where a driving at work incident, damage or accident is reported the Management Group will formally investigate this.

Where volunteer driving is affected by medical condition or other circumstances, our Management Group will on a case-by-case basis assess the circumstances and actions to be taken. This may include specific risk assessment, referral for medical advice or moving volunteers away from driving activities.

Volunteers may only use their own private vehicle for B30SBFB purposes with both clear authorisation from a foodbank manger and appropriate insurance.

5.16. Managing Contractors

B30SBFB recognises that it owes a duty to contractors as well as volunteers, as set out at Section 3 of the Health and Safety at Work Act 1974. Where contractors are employed on any B30SBFB premises, these will be approved

contractors who have provided details of their skills, competence and insurances to carry out that work.

The Treasurer will assess the competence of contractors.

Contractors working for B3OSBFB will have to provide risk assessments and method statements for their work in advance, allowing B3OSBFB to complete a reasonable check of the health and safety arrangements that will be in place.

Where work is undertaken in our premises by self-employed contractors, dynamic risk assessment will be completed and communicated to provide pre-start agreement on working safety arrangements.

On arrival at site, contractors will be required to report to B3OSBFB for a formal site health and safety briefing, and they will be required to sign as having understood this before their work starts.

Where possible we will secure the contractor's working area, so that our own activities do not interfere with the contractor's work. Volunteer safety will be prioritised in all circumstances.

We will check that contractors work to the agreed method.

We will operate a STOP policy for all contractors. Where contract work is identified as unsafe, they will be required to stop work and a formal review, including requirement for revised risk assessments, will take place.

For significant work on our premises, we will seek competent advice in advance of that work.

Where a contractor has been found not to meet the standards required by B3OSBFB, they will be removed from our approved contracts list and will not be used.

5.17 Off-site activities

Volunteers should apply the same regard for Health and Safety guidance when they are working offsite as is required for on-site activities.

Examples of off-site activities are-supermarket special collections (food drives) and the collection of donations from churches, shops or businesses etc. It also applies to other fundraising events such as volunteering to supervise a B3OSBFB stall at a community event.

Volunteers should

- work with another volunteer as far as possible.
- familiarise themselves with the location of First Aid facilities.
- familiarise themselves with the Fire Safety exits and other arrangements.
- know who to refer to if a problem arises e.g., supermarket manager or Foodbank management team member phone no.

6. Training

Training is of fundamental importance in the management of health and safety. The aim of training should be to increase the health and safety awareness and the competence of volunteers at all levels in the organisation, so that they do not put themselves or others at risk of injury or ill health. Managers must ensure that health and safety training is incorporated into their annual planning process and for new volunteers as required. Managers should ensure that the health and safety training plan is regularly reviewed and updated as required and maintain all registers and training records.

7. Equality & Diversity

The B30SBFB is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our volunteers reflects their individual needs and does not discriminate against individuals or groups on any grounds. This document has been appropriately assessed.

8. Monitoring & Compliance

The organisation continually strives to achieve 100% compliance with this policy and its intended outcomes. Where this is not met an action plan will be formulated and agreed by the Trustees and reviewed by them until completion.

Please see the tables below for responsibilities and monitoring arrangements.

Standard / Monitoring & Audit

Process / Issue	Method	By	Reported to	Frequency
Electric checks	Electrical checks will be tested to national standards	Qualified electrician arranged by Warehouse Manager/Treasurer	Trustees	Every 2 years
Risk assessments	Manual Handling/ Lifting risk assessments	Warehouse Manager	Trustees	Quarterly
Accident and Incident Report Books	Copies stored at warehouse office and FMH	The person reporting an incident	Trustees	Quarterly
Fire drills	Fire drills to be conducted twice annually in warehouse	Warehouse Manager	Trustees	Quarterly
Fire equipment	Fire Equipment will be tested to national standards	Independent Fire Safety Assessor Arranged by Warehouse Manager	Trustees	Annually
Training	Check Training Records for completeness, highlighting missed training and/or poor record keeping	Project Manager	Trustees	6 monthly
External Annual Audit			Trustees	Annual

Summary of Records to be kept

Issue	Responsibility	Location	
First Aid/ Accident Book	Warehouse Manager	Warehouse office	
First Aid/Accident Book	Project Manager	Friends Meeting House	
Defective equipment reporting			

Incident Report Book	Warehouse Manager	Warehouse office	
Incident Report Book	Project Manager	Friends Meeting House	
Fire safety checks			
Electrical Testing Records			
Stacker truck training			
Drivers' licenses records			
Annual Audit			

Reviewed by: Date.....

Summary of Responsibilities

All Volunteers' Responsibilities

Volunteers are expected to cooperate with B30SBFB adopting safe working practices as set out in this policy and any associated guidance.

B30SBFB is committed to providing the necessary information, instruction, and training necessary to undertake activities both at the warehouse and foodbank locations. Where necessary volunteers will be advised on that training and should attend.

