



## HEALTH, SAFETY & WELFARE POLICY - STATEMENT OF INTENT

### Introduction

Parkwood Leisure operates leisure management contracts and support services of educational establishments on behalf of public authorities and private clients throughout the country.

The aim of our Safety Policy and subordinate arrangements is to eliminate hazards where possible and to maintain control of the safety risks to employees and to consider and take appropriate preventative measures to address the safety risks associated with customers who may use the premises.

This policy statement on health, safety and welfare, has been agreed by the Board of Directors. Copies of this Safety Policy will be made available to all employees on the Oracle and in all workplaces, alongside details of how our policies are to be implemented.

Safety of our staff and visitors remains Parkwood Leisure's number one priority, and we are committed to involving workers in setting safety standards and consulting with them when standards change. We are committed to satisfying all applicable legal and other requirements as a minimum level of performance and improving safety performance each year. We aim to achieve these improvements through effective risk assessment and via implementing an effective hierarchy of control.

### Meeting this Commitment

We will work to meet this commitment to assess risks and drive continual improvement by:

1. Setting annual safety improvement targets for the business.
2. Providing a safe, healthy working environment, with suitable welfare and first aid arrangements.
3. Having a quarterly senior management level review of performance and attainment of targets.
4. Identifying and assessing any and all risks to which people will be exposed and arranging and introducing specific measures to reduce these risks.
5. Building, adopting, reviewing and continually improving a Occupational Health & Safety Management System of safe working practices, safety precautions and accident prevention procedures.
6. Providing sufficient skilled supervision, relevant instructions and appropriate training to all levels, in both health and safety and job specific skills.
7. Consulting with staff formally and informally through safety committees, risk assessments, and policy reviews.
8. Encouraging staff to contribute their own ideas for new and improved safety procedures.
9. Managers will ensure that the required standards of health, safety and welfare are being met.
10. We will collect and analyse information on accidents, dangerous incidents and work related ill health. Any such incident will be investigated and the outcomes shared and used to prevent recurrence and improve practice.

This statement is supported by more detailed arrangements contained within the health and safety management manual, [operating procedures](#), best practice guidance and other information, which as a whole, form our health and safety policy. These arrangements clarify everyone's specific roles and responsibilities and how we expect work to be organised. We require organisations working for, or with us, to have in place suitable and sufficient health and safety procedures in accordance with the relevant statutory provisions.

This Health and Safety and work Policy will be regularly monitored and updated to take account of legislative and/or organisational changes. The Board of Directors will ensure the annual review of this policy results in amended targets for the improved management of safety.

Signed:

Date: 26th October 2021

Glen Hall, Managing Director, Parkwood Leisure Ltd

## **ORGANISATION & RESPONSIBILITIES**

Parkwood Leisure adheres to the Health and Safety at Work etc Act (1974), which states that ultimate responsibility is with the employer. We believe that this responsibility can be conveyed to the workforce by designating staff with health and safety responsibilities, so that all staff have a clear understanding of important issues.

### **Customer's Responsibility**

It is the customer's responsibility to take all reasonable precautions to protect themselves and others who use the facility; to read and abide by safety notices and signs; to comply with the pool rules and procedures as displayed in the building and communicated by staff. Parkwood Leisure accepts that children/young people are by their nature less aware of hazards than adults and appropriate safety controls are implemented. Customers who by their actions or non-actions put themselves or others at risk will not be permitted to remain on the premises.

Parents and other carers are expected to supervise children under their care directly at all times, in accordance with the [site specific](#) admission policy.

Customers with specific physical needs are expected to advise Parkwood Leisure staff of any particular conditions or care needs in good time, before they start the activity.

Parkwood Leisure will provide suitable signage upon entry to the relevant area advising people of the basic safety instructions. Customers are expected to ask a member of staff if they need additional information or assistance.

### **Duties of the Managing Director**

- Shall be responsible for the health, safety and welfare of all employees and members of the public affected by the activities of the company.
- Shall be responsible for the implementation and regular review of the health and safety policy.
- Shall make adequate funds available to ensure that the necessary safety equipment is available and adequate training is carried out.
- Ensure that senior management demonstrate leadership and commitment with respect to safety standards.

