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Health & Safety - general statement of policy

QE2 Activity Centre's policy is to provide and maintain safe and healthy working conditions, equipment and systems of working for all our employees and to provide such information, training and supervision needed for the purpose. QE2 Activity Centre also accepts responsibility for the health and safety of other people who might be affected by our activities.

These policies have been drawn up in line with current UK Health and Safety Legislation to help prevent Staff, Visitors and Contractors from being harmed whilst engaged in activities at the Centre.

Wayne Irish - Chair of the Management Committee

Marie Poore – Centre Manager

Kerry Lees – Activity/Operations Manager

Tracy Puttock – Day Service Co-Ordinator

Management of Health and Safety

QE2 Activity Centre recognises its responsibility to ensure, as far as is reasonably practicable, the health, safety and welfare of its employees; by providing and maintaining healthy working conditions, safe equipment and systems of working for all employees and to provide such information, instruction, training and supervision needed for the purpose.

The Centre also accepts responsibility for the health and safety of other people who might be affected by its activities.

Management Committee and manager

Employees recognise their responsibility to take reasonable care of their own health and safety and that of others who might be affected by their actions.

All staff

General Health and Safety Matters

General Health & Safety Policies and Risk Assessments will be drawn up by the Senior Management Team in consultation with other staff. This will be reviewed on an annual basis. All staff have a right & responsibility to contribute to this process.

Management Committee and manager

Manager to report to Management Committee which has the responsibility to ensure that appropriate Health & Safety Policies and Risk Assessments are in place. This should be an agenda item at each AGM.

Management Committee and manager

Activity Health and Safety Matters

Activity specific Health & Safety Policies and Risk Assessments will be drawn up by Manager and Senior Instructor, in consultation with other instructional staff.

M. AM

All activity staff have a responsibility to ensure that activities are run in line with national governing body guidelines and QE2 Activity Centre policies.

All staff

Day Service Health and Safety Matters

Day Service specific health and safety policies and risk assessments will be drawn up by the Day Service Manager and Manager.

M. DSM

All day service staff have a responsibility to ensure that activities are run in line with QE2 Activity Centre policies.

All staff

Training and Information

Development of specific health and safety training for all employees, including, but not limited to, manual handling, first aid, fire safety, activity development, disability issues

Recording and reporting incidents

RIDDOR, Accident Book, Incident book for minor incidents and near misses. Reviewed quarterly.

Μ

Personal Protective Equipment

Activity specific, general. Will be maintained in good state of repair

AM

Working Time

35 hour working week, Lieu days for weekend work

Μ

Safe Systems of Work

Activity safety policies, day service policies, general health and safety policies

M, AM, DSM

Health Surveillance

If a member of staff suffers from any work related health issues this will be dealt with accordingly

Μ

Young People

Work placements – young people carrying out volunteering or work placement will receive training appropriate to their level of understanding and planned involvement. Young people will shadow staff, remaining under supervision.

A Risk Assessment will be carried out prior to young person starting a work placement at the centre.

M, AM, DSM

New and Expectant Mothers

See separate policy

Risks associated with manual handling, activity participation. Specific Risk Assessment will be undertaken for staff members who become pregnant.

М

Insurance

£10,000,000 Employers liability, held with RSA

Μ

Safe working practices

Lone worker

Leave details of movements with other staff, mobile phone contact with other staff, give information to visiting staff

MO, M

Working at height

See Working at Height Policy WAH

activity related:

- Climbing wall, zipwire activity working practices
- Maintenance: Using ladders, scaffolding appropriate training

AM

Manual handling issues

Training, identify specific problem areas, strategies to minimise risks

AM

Transport

Workplace transport, guidance to staff and visiting groups about need for care when travelling to & from river.

