



ROMAN CATHOLIC DIOCESE OF PORTSMOUTH

Version 7

Health and Safety Handbook for members of the Clergy



elliswhittam

Employment Law / HR / Health & Safety

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Fore Word Statement in the new Health and Safety Policy.

I commend to you this new and updated Health and Safety Policy for our Diocese of Portsmouth, grateful to all who have helped create it. Please read and study it carefully and reflect on how its provisions might be put into practice. This policy will then be a real help to cultivating safe procedures across our parishes and communities.

We have a legal, moral and ethical duty to look after people's safety, welfare and health so that the chance of someone suffering an injury or (work-related) ill health is minimised. The Diocese has to abide by and to meet the requirements specified in both civil legislation and in canon law. Indeed, under canon law, the Parish Priest is entrusted with the care of souls within his parish and this includes all visitors to the parish too. It is thus his duty to ensure that all health and safety matters have been considered and that identified risks have been mitigated.

In advance, I thank you for your attention to the matters here. I pray that the Lord will bless us all with good health and that our parishes and communities will be places of safety.

In Corde Iesu

+ Philip

Bishop of Portsmouth

INTRODUCTION

This handbook contains the health and safety information you require to comply with our Health and Safety Policy. After reading it you will be required to sign to confirm that it has been brought to your attention. If you have any queries regarding the contents please do not hesitate to ask.

The Diocese of Portsmouth takes its responsibility for health and safety of its priests and visiting priests very seriously and is committed to a programme of progressive improvement that requires input from all clergy. If you see anything during your daily activities that give rise to a concern you are positively encouraged to record that concern and put the appropriate control measures in place to control the issue.

Safety is everyone's responsibility and that includes you.

TERMINOLOGY

The term "enforcing authority" is used throughout this policy, and this refers to different enforcing authority depending on the geographical location of your site. Sites in the United Kingdom, the Bailiwick of Jersey and the Bailiwick of Guernsey have different enforcing authorities. The term "enforcing authority" should therefore be taken to mean the relevant enforcing authority for your site, which will be:

- The Health and Safety Executive (HSE) for sites in the United Kingdom
- The Health and Safety Inspectorate of the Bailiwick of Jersey (HSI) for sites in the Bailiwick of Jersey
- The States of Guernsey (Health and Safety Executive), which is part of the Commerce and Employment Department, for sites in the Bailiwick of Guernsey.
 - For the purposes of this policy the States of Guernsey (Health and Safety Executive) will be abbreviated to "HSE (G)" instead of the customary "HSE". This is to prevent confusion with the HSE in the United Kingdom.

For sites in the Bailiwick of Guernsey please see the [Appendix A](#):

HEALTH AND SAFETY POLICY STATEMENT

Dear Parish Priest, other clergy, employee, parishioner and anyone who enters our parish premises.

I am pleased to have the opportunity of presenting the diocese of Portsmouth's parish Health and Safety (H&S) policy, which sets out our commitment to high standards of H&S and the reasonable arrangements for achieving them. Although we have a legal obligation to comply with the Health and Safety at Work Act 1974 (HSWA), the financial and, more importantly, moral obligations must be considered also.

It is the policy of the diocese of Portsmouth to:

- Establish and implement a parish health and safety (H&S) policy to manage the risks associated with our premises and activities.
- Regularly monitor our performance and revise our policy as necessary to ensure we achieve our objective of continuous improvement.
- Provide sufficient resources to meet the requirements of current H&S legislation and aim to achieve the standards of good practice applicable to our activities.
- Actively promote an open attitude to H&S issues, encouraging Parish Priests, other clergy, employees, parishioners who volunteer and anyone who enters our Diocesan and Parish premises (for example, contractors) to identify and report hazards so that we can all contribute to creating and maintaining a safe working environment.
- Communicate and consult with Parish Priests, other clergy, employees, parishioners who volunteer and anyone who enters our Diocesan and Parish premises (for example, contractors) who this policy applies to on all issues affecting their H&S and, in doing so, bring this policy to their attention.
- Provide adequate training to enable persons to work safely and effectively, and to ensure they are competent and confident in the work they carry out.
- Carry out and regularly review risk assessments to identify hazards and existing control measures. The Diocesan Health and Safety Administrator will prioritise, plan and complete any corrective actions required to reduce risk to an acceptable level.
- Maintain our premises and work equipment to a standard that ensures that risks are effectively managed.
- Ensure that responsibilities for H&S are allocated, understood, monitored and fulfilled.
- Retain access to competent advice and assistance, thereby ensuring that we are aware of relevant changes in legislation and good practice.

Although collectively the trustees have shared overall responsibility for H&S, the success of our policy will depend on the full commitment and cooperation of the clergy, employees, volunteers and all those that enter the boundaries of our parish sites. I am confident that all concerned will recognise the need to take care of their own and others' health and safety as per the current arrangements and those arrangements made in future developments, for the sake of the common good, to continue the mission of the Church and to comply with current legislation.

For and on behalf of *Portsmouth Roman Catholic Diocesan Trustees Incorporated*:

Signed: 

Date: 22nd August, 2016

Bishop of Portsmouth

PARISH PRIEST RESPONSIBILITIES

Parish Priest Responsibilities

Curial Managers/Parish Priests will ensure that in their areas of control:

- they implement the Diocesan Health and Safety Policy
- they supervise their employees and volunteers to ensure that they work safely, providing increased supervision for new, volunteer and young workers
- they communicate and consult with employees and volunteers on health and safety issues
- health and safety rules are followed by all
- they encourage employees and volunteers to report hazards and raise health and safety concerns
- issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented and communicated to employees and volunteers.
- any safety issues that cannot be dealt with are referred to a Curial Manager/Parish Priest for action
- safety training for employees and volunteers is identified, undertaken and recorded to ensure they are competent to carry out their work in a safe manner
- safe systems of work are developed and implemented
- accidents, ill health and 'near miss' incidents are recorded, investigated and reported
- personal protective equipment is readily available and maintained, and relevant employees and volunteers are aware of the correct use of this and the procedures for replacement
- hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures
- Attend when requested any health and safety training course. Where parish priests have the services of a parish administrator/secretary or parish safety representative, allow them to attend such training as is required.

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ARRANGEMENTS FOR HEALTH AND SAFETY

Accident, Incident and Ill-Health Recording, Reporting and Investigation

An **accident** is an unplanned event that causes injury to persons, damage to property or a combination of both.

A **near miss/incident** is an unplanned event that does not cause injury or damage but could do so.

A **work-related illness** is a prescribed illness that is obtained by a member of clergy through the course of work or from a non-member of the clergy as a result of activities carried out by the diocese.

Reporting

We ask that all accidents resulting in personal injury or ill health are reported. The Diocese Health and Safety Co-ordinator should be informed initially and will then deal with any subsequent reporting requirement. If an accident book is used we still ask that the Diocese Health and Safety Co-ordinator is informed. It is important that the Diocese is informed so that there is an opportunity to prevent any further occurrences across the whole Diocese.

The Diocesan H&S Coordinator: 023 9283 6518

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Asbestos

The diocese will protect Clergy and other persons potentially exposed to asbestos as far as is reasonably practicable. Contractors who need to know about the presence of asbestos should be alerted; if you are unaware of the presence of asbestos or asbestos containing materials (ACMs), we ask that you contact the Diocese Surveyors for further advice.

No one should be allowed to start any work that could disturb asbestos unless the correct procedures are to be employed, as outlined by the Diocese Surveyors.

If you notice any material that causes you concern or you become aware of any damage to asbestos material we ask that you report it immediately to the Diocese Surveyors office and the Health and Safety Co-ordinator. The image illustrates a typical asbestos warning label.

The asbestos survey should always be available within the Parish Office.



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Communication and Consultation

The diocese has established effective lines of communication so as to involve and consult with members of the clergy.

These may include:

- individual conversations
- internal publications and messages
- meetings
- Health and Safety meetings



In addition the diocese will display the relevant 'Health and Safety Law – What You Need To Know' poster in a prominent position on sites in the United Kingdom and the Bailiwick of Guernsey. These notices must be placed in the Church, Hall and Presbytery.

The diocese will consult with members of the clergy and provide information on any changes that may affect their health and safety, including:

- changes in procedures, equipment or ways of working
- the dangers and risks arising from their work activities, the measures taken to eliminate or reduce these risks and what action to take if they have to deal with them
- the planning of health and safety training
- the health and safety consequences of introducing new technology

The diocese recognises that consultation is a two-way process and requests constructive feedback from clergy.

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Contractors

When working on our premises it is considered that contractors are joint occupiers for that period and therefore we have both joint liabilities in “common areas”. In order to meet our legal obligations with regard to contractors the Parish Priest will ensure, prior to engaging any contractor, that they are competent and ensure during their period of employment that any works are carried out safely.

The following factors will be considered as part of our procedures for vetting contractors:

- sight of the contractor's own safety policy, risk assessments, method statements, permits to work, etc. as applicable
- clarification of the responsibility for provision of first aid and fire extinguishing equipment
- details of articles and hazardous substances intended to be brought to site, including any arrangements for safe transportation, handling, use, storage and disposal
- details of plant and equipment to be brought onto site, including arrangements for storage, use, maintenance and inspection
- clarification for supervision and regular communication during work including arrangements for reporting problems or stopping work in cases where there is a serious risk of personal injury
- confirmation that all workers are suitably qualified and competent for the work (including a requirement for sight of evidence where relevant)
- evidence showing that appropriate Employers and Public Liability Insurance is in place. For the latest limits please contact the Diocesan Surveyor or the Diocesan Health and Safety Administrator.

Clearly, it will not be necessary to go to such elaborate lengths if the contract is very short and will not create hazards of any significance. The complexity of the arrangements will be directly proportional to the risks and consequences of failure.

Similarly we have a parallel duty to the contractor and must ensure that the contractor is not put at risk by our own activities for the duration of the contract.

We will stop contractors working immediately if their work appears unsafe. Employees, Volunteers should report any concerns to their Parish Priest or Curial Manager immediately.

Construction work and the Construction (Design and Management) Regulations 2015

Where any construction work is carried out, to fulfil our legal duties as a “client” under the Construction (Design and Management) Regulations 2015 we will:

- make suitable arrangements for the management of the project and review those arrangements throughout the project to ensure that they are still relevant
- ensure that all dutyholders that we appoint have the necessary skills, knowledge and experience to carry out their roles safely
- appoint in writing the Principal Designer and Principal Contractor sufficiently early in the project to allow them to carry out their duties properly
- notify the HSE in writing for projects that require it

- ensure that relevant pre-construction information is passed to all designers and contractors
- ensure that the Principal Designer and Principal Contractor carry out their duties
- ensure that adequate welfare facilities are provided for the contractors
- ensure that no construction commences until an adequate health and safety plan and construction phase plan covering the work has been prepared
- ensure that any health and safety file passed to us is kept securely and readily available for inspection by anyone who requires it to fulfil their legal duties, and , if we choose to dispose of the building, to pass the file to any person or company who acquires the building.
- cooperate fully with all other dutyholders and provide all relevant information and instruction promptly and clearly

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Display Screen Equipment

All reasonable steps will be taken by the diocese to secure the health and safety of clergy who work with display screen equipment.

