

## Tyneside Training Services Health and Safety Policy

### 1. Context and Scope

This policy and procedure relate to all activities of Diamond People (NE) Limited trading as Tyneside Training Services (TTS).

TTS is a provider of commercial and funded training primarily within the Logistics Sector. Provision is blended and includes face-to face delivery, online learning and practical face to-face delivery from its three sites, LGV Centre Cramlington, MHE Centre Killingworth, and Lift Point House Killingworth.

These factors have been considered by TTS when developing policies and procedures around Health and Safety.

All references to “learners” shall be deemed to apply to any person who is attending a programmes of learning at TTS regardless of length and location and can include commercial customers, funded learns attending apprenticeships and bootcamps utilising government or devolved education funding of any kind.

This policy shall apply from the start of all contractual relationships and will be made available to potential contractors, partners, employees and apprentices via the company’s website. It is the responsibility of the interested party to ensure that they have read, understood and are compliant with the policy, prior to any meeting with TTS. For the avoidance of doubt, “start of all contractual arrangements” shall include the commencement of recruitment processes and accordingly prospective employees should ensure that they are familiar with the policy prior to application. At all times, safer recruitment processes will be adhered to.

### 2. Policy Statement

TTS recognises its legal and moral responsibilities to persons who may be adversely affected by its activities.

TTS is committed to ensuring, by all reasonably practical means, the health, safety and welfare of its learners, visitors, employees and contractors involved with its activities. TTS will seek to ensure that its legal duties and policy objectives are always complied with.

All foreseeable risks associated with TTS activities will be identified and removed or controlled through a process of risk assessment and management.

All employees will be given such information, instruction and training as may be necessary to enable the safe performance of their duties. Information pertaining to the responsibilities of individual managers and employees is contained in this policy.

TTS expects staff to use common sense to inform their actions alongside agreed and accepted practice as contained in this policy. This is in acknowledgement that unplanned and unpredictable events can occur which go beyond anything that can be reasonably expected or planned for.

TTS makes every effort through our health and safety policies and procedures to provide learning and working environments that are safe and healthy with all members of staff being

dedicated and committed to continuing with aims and objectives to reducing the risks of injury and ill health.

As a training provider, TTS is uniquely positioned to engage and influence the policy and practices of the employers we work with. TTS is committed to engaging our employers to create sustainable cultures of health and safety for the benefit of apprentices and learners on programmes.

As a minimum, TTS is committed to:

- Ensuring adequate control of all health and safety risks arising from learning assessment and working activities.
- Providing instruction, training, supervision, mentoring, assessment and health and safety information to all learners and members of staff.
- Ensuring that all members of staff are competent in the training, assessment and work activities they are engaged in.
- Consulting with and updating learners and members of staff on all relevant health and safety law, statutory regulations and issues that affect them.
- Providing minimum generic risk assessment and control measures for all common tasks and activities associated with the training, assessment and working procedures which apprentices and members of staff are engaged in.
- Providing all members of staff with adequate health and safety training to ensure their responsibilities for health and safety law.
- Providing and maintaining equipment that is safe.
- Providing personal protective equipment that is free of charge where necessary.

### 3. Aims and Objectives of this Policy

3.1. TTS aims to ensure the health, safety and wellbeing of all stakeholders, including, employees, learners, volunteers, contractors and visitors. TTS will achieve this aim by completing the following objectives:

- To establish and maintain an effective safety management structure throughout the organisation with clearly identified health and safety responsibilities and competencies.
- To ensure that the risks to health & safety for all employees, learners, visitors and clients who may be affected by our undertaking are properly assessed and controlled.
- To provide any relevant information, instruction, training and supervision as is necessary to secure the health & safety of all learners.
- With regard to any premises under our control or operations on which we may be working, to ensure the maintenance of all plant, machinery and equipment so that they are safe not only for employees and learners but for any persons who may be affected.
- To ensure the work environment of all employees / learners is safe and without risk to health and that adequate provisions are made with regard to the facilities and arrangements for their welfare whilst at work.

- To maintain arrangements for monitoring our health & safety performance and standards, ensuring their continued suitability in accordance with any changes in current legalisation.
- To seek participation of all persons working under contract in all aspects of health and safety and to increase individual commitments in order to ensure a positive safety culture in all that we do.
- To engage, train and educate employees and learners as to their obligations to Health and Safety in the workplace:
- To take reasonable steps for the health & safety of themselves and of others who may be affected by their acts or omissions at work and on TTS premises.
- To comply with all legal requirements imposed on the organisation and cooperate fully in ensuring all regulations are adhered to.
- To engage and challenge employers to create and maintain a culture of health and safety within their organisations.