Μ

Transporting dangerous substances

Petrol – only to be transported in correct fuel containers

Μ

First aid

All staff first aid trained minimum of 8 Hour Emergency First Aid at Work or equivalent. Centre responsible for maintaining up-to-date qualifications. First aid kits available on activity sessions. Additional first aid kits available at Centre

Μ

Food safety

Food preparation areas (Centre kitchen and day service kitchens) kept clean. Maintenance checklist. Food standards agency, Local authorities LA Inspection 2019 5 star

Μ

Product safety

AALA inspection, HCC approval. See activity safety policies

M, AM, All staff

Work environment

Material condition of buildings, ventilation, lighting, cleanliness of buildings
Maintenance checklist, maintenance programme, daily cleaning for Centre building,

OM

Slips & trips

Maintenance checklist, provide appropriate signage, visitors warned of hazards of woodland paths

M, OM

Welfare facilities

Provision of toilets, washing facilities, eating and rest facilities for staff

Μ

Electricity

Monthly recorded check carried out for tools. Yearly PAT testing for the whole site. Fixed wiring inspected every 5 years by a suitably qualified electrician.

OM

Gas supply

Gas tanks maintained by Calor.

Boiler (GreenHouse and Gold) Inspected annually by qualified person. Annual inspection of pipework and heaters by competent person

OM

Asbestos

See Asbestos Register Folder

Asbestos Survey carried out by Envirochem Ltd, September 2015. See Asbestos Register Folder.

OM

Machinery & equipment

See separate safety policy and risk assessment

Provision & use of work equipment

Equipment should be used, maintained and stored correctly.

Specialist equipment should only be used following an appropriate level of training. PPE provided where appropriate (ear defenders, goggles, face masks).

M. AM

Lifting operations & lifting equipment

See Manual Handling policy

OM

Display screen equipment

See Display Screen Equipment Policy

OM

Electrical equipment

See Portable Appliance Inspection Policy

OM

General health issues

Manual handling

See Manual Handling Policy

Recognition of need to minimise lifting, moving and handling transactions, provide aids where appropriate and training for all staff

M, AM, DSM

Smoking

'No smoking' policy on site

Μ

Stress

Demands – consideration of staff abilities when timetabling
Control – level of autonomy in running sessions, within guidelines
Support – all staff have access to manager and colleagues at all times
Relationships – not being subject to unreasonable behaviours Role
– clearly defined roles and responsibilities
Change — management and communication of organisational change

Change – management and communication of organisational change.

M, OM, DSM

Infections

When working closely with clients there may be a risk of infection. This can be minimised by adopting the following precautions:

Vaccination against Hepatitis B

Cover open wounds & grazes with waterproof dressings

Make full and proper use of appropriate PPE

Seek medical attention as soon as possible following a potential exposure incident Training in infection control

M, OM, DSM

Violence at work

Working with a diverse and challenging client group there may be a potential threat of violence. In practice this has not been a common problem at the Centre. Staff can help to diffuse potentially violent situations by remaining calm and unthreatening; listening and talking; or by removing other people from the area. Centre staff should do what they can to support visiting staff but, in matters of challenging behaviour, visiting staff retain responsibility for their clients.

M, OM, DSM

Noise at work

Noise in hall – caused by too many people, or loud individuals. Management by monitoring and taking individuals or groups out of hall. PPE provided when using tools

ОМ

Hazardous substances

Hazardous substances

See COSHH safety policy

Control of substances hazardous to health

Cleaning materials – use low risk, non hazardous cleaning materials

COSHH Folders kept near COSHH cupboards containing SDS and Risk Assessment

OM

Flammable substances

See COSHH safety policy

Petrol – for the motorboat should be put into the motorboats fuel tank immediately. Fuel storage onsite is a locked metal container away from the main buildings and is marked 'Highly Flammable'.

Flammable paints, solvents or other chemicals are stored in a locked cupboard in the workshop building.

OM

Biological hazards

See Legionnaires Disease Safety Policy

Legionella bacteria.

Ensure handwashing after gardening or using paints, cleaning materials, chemicals

M. all staff

Lead pellets are used in air rifle shooting at the Centre. Unused pellets are kept in a locked cupboard. After rifle sessions spent pellets are collected and put in a container for recycling. This container is also kept in a locked cupboard AM

Radiation n/a

Revised 01/20 PJO Revised

10/22 PJO Revised 10/23

PJO Revised 10/25 KL

Safety Policy COSHH (control of substances hazardous to health)

Employer responsibilities:

- As far as is reasonably practicable avoid the need to use or store substances hazardous to health
- · Assess the risks associated with using and storing substances hazardous to health
- Reduce the risk posed by hazardous substances
- Ensure appropriate safety information is easily available in case of an accident