### **Duties of the Director Responsible for Health and Safety - Operations Director**

- Draft, develop and update policy, health and safety manual and other health and safety information on behalf of Parkwood Leisure.
- Ensure Parkwood Leisure is kept up to date with relevant legislation in conjunction with the retained H&S Consultants [and the Health, Safety and Compliance Manager](#).
- Advise Parkwood Leisure Directors on skills, training and budgetary provision to ensure continued compliance with legal requirements.
- Advise the Directors' on plans and performance.
- Coordinate investigations into accidents, dangerous occurrences or complaints about safety during Parkwood Leisure activities and make recommendations for changes to work practices if appropriate.
- Receive and collate statutory data periodically from each contract and produce periodic reports for the Board of Directors.
- [Coordination of insurance claims made under insurance policies, including handling insurance communication, collating documentation and other relevant evidence, and liaising with Claims Inspectors and/or other representatives appointed by Parkwood Leisure's insurance provider where appropriate.](#)

Ensure that senior management demonstrate leadership and commitment with respect to the OH&S management

system by:

- a) ensuring that knowledge of the organisation's context as well as potential OH&S risks are considered when establishing the OH&S management system;
- b) ensuring that workplace hazards are systematically identified, risks evaluated and prioritised, and action taken to improve OH&S performance where deemed necessary;
- c) ensuring that the OH&S policy and related OH&S objectives are established and are compatible with the strategic direction of the organisation;
- d) taking OH&S performance into account in strategic planning;
- e) ensuring that the integration of the OH&S management system requirements into the organisation's business processes;
- f) ensuring that the appropriate financial, human and organisational resources needed for the OH&S management system are available to establish, implement, maintain and continually improve;
- g) ensuring that the organisation establishes processes for consultation and active participation of workers (and, as appropriate, worker representatives) in the establishment, implementation, maintenance, and continual improvement of the OH&S management system;
- h) communicating the importance of effective OH&S management and of conforming to the OH&S management system requirements;
- i) ensuring that the OH&S management system achieves its intended outcome(s);
- j) directing and supporting persons to contribute to the effectiveness of the OH&S management system for all functions;
- k) promoting continual improvement;
- l) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility;
- m) promoting and leading organisational culture with regard to the OH&S management system;
- n) ensuring that persons working under the control of the organisation are aware of their responsibilities within the OH&S management system and the potential consequences of their actions or inactions on others in the workplace.

### **Duties of the Health, Safety and Compliance Manager**

- Coordination and development of the health and safety management system.
- Monitoring of statutory compliance by sites.
- Coordination and monitoring of information relating to accidents and incidents including undertaking relevant reporting under RIDDOR (The Reporting of Injuries Diseases and Dangerous Occurrences Regulations).
- Conducting accident investigations when directed by the Operations Director.
- Ensuring adequate completion of follow up actions (including investigations where required) and identification of measures necessary in order to prevent future recurrence.
- Collation of relevant and accurate proactive and reactive key performance indicator statistical and trend analysis data to the Operations Director regarding ongoing health and safety performance across the organisation.
- The collation and monitoring of the completion of Monthly Accident and Incident Summaries across the organisation, and the provision of guidance to the Regional Directors, general and Centre Managers on remedial actions appropriate for any trends evident.
- Ensure the dissemination of appropriate health and safety information throughout the Company on behalf of the Operations Director, and ensure that effective arrangements are maintained for consulting all sections of the workplace on health and safety issues.
- To liaise with external advisors.
- To provide ongoing, expert assistance and guidance for sites.
- To conduct audits of nominated and new sites.

- Arrange health and safety competent person training for relevant managers, and deliver standard health and safety training. Support the Operations Director on the induction training of all new General Managers where appropriate.
- Coordinate bespoke competency testing where appropriate.
- Assist in the review and revision when required of all Parkwood Leisure's Swim Safely arrangements, including the increased interaction through established links with national water safety bodies, development of best practice and pools related procedures, the provision of guidance to Managers on all aspects of safe management of pools, and monitoring developments in pools technology.
- Support and engage in the IQL (Institute of Qualified Lifeguard) annual monitoring process where appropriate.
- Ensure that the Operations Director is notified of any serious health and safety breaches, incidents or related matters as soon as they are identified.
- Where appropriate, assist in the liaison with relevant statutory authorities regarding relevant health and safety matters affecting the company, and help maintain a database of all enforcement visits and contact made to PL operated premises across the organisation.
- [Coordinate the contract with the Primary Authority and maintain ongoing liaison.](#)
- Recommending to the Operations Director improvements in the company health and safety arrangements.
- Shall undertake all health and safety administration duties, including the review and maintenance of the health and safety section of the Oracle.
- [Manage the Safety Calendar HS 02A and communicate any updates.](#)

#### **National Health and Safety Officer**

- [Support/ deputise for the health, safety and Compliance manager in the coordination and development of the health and safety management system.](#)

#### **Duties of the Regional Directors**

- Shall be responsible for the implementation of the Health and Safety Policy at all Leisure and all Catering facilities [in their defined region.](#)
- [To monitor General/Centre Managers in the maintenance of statutory compliance items to the requisite standard in all sites in their defined region.](#)
- Shall investigate, with the support of the [Health, Safety and Compliance Manager](#), all major accidents, dangerous incidents and occupational diseases and ensure the necessary action is taken to prevent a recurrence.
- Shall respond to all reports or complaints from members of staff on health, safety or welfare matters, shall decide the necessary action to be taken and reply in writing to the member of staff concerned.
- Shall ensure that duties are only delegated to staff competent to carry them out.
- Shall be responsible for checking all contract' premises and operation on a regular basis and ensure a [site safety audit](#) at each site is conducted at least twice per year.
- Shall ensure that each contract has a Staff Safety Representative/safety committee.