#### 4. Responsibilities

4.1. It is recognised that individuals and groups of individuals have responsibilities for health, safety and welfare at TTS. The individuals and groups identified below are expected to have read and understood TTS policies and procedures for ensuring health, safety and welfare and to conduct their duties in accordance with them.

##### Head of Operations

- Day-to-day management of all health and safety matters in TTS in accordance with the Health and Safety Policy.
- Ensuring regular inspections are carried out.
- Submitting inspection reports to the TTS SMT.
- Ensuring action is taken on health, safety and welfare issues.
- Passing on information received on health and safety matters to appropriate people.
- Carrying out accident investigations.
- Identifying and facilitating staff training needs.
- Liaising with the TTS SMT and governors on policy issues and any problems in implementing the Health and Safety Policy.
- Providing necessary facilities for all employees to be consulted on health and safety matters.

##### Management Team

- Day-to-day management of health and safety in accordance with the Health and Safety Policy.
- Drawing up and reviewing departmental procedures regularly.
- Carrying out regular inspections and making reports to the Managing Director.

- Ensuring action is taken on health, safety and welfare issues.
- Arranging for staff training and information.
- Passing on health and safety information received to appropriate people.
- Acting on reports from staff, TTS Management Team or the Governors.
- Ensuring health and safety issues are reported by staff and discussed at team meetings and reporting them to SMT.
- Ensuring that all necessary risk assessments are being carried out by all relevant staff (e.g. through standing item on staff meeting agenda).
- Ensuring that all risk assessments are reviewed periodically or following incidents or significant changes in workplace or systems of work.

### All Employees

All employees have a general responsibility, as far as reasonably practical, to ensure the health, safety and welfare of themselves and others who may be affected by anything they do or fail to do.

In particular, employees have a responsibility for:

- Checking classrooms/work areas are safe.
- Checking equipment is safe before use.
- Ensuring safe procedures are followed.
- Ensuring protective equipment is used, when needed.
- Ensuring that they undertake all relevant risk assessments involving the learners in their care, support staff, themselves and where relevant members of the public.
- Participating in inspections and meetings, if appropriate.
- Bringing problems to the relevant manager's attention.
- Co-operate with the employer on matters of health and safety.
- To ensure all learners/visitors receive a suitable induction including all site safety procedures relevant to the nature of tasks, activities, working environment involved with the training.

## 5. Managing Apprenticeship Relationships and Health and Safety

Where training of apprentices is undertaken on TTS premises, the approved organisational procedures, relevant to the nature of tasks, activities, working environment involved with the training, will apply. The Employer and Apprentice will enter into an agreement with TTS. The Apprentice will undergo an induction covering all relevant for their health and safety procedures. This will include:

- Fire safety arrangements
- Emergency procedures
- How to report a health and safety concern
- How to report an accident or incident

- Information relevant to equipment used
- Information relevant to the working environment e.g. workshop, workplace Training Undertaken on Employers' Premises

TTS will undertake a Risk Assessment of the employers' premises prior to an apprentice starting work to ensure that employers understand their responsibilities to apprentices and have a robust health and safety management system in place relevant to the apprentices. These responsibilities include those related to the age of specific apprentices on programme, including restrictions to hours of work and specifically to the use of MHE.

TTS will further carry out annual checks of employers to monitor their ongoing suitability for the delivery of apprenticeships in terms of their management of health and safety and fulfilment of their responsibilities as outlined in this policy.

Additional risk assessments are carried out in instances where apprentices are pregnant, vulnerable or have specific needs. These are completed in collaboration with employers and support the employers' legal obligations to employees around pregnancy.

TTS staff visiting employers' premises are required to feed back to the Apprenticeship Manager any concerns they have regarding health and safety in an apprentice's workplace so appropriate action can be taken. Such action ranges from further engagement meetings to apprentices being removed from programme until issues are resolved. TTS is committed to a collaborative approach to Health and Safety, however, in the most extreme cases, TTS reserves the right to report employers who do not respond to feedback around safety, to HSE.

Regular meetings regarding apprentice welfare take place and assessors and trainers are expected to report on the Health & Safety of the apprentices at this meeting to allow any concerns to be resolved.