Provide secure storage for hazardous substances

Employee responsibilities:

- Follow appropriate systems of work laid down for their safety
- · Make proper use of substances, following manufacturer's instructions
- · Inform the employer if they identify hazardous substances not previously detailed
- Take care to ensure their actions do not put others at risk
- Ensure access to hazardous substances is appropriately controlled
- Help prevent injury or illness to service users by promoting hand washing when required

Training

 All staff to receive training in the safe storage and use of products used at the Centre for cleaning and maintenance

Equipment

- Secure storage is provided for COSHH products, including petrol, paint and cleaning materials
- COSHH stores are cleared out annually and any unnecessary products are disposed of responsibly
- · Safety data sheets are located adjacent to the store containing the substances

Specific areas of concern

Cleaning materials

- cleaning materials used are easily available to the general public
- stored in a locked cupboard in the utility room in the main Centre building
- · Safety Data Sheets for all products are available from the folder in the utility room

Paints and wood stains

- stored in a locked metal cupboard in a locked building
- Paints and wood stains stored on site are the type easily available to the public. The store is cleared out annually and anything no longer required is disposed of appropriately.
- Safety Data Sheets for all products are available from the folder adjacent to the cupboard.

Solvents, meths, glues

- stored in a locked metal cupboard in a locked shed.
- Safety Data Sheets for all products are available from the folder adjacent to the cupboard.

Petrol

- low quantities of petrol are stored on site, stored in locked metal container, in a locked shed, away from main building
- The store contains a 5 litre fuel can for use with brush cutter / strimmer etc
- · Hazard and 'No Smoking' Signs are displayed in the vicinity of this store
- The store has ventilation holes to prevent the build up of fuel vapour
- Fuel for the motorboat is purchased and then immediately transferred to the motorboats onboard fuel tank.
- Drivers made aware of the hazards of transporting petrol
- The two empty fuel cans (25litres each) are stored in the 'Fuel Store'.

Lead

 Lead pellets are used in air rifle shooting at the Centre. Unused pellets are kept in a locked cupboard. After rifle sessions spent pellets are collected and put in a container for recycling. This container is also kept in a locked cupboard

Radiation

No known risk of this at the Centre.

Asbestos

- The roof of the workshop and storage sheds may contain asbestos. Access to these roof areas is not permitted.
- The wall panels and insulation in the sports hall may contain asbestos. These wall panels have had a false wall built over them, which will prevent damage occurring in these areas.

Small amount of asbestos has been found in the grounds. If this happens work must stop, suspect materials left where they are, area cordoned off and inform Hampshire County Council Scientific Services, Asbestos Team on 03707 790001.

Biological Hazards

- Legionnaires' Disease See Legionnaires Disease Safety Policy.
- Bacteria from farm animals:- Groups visiting the farm are encouraged to wash their hands after visiting, hand sanitizers and hand washing stations are provided at the farm.

Safety Policy Display screen equipment

Correct use of equipment

- Screen, keyboard, software size, positioning, glare, suitability
- Accessories: mouse mats, wrist mats
- Sufficient space for documents or other equipment required for an eye-friendly environment – position copy documents at roughly the same distance from the eyes as the screen to avoid having to refocus.
- Use a document holder if necessary to avoid awkward neck movements.
- Most people should ensure the monitor is 33cm 60cm from their eyes and that the centre of the screen is 10cm – 15cm below the 47natural eye level.
- · Select a font size of 12 points or more
- · Make sure the screen is clean
- Ergonomic design of furniture: desks suitable for operator and chairs that are adjustable, sensible positioning and adjusting of the work station to achieve good posture

Working environment

Lighting, heating and humidity

- Appropriate workplace lighting it can be advantageous to actually dim the lights (the ratio of ambient light to monitor light should be three to one)
- · Replace any flashing or strobing lights.
- Arrange the workspace to minimise any glare or reflections.
- Maintain a reasonable level of humidity particularly for contact lens wearers, and keep blinking, as concentrating on the screen for long periods will slow the blink rate and dry the eyes

Task

Attention should be given to

- Specific needs of the individual
- Regular breaks away from the screen resting the eyes every twenty minutes. Short frequent breaks are better than rare lengthy ones