#### **Duties of the Assistant Regional Directors/Area Managers**

- ~~Shall sit on the relevant Safety Committees, alongside the General Managers~~
- Will aid the Contract/ General Managers in interpreting Health and Safety Legislation
- [To monitor General/Centre Managers in the maintenance of statutory compliance items to the requisite standard in all sites in their defined region.](#)
- Will advise the Contract/ General Managers in implementing the Health and Safety Legislation.
- Will regularly monitor compliance to corporate health & safety procedures.
- Will ensure staff are suitably trained, in accordance with corporate guidance.
- Will support a proactive (as opposed to reactive) approach to Health & Safety management.

- Deputise for the Regional Directors in all other duties when required.

### **Duties of all other Directors (Finance, Marketing, Commercial etc)**

- Shall be responsible for the implementation of the Health and Safety Policy within their department.
- Shall investigate, with the support of the Health, Safety and Compliance Manager, all major accidents, dangerous incidents and occupational diseases and ensure the necessary action is taken to prevent a recurrence.
- Shall respond to all reports or complaints from members of staff on health, safety or welfare matters, shall decide the necessary action to be taken and reply in writing to the member of staff concerned.
- Shall ensure that duties are only delegated to staff competent to carry them out.

### **Duties of Head Office Department Managers**

- Shall ensure the company health & safety policy and procedures are implemented and shall take responsibility for providing safe conditions for their staff in their department
- Shall be responsible for ensuring that all new employees receive induction; health & safety and other appropriate training.
- Shall identify hazards and reduce risk to a minimum.
- Shall monitor the work of staff under their control and remedy any malpractice.
- Shall ensure that all staff are conversant with the fire escape procedures and emergency procedures.
- Shall complete the Accident record and contact the Health, Safety and Compliance manager as necessary.

### **Duties of General and Centre Managers**

- Shall ensure the company health & safety policy and procedures are **implemented** and shall take responsibility for providing safe conditions for their staff and the members of the public that use their centres.
- **Maintain statutory compliance items to the requisite standard.**
- Shall be responsible for ensuring that all new employees receive induction; health & safety and other appropriate training.
- **Organise refresher training to maintain competence of all employees in their sites.**
- Shall identify hazards and reduce risk to a minimum.
- Shall be responsible for setting up safe working procedures and shall ensure that staff are provided with written instructions for, and training in, these procedures.
- Shall be familiar with all safety legislation and ensure that all records and forms are completed and all such forms and documents are readily available.
- Shall provide their staff with the correct safety equipment.
- Shall monitor the work of staff under their control and remedy any malpractice.
- Shall ensure that all members of the public using the centre are **appropriately** supervised at all times.
- Shall record and pass on to the Assistant Regional Director or Regional Director all recommendations and suggestions from subordinate staff.
- Shall advise the Assistant Regional Director or Regional Director of the resource and financial requirements for the maintenance of this policy.
- Shall ensure that all statutory compliance; forms and documents are delivered; displayed and issued as required.
- Shall complete the Accident **record** and contact the **Health, Safety and Compliance Manager** as necessary.
- Shall ensure that all employees are given a copy of this policy during their induction and any updated versions as they are circulated.
- Shall ensure that any duties delegated are to members of staff sufficiently competent to perform them safely.
- Shall be responsible for the cleanliness of all common work areas.
- Shall ensure that all staff are conversant with the fire escape procedures and **emergency** procedures.
- Shall appoint a member of staff as the Staff Safety Representative at each facility.

- Shall conduct a minuted Centre Safety Committee meeting at least twice per year. The CSC should include the General Manager, Duty Manager(s) and Staff Safety Representative(s).

### **Duties of Duty Managers**

- Shall ensure that all employees understand this health and safety policy and apply its contents.
- Shall ensure that all safety equipment and protective clothing provided, is used at all times when work activities deemed to need the said equipment is taking place.
- **Shall ensure all building and equipment check sheets are completed with any remedial actions instigated.**
- Shall maintain first aid equipment and see that first aid is applied in all cases of accident.
- Shall ensure that all staff are correctly trained and supervised in all tasks.
- Shall be responsible for maintaining a tidy and safe working area.
- Shall report all accidents to the General Manager, however minor.
- Shall have a sound working knowledge of all equipment and substances within the confines of their facilities.