The specific responsibilities of the Apprentice, Employer and TTS as the Provider will be agreed as part of the tri party agreement at the start of any learning program.

## **6. Specific Health, Safety and Welfare Policy and Procedures First Aid**

### **Risk Assessments**

Risk assessments are a legal requirement and form the foundation of effective health and safety management. They involve identifying potential hazards, evaluating the risks associated with them, and implementing control measures to reduce those risks to an acceptable level. Assessments must be reviewed regularly and updated when there are significant changes in the workplace or following an incident.

### **First Aid**

TTS has assessed the need for first aid provision and has identified that 2 fully qualified first aiders holding the First Aid at Work Certificate.

Further staff hold Emergency First Aid at Work qualifications as required by additional activities undertaken. The Head of Operations is responsible for overseeing the arrangements for first aid within TTS.

The duties include ensuring:

- That first aid equipment is available at strategic points in TTS.
- That the correct level of first aid equipment is maintained in each first aid box.

- Regularly checking first aid logs for indications of recurrent or frequently reported types of injury.
- That a sufficient number of personnel are trained in first aid procedures, and that first aid qualifications are, and remain, current (e.g. First Aid at Work Certificates are valid for 3 years).

### Accidents

The Head of Operations will be responsible for reporting all accidents in accordance with legal guidance and will be responsible for recording (as a minimum) any accidents in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

### Accident Investigation

All accident reports will be seen by the Head of Operations who will decide if an investigation is necessary.

### Fire

All staff are responsible for ensuring that learners and visitors evacuate in an orderly and timely fashion in the event of the alarm sounding. This Policy will form part of the Induction for new staff.

### Fire Exits

All fire exits are signed. All classrooms display the table of exit routes along with the evacuation procedure. The assembly area is the front car park.

### Electricity

TTS will inspect and test all portable electrical appliances at least once every two years this will include any personal items of electrical equipment used in the workplace.

### PPE

The need for PPE will be determined during the Risk or COSHH Assessment process. Where identified as necessary PPE will be provided without cost to staff or learners.

Managers will be responsible for the request for purchase of PPE ensuring that it is of the correct type, is suitable for the purpose and of the correct size to ensure that the fit is comfortable for the wearer. In addition, Managers will ensure that suitable arrangements are in place for the storage, cleaning and replacement of PPE.

When issued with PPE; staff and learners are required to wear it correctly. Staff must take all reasonable precautions to ensure that PPE is stored and maintained properly.

### Display Screen Equipment

Relevant staff will be issued with a DSE self-assessment form to be completed when starting employment at TTS, together with DSE guidance. The assessment will be followed up by the Head of Operations who will note any recommendations and actions planned and taken.

Assessments will be reviewed following significant changes, incidents or cases of DSE-related ill health. DSE guidance will be made available to all staff. This guidance is also applicable for staff working at home and should be followed when setting up the workstation.



### **The Control of Hazardous Substances**

The Head of Operations is responsible for ensuring that where any COSHH assessments are required that they are seen and understood by those staff who are exposed to the product/substance.

The Head of Operations is also responsible for ensuring that any updated COSHH assessments received are seen and understood by those who are exposed to the product/substance and that the COSHH file is kept up to date.

The Head of Operations is responsible for ensuring that COSHH assessments are also obtained from contractors on site (both regular contracts such as cleaners and caterers and from builders, decorators, flooring specialists etc) where persons may be affected by their use on site or the storage of such substances/materials may need to be controlled.

All staff must ensure that they do not use any potentially hazardous substance without first familiarising themselves with the requirements of the COSHH assessment.

### **Manual Handling**

Manual Handling Operations means any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or bodily force (Manual Handling Operations Regulations 1992).

TTS will prevent musculo-skeletal injury to staff as a result of manual handling by reducing the risk to the lowest level possible. The assessment and reduction of risks from manual handling aims to achieve:

- A safe working environment.
- Suitable and sufficient equipment to reduce manual handling risk.
- Well trained staff who take care of their own health and safety and that of others.
- The organisation will eliminate, as far as is reasonably, practicable, the need for its employees to carry out any manual handling tasks that involve a risk of injury.
- The risk to staff will be assessed and documented where manual handling operations cannot be avoided.