Safety Policy First Aid

Employer responsibilities

- Provide access to First Aid training for all staff
- Ensure staff First Aid qualifications remain valid (keep a record of first aid qualifications and expiry dates)
- Provide suitable and sufficient First Aid equipment

Employee responsibilities

- Respond appropriately to First Aid incidents
- Be aware of their own limitations and competence
- Know when to ask others for assistance
- Complete Accident, Incident or Near Miss forms as appropriate

Training

- There must be a qualified first aider available on site while groups are taking part in activities
- Staff taking groups off site must hold a first aid qualification
- Instructional and day service staff to be first aid trained to a minimum of 'Appointed Person'

Equipment

- First aid kits available in the Centre kitchen, staff room, GreenHouse, Gold and Blue Bubble
- All instructors and day service staff have mobile First Aid kits available, which should be carried when groups are off site
- · First Aid kits will be checked monthly
- · Items for re-stocking first aid kits are kept in the staff room

First Aid Kit Contents

Main Centre

A quantity of Triangular Bandage, open wound bandage, selection of plasters, crepe bandage and fasteners, dressings, swabs, anti-septic wipes, scissors, gloves, micropore tape, safety pins.

Mobile Kits

Triangular Bandage, open wound bandage, selection of plasters, crepe bandage and fasteners, dressings, swabs, anti-septic wipes, scissors, gloves, micropore tape, safety pins.

Responsibility

- QE2 Centre staff are first aid trained and will deal with first aid incidents in conjunction with visiting staff.
- Medical issues, including the dispensation of medication,, remain the responsibility of visiting staff
- Hospital transport; if a casualty requires hospital treatment an ambulance will be called. It will not be the responsibility of Centre staff to accompany the casualty. It will not be the responsibility of the centre to transport someone to hospital.
- Incidents will be recorded in the 'Accident Report Book' or the 'Near Miss Book' as appropriate. Reportable incidents will be notified to the HSE.

Accident Book will be completed in the event of:

- Serious incident
- Requiring treatment
- Death or serious injury
- · Breaks, serious bleeds, patient unconscious.

Incident or Near Miss Book will be completed in the event of

Incident without injury, but where injury could have occurred Where there is a potential learning experience

Things which could be entered in the 'Near Miss Book' include:

· Fits, Asthma attack, diabetic incident · Cuts, scratches, grazes.

Safety Policy General health issues

Infection

When working closely with clients there may be a risk of infection. This can be minimised by adopting the following precautions:

- · Vaccination against Hepatitis B
- Up to date Covid vaccinations
- Cover open wounds & grazes with waterproof dressings
- Make full and proper use of appropriate PPE
- Seek medical attention as soon as possible following a potential exposure incident

Violence

- Working with a diverse and challenging client group there may be a potential threat of violence.
- · In practice this has not been a common problem at the Centre.
- Staff can help to diffuse potentially violent situations o

by remaining calm and unthreatening;

- o listening and talking
- o or not talking, giving people time to process; o by removing other people from the area.
- Centre staff should support visiting staff but, in matters of challenging behaviour, visiting staff retain responsibility for their clients.

Stress

Demands How well employees cope with the demands of their jobs

Consideration of staff abilities when timetabling

Control How much say a person has in the way they do their work

Level of autonomy in running sessions, within guidelines

Support The level of support provided by managers and colleagues

All staff have access to manager and colleagues at all times

Relationships Not being subject to unreasonable behaviours

Role How well an employee understands their role and responsibilities

Clearly defined roles and responsibilities

Change How well organisational change is managed and communicated Management and communication of organisational change.

Safety Policy Legionnaires' Disease

Risk of Legionaries Disease is considered low

Potential sources of bacteria

Water heaters

Bacteria breeding in water heaters in main Centre and day service buildings Water heaters feeding the toilets, kitchen, and utility room water will be run through the system as part of weekly safety checks (hot and cold)

Water based activities

Canoeing & raft building

Legionella bacteria understood not to breed in salt water

Pond dipping, streams

 The stream and ponds used for this activity are considered low risk due to the low temperature of the water. However, groups advised to wash hands particularly after this activity.