To achieve this objective the diocese will provide guidance on how to use such equipment safely and with due regard to associated health conditions. We will then ask each user to carry out a workstation self-assessment to identify any problems. Where problems are identified the diocese will implement necessary remedial measures.

Refer to [Appendix C](#) for further information

Eye Tests and Corrective Appliances

The diocese will arrange for the provision of free eye tests when requested and at regular intervals thereafter or where a visual problem is experienced, at no cost to members of the clergy. Where clergy require corrective appliances specifically for use with display screen equipment, the diocese will arrange for the supply of spectacles, free of charge, or up to current cost limits. Please refer to the Diocesan Personnel Leader for the latest cost limits.

Training

Clergy working with display screen equipment (DSE) should comply with the instructions and training given regarding safe workstation set-up and use, including the need for regular changes of activity or breaks and the use of the equipment provided.

Health

We ask that clergy inform Bishop's Office of any disability, health condition, discomfort or health condition which may affect their ability to work using display screen equipment or be affected by working with DSE. In addition they should also report any discomfort or health. Any health information will be treated confidentially.

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Driving for Work

Driving is an integral part to some roles within the diocese and as such requires driving on church business. Driving has inherent risks associated with it which drivers should be made aware of.

The diocese is committed to reducing the risks its Clergy face or create when driving at work and asks all Clergy to play their part, whether they use a diocese vehicle, their own or a hire vehicle.

Drivers

Drivers will remain responsible for their safety and others and must comply with road traffic regulations.

It is the responsibility of drivers to inform the Bishop's Office of:

- anything that could affect their driving e.g. health conditions or injuries, use of prescribed medication
- changes to licence such as; limitations, offences recorded, period bans
- vehicle defects that affect ability / safety to drive
- any accidents / incidents that occurred whilst driving on behalf of the diocese

Please Refer to [Appendix D](#) for further information

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Electricity

All reasonable steps will be taken to secure the health and safety of Priests, other Clergy, employees and volunteers who use, operate or maintain electrical equipment.

Those using electrical equipment are asked to:



- visually check electrical equipment for damage before use
- if defective, do not use until replaced.
- not carry out any repair to any electrical item unless qualified to do so
- switch off non-essential equipment from the mains when left unattended for long periods
- not use any electrical item on diocesan/parish premises until it has been Portable Appliance Tested ('PAT tested') (or is brand new) and a record of such a test has been included in the appropriate record. This includes items such as mobile phone chargers and e-cigarettes
- not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage

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Fire

We ask that all reasonable steps will be taken to prevent a fire occurring. In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.

Each parish within the diocese has had a fire risk assessment carried out by a competent person; parish priests are asked to familiarise themselves with the fire risk assessment for their parish properties. For example, it is the priest's responsibility to ensure that all fire extinguishers are tested by approved Diocesan contractors, and that smoke detectors are tested at appropriate intervals, and that an annual fire drill is carried out. If the fire risk assessment for the parish cannot be found then please contact the Diocesan Fire Officer as soon as possible.

The diocese does not require persons to attempt to extinguish a fire but extinguishing action may be taken if the individual considers it safe to do so and has received information on the appropriate use of the fire extinguishers in the premises. Immediate evacuation of the building must take place as soon as the evacuate signal is given. All occupants, on evacuation, should report to the pre-determined assembly points. Re-entry of the building must not be undertaken until the fire brigade officer or a senior person with knowledge of the fire safety arrangements declares it is safe to do so.

Please refer to [Appendix E](#) – Fire Extinguisher Chart

Please refer to [Appendix F](#) – Fire and Emergency Evacuation

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First Aid

The diocese is committed to providing sufficient provision for first aid to deal with accidents and injuries that arise at work, in accordance with our duty of care and relevant regulations. The diocese has assessed the general first aid requirement and does not consider that first aiders are required to support parish activities. Separate arrangements might apply for specific activities.



By providing suitable first aid equipment a parish will be able to offer help to a sick or injured person until full medical treatment is available, which may reduce the impact of accidents.

It is the policy of the diocese of Portsmouth to:

Provide and maintain suitable and sufficient first aid facilities including a first aid kit. This kit should be checked at regular intervals to ensure that its contents remain intact and in date.

- Provide and maintain suitable and sufficient first aid facilities
- Ensure that first aid equipment and personnel are readily available as required.
- Provide details and explanation of how people will be informed of the location of first-aid equipment.

Contact the Parish H&S Coordinator for further guidance and assistance on any matters relating to this subject.

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Gas Installations and Appliances

Parish priests are asked to ensure that work carried out on gas fittings and appliances within parish property is done in accordance with the requirements of the regulations and the Safety in the Installation and Use of Gas Systems and Appliances Manual. To aid this, we ask clergy to only employ gas fitters who are registered on the gas safe register.

The Gas Safe Register (GSR), formerly CORGI, is the governing body approved by the HSE and the HSE (G) to register and monitor the activities of gas installation and use. Gas fitting operatives carrying out work on behalf of the diocese in the United Kingdom and the Bailiwick of Guernsey will be registered with the GSR.



No person is permitted to interfere with any gas appliance or gas fitting or pipe work unless qualified and competent to do so.

[Jersey specific information only](#)

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Hazardous Substances (COSHH)

We recognise that hazardous substances may be present and used within our premises such as paint, adhesives and cleaning substances; and further that there may be occasions when hazardous substances are produced (such as Legionella) as a result of diocese activities.

All reasonable steps are to be taken to ensure the exposure of clergy to substances hazardous to health is prevented and encourage clergy to avoid their use completely or consider substituting for a less hazardous substance. If exposure cannot be prevented, clergy are asked to the use of the product safely in accordance with the manufacturer's instructions.

[Hazardous Substances - Further Information.](#)

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Health, Safety and Welfare

The diocese is committed to providing suitable health, safety and welfare facilities in line with our duty of care and current legislation. In order to do this we will seek to ensure that the parish property is kept in a good condition through ongoing maintenance and the quinquennial reviews. This may include:

- safe access and egress (well maintained exits and entrances)
- appropriate sanitary and washing facilities
- accommodation for keeping clothing clean and dry
- facilities for changing, rest periods, hot drinks and meals preparation
- a fully equipped first aid box
- appropriate emergency, fire and evacuation equipment and procedures

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Infection Control

For some work activities, clergy may be at risk of infection or of spreading infection. The diocese aims to prevent the spread of infection through work-based activities by adopting suitable control measures.

We ask that clergy who are vulnerable to infection through their work:

- follow any procedures set out and good hygiene practices
- wear personal protective equipment (PPE) as provided

Illness and Reporting

It is important to remember that infection can also be passed onto people (for example, visiting nursing homes), by clergy. Clergy should inform the diocese if they develop any infectious disease that may affect work or people around them, for example:

- skin infections or exposed areas of infestation
- severe respiratory infection (e.g. pneumonia, TB)
- severe diarrhoea
- jaundice
- hepatitis
- chicken pox, measles, mumps, rubella

Clergy should also report any illness or disease which has been contracted through work. If a priest contracts a disease whilst at work in the United Kingdom or the Bailiwick of Guernsey, this is reportable to the enforcing authority. Certain diseases including Leptospirosis, Hepatitis, TB, and Tetanus are specifically required to be reported to the Health and Safety Executive through a Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) report.

Please inform the Diocesan Health and Safety Administrator. Tel: 02392 836518

Confidentiality

Confidentiality will be maintained at all times in relation to a member of the clergy who is known to have any infectious disease.

No health information will be disclosed without the written consent of the member of the clergy concerned and any breach of such confidentiality, either inside or outside the diocese, will be regarded as a disciplinary offence and may result in disciplinary action.

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Legionnaires Disease

All reasonable steps will be taken to identify potential Legionellosis hazards and to prevent or minimise the risk of exposure.

At risk systems include the hot and cold water storage and distribution system. Most parishes will be considered low risk.

In the event of any concerns please contact the Diocesan Surveyors department. Tel 02392 82 5430

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Lone Working

Although it is recognised that working alone is an intrinsic part of the pastoral duties of parish priests, the diocese will seek to avoid the need for lone working where it can reasonably be avoided. Where lone working cannot be avoided, the diocese will ensure, so far as is reasonably practicable, that clergy who are required to work alone or unsupervised for significant periods of time are protected from foreseeable risks to their health and safety.

We ask that parish priests, for their own protection, try to do the following:

- when working alone, e.g. in an isolated area of a building with all doors closed, ensure that someone is aware of your presence, and if possible, consider locking all doors.
- if possible and arranged beforehand, keep in regular contact with someone else, e.g. use a mobile phone to call into the office every couple of hours indicating your movements
- If possible, meet in a well-populated or used location (for example, a coffee shop).
- do not put yourself at risk; if you do not feel safe. Do not proceed.
- report all accidents, injuries, near-misses and dangerous occurrences to the diocese safe guarding coordinator, and in the event of physical threats, to the police.
- ensure that you have a charged mobile phone and a network signal.

[For further information please refer to Appendix K](#)

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Manual Handling

To prevent injuries and long term ill-health from manual handling the diocese will encourage the elimination of tasks which involve manual handling. Where they cannot be avoided and where manual handling is significant hazard it may be necessary to assess the activity and put in place additional safeguards. If you consider your manual handling activities to be significant then please contact your health and safety coordinator 023 9283 5618.

Information

Adequate information will be made available to persons carrying out manual handling activities.

Health

No Priest should lift or carry (or allow to be lifted and carried) any item that they do not feel can be lifted without risking personal injury.

We ask that Clergy ensure that employees or volunteers with a medical condition that may prevent them undertaking a task safely do not attempt that task. Where an injury is sustained through manual handling, priests are asked to report this as an accident to the diocese health and safety co-ordinator.

[For further information please refer to Appendix L](#)

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Outdoor and Peripatetic Working

The diocese will ensure, so far as is reasonably practicable, that clergy who work outdoors or away from their normal base are not put at any additional risk to their health and safety.

Clergy working outdoors, or away from base, are encouraged to:

- if working on a third party site, find someone who can familiarise them with safety precautions and emergency arrangements relating to the particular site
- If, during their activities, the conditions change or any aspect of the activity changes in such a way to increase the risk, priests are asked to stop, unless doing so presents a greater risk
- Wear any personal protective equipment provided.
- Report any accident or incident they are involved in or witness.