Volunteers are not to undertake activities which will expose them or others to uncontrolled health and safety risk, and must:

- cooperate with the Management Group on health and safety matters.
- not attempt any task which they do not feel able to carry out, and inform the Foodbank Manager.
- not interfere with or misuse anything provided to safeguard health and safety.
- take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.
- use all equipment correctly, in accordance with their training or instructions received, both verbal and written
- use cleaning substances and sprays etc in accordance with printed instructions
- ensure priority is given to the protection of clients and members of the public that may be affected by our activities.
- report any hazards or health and safety concerns without delay, to a member of the Management Group.
- not work alone unless approved by managers and where the safeguards outlined in this policy are in place
- stop and seek advice if they identify risks to their own health and safety or that of others, in line with this policy.
- report any accident, dangerous occurrence or ill health caused or made worse by their volunteering activities, without delay, cooperating fully with any reporting requirements or investigation.
- assist at all times in maintaining good housekeeping standards throughout our premises, foodbank locations or other volunteering activities.
- Read and be familiar with the Fire Safety and Evacuation procedures
- Know the location of the First Aid Box and Accident Reporting Book
- Manually handle and lift stock in accordance with guidance.
- Stack crates to a maximum height of 4 crates
- Not use a Stacker truck or drive a foodbank van unless B30SBFB approved training and insurance is valid
- Have due regard to the importance of health and safety matters when volunteering for off-site activities

Project Manager Responsibilities

To assist B30SBFB in the safe operation of all foodbank activities. This includes:

- The safe opening, supervision and closing of foodbank volunteering activities.
- Inducting volunteers to the foodbank activities as part of their introduction to the B30SBFB operations.
- Checking that housekeeping standards within the foodbank activity areas are maintained to ensure good access, the safe movement of materials and the safety of vehicles and pedestrians.
- Managing and supervising volunteer activities or appointing other competent persons to do so.
- Ensuring volunteers are allocated to tasks within their capabilities, taking account of any known medical conditions.
- Ensuring any equipment in use is safe and only used by authorised persons.
- Ensuring volunteers are aware of local arrangements for hazard and defect reporting.
- Ensuring manual handling is carried out safely, with a priority to avoid any significant lifting and carrying, defaulting to the use of trolleys or breaking down loads as appropriate.
- Reporting any defects to the premises immediately to those persons responsible and ensuring defects do not impact on volunteers or clients.

- Checking that volunteers adopt good manual handling practices in line with training, instruction and displayed information
- Ensuring any premises fire safety arrangements are maintained.

Treasurer's Responsibilities

To assist B30SBFB in the safe operation and use of all foodbank premises, equipment and plant, which includes:

- Ensuring the warehouse premises are maintained to the highest standards, with arrangements for planned inspection and appointing competent persons to assist in any maintenance as necessary.
- Ensuring any contractors appointed to work on, or in the foodbank premises are competent and that appropriate due-diligence checks are completed.
- Ensuring racking and storage systems used within the warehouse are maintained and inspected in-line with the manufacturer's, or installer's advice.
- Liaising with the landlord, ensuring that the mains electrical system and fire alarm system are maintained to appropriate standards.
- Planning for the inspection, maintenance and as necessary thorough examination of lifting and handling equipment.
- Ensuring electrical appliances are maintained in line with the HSE Guidance on Portable Appliance Testing in Low-Risk Environments
- Ensuring appropriate arrangements for the service and repair vehicles as necessary.
- Organising on behalf of B30SBFB, appropriate insurances for any foodbank vehicles
- Liaising with the volunteer coordinator to ensure competent drivers are appointed to drive foodbank vehicles, ensuring daily pre-use checks of vehicles are completed

Warehouse Manager Responsibilities

To assist B30SBFB in the safe operation of all warehouse activities. This includes:

- The safe opening, supervision and closing of warehouse volunteering activities.
- Inducting volunteers to the warehouse activities as part of their introduction to the B30SBFB operations.
- Checking that housekeeping standards within the warehouse are maintained to ensure good access, the safe movement of materials and the correct use of handling equipment.
- Managing and supervising volunteer activities or appointing other competent persons to do so.
- Ensuring volunteers are allocated to tasks within their capabilities, taking account of any known medical conditions.
- Ensuring any equipment in use is safe and only used by authorised persons.
- Ensuring volunteers are aware of local arrangements for hazard and defect reporting.
- Ensuring manual handling is carried out safely, with a priority to avoid lifting and carrying, defaulting to the use of trolleys, rollers, pallet trucks or as required the pedestrian pallet lift.
- Reporting any defects to the premises immediately to the Treasurer, ensuring warehouse operations are safe until defects are rectified.
- Checking that volunteers adopt good manual handling practices in line with training, instruction and displayed information
- Ensuring the premises fire safety arrangements are maintained

Volunteer Manager Responsibilities

- Ensure all volunteers are inducted and informed of Volunteer Responsibilities detailed in appropriate section of this policy above
- In conjunction with the Warehouse Manager, assist in training arrangements where appropriate.

Action/Checklist

H&S Policy to all volunteers. Acknowledgement requested

Summary of Health and Safety Advice to all volunteers. Acknowledgement requested.

FMH

Fire evacuation notices in place and visible
Safeguarding notices in place and visible
Toilet and handwashing available
No lone working
Manual handling and lifting risk
Difficult or aggressive client risk
Accident Report Book/Incident Report Book available

Warehouse

Fire evacuation notices in place and visible
No use of stacker lift unless correctly trained
Crates must not be stacked more than 4 high
Volunteers recommended to wear sturdy covered toe shoes
No lone working unless lone working protocols in place
Lone working notice on noticeboard
First Aid box available
Location of First Aid box notice on noticeboard
Accident Report book/Incident Report Book available
Location of Accident Report Book on noticeboard
Use of automated roller shutter notice
Use of platform scales notice

Van drivers

Van maintained correctly
Insurance in place
Named drivers only may drive van
Manual handling care to apply re loading and unloading
Lone worker protocols to apply to drivers