Safety Policy

Manual Handling

Employers should:

- · Avoid the need for hazardous manual handling, so far as is reasonably practicable
- · Assess the risk from any hazardous manual handling that can't be avoided
- · Reduce the risk from hazardous manual handling so far as is reasonably practicable

Employees should:

- · Follow appropriate systems of work laid down for their safety
- · Make proper use of equipment provided for their safety
- · Co-operate with their employers on health and safety matters
- · Inform the employer if they identify hazardous handling activities
- Take care to ensure that their activities do not put others at risk

Training

All staff to receive training in:

- · Manual handling risk factors and how injuries can occur
- · How to carry out safe manual handling including good handling technique
- · Appropriate systems of work for the individual's tasks and environment
- · Use of mechanical aids
- Practical work to allow the trainer to identify and put right anything the trainee is not doing safely

Equipment

 Where necessary and practicable equipment will be provided to aid manual handling operations, for example, canoe trolley, mobile hoist.

Specific areas of concern:

- Moving canoes:- Use canoe trolley, share the load
- Moving fuel containers:- Minimise distance necessary to carry fuel containers,
 Minimise the need to lift fuel containers high.
- · Using the Zipwire (hoisting and returning):- Ask for help.
- Moving people:- Hoist, generally moving people will be the responsibility of visiting care staff.

Safety Policy

New & expectant mothers

QE2 Activity Centre recognizes its responsibility to ensure, as far as is reasonably practicable, the health safety and welfare of its employees by providing and maintaining healthy working conditions, equipment and systems of working for all our employees and to provide suitable and sufficient information, instruction and training as required.

Centre staff who are pregnant should inform QE2 Activity Centre, as soon as possible after finding out they are pregnant. This is to ensure the Centre helps to ensure you and your unborn child are not put at any undue risk during work related activities.

The Centre will complete a person specific risk assessment based on the activities the employee carries out on a day to day basis. If during this process it is found that there are unacceptable risks, these will be reduced or the employees work activities adjusted accordingly.

A generic 'New and Expectant Mothers Risk Assessment' has been completed to minimize the risks to employees.

The Centre will make adjustments to activities run by pregnant employees. Taking into account manual handling and other safety issues.

Pregnant employees may suffer from nausea 'morning' sickness which can be made worse by certain smells such as those produced when cooking, cleaning or painting. Employees participation in these types of activities should be dealt with on a personal basis. However painting should be avoided particularly with non water based paints with strong odors and fumes. Labels of paints and cleaning materials, along with safety data sheets should be checked for associated warnings.

If an employee is struggling with any aspect of their job due to pregnancy then they must inform the Centre Manager so that any necessary adjustments can be made.

If the employee has any questions relating to their work and pregnancy they should speak to the Centre Manager.

Safety Policy Portable appliance testing

- Annual PAT Testing will be carried out on all portable electrical appliances, conducted by a suitably qualified person.
- All staff should look critically at electrical equipment, which they use, and look for damage to the outside of the equipment, its plug and lead before use.
- Items found to be damaged should be labelled as faulty and taken out of use to be repaired or replaced

Visual inspection

Any competent member of staff may carry out interim inspections following provision of appropriate information, instruction and training. Staff will learn

- · what to look for
- how to deal with faults (labelled as faulty and removed from service), and
- be reminded to avoid putting themselves or others in danger, including switch off and unplug equipment first.

Inspection will be looking for signs of

- · Damage, cuts, abrasion to the cable covering
- Damage to the plug, eg, cracked casing, bent pins
- Non standard (eg, taped) joints in the cable
- · Cable sheath not gripped where it enters plug
- Environment (eg, wet, dusty)
- Damage to outer cover of equipment or obvious loose parts or screws
 Overheating (burn marks or staining)

In addition formal inspection could include removal of plug cover to check

- · A fuse is being used
- Cord grip is holding outer part (sheath) of cable tightly
- · Wires, including earth if fitted, attached to correct terminals
- No bare wire visible other than at terminals
- · Terminal screws are tight
- No internal damage, overheating or entry of liquid, dust or dirt

Safety Policy Use of tools (staff)

QE2 Activity Centre will provide

- Tools appropriate for the task, in good condition
- Necessary PPE (goggles, ear defenders, dust mask, gloves)
- Training

Staff members will receive training in the correct use of tools. A staff competency log will be kept.