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Permits to Work

Certain contracts may involve high risk activities such as work at height and hot works (for example, repairing a flat roof that involves the use of a blow torch) which could result in a contractor asking the parish priest to issue a 'permit to work' which specify the safety arrangements that must be put in place. Clergy are not competent to issue permits to work and if requested, must refer any request to the Diocesan Surveyor's Department.

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Risk Assessment

Risk Assessment involves identifying the hazards present in the activities of the parish priest, and evaluating the extent of the risks involved to clergy and others, taking into account existing precautions and their effectiveness. The diocese will arrange for Ellis Whittam, or other competent people to carry out risk assessments of all activities, substances, equipment, plant or working conditions likely to give rise to a significant risk of injury or ill health.

Members of the clergy will be advised as to the results of the risk assessment process and the additional control measures to be implemented to reduce risk to an acceptable level.

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Safeguarding

The diocese will promote awareness and best practice to deal with situations of suspected abuse or neglect and situations in which clergy and employees are best placed to observe such signs. The diocese has appointed the Safeguarding Co-ordinator (Angela McGrory) to be the main point of contact for safeguarding issues, who is responsible for providing support to employee members in their safeguarding duties and for liaising closely with the relevant social services such as children's social care.

Responsibilities

The diocese encourages clergy to:

- assist in providing a safe environment for children and vulnerable adults
- raise all concerns with the Safeguarding Co-ordinator, including concerns about other persons
- always err on the side of caution and report suspected cases of abuse or neglect
- report concerns directly to Bishop of Portsmouth if it is not possible to raise them with the Safeguarding Co-ordinator, or directly to the appropriate authority if it is also not possible to raise them with the Bishop
- always act in the best interests of the child or vulnerable adult concerned

If at any point there is a risk of immediate serious harm to a child or vulnerable adult, clergy are asked to make an immediate referral to the appropriate authority. If the child or vulnerable adult's situation does not improve, clergy should press for re-consideration.

Record Keeping

We will ensure that appropriate, accurate, legible and contemporaneous records of safeguarding concerns are made and stored securely in accordance with the United Kingdom's Data Protection Act 1998.

Further Information

Clergy are asked to refer to the Safeguarding Policy for full details of the diocese's policy and arrangements for safeguarding.

Smoking in Churches and Halls

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not stop potentially dangerous exposure.

It is the policy of the diocese that all of its workplaces are smoke-free and that all persons have a right to work in a smoke-free environment.

Smoking is prohibited throughout the entire workplace and this includes the use of all artificial smoking aids (electronic or otherwise) with no exceptions. This includes diocese vehicles that are used by more than one member of the clergy or employee. If you have a diocese car that is designated for your sole use and that is never used by other members of the clergy or employees then you can smoke in it if you wish – but the diocese recommends that you do not do so.



The Presbytery is regarded as the priest's home and therefore he is permitted to smoke in all areas apart from any area used by employees and visitors.

Implementation

The diocese will ensure that all clergy, employees, volunteers and contractors are aware of the policy on smoking. They will also ensure that all new personnel are given a copy of the policy on recruitment or induction.

Appropriate 'no smoking' signs will be clearly displayed at or near the entrances to the premises. Signs will also be displayed in diocese vehicles that are covered by the law.

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Stress

The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Stress at work can come about for a variety of reasons. It may be excessive workload, or unreasonable expectations. As a reasonable diocese, we try to ensure that you are in a pleasant working environment and that you are as free from stress as possible.

Clergy who experience unreasonable stress which they think may be caused by work should raise their concerns through the Bishop’s Office who will take the appropriate action.

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Training

Training in health and safety is a legal requirement and also helps create competent people within the diocese to enable them make a far more effective contribution to health and safety, whether as individuals, teams or groups.

All clergy will receive induction training relevant to their parish, and further training may be provided as appropriate.

Records of training will be kept for all clergy.

Members of the clergy are asked to:

- participate in the induction training activities they have been requested to attend or carry out
- work in accordance with any training they receive
- ask for clarification of any points they do not fully understand

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My new computer's quite the gift
And one I truly covet -
With all the latest features
Who could help but love it

I'll surf the net at breakneck speed
As if I'm in a race
There is no end to what I'll do
Launched in cyberspace

My new computer's quite the joy
I will savour dusk till dawn
Now all I need to find is
The switch that turns it on!

Violence to Clergy

The diocese recognises that in certain situations violent behaviour towards clergy may occur and therefore will seek to put in place reasonable measures to protect clergy from violence and aggression.

We define violence and aggression as:

- actual or threatened physical assaults
- psychological abuse
- verbal abuse which includes shouting, swearing and gestures
- threats against clergy

If you are a witness or receive any violence or aggression towards you, we ask that you report this so that the incident can be recorded and investigated. The diocese will support the decision of any priest wishing to press charges against the individual(s) involved. Access to counselling can also be provided where required.

[For further information please refer to Appendix K – Violence and Aggression](#)

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Visitors

In the interest of safety and security, the diocese will take the necessary measures to protect clergy from any accidents or incidents that may occur during visiting.

Where possible, clergy hosting visitors are asked to ensure that:

- visitors are authorised to enter the premises or are accompanied
- they adhere to applicable health and safety instructions and rules during their visit
- any accidents / incidents involving visitors are reported through the accident reporting arrangements

[Please refer to the Accident, Incident and Ill-Health Recording, Reporting and Investigation Procedures.](#)

Emergency Action

In the event of the fire alarm sounding, all visitors should be escorted to the assembly point by their host. Visitors should not leave the area before notifying the senior person present.

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Work At Height

The diocese will take all reasonable steps to provide a safe working environment for all clergy who may be affected by work at height activities such as the need to use a ladder.

The need to undertake work at height will be eliminated whenever it is reasonably practicable to do so and clergy are asked to consider whether any task involving work at height can be justified. Where such a task cannot be avoided we ask that it (the task) be critically assessed.

Consider:

- are suitable safety measures in place? (Such as having the ladder 'footed' or a mobile access tower used instead of a ladder)
- any equipment being used has been erected by a competent person and is safe to use (avoid wooden ladders and visually inspect the equipment to be used. If you are not happy with the equipment, do not use it).
- Does the user have enough information and knowledge to use the equipment safely and how is the alarm to be sounded in the event of an accident?

Ladders are to be used for light, short duration work only and must, where possible, be secured to prevent displacement.

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HEALTH AND SAFETY HANDBOOK ACKNOWLEDGEMENT FORM

Please read the notes below and then sign this form.

Clearly, we will do all in our power to ensure the health and safety and welfare of all our clergy and we look to our clergy to abide by the Health and Safety standards laid down.

We have formulated our Health and Safety at Work Policy as legally required and this handbook informs you of those sections of the Policy which affect you.

You should read the information contained in this Handbook and adhere to the rules at all times.

I have read the Health and Safety Handbook and understand and accept its contents. I will keep myself informed of its contents.

Signature: _____ Date: _____

Print Name: _____

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APPENDIX

Appendix A - For sites in the Bailiwick of Guernsey

- the term “Guernsey” refers to the legal jurisdiction covering the islands of Guernsey, Herm, Jethou and Lihou,
- the term “Alderney” refers to the legal jurisdiction covering the island of Alderney, and
- the term “Sark” refers to the legal jurisdiction covering the islands of Sark and Brecqhou

Provisions applicable to sites in Guernsey will also be applicable to sites in the jurisdictions of Alderney and Sark unless specified otherwise. For the purposes of this policy the term “Bailiwick of Guernsey” shall include the jurisdictions of Alderney and Sark and the term “Guernsey” shall not.

Appendix B - Parish Grounds including Church, Presbytery and Halls

We ask that all reasonable steps are taken to ensure the risks associated with the management and use of churchyards are prevented, or at least controlled as far as is practicable. The following are likely to be reasonable steps, where such hazards are present:

Trees

All trees within the churchyard should be inspected regularly by a competent person for signs of disease or growth overhanging parish buildings. Keeping a record of the inspections and any subsequent work will help to ensure such arrangements are consistent. If required:

- Try to ensure that any remedial work required (such as lopping, pruning or felling) is completed safely (i.e. by a competent person) and without undue delay.
- Where trees have previously been pollarded, seek to ensure that this practice is continued at appropriate intervals.
- Where trees are the subject of a Tree Preservation Order, consult with the Local Authority prior to any work being carried out.
- Whilst it is accepted that experienced, competent members of the church can carry out minor work, we ask that major felling, pruning or working at height should only be carried out by a professional contractor. If you are not aware of a competent contractor please contact the Diocese Surveyor for further advice.
- Chainsaw use is a highly hazardous activity; we therefore ask that parish priests, parishioners and volunteers do not undertake such work on behalf of the parish unless they can demonstrate competence through an appropriate, certified training course.
- Any trees on neighbouring land which could be a hazard to the church should be included (as a visual inspection) within the regular tree safety inspection. If any give cause for concern, a letter should be written requesting the landowner to take appropriate remedial action. A copy of the letter should be retained.

Grounds maintenance

- All garden machinery which the property of the parish should be inspected and serviced regularly; any defective equipment should be taken out of use.
- We ask that, where appropriate, safety equipment is provided and used. This can range from substantial footwear when using mowing machinery to ear defenders, safety goggles or visors, gloves and footwear for using trimmers and hedge cutters.
- those using parish equipment should follow the manufacturers’ instructions regarding use and the provision of safety equipment.
- hand tools should be inspected for defects such as damaged blades and loose handles, and should be kept sharp and clean.
- Seek to ensure that particular care is exercised when clearing rubbish from around the church. Broken glass and discarded hypodermic needles may be concealed in long grass. In this

situation, heavy-duty gloves and other protective clothing may need to be worn and children should not be involved in 'litter picks'.

- Seek to ensure that persons involved in churchyard maintenance should be trained in the use of tools and machinery and are aware of any hazards, such the proximity of wooden structures to braziers
- Where possible, when such work is being carried out, attempt to ensure that at least two persons are present.
- Any use of ladders should be carefully considered and ladders secured appropriately.
- Persons under 18 years of age should not use machinery.

Grass cutting

If there is a risk of persons tripping over kerbs or graves then we ask that the grass is kept to such a height that the kerb or grave is clearly visible by regular grass cutting.

Gravestones and tombs

It is accepted that most parishes will not have gravestones and tombs and, where they are present, the maintenance of gravestones and tombs is the responsibility of the deceased's family. However, where the family no longer tends the grave or cannot be traced, responsibility for any injury may rest with the church. We therefore ask that:

- Where possible, gravestones, tombs and vaults are inspected at least annually.
- The inspection need not be carried out by experts. A churchwarden, churchyard officer (if appointed) or other PCC member may undertake the work.
- Each stone should be physically handled to check for loose mountings, disintegrating mortar or undue spalling caused by age or frost, thus rendering the stonework unsafe.
- Stones in a dangerous state should be carefully laid on the ground and, where appropriate, the family contacted to advise of the action taken, repair costs not being the responsibility of the church.
- A note of the survey should be recorded in the Parochial Church Council minutes, stating the date and names of the personnel undertaking the survey, that all stones were inspected, together with a record of the number of stones actually laid or other action taken.

