



## Policy Statement

### Health and Safety

<b>Overview</b>	The Policy has three parts: <ul style="list-style-type: none"><li>• Our aims for Health &amp; Safety,</li><li>• People and responsibilities, which sets out the responsibilities of the Trust's senior managers and key staff,</li><li>• Our safety arrangements included in our Operational Risk Management System,</li></ul>
<b>Rationale</b>	This Policy is the leading policy governing Health, Safety and welfare at the Trust. We all comply with it in order to ensure we do our best to protect life and limb whilst fulfilling our duties at the National Trust. The underlying purpose of the policy is to reduce the risk of accidents.
<b>Implications</b>	Non-compliance with this Policy could lead to unacceptable risks to the safety of our staff, volunteers and visitors and could result in improvement notices, prohibition orders, or in the event of an incident, prosecution of the organisation, including the individuals accountable.

This Health and Safety policy, as required by Section 2(3) of the Health and Safety at Work etc. Act 1974, comes into operation on 5<sup>th</sup> November 2019 and supersedes the previous Health & Safety Policy dated 22<sup>nd</sup> March 2018.

Operational Risk covers the following areas:

- Health & safety, including staff, volunteer and visitor safety
- Fire safety
- Security
- Environmental compliance
- Equality

This Policy sets out our aims, responsibilities and management system for Health and Safety as part of the Operational Risk Management System.

#### **Our aims for Health & Safety:**

The National Trust exists to ensure the preservation for the benefit of the nation of lands and buildings of beauty or historic interest. We aim to achieve this without adversely affecting anyone's safety or health. We also recognise that elimination of risk is neither achievable nor desirable. In practice, we try to achieve a reasonable balance between safety, conservation and access.

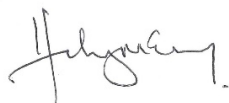
We are committed to achieving these specific health and safety objectives:

- As an employer, we have certain legal obligations under the Health and Safety at Work Act 1974 and other health and safety legislation. We will aim, as a minimum, to comply with our responsibilities under all relevant health and safety legislation.

Where practicable, and where this aligns with our other conservation responsibilities, we will aim for a higher standard than that required by the legislation.

- We recognise our duty of care to all our staff and we aim to protect them from any risks to their health and safety as far as is reasonably practicable. We will achieve this by:
  - identifying and assessing the significant risks to which staff are likely to be exposed;
  - avoiding risk, where reasonably practicable and desirable;
  - introducing measures to minimise residual risks;
  - adopting safe working practices;
  - providing the necessary information, equipment, instruction, training and supervision.
- We will provide volunteers with the same standard of protection as our staff.
- We will aim to manage risks to visitors through a sensible and proportionate approach that where permissible balances risks and benefits. We recognise that at coast and countryside properties and in historic buildings and gardens it is not reasonably practicable for us to eliminate all risks. Nevertheless, we will take reasonable measures to manage risks in ways that are compatible with our conservation objectives, while at the same time we expect visitors to take some personal responsibility for their own safety. We will continue to collaborate with other organisations in the Visitor Safety Group.
- We will set standards, monitor and work with our contractors on National Trust properties, to ensure that the health and safety of Trust staff, volunteers or the public is not adversely affected.
- We will maintain systems to collect and record appropriate information on accidents, incidents and work-related ill-health. We will promote investigation of these occurrences and will take appropriate action.
- We will ensure that all staff have access to an occupational health service.