### **Duties of the Staff Safety Representative**

- To provide a channel between the workforce and management with regard to health and safety issues.
- To investigate accidents and potential hazards, pursue employees' complaints and carry out inspections of the workplace.
- To report all findings to the management in writing.
- To represent the workforce on Centre/**Head Office** Safety Committee meetings, which is to be conducted in accordance with the Terms of Reference (TOR).
- **To conduct periodic safety tours and report findings to the line/Centre Manager. The Staff Safety Representative tours the building at regular intervals with the line/General Manager as we believe it is very important to ensure that he/she is kept up to date with all issues, and has the freedom to put forward staff views on potential problems.**

### **Duties of All Employees**

- Shall notify the duty manager/**line manager/supervisor** of any potentially dangerous situations **or dangerous occurrences**.
- To make themselves familiar with the company Health and Safety Policy and to comply with it at all times.
- To take care of their own health and safety and to take equal care of others who may be affected by their work activities.
- To act in a responsible manner and not to take part in any horseplay, practical jokes, etc. which might endanger health and safety.
- To cooperate with management in all matters of health and safety.
- Shall adopt safe working practices, having due regard for the safety of colleagues and the public.
- Shall maintain a tidy and safe working area.
- To undertake training that is identified by Management, which has an impact on health and safety in the workplace **in a timely manner**.

### **And additionally for employees based our operational sites:**

- Shall perform and record regular safety checks on all plant and equipment in the centre where the job requires it.
- Shall comply with the COSHH policy and any subsequent revisions of it at all times.
- Shall exercise due care and consideration when working with electricity and high voltages.
- Shall be aware of the health and safety issue and act in a safe and responsible manner.
- Shall report all accidents or Dangerous Occurrences to the Duty Manager, however minor.
- Shall have a sound working knowledge of all equipment in the centre.
- Shall operate within safe systems of work, including a 'permit to work' system where appropriate.

- Shall wear protective clothing when required and ensure that other members of staff also do so.
- Shall keep doors to plant rooms securely locked at all times.
- To use all protective clothing and safety equipment as and when necessary.
- To use plant, machinery and equipment, etc. as trained and instructed.

*These responsibilities will be communicated at the induction and during refresher training.*

### **New Employees**

All new staff must be shown and made fully aware of this Policy Statement as part of their induction training. Temporary and supply staff must also be provided with this Policy Statement information as part of their induction. This will ensure they are also familiar with Health and Safety procedures and safe working practices relevant to their duties and general safety.

Copies of this policy statement can also be put in conspicuous positions, e.g. notice boards, as the Policy should be an integral part of the culture of the Centre.

### **Safety Committees**

Ensuring that the systems and procedures for health and safety are in place is fundamental for the welfare of staff and customers alike. Everyone has a responsibility in this area, but a number of monitoring checks and systems are specified in order to maintain the highest standards. These include Health and Safety Audits, Safety Committees, Director Inspections and the maintenance of Safety Performance Records. [Specific details are provided in the Oracle health and safety manual.](#)

Copies of each Safety Committee meeting must be retained on file.

### **Monitoring**

This statement should be monitored on an annual basis, by the Health, Safety and Compliance Manager in conjunction with the Operations Director. It should be updated, as necessary, e.g. in the case of change or reviewed annually and again signed and dated by the Managing Director.

To allow for feedback on health and safety issues and enable staff to be updated on H&S matters, health and safety should become a regular agenda item at staff meetings.

### **Health & Safety Consultants**

Specialist health and safety advice and information is [contracted where](#) necessary to ensure that everything is being done to create the safest possible workplace. [They can be](#) contracted to provide a range of Health and Safety support services which [may include](#):

- [Specialist risk assessments e.g. Fire, Legionella, Asbestos](#)
- Director and Management training on an annual basis.
- Expert consultancy support on a planned and reactive basis.
- Telephone support arrangement to company representatives.
- Advice on the ongoing improvement plan.
- Regular legislative and leisure specific updates.

### **Arrangements**

This Health and Safety Policy is part of the Integrated Management System, designed to operate alongside the normal operating and emergency and evacuation procedures within Parkwood Leisure and should be read in conjunction with these documents. The normal operating procedures are distributed to all staff, to ensure a full understanding of safe systems and methods of work.

It is very important to maintain good communication with staff when policy updates arise. Examples of this are:

- (i) Staff meetings when policy updates occur.
- (ii) Updated policy attached to the notice board or distributed via Intranet.
- (iii) Updates communicated via email and over the intranet.