Visitors

- Paths should be reasonably level and free from anything that may cause someone to trip or slip.
- Boundary walls and railings should be stable and in a good state of repair.
- Any temporary hazardous areas such as open graves or parts of buildings undergoing repair should be adequately roped off and suitable warning signs erected.
- Any permanent hazardous areas such as crypts or boiler houses should be locked or fenced as appropriate.

Appendix C - A STEP-BY-STEP GUIDE TO ASSESSMENT OF DISPLAY SCREEN EQUIPMENT (DSE)

Definitions

Display screen equipment (DSE)

- any alphanumeric or graphical display screen and includes not only computer equipment but also microfiche, liquid crystal displays and process control equipment. **The definition does not include television sets unless they are in use for activities such as editing of material.**

User/ Operator

- a person who habitually uses display screen equipment as a significant part of his or her normal work'.

Workstation

- an assembly comprising display screen equipment, optional accessories to the display screen equipment, disk drives, modems, printers, telephones, document holders, chair, work desk or work surface or any other item peripheral to the DSE and the working environment around the DSE.

Are you a DSE 'user'?

- Are you a Diocesan Employee?
- Do you use computer or display screen equipment as a significant part of your normal work.

If you can answer **YES** to both of these questions, then you are probably a DSE 'user'. Some examples of DSE users are clergy, secretaries, accounts enquiry operators employed on mainly full time display screen use.

When are assessments required?

Whenever:

- you have been allocated a new workstation
- the workstation is relocated
- new hardware is introduced
- new furniture is introduced
- working practices are altered or new software is introduced
- significant changes are made to the lighting
- the workstation is to be used by a different operator
- at regular intervals e.g. Every 2 years

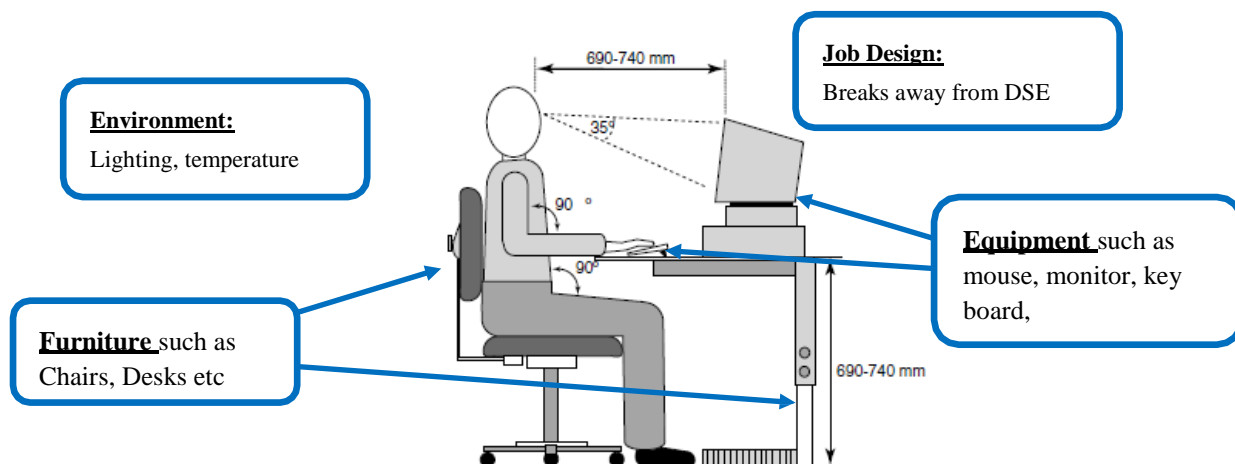
Who should carry out assessments?

A self assessment must be undertaken by the user as soon as they start working with display screen equipment. This will identify that they are a user and whether an eye sight test is appropriate at this stage.

The information provided in this leaflet, should equip most individuals to undertake a competent assessment.

What is included in the assessment?

The assessment should consider the workstation including furniture, equipment, the working environment and the job design.



OK, so how do I do an assessment?

By following the simple 12 steps laid out below most persons should be able to carry out an assessment of a DSE workstation competently.

Print out the Computer Workstation Assessment Checklist and use it to record your findings. This guide will help you consider firstly the furniture and equipment that comprises the workstation. It will then give some guidance on making adjustment to the workstation to suit the individual user.

Now work through each of these steps - but remember, if you are in any doubt about what you are doing - STOP - and seek assistance from the Diocesan H&S Administrator or the Diocesan IT manager.

The 12 Steps to Workstation Set up

1. Seated Posture	<ul style="list-style-type: none"> Adjust the chair back angle for support; this should be fairly upright when typing. Adjust the chair back height to give support to the small of your back. Adjust the seat height so that your elbows are just above the desk (relaxed shoulders, vertical upper arms, elbows bent at right angles). Your wrists should be in a relaxed, neutral position over the keyboard. Ensure armrests do not prevent you getting close enough to the desk or obstruct your elbows whilst typing. If necessary, request that armrests are removed. Your thighs should be approximately horizontal. If thighs are not horizontal or your feet are not flat on the floor, use a Footrest Ensure that there is no undue pressure on the underside of your thighs.
2. Input Devices	<ul style="list-style-type: none"> The keyboard should be directly in front of you and at a distance to allow you to maintain relaxed shoulders, elbows at right angles and a neutral wrist posture. Position your mouse close to the side of the keyboard and within easy reach Take your hand away from the mouse when not in use. Use keyboard shortcuts as an alternative to the mouse.
3. Screen reflection & glare	<ul style="list-style-type: none"> The screen viewing distance should be at approximately arm's length. Screen height should prevent excessive movement of the head and neck. Top of the screen at or just below eye level. This will depend on typing style, software used, glasses worn and tasks performed. Screen tilted back slightly. Glare and reflections should be avoided by adjusting lights and closing blinds.
4. Local environment	<ul style="list-style-type: none"> Lighting should be sufficient for the task. Workplace temperature should be at least 16° C. Draughts should be reported Noise that distracts or affects concentration should be reported.
5. Desk & drawers	<ul style="list-style-type: none"> Your body position should be 'squared-up' to the desk. Avoid sitting twisted. Shoulders should be in line with your hips. Drawers, CPUs, waste bins, etc. should not obstruct your legs.
6. Document position	<ul style="list-style-type: none"> Use a document holder or position documents to reduce head and neck movement, e.g. between the screen and keyboard
7. Equipment position & work area	<ul style="list-style-type: none"> Place frequently used items within easy reach. Don't cradle the phone between shoulder and chin. Hold the handset or consider a headset if you frequently use the phone and PC together. Make sure the area around your desk is free from obstructions & trip hazards.
8. Workplace organisation	<ul style="list-style-type: none"> Organise your work so that you have reason to get up out of your chair and away from your workstation at least once an hour, e.g. collecting documents, filing. As far as possible, do not locate printers on your desk or within reaching distance. Adopt a variety of postures throughout the day.

9. Vision	<ul style="list-style-type: none"> • Ensure you are aware of your entitlement to eye and eyesight testing (even if you already wear glasses) Have regular eye tests. The cost of eyesight tests will be met • by the Diocese if employees use display screen equipment for more than 30% of their working day, and at least one hour viewing or keying per day.
10. Software	<p>Software should be suitable for the tasks performed.</p> <ul style="list-style-type: none"> • You should understand how to use the software to perform the tasks required
11. Health Problem	<p>If you experience any aches or pains or headaches which you feel may be related to your workstation use, you should inform your manager in the first instance. Always seek medical advice about health concerns.</p> <ul style="list-style-type: none"> •
12. Other issues	<ul style="list-style-type: none"> • If you have any problems related to the use of any workstation, you must report them to your line manager or local safety coordinator as soon as possible.

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If your workstation is set up similar to this then,

You have successfully and correctly setup your workstation.

Finally, assess the task

The final step in the assessment process is to assess the task being undertaken. Most tasks will incorporate breaks from using the DSE as a natural element of the work e.g. the need to move from the workstation to photocopy documents.

Where possible, work activities should be designed to incorporate a balance of work with DSE and other tasks. In jobs that require unavoidable long spells of intense DSE use (e.g. data entry) the work schedule must be designed to incorporate deliberate breaks. During these break periods the DSE user should not be expected to undertake any other task that entails similar activity with the hands or arms or that requires similar visual activities.

During breaks DSE users should be able to change their posture. They should also be encouraged to carry out exercise routines that include

- blinking
- stretching
- Focussing on distant objects.

The frequency, nature and duration of appropriate breaks will depend on the work task being undertaken, however the following guidance may assist in determining what is appropriate:

- Breaks should be taken to prevent fatigue, not to allow recovery
- Short, frequent breaks may be more appropriate than longer infrequent breaks, the timing of the break may be more important than its length
- Where possible, breaks should be taken away from the screen
- If practicable, individuals should be allowed some discretion over the organisation of their work. As an example: it may be possible to allow a person the flexibility to intersperse filing and photocopying duties with those of text input.

Appendix D – Drivers Checks

Before driving, we ask that drivers

- review the need to travel
- have a valid licence for the vehicle they are driving and for any overseas travel if required
- ensure valid insurance for business use
- carry out a pre-use vehicle check on vehicles owned or leased by the diocese; if using their own vehicle they must be sure that the vehicle is safe and legal to be used.
- allow sufficient time to drive allowing for traffic, poor weather and rest breaks
- ensure sufficient rest
- be physically fit and have a level of alcohol below the maximum limit allowed, ideally zero and not under influence of any drugs that may affect the ability to drive
- have had an eye test in last 2 years and be using any corrective appliance
- adjust their driving position, head restraints and mirrors to ensure maximum comfort and safety

Whilst driving, we ask that drivers

- drive in accordance with the applicable law and with consideration for the safety of passengers and other road users
- take regular rest breaks every 2-3 hours or at first signs of tiredness
- remain in control of the vehicle at all times
- not smoke in a diocesan vehicle
- only use electronic devices e.g. mobile phone, satellite navigation, mp3 player, when set up to do so i.e. using a hands-free device. Under no circumstances should any such item be used if the driver cannot remain safely in control of the vehicle at all times whilst doing so.

Driving

Driving is the most dangerous work activity that most people do. Research indicates that around 20 people are killed and 250 seriously injured every week in crashes involving someone who was driving for work purposes. The diocese encourages clergy to follow the guidance given in order to minimise risk to themselves and other road users.

Vehicle Breakdown

Breaking down can be a stressful and worrying experience, particularly if you are alone or in an unfamiliar place. It can also be hazardous. Following the basic safety guidelines below can help to reduce risk.