**Signed :**

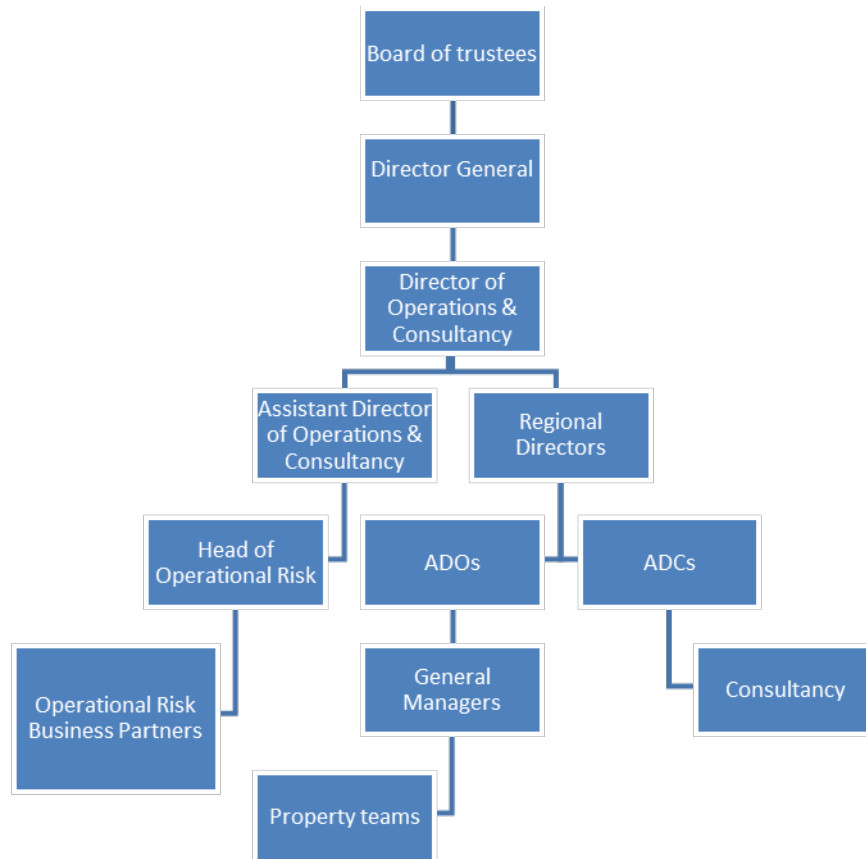


**Date :** 5<sup>th</sup> November 2019

Hilary McGrady  
Director-General

## People and responsibilities

This section sets out the principal responsibilities for managing Operational Risk within the National Trust. Detailed responsibilities are included in individual role profiles.



## Individual responsibilities - employees and volunteers

The term "employee" covers all members of staff, whether full-time, part-time or seasonal, and includes any person working for the Trust on Careership, training or government work/training initiatives.

- every employee and volunteer has a duty of care, both for his/her own personal safety, and the safety of others who might be affected by his/her actions or omissions (for employees, this duty of care is a statutory responsibility as well as a responsibility under general law);
- he/she must co-operate at all times with his/her manager or supervisor to enable the Trust to adequately meet its own legal duties, and must follow any reasonable instructions given by his/her manager or supervisor;
- he/she must report any defective equipment or hazardous situations arising in the course of his/her work to his/her manager or supervisor without delay - he/she must also stop work if the nature of the defect or situation involves risk of serious injury to themselves or any person;
- occasionally, an employee or volunteer may encounter work being carried out by other Trust staff, volunteers or contractors on Trust property in an unsafe manner. Where the employee/volunteer knows, from his/her previous training or experience, that this involves imminent risk of serious injury to any person, the Trust accepts that he/she should try and stop the work, provided that this does

not increase the risk to the individual or to those involved in the work. He/she must also report the circumstances immediately to the member of Trust staff who is in charge of or overseeing the work.

### **Our Operational Risk Management System**

This part of our Health & Safety Policy sets out the key arrangements that are currently in place to ensure that we meet our aims, our Operational Risk Management System.

### **Operational Risk Team**

The Operational Risk Team is led by the Head of Operational Risk, who is accountable for providing an integrated Operational Risk service, which includes Health and Safety, across the Trust.

The Trust employ a dedicated team of Operational Risk Business Partners who are responsible for providing those accountable for Operational Risk with the support they need to effectively manage their operational risks on an ongoing basis, which include health and safety requirements. This team includes five national specialist roles which provide key technical advice both direct to those accountable for Operational Risk and to the rest of the Operational Risk Business Partner group. Every Property or location has a dedicated [Operational Risk Business Partner](#) who works with them to complete the Property Risk Profile, as well as providing ongoing advice and assistance as required.

The Operational Risk Team fulfils the Competent Person role which is required under the Management of Health and Safety at Work Regulations. The members of the Operational Risk Team and their relevant expertise and competencies can be found on our [Intranet pages](#).

Members of property and functional staff are regularly brought together in groups to provide pragmatic advice to the Head of Operational Risk in the development of approaches for specific issues. This helps to provide practical input when formulating new or revised procedures.

### **Operational Risk Processes**

The Operational Risk Processes are defined and explained on the [Operational Risk Process pages](#) of the Intranet. The fundamental building block of the processes is completion and maintenance of the Property Risk Profile. This is a key tool which enables managers accountable for Operational Risk to identify the operational risks (including health and safety risks) pertaining to their property, location or office.

As well as consultancy support provided to managers in completion and maintenance of the Property Risk Profile, Operational Risk Business Partners will also audit properties or offices to assess Operational Risk against the key risks identified on a periodic basis.

The Incident Investigation Protocol is the process to follow when an accident or incident occurs, including how to report the accident/incident and the escalation procedures, along with how to manage an investigation and record the information required for an insurance claim and notifying the Insurance Office.