Tool use at QE2 Activity Centre can be subdivided into

- Tool use by staff (eg, for maintenance work)
- Tool use involving service users

It can be further subdivided

- Hand tools
- Bladed tools
- · Battery power tools
- Power tools

General points

Keep work area clear, tidy and well lit
Keep bystanders away
Check the tool before use to ensure it safe to use
Use PPE provided (goggles, ear defenders, dust mask, gloves)
Dress appropriately, avoid loose clothing, tie back long hair
Use the appropriate tool for the job

Unplug power tools when not in use
Ensure blades & cutting discs or drill bits are secure
Ensure blades and cutting blades are sharp
Do not expose power tools to rain or wet environments

Power tools will be checked as part of the annual electrical inspection

Care should be taken when filling the fuel tanks of the petrol equipment Care should be taken when using cabled equipment

Chainsaw will only be used by staff holding the chainsaw certificate

Angle grinder will only be used by staff who have had Abrasive Wheels training

Safety Policy Use of tools (service users)

At QE2 Activity Centre we aim to upskill our day service users. Tool use encourages practical skills, creativity, focus and dexterity, amongst many other positive attributes.

Day service users will be shown how to use tools safely on a one-to-one basis and should be encouraged to use tools, working towards an increasing level of independence.

In-person training will be provided for staff during their induction process, or when needed. Senior staff will be observant of tool use in other staff and will model, coach and train where necessary. Leaders will demonstrate correct tool use to other staff and will assess each staff member's capabilities/ confidence before they supervise the tool

Level of supervision will depend on the individual. This may be anything from hand over hand to observing at a distance.

Safety policy Working at Height

Employer responsibilities:

- Avoid the need for working at height so far is reasonably practical
- Assess the risk posed by any work carried out at height
- Reduce the risk as far as is reasonably practical
- · Provide suitable, well maintained equipment

Employee responsibilities:

- Follow appropriate systems of work laid down for their safety
- · Make proper use of equipment provided
- Cooperate with employer on Health & Safety matters
- Inform the employer if they identify hazardous working at height activities
- Take care to ensure that their actions do not put others at risk

Training

Staff to receive training in

- Working at height risk factors and how injuries or accidents can occur
- How to carry out safe work at height
- · Appropriate systems of work for the individual task and environment
- Practical work to allow the trainer to identify and put right anything the trainee is not doing safely

Equipment

Where necessary equipment will be provided to carry out work at height All access equipment to be inspected on a monthly basis

Specific areas of concern

Climbing wall

Climbing systems will be set up according to the climbing activity safety policy by qualified instructors, or persons supervised by qualified instructors, using safety equipment provided

Zipwire

This involves ascending and descending a fixed ladder. Training and assessment of setting up the zipwire will include using the ladder safely. Training and assessment provided by the Activity Manager.

Ladders, steps and scaffold towers

These are used on site where appropriate to complete a task. Staff will receive online training in the safe use of ladders and steps, followed by a practical session, led by the Activity Manager, followed by an assessment and signing off.

Ladder, step ladder and scaffold tower training points

Ladders, steps

Ensure ladder is a suitable length and fit for the job intended

Make sure it is on stable, firm ground.

- Ensure the top of the ladder is well supported with at least 1 meter of overhang if extending above a structure.
- Get someone to hold the bottom of the ladder, or otherwise make secure, to prevent it slipping out.
- Climb using three points of contact.
- Never lean out from a ladder past your belt buckle.
- When using step ladders don't stand on the top step.
- If it is practical secure yourself to the structure using a recognised climbing system.
- Be particularly careful when using tools on ladders. Tools used at height should be on a leash to prevent it falling to the ground if dropped.

Scaffolding

Care should be taken by staff when erecting, using and dismantling scaffold towers on site.

Helmets to be worn while setting up

Set up as per manufacturer's instructions (copy attached)

Setting up is a two person task

Check sections, clips, fittings, wheels

Use stabiliser legs

Climb inside the tower

When moving the scaffold tower remember to push NOT pull No one is to be on the tower when it is moving

When tower is not in use, Do Not Climb signs







Staff to take a common sense approach to the use of ladders, steps and scaffold towers. If you are unsure, ask for assistance.

Revised October 2025 KL