On motorway

If at all possible, leave the motorway at next exit or pull into a service station.

If this is not possible then the hard shoulder should be used accordingly:

- use the hard shoulder lane to decelerate before stopping as far to the left as possible, preferably near an emergency telephone
- turn on hazard warning lights along with sidelights if dark or visibility is poor. DO NOT display a red triangle or other warning device
- get out of the car by doors on the verge side. Ensure passengers also vacate the vehicle the same way
- take note of marker posts and contact the emergency services, where possible, using an emergency phone instead of a mobile phone
- if walking along the hard shoulder to a telephone, keep as far away from the traffic as possible
- if you feel at risk from another person, return to your vehicle by the passenger door and lock all doors. Leave the vehicle again as soon as you feel danger has passed
- DO NOT attempt even minor repairs
- once the vehicle is repaired, return to the motorway using the hard shoulder to accelerate to merge fully with traffic in the first lane

If you cannot get your vehicle onto the hard shoulder, switch on the hazard warning lights and only leave your vehicle when you can get safely clear of the carriageway.

You must NEVER use the motorway hard shoulder to:

- stop for a break, to eat or drink or to go to the toilet – use the service stations
- use a mobile telephone
- check a route or map

Off the motorway

If your vehicle breaks down on an ordinary road or carriageway, you should:

- leave your car in as safe place as possible, ideally away from traffic
- switch off the engine
- switch on hazard warning lights along with sidelights if dark or visibility is poor
- display a red triangle, if you have one, on same side of road at least 45 meters (147ft) behind
- find the nearest telephone or use a mobile phone to phone for assistance
- wait for assistance in a safe place, away from your vehicle, keeping clear of the road and traffic
- do not stand between your vehicle and oncoming traffic as you may obscure lights

Tyre Safety

You need good tyres to drive safely as they affect the steering, braking and acceleration of your vehicle. Faulty tyres work less efficiently and don't last as long; they could also mean a heavy fine and penalty points on your licence. It is against the law to have:

- car tyres with tread worn below 1.6mm
- a mix of radial and cross ply tyres
- over or under inflated tyres
- tyres with cuts, lump, bulges or tears
- the wrong sort of tyre fitted

Tyre pressures and inflation

Refer to the manufacturer's handbook for guidance on recommended pressures for your vehicle. Care must be taken when inflating a tyre. Only fill the tyre to the manufacturer's recommended pressure for the type of driving to be undertaken. Do not use tyre inflation devices near to cuts / open wounds etc. Tyre pressures should be checked every 2 weeks and when the tyres are cold (pressures are raised when warm).

Accidents

Any accidents involving physical injury to a member of clergy driving on diocese business (excluding commuting to and from work), or involving a member of the public must be reported through the diocese's accident reporting procedures.

Mobile Phones

Research has shown that the potential for being involved in an accident whilst using a mobile phone can be significantly increased due to the individual concentrating more on the phone conversation than on their immediate surroundings.

The law has now made it illegal to use a hand-held mobile phone when driving, even when you are stopped at traffic lights or in a queue of traffic. This includes making or receiving calls, pictures, and text messaging or accessing the internet.

You can also be prosecuted for using a hands-free mobile phone if you fail to have proper control of the vehicle. If you drive carelessly or dangerously when using any phone the penalties can include disqualification, a large fine and up to two years imprisonment.

Mobile phones should be used in accordance to the diocese's agreed policy when driving on diocese business.

Driver Fatigue

Research shows that physical fatigue and tiredness in drivers is a significant cause of accidents, particularly on motorways.

Drivers should recognise the signs of fatigue, which are:

- increased yawning
- not remembering the last few minutes
- jerking your head or body from the brink of falling asleep
- losing concentration
- car veering off the road



If drivers feel sleepy they should get off the road into a safe parking area to take a break. In order to keep awake until reaching a suitable parking place, drivers should turn on the radio, open the window or increase the cold air ventilation.

To avoid fatigue, try the following tips:

- plan your journey to include a 15 minute break every 2 hours
- drink coffee or high caffeine drink
- don't start a long trip if already tired
- ensure you have had sufficient sleep if starting early
- avoid driving between midnight and 6am when you are likely to feel sleepy

Driver Eyesight

Drivers should be able to read a number plate at the legal distance of around 20 meters (65 feet), using any corrective appliances such as glasses or contact lenses. The general recommendation is to have eyesight tested every two years. Having an eyesight test will usually identify the majority of common eyesight conditions and also give clues about other less common diseases.

If there is any problem with the member of clergy's vision, because of either injury or disease or following an eyesight test, they must notify the Bishop's Office immediately.

Adverse Weather

The British weather is unpredictable and adverse weather can occur suddenly. If you drive regularly for work you should ensure that you are prepared for the weather conditions. When adverse weather has been forecast, relevant details should be obtained to decide whether it is appropriate to travel.

Alternative methods of travel may be more suitable depending on the weather conditions. Driving in adverse weather should take account of visibility, ability to stop when roads are wet or icy and load etc being carried.

Poor Visibility

When visibility is seriously reduced you should drive at a safe distance with dipped headlights on. You may also use front and rear fog lights (in addition to the headlights) but you must switch them off when visibility improves.

Wet Weather

In wet weather, stopping distances will be at least double those required for stopping on dry roads. This is because your tyres have less grip on the road. In wet weather:

- you should keep well back from the vehicle in front. This will increase your ability to see and plan ahead
- if the steering becomes unresponsive, it probably means that water is preventing the tyres from gripping the road. Ease off the accelerator and slow down gradually
- the rain and spray from vehicles may make it difficult to see and be seen. Use dipped headlights

Flooded roads

Occasionally roads becoming flooded when there is a high rainfall over a short period of time.

- don't attempt to cross if water seems too deep
- drive slowly in first gear but keep the engine speed high by slipping the clutch to avoid stalling

- avoid the deepest water
- test brakes after driving through floods

Icy and Snowy Weather

Great care should be taken when driving in icy or snowy weather. Vehicle drivers are advised to carry a spade, warm clothing, a warm drink and emergency food in case your vehicle breaks down.

Alcohol and Drugs

Driving under the influence of alcohol or drugs (whether prescribed or illegal substances) is against the law. Drugs and alcohol can both seriously impair your ability to drive and the effects may last for a number of hours (or days). There is no safe limit of alcohol and drugs as their affect can be dependent on a number of factors:

- weight
- sex
- age
- metabolism
- amount of food consumed
- amount and type of alcohol consumed

Before driving, clergy must ensure they are fit to drive and have a level of alcohol below the maximum limit allowed, ideally zero and not under the influence of any drugs that may affect ability to drive (check with your pharmacist / GP for the effects of any prescribed or over the counter drugs).

If driving on diocese business this should be in accordance with the diocese policy. Consumption of alcohol whilst driving is prohibited both during working time or whilst driving a diocese vehicle. The possession, use or distribution of drugs / substances for non-medical purposes is strictly forbidden.

Refuelling of Vehicles

Due to the risks of fire and explosion, when refuelling any vehicle, the following should be adhered to:

- do not use any naked flames whilst on the filling station forecourt
- do not use mobile phones
- do not smoke

Care should also be taken when walking on the forecourt due to the possibility of spilt diesel and petrol being present.

For those using an unfamiliar vehicle check fuel type prior to dispensing. If using diesel, then gloves should be worn when refuelling.

Safe Speed

One of the most significant risks for drivers and road users is inappropriate speed. This includes both exceeding the speed limits and driving within the limits but in unsuitable conditions.

When driving you should observe the following guidance:

- ensure you know the national speed limits for the roads and vehicle you are driving
- plan journeys allowing for poor weather, traffic delays etc
- obey posted speed limit signs at all times (even if late at night / early morning)



- reduce speeds for poor weather, busy roads, unfamiliar roads, high pedestrian activity etc

Further Advice and Information

<http://think.direct.gov.uk/>

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When driving:

- keep well back from the vehicle in front as stopping distances can be ten times greater than on dry roads
- take care when overtaking gritting vehicles
- watch out for snowploughs, which may throw out snow on either side. Do not overtake them unless the lane you intend to use has been cleared
- drive extremely carefully when the roads are icy. Avoid sudden actions as these could cause a skid

Windy Weather

High side vehicles are most affected by windy weather, but a strong gust can also blow a car off course. This can happen on stretches of road exposed to strong cross winds, or when passing bridges or gaps in hedges. In strong winds your vehicle may be affected by turbulence created by large vehicles. Motorcyclists are particularly affected, so keep well back from them when they are over-taking high sided vehicles.

Personal Security

Lone driving forms part of the diocese's policy regarding diocese vehicles, whether the driver is female or male. Below is a checklist for personal security when driving:

- keep the doors of the vehicle locked, especially when in towns to avoid 'car-jacking'
- keep 'valuables' including briefcases etc. out of sight when driving and on parking, lock whatever is to be left behind in the boot
- when parking, if possible, drivers should use a manned car park and park near the exit. Reversing into parking spaces is also advised to allow drivers to drive off immediately
- keep the vehicle well maintained and with a surplus of fuel for the planned journey or to the next planned rest break or refuelling point
- keep a mobile phone with you to summon help or keep in contact with your manager / office
- avoid eye contact with other drivers and do not get into personal confrontation
- if you believe you are being followed, drive to a police station, if possible, or a crowded place
- always approach the vehicle with the key alarm/sender in hand, and be aware of people around you
- carry a torch (integral with the key if possible) to make locating the lock at night easier
- look in the back seat before entering and lock the car once seated

Appendix E – Fire Extinguisher Chart

Fire Extinguisher Chart							
Extinguisher		Type of Fire					
Colour	Type	Solids	Flammable Liquids	Flammable Gases	Electrical Equipment	Cooking Oils & Fats	Special Notes
 Red	Water	 Yes	 No	 No	 No	 No	Dangerous if used on 'liquid fires' or live electricity.
 Cream	Foam	 Yes	 Yes	 No	 No	 Yes	Not practical for home use.
 Canary Yellow	Wet Chemical	 No	 No	 No	 No	 Yes	Cooking Oils & Fats
 Blue	Powder	 Yes	 Yes	 Yes	 Yes	 No	Safe use up to 1000v.
 Black	Carbon Dioxide (CO2)	 No	 Yes	 No	 Yes	 Yes	Safe on high and low voltages.
 White	Dry Water Mist	 Yes	 Yes	 Yes	 Yes	 Yes	Safe to use on up to 35kV

Appendix F - Fire and Emergency Evacuation

IF YOU DISCOVER A FIRE:

Operate the nearest fire alarm call point.



IF IT IS SAFE TO DO SO AND IF YOU HAVE AUTHORISATION AND APPROPRIATE TRAINING, attack the fire with the fire fighting equipment provided

Always ensure there is a safe exit route before attempting to extinguish any fire.