### **The Head of Operations will ensure:**

- Manual handling risk assessments have been carried out and updated as necessary.
- Following risk assessments, a remedial action plan has been documented and acted upon in the given timescale.
- Employees are monitored to check safe systems of work are being followed.
- Employees have received relevant level of manual handling training and records of attendance are kept.
- Manual handling accidents or incidents are fully investigated and followed up as necessary.

**All employees must:**

- Be aware of their responsibilities under the Health and Safety at Work Act 1974 and the Manual Handling Operations Regulations 1992.
- Seek assistance and extra training if their level of knowledge is insufficient for a new situation.
- Be aware of their individual capability for manual handling and not exceed it.
- Report all manual handling accidents, injuries or near misses.

**Identifying and Managing Health and Safety Concerns**

Where employees have Health and Safety concerns, they should raise these with their Line Manager.

Where Health and Safety concerns are raised with a trainer/assessor by a learner they should be escalated to their Line Manager.

In all cases the Line Manager should acknowledge receipt of the concern within 3 working days. The Line Manager should work to resolve the concerns and inform the individual of the outcome within 10 working days of acknowledging the concern.

If there is an immediate risk to the individual, they should be removed from the workplace and advised not to attend until the concern has been satisfactorily resolved.

**Dealing with and Responding to Pandemics**

TTS will always adhere to and follow all Government advice and guidance issued to protect and support the Health & Safety of its workers.

**Promoting and Engaging Stakeholders (Communication)**

Effective communication is essential to ensure that all staff are aware of health and safety policies, procedures, and expectations. This includes regular briefings, signage, written instructions, and open channels for reporting hazards or concerns. Employers must ensure that communication is clear, accessible, and inclusive, taking into account language barriers and literacy levels.

All new staff will complete a full Health and Safety induction which will include the following:

- A review of the salient risk assessments
- Training around manual handling (where required)
- Identification of First Aiders, Fire Wardens and meeting point outside of the building for incident occurrences.
- Where to find key contacts including emergency services
- How to use emergency equipment
- How to use requisite equipment

All staff will undertake mandatory refresher sessions on Health and Safety to ensure their compliance with this policy.

All programmes of learning will include focus on Health and Safety as part of the induction process.



Revisions to this Policy will be introduced to and discussed with staff at scheduled TTS Communications Days.

This Policy is available to view on the TTS website, to which all Employees have access.

Staff, learners and employers are made aware of the organisation's contacts for expressing any concerns relating to Health and Safety, as well as the organisation's Complaints Policy. Both staff and learners are encouraged to call out unsafe practices, both in the learning environment and in learners' workplaces.

### **Training & Supervision**

All employees must receive appropriate health and safety training relevant to their roles. This includes induction training for new staff, refresher courses, and specific instruction for high-risk tasks. Supervision ensures that employees understand and follow safe working practices, particularly those who are new, inexperienced, or undertaking unfamiliar tasks. Supervisors are responsible for reinforcing training and intervening when unsafe practices are observed.

### **Monitoring Health & Safety**

Health and safety performance must be regularly monitored through inspections, audits, and incident reporting. This helps identify areas for improvement and ensures compliance with legal requirements. Monitoring may involve both proactive measures (like safety tours) and reactive measures (such as investigating accidents or near misses), with findings used to inform future risk management strategies.

### **Occupational Health Surveillance**

Where employees are exposed to specific health risks (e.g., noise, vibration, hazardous substances), occupational health surveillance may be required. This involves regular health checks to detect early signs of work-related ill health and ensure that control measures are effective. Surveillance must be carried out by competent professionals and in accordance with relevant regulations such as COSHH and the Control of Noise at Work Regulations.

### **Monitoring and Review**

The Senior Management Team will be responsible for monitoring and reviewing the Policy.

Monitoring will include assessing how this policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.

Where there are any legislative changes to UK Government Policy on Health and Safety the review date of this policy will be brought forward accordingly to ensure any changes are reflected within this policy.

This policy was last updated on 31st July 2024 when minor additions were made and the context was updated.

The policy is scheduled to be reviewed in July 2025.

Diamond People (NE) Limited trading as Tyneside Training Services

**Failure to Comply with this policy**

Failure to comply with to any part of this policy may result in disciplinary action. For employees, this could include dismissal from the organisation. For employees this could result in dismissal from the organisation. For learners this could result in the removal from the programme.

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Reviewed by: John Jones

Reviewer's position: Managing Director

Reviewer's signature:



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