Leave the building immediately if you cannot control the fire or your escape route is threatened.

ON HEARING THE ALARM:



Immediately vacate the premises by the nearest available exit

Close all windows and doors behind you

Go to assembly point



Report to the person in charge of your assembly point

The assembly point is located:

See Fire Action Notices



DO NOT RE-ENTER THE BUILDING TO COLLECT PERSONAL BELONGINGS.

DO NOT RE-ENTER THE BUILDING UNTIL TOLD TO DO SO BY THE SENIOR PERSON PRESENT

If you are in a building with a lift, DO NOT USE IT UNLESS AUTHORISED TO DO SO

VISITORS

All visitors should be escorted to the assembly point by their host.

It is important that they do not leave the area before notifying the senior person present.

LIAISING WITH EMERGENCY SERVICES

The senior person present will meet and liaise with the emergency services and any other interested parties, giving them pertinent information related to the emergency situation, such as location and details of emergency, location and presence of hazardous and flammable materials, head count statistics, etc.

Appendix G - Gas Installations and Appliances – Jersey Specific

There is no mandatory requirement for gas engineers to be registered with the Gas Safe Register or other body in Jersey, but the GSR does facilitate voluntary registration in Jersey. In order to ensure good standards of health and safety, we ask that parish priests do not engage gas fitting operatives to work in Jersey on behalf of the diocese unless they are registered with the GSR.

Appendix H – Hazardous Substances (COSHH)

We seek to ensure that those who use these substances on behalf of the diocese or parish have sufficient information and training to ensure full understanding of the hazards to health posed by such substances. This should be done by obtaining and considering the safety data sheet to identify suitable safety measures such as safe storage, spillage or fire procedures and appropriate personal protective equipment. Such information should also be given to others who may be affected such as contractors, temporary employees and visitors where appropriate.

The symbols showing the danger posed by the hazardous substance may be of the old European type (orange background with black symbol) or of the new international symbols which became mandatory in June 2015 (white background with red border). Substances which have already been packaged using the old labelling system may still be encountered until 1st June 2017, so we ask that all those who use such substances are provided with information about the old labelling system as well as the new symbols.

Control of Substances Hazardous to Health (COSHH)

There are a range of Hazardous Substances to which the regulations apply. These include:

- those classified and shown with warning label
- substances with Occupational Exposure Limits
- biological agents e.g. Legionella bacteria
- any kind of dust
- substances generated by work processes e.g. various bacteria/viruses from bodily fluids' premises with covered or underground parking that may expose people to vehicle exhaust fumes and some manufacturing and cleaning processes that may give off dusts, vapours or fumes








Hazard Labelling

Hazardous substances may be defined as being toxic, corrosive, harmful, sensitising, irritant, carcinogenic, mutagenic or toxic for reproduction.










Classification of hazardous substances is currently done to an internationally agreed standard, which came into effect in June 2015. However, hazardous substances which have already been packaged and placed on the market do not have to be removed from the supply chain until 1st June 2017. This means that hazardous substances can be found packaged using symbols from the old European standard until that date.

Hazardous substances can be readily identified by their label:

European system (pre-June 2015)

	Harmful / Irritant		Corrosive		Toxic		Flammable
	Oxidising		Explosive		Dangerous to the Environment		

International system (current standard)

	Harmful / Irritant		Corrosive		Toxic
	Flammable		Oxidising		Harmful to the environment
	Carcinogenic / mutagenic		Explosive		Gases under pressure

Hazardous substances that are generated by work processes are not as easily identifiable as they do not come conveniently labelled.

Exposure Routes

Exposure to hazardous substances may be via:

- inhalation e.g. dust/ particulate or vapours/ fumes
- contact with eyes or cuts
- absorption through the skin
- ingestion
- injection

Hazard Effects

Effects on health may be short-term or long-term and will generally vary according to levels and duration of exposure. Effects of substances also vary with some having an accumulative effect and some that will have only temporary health effects.

Control Principles

The principles applied to substances to control exposure are:

1. elimination e.g. don't use the substance
2. substitution e.g. a less hazardous substances
3. engineering controls e.g. Local Exhaust Ventilation
4. information, instruction, supervision and training

5. Personal Protective Equipment (PPE) e.g. gloves, glasses, overalls

Working with Hazardous Substances

Prior to working:

- ensure you understand the risks of working with any hazardous substances and the controls in place
- ensure you know the location of the material safety data sheets and risk assessments
- ensure the controls specified in the risk assessment, including any items for emergencies are:
 - in place
 - fully operational
 - available
- ensure you understand how to operate or use any control measures safely and have received training prior to starting work

Whilst working

- ensure regular check controls are effective
- clean up any spillages etc
- report any problems or defects immediately to your manager
- report any ill-health or accidents to your manager

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Appendix I – Asbestos

Asbestos fibres are present in the environment in Great Britain so people are exposed to very low levels of fibres. However, a key factor in the risk of developing an asbestos-related disease is the total number of fibres breathed in.

Working on or near damaged asbestos-containing materials or breathing in high levels of asbestos fibres, which may be many hundreds of times that of environmental levels could increase your chances of getting an asbestos-related disease.

When these fibres are inhaled they can cause serious diseases which are responsible for around 4000 deaths a year. There are three main diseases caused by asbestos: mesothelioma (which is always fatal), lung cancer (almost always fatal) and asbestosis (not always fatal, but it can be very debilitating).

Remember, these diseases will not affect you immediately but later on in life, so there is a need for you to protect yourself now to prevent you contracting an asbestos-related disease in the future.

It is also important to remember that people who smoke and are also exposed to asbestos fibres are at a much greater risk of developing lung cancer.

You are mostly at risk when:

- you are working on an unfamiliar site
- the building you are working on was built before the year 2000
- asbestos-containing materials were not identified before the job was started
- asbestos-containing materials were identified but this information was not passed on by the people in charge to the people doing the work
- you don't know how to recognise and work safely with asbestos
- you know how to work safely with asbestos but you choose to put yourself at risk by not following proper precautions, perhaps to save time or because no one else is following proper procedures

Remember, as long as the asbestos is not damaged or located somewhere where it can be easily damaged it won't be a risk to you.

- you can't see or smell asbestos fibres in the air
- the effects of asbestos take many years to show up - avoid breathing it in now
- smoking increases the risk many times
- asbestos is only a danger when fibres are made airborne

What to do if you suspect Asbestos

- DO NOT disturb the material
- check the design specification (details asbestos procedure)
- notify the responsible person on the site
- ask to see the site asbestos log / survey report
- DO NOT carry out any drilling or removal of the suspect material until it has been declared safe by an approved specialist or the material has been safely removed by a licensed contractor

How do I identify Asbestos?

There is no clear way of identifying asbestos by just looking at it but the following images do clarify the main areas you are likely to find it and what it looks like.





This list is not exhaustive and is a basic example of products which you may come into contact with.

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Appendix J - Ladders and Stepladders

This guidance is to help you:

- know when to use a ladder
- decide how to go about selecting the right sort of ladder for the particular job
- understand how to use it
- know how to look after it
- take sensible safety precautions

When is a ladder the most suitable access equipment?

As a guide, **only** use a ladder or stepladder:

- in one position for a maximum of 30 minutes
- for 'light work' - they are not suitable for strenuous or heavy work. If a task involves you carrying more than 10 kg (a bucket of something) up the ladder or steps it will need to be justified by a detailed manual handling assessment
- where a handhold is available on the ladder or stepladder
- where you can maintain three points of contact (hands and feet) at the working position

On a **ladder** where you cannot maintain a handhold, other than for a brief period of time, other measures will be needed to prevent a fall or reduce the consequences of one. On **stepladders** where a handhold is not practicable you will need to consider whether it is safe to work or not.

Is it a safe place to use a ladder or stepladder?

As a guide, **only** use a ladder or stepladder:

- on firm ground or spread the load (e.g. use a board)
- on level ground - for stepladders refer to the manufacturer's instructions, for ladders the maximum safe ground slopes on a suitable surface (unless the manufacturer states otherwise) are as follows:
 - side slope 16° – but the rungs still need to be levelled
 - back slope 6°
- on clean, solid surfaces (paving slabs, floors etc). These need to be clean (no oil, moss or leaf litter) and free of loose material (sand, packaging materials etc) so the feet can grip. Shiny floor surfaces can be slippery even without contamination

Never stand ladders or stepladders on moveable objects, such as pallets, bricks, lift trucks, tower scaffolds, vans, stacks of paper or boxes etc. If the ladder or stepladder won't reach, you need to use a more suitable type of access equipment.

You should **only** use ladders or stepladders:

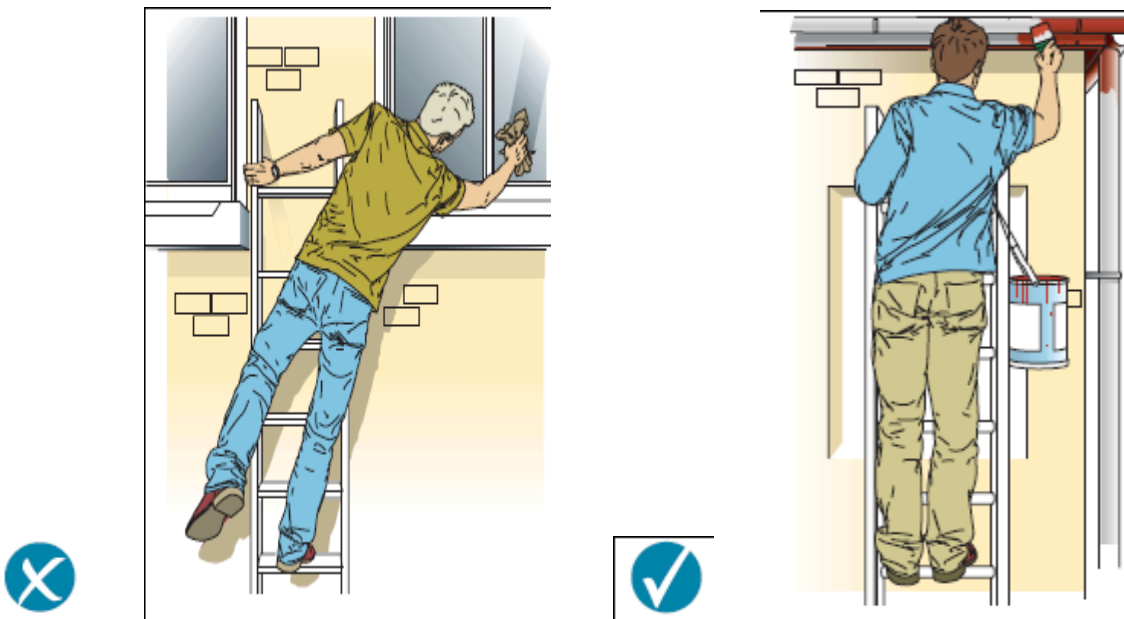
- where they will not be struck by vehicles, by protecting them with suitable barriers or cones
- where they will not be pushed over by other hazards such as doors or windows, by securing doors (not fire exits) and windows where possible. If this is impractical, have a person standing guard at a doorway, or inform building occupants not to open windows until they are told it is safe to do so

- where pedestrians are prevented from walking under them or near them, by using barriers, cones or, as a last resort, a person standing guard at the base

Safety in use – ladders

On a ladder **do not**:

- overload it – you and anything you are carrying should not exceed the highest load stated on the ladder
- overreach - keep your navel inside the stiles and both feet on the same rung throughout the task
- rest ladders against weak upper surfaces e.g. glazing or plastic gutters. Use effective spreader bars instead
- use the top three rungs
- move the ladder while someone is using it
- extend a ladder while standing on the rungs
- slide down the stiles



Overreaching – not maintaining 3 points of contact Maintaining 3 points of contact

Do:

- make sure the ladder rungs are level. This can be judged by the naked eye. Ladders can be levelled using specially designed devices but not by using bits of brick or whatever else is at hand
- check that the weather is suitable - do not use ladders in strong or gusting winds
- wear sensible footwear. Shoes should not have the soles hanging off, have long or dangling laces, or be thick with mud or other slippery contaminants. High heels are also unsuitable!

- check that you are fit. Certain medical conditions or medication, or a fear of heights, could mean that you shouldn't be working at height
- know how to tie a ladder properly

You should also avoid holding items when climbing (for example by using tool belts). If you must carry something you must still have one free hand to grip the ladder. Remember the **THREE POINTS OF CONTACT RULE** – 2 hands and 1 foot or 2 feet and 1 hand **MUST BE** on the ladder at all times when climbing and descending.

Ladders must be erected at an angle of 75°. To judge the angle use the angle indicator marked on the stiles of some ladders or the 1 in 4 rule (1 unit out for every 4 units up, as shown in Figure 3).

Ladders used for access to another level must be tied and should extend at least 1 metre above the landing point to provide a secure handhold (see Figure 4).

Correct 1 in 4 angle:

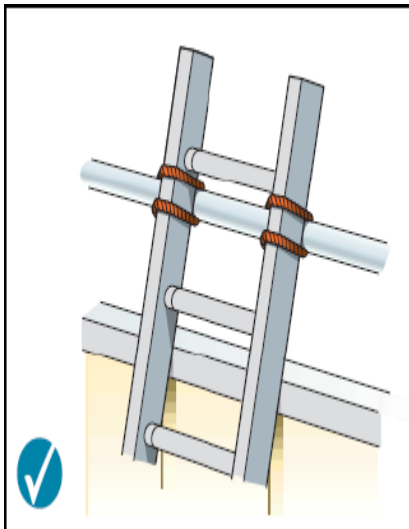


Securing a ladder

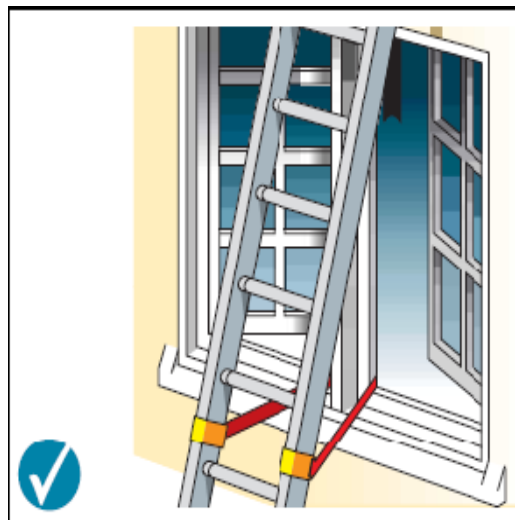
To prevent the ladder slipping away from the wall, or slipping sideways, you must secure it. The options for securing a **ladder** are:

- tie the ladder to a suitable point, making sure both stiles are tied
- where this is not practical, use a safe, unsecured ladder or a ladder supplemented with an effective ladder stability device
- if this is not possible, then securely wedge the ladder e.g. against a wall
- if none of the above can be achieved, foot the ladder. Footing is the last resort and other methods of securing the ladder should be used in preference

If you do have to foot a ladder, be aware that this will not stop a ladder slipping sideways at the top. Individuals footing ladders should apply weight downwards on the ladder by standing on a rung, or by pushing against the ladder stiles (although this is less effective).



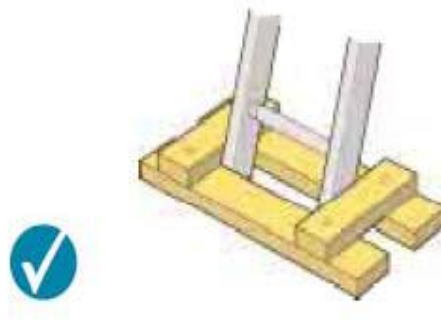
Ladder tied at the top stiles
(correct for working on, but not for access)



Tying part way down



Tying near the base

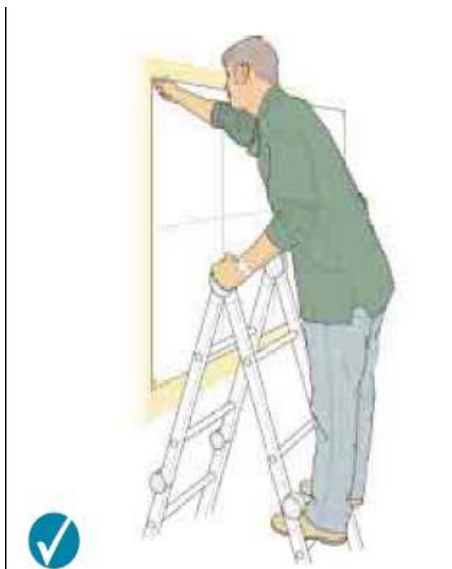


Securing at the base

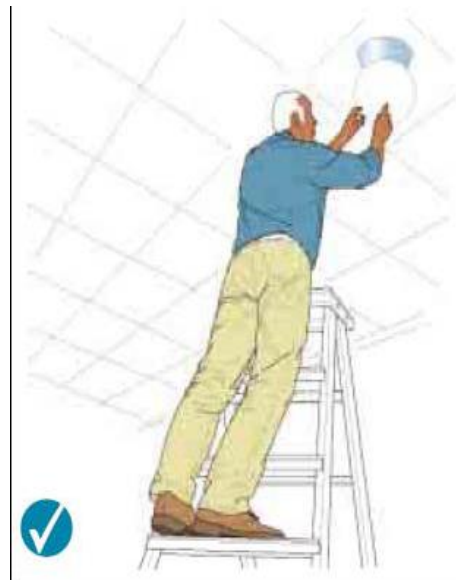
Safety in use – stepladders

On a stepladder **do not**:

- overload it – you and anything you are carrying should not exceed the highest load stated on the stepladder
- use it in locations where the restraint devices cannot be fully opened. Any locking devices must also be engaged
- use the top two steps of a stepladder, unless a suitable handrail is available on the stepladder
- use the top three steps of swing-back or double-sided stepladders, where a step forms the very top of the stepladder



Correct – two clear rungs. Don't work any higher up this type of stepladder.



Correct – 3 clear rungs, do not work any higher on this type of stepladder

When using stepladders, avoid work that imposes a side loading, such as side-on drilling through solid materials (e.g. bricks or concrete), by having the steps face the work activity. Where side-on loadings cannot be avoided you should prevent the steps from tipping over, for example by tying the steps to a suitable point, or you should use a more suitable type of access equipment.



Incorrect – steps side on to work activity



Correct – steps facing work activity

Where you cannot maintain a handhold (e.g. putting a box on a shelf), the use of a stepladder will have to be justified by taking into account:

- the height of the task
- a safe handhold still being available on the stepladder
- whether it is light work
- whether it avoids side loading
- whether it avoids overreaching
- whether your feet are fully supported
- whether you can tie the stepladder

Consider tying a **stepladder** where possible and helpful to the task (e.g. side-on working or where two free hands are needed). Stepladders should not be used for access to another level unless they have been designed for this.

Is the ladder or stepladder safe to be used?

You must check that the ladder or stepladder is in a safe condition before using it (a daily pre-use check). As a guide, **only** use ladders or stepladders that:

- have no visible defects
- have a current detailed visual inspection (look for an inspection label)
- are suitable for work use. Use Class 1 or EN 131 ladders or stepladders at work because domestic (Class 3) ones are not normally suitable for use at work
- have been maintained and stored in accordance with the manufacturer's instructions

Also, you must always use a non-conductive ladder or steps for any necessary live electrical work.

Pre-use checks

Look for obvious visual defects before using a ladder or stepladder. Check that:

- all the ladder feet are fitted
- the feet are in good repair (not loose, missing, splitting, excessively worn, secure etc)
- the feet are clean - the feet should be in contact with the ground. Ladder feet should also be checked when moving from soft/dirty ground (e.g. dug soil, loose sand/stone, a dirty workshop) to a smooth, solid surface (e.g. paving slabs), to ensure the foot material and not the dirt (e.g. soil, embedded stones or swarf) is making contact with the ground
- all the screws, bolts and hinges are secure
- on a stepladder, that the "spreaders" on the ladder can be locked into place
- There are no other obvious signs of damage such as cracks

If you find a problem, DO NOT USE the ladder. It should be repaired (if practicable) or destroyed

Storage

When storing ladders and stepladders, store them in a well ventilated area to prevent sagging and warping. Store straight ladders in flat racks or on wall brackets, don't hand them from the rungs. Store step ladders in the closed, vertical position.

The information in this Guidance is based on the HSE leaflet 'Safe use of ladders and step ladders'.

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Appendix K - Lone Working

Working alone can involve a number of scenarios. However, the following practical tips will apply to all of these:

- always tell someone, record where you are going, when you are going and your expected time of return
- take a mobile phone with you and ensure that it is charged in case you need to use it
- ensure your manager or colleagues have a record of your mobile telephone number
- keep valuables / cash to a minimum
- maintain regular contact with colleagues or a friend

HOME VISITS

When visiting people in their own homes it must always be recognised that you are far more vulnerable than in other situations, due to a number of factors e.g. you are on their territory, you will be less familiar with the surroundings, prior to entering you will not know who is in the property.

When carrying out home visits please consider whether the following may be beneficial and practical:

- wherever possible get to know the persons in advance. If in any doubt, discuss the visit with a fellow member of the clergy, and if necessary go with another person
- if you are meeting someone unknown to you, check their authenticity before leaving for your appointment
- if possible arrange an initial meeting to take place at the office or a public place to give the opportunity to assess the person
- during visits ensure that your exit is never impeded
- do not enter a property if the person you expect to see is not there
- be alert at all times to signs that a situation is getting out of hand. If you feel that this is happening, make your excuses and leave immediately
- be aware that people may have dogs or other animals in their home and these could be used to intimidate you. Where possible ask for them to be moved to a separate room (an exception may be when a dog is provided as a support for a disability)
- always stay calm and do not return aggression as this may aggravate the situation
- trust your instincts and act on them
- report any conflict or incidents to the Bishop's Office as appropriate.

WALKING

Anyone who is on foot should develop a sensible level of awareness to danger that is relevant to the circumstances. The use of a few sensible precautions should minimise risks:

Walking safely

- avoid short cuts through dimly lit or enclosed areas
- after dark keep away from bushes, doorways and alleyways
- tell your manager or colleagues your precise destination and expected time of return
- walk facing oncoming traffic, this avoids a vehicle coasting quietly upon you from behind
- walk confidently and purposefully, avoid sending out signals of fear and vulnerability
- do not wear a personal stereo, it will reduce awareness of your surroundings
- wear sensible footwear, do not wear footwear which may impede your actions if alarmed
- if you think you are being followed, cross the street. If they continue to follow, move to the nearest place with people and call the Police using your mobile phone
- keep your distance if asked for directions

Carrying money and valuables safely

- don't carry more cash than absolutely necessary
- keep wallets/purses in inside pockets
- carry handbags close to the body, on the side away from the kerb
- make sure the fastening on the bag is secure
- if someone grabs your bag or wallet, let it go. Personal safety is paramount

Be on guard with strangers

- be cautious in conversation; don't give away any personal details
- trust your instincts and avoid crowds or groups which may appear threatening
- be wary of stationary vehicles with engines running and people sitting in them
- if a car stops and you are threatened, move away quickly in the opposite direction and use your mobile phone to call for assistance

DRIVING

If you drive, a few sensible precautions will help minimise risks and help to make you more confident:

1) Before you set off

- make sure your vehicle is regularly serviced and check oil and tyres etc. regularly
- ensure you have adequate fuel for the journey
- plan your route

- tell your manager or colleagues your precise destination and expected time of return

2) On the road

- keep bags and other valuables out of sight – even during the journey
- keep doors locked, windows and sunroof closed as much as possible, especially in stop/go traffic
- do not pick-up hitch hikers
- if followed, drive to the nearest police station or concentration of people and call for assistance using your mobile phone

3) Leaving the vehicle

- always lock your vehicle and put anything of value out of sight
- if dark or if it will be dark when returning to your vehicle, park in well lit places, as near to your destination as possible
- wherever possible, use a manned car park
- when parking, reverse your vehicle into a parking space and leave it as close to the exit as you can
- have your keys ready when you return to your vehicle; check the interior for intruders before getting in

4) If you break down

- pull off the road as far as you can and if necessary switch on your hazard warning lights
- if someone offers help and you feel uncertain about them, stay in your vehicle (except on motorway) with the doors locked and use your mobile phone to summon assistance. Do not get into a car with a stranger or try to hitch a lift
- summon assistance using your mobile phone and give precise details of your location

5) If you feel threatened

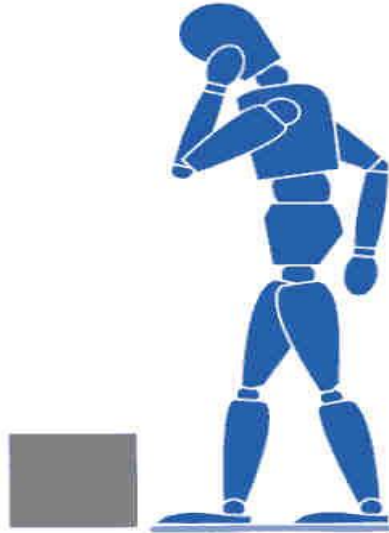
- if you are being followed, drive to a busy place
- if the occupants of a car beside you e.g. at traffic lights or road junction try to attract your attention for any reason, simply ignore them
- if a car travels alongside you at the same speed, slow down and let them pass. If the driver persists, drive to a busy place and call the police
- if a car pulls up in front of you, forcing you to stop, leave the engine running, activate your hazard warning lights and sound your horn continuously. If the driver gets out and approaches you, reverse and get away

Appendix L - Manual Handling

PRINCIPLES OF GOOD HANDLING TECHNIQUE

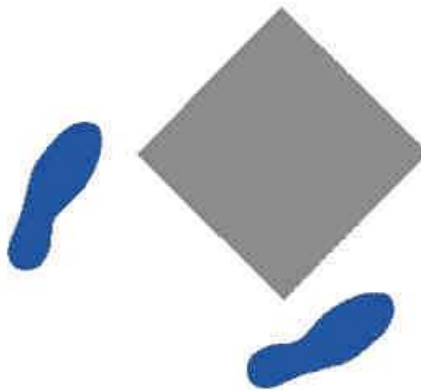
1 Planning

Plan the lift and consider: where the load is to be placed, what are the distances involved, are there any obstructions such as closed doors, is assistance required, and can handling aids or equipment be used?



2 Feet

The feet should be positioned a shoulder width apart, one foot ahead of the other in the direction of the intended movement.



3 Knees

Adopt a good posture for handling with the knees bent (not squat – don't kneel), in order to gain the most effective power from the thigh muscles.

4 Back

The back should be straight (not necessarily vertical, 15 - 20° from vertical is alright) keeping the natural curve of the spine. It may help to tuck in the chin. If necessary, lean forward a little over the load to get a good grip and to keep the centre of gravity over the load.

5 Arms

The arms should be close to the body (nearer the centre of gravity) with the shoulders level and facing the same direction as the hips.



6 Hands

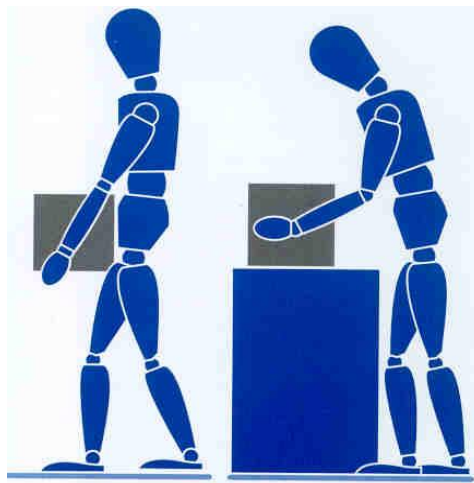
Ensure a firm grip on the load using the roots of the fingers and the palm of the hand. Holding the load this way is also less tiring than keeping the fingers straight.

7 Head

Raise the chin out and up as the lift begins, otherwise this results in round shoulders and a curved spine.

8 Moving the Load

Keep the load as close to the trunk for as long as possible, and where relevant, keep the heaviest side of the load close to the body. Slide the load towards you if required.



- Lift smoothly
- Move the feet not the trunk when turning to the side i.e. don't twist.
- Put the load down and then slide the load into the required position if necessary.

9 Team handling

Handling by two or more people may make possible an operation that is beyond the capability of one person or reduce the risk of injury to a solo handler.



Additional difficulties may arise if team members impede each other's vision or movement, or if the load offers insufficient good handholds. This can occur particularly with compact loads which force the handlers to work close together or where the space available for movement is limited.

When lifting loads at or near floor level is unavoidable, it is preferable to use handling techniques which allow the use of relatively strong leg muscles rather than those of the back, provided the load is small enough to be held close to the trunk. In addition, if the task includes lifting to shoulder height, allow the handlers to change hand grip. Bear in mind however, that such techniques impose heavy forces on the knees and hip joints which must carry both the weight of the load and the weight of the rest of the body.

The closeness of the load to the body can also be influenced by foot placement. The elimination of obstacles which need to be reached over or into will permit the handler's feet to be placed beneath or adjacent to the load before beginning the manual handling operation.

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Appendix K - Violence and Aggression

Work-related violence has serious consequences for clergy and the diocese. Victims may suffer not only physical injury, but also psychological effects, such as anxiety and stress. The diocese will take reasonable measures to protect you from acts of violence and aggression.

What is meant by violence?

An act of violence can be defined as:

- actual or threatened physical assaults on clergy
- psychological abuse of clergy
- verbal abuse which includes shouting, swearing and gestures
- threats against clergy



How will the diocese support you?

There are a wide range of measures that the diocese will follow to reduce the risk of violence at work to clergy. The following steps will be taken:

- carry out risk assessments of potential conflict situations to determine the control measures necessary to protect clergy
- ensure that premises are kept secure
- inform all clergy of the procedure following a violent or challenging behaviour incident
- not tolerate violence or challenging behaviour towards our clergy
- train clergy who may be exposed to violence or challenging behaviour situations
- support any clergy involved in any incident
- support their decisions regarding the pressing of criminal charges
- provide any counselling or post-incident assistance required by clergy
- keep records of all incidents of violence and aggression and review the control measures with a view to continual improvement in safety

Diffusing the situation

In the event of violent or aggressive behaviour towards you there are several steps that you can try to diffuse the situation:

- **Act in control:** Even if you feel anxious or scared when confronted by an aggressor, try to give the impression that you are confident and in control of the situation. Anxiety is an entirely reasonable reaction to violent or aggressive behaviour, but if an aggressor notices it then it may increase their level of aggression.

- **Adopt a calm approach:**
 - Talk to the aggressor in a calm and respectful manner, and keep the tone of your voice low.
 - If you have been summoned to assist with a violent or aggressive customer or person that you don't know, introduce yourself to the aggressor and ask what you can do to help.
 - Maintain a non-judgmental attitude and focus your attention on the aggressor at all times
 - Let the aggressor talk without interruption, and acknowledge how they are feeling. Remember that your aim is to calm them down, not to make sense of their complaint or issue.

- **Use body language:** Body language can reinforce or undermine the impression that you are trying to give.
 - Maintain neutral eye contact with the aggressor, but try not to stare. Break eye contact every so often if necessary
 - Keep your face relaxed, but don't smile. The aggressor will respond badly if they think that you are laughing at them or making light of the situation.
 - Keep your body language open and don't cross your arms or gesture with anything that could be perceived as a weapon. Stand a safe distance away from the aggressor and be aware of your nearest exit at all times

- **Work towards a solution:** Wait for the aggressor to calm down. Explain the consequences of their aggressive behaviour respectfully but firmly. Suggest ways in which the situation could be resolved without conflict, and try to give the aggressor more than one solution so that they have some control over the situation

If you are a witness or receive any violence or aggression towards you, then you should report this to the Bishop's Office so that this can be recorded and investigated. The diocese will support the decision of any member of clergy wishing to press charges against the individual(s) involved. Access to counselling can also be provided where required.

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