All accidents, near-misses and cases of work-related ill-health must be investigated. For many minor accidents, the only investigation necessary will be that which is required to complete the Trust's Incidents form. For serious injuries, cases of ill-health, or where there was a potential for serious injury, more detailed investigation should be undertaken.

This process helps us to ensure that all such occurrences are reported by properties and offices to the Operational Risk Team. The Operational Risk Team decides whether an incident requires reporting to the external enforcing authorities (eg, RIDDOR), and carries this out on behalf of the accountable manager.

### **Operational Risk Instructions and other information**

These are formal documents which set out the Health and Safety and other Operational Risk legal duties, the Trust's mandatory requirements, guidance, information and how requirements should be interpreted. They are distributed to all relevant staff and form an integral part of the Trust's Operational Risk Management System. All these documents are available via the Operational Risk pages on the Intranet, or off-line where required.

Our intranet pages contain resource banks, or topic pages, which detail the key information required. If you have any doubts or questions regarding the right information which you need, please contact your designated Operational Risk Business Partner. The status of these documents is currently defined as follows:

### **Operational Risk Instructions**

These are produced to deal with Operational Risk, including Health & Safety requirements of the greatest significance to the Trust. They cover our approach to specific legislation, or key mechanisms for complying with our general duties under the relevant Operational Risk, including Health & Safety legislation. In some cases, they have been produced to cover matters raised by serious incidents. These Instructions are mandatory and must be followed by everyone to achieve compliance.

### **Operational Risk Intranet Guidance**

This gives recommendations on safe working practices and internal management procedures. Many pages provide information on how to comply with the law, whilst others are intended to ensure high and consistent standards throughout the Trust.

### **Sources of external information and guidance**

The Operational Risk Team maintains an extensive library of health and safety publications, and has access to all current legislation, guidance and relevant

standards. Should you require any additional information, please contact your Operational Risk Business Partner in the first instance.

### **Health & Safety Training**

The Trust recognises that training of staff and volunteers at all levels is essential in achieving good safety standards. Operational Risk Business Partners (ORBPs) deliver a range of internal courses, while for specialist technical and skills training, external sources are used. Operational Risk Business Partners are available to property staff to help determine the training needs on a site by site basis. Health and Safety issues are also covered with new staff as part of the Induction process.

General Managers and other relevant staff will be invited to attend an IOSH accredited Directing Safely Course.

### **Statutory examination of plant and equipment**

The Trust maintains a contract with an external provider to carry out periodic examinations of specified types of plant and equipment, mainly lifting equipment and pressure vessels. Most types of equipment undergo examination to meet specific legal requirements, but others are included because examination by a competent person is considered to be a valuable additional safety precaution. Details of the arrangements for plant examination and a full list of the types of equipment which require examination are contained on the [statutory inspection insurance page](#). This examination scheme is in addition to routine inspection of plant and equipment by Trust staff, and regular maintenance programmes. Examination certificates are held electronically by the inspection company and are accessible to property staff.

### **Occupational Health**

The People team are accountable for providing the governance and management of occupational health for the Trust. The relevant [guidance](#) note can be found here.

Monitoring for certain health hazards (e.g. noise, vibration, dust) can be carried out in-house by Operational Risk Business Partners. More specialist monitoring techniques (e.g. asbestos sampling, Legionella testing) require the use of external consultants.

### **Visitor Safety**

We make full use of our Operational Risk Management System (for example, the Property Risk Profile and Visitor Safety Risk Assessments) to identify hazards and assess risks to visitors to our properties. Where permissible, risks are balanced against benefits to visitors and individuals. Local decisions are made on appropriate precautions, taking account of the numbers of visitors, the type of visitor, the nature of the property and the Trust's conservation and access objectives. We recognise that visitors also carry personal responsibility for their own actions, and we promote the idea of a pragmatic balance between management intervention and user self-reliance.

*“Managing Visitor Safety in the Countryside – Principles and Practice”* provides best practice, principles and information on visitor safety. This publication was first published in 2003 by the [Visitor Safety Group](#) (VSG), of which the Trust is a contributing member.

### **Health and Safety Committees**

A national health and Safety Committee meets to discuss health and safety matters associated with employees and volunteers. The key purpose of this committee is to enable the Trust to consult with employees and volunteers on safety and operational risk matters. This enables us to keep under review the measures being taken to ensure the health, safety and welfare of employees and volunteers, and to manage the occupational Operational Risks at the properties and offices. The committee will also scrutinise how effective our operational risk management system is in managing the risks effectively and supporting our employees in doing so.

Prospect, as the recognised Trade Union, has appointed a number of health and safety representatives, one of whom attends the health and safety committee along with a Prospect official.

### **Review**

These arrangements will continue to be developed in response to changes in Health & Safety legislation and the Trust’s organisation and work. The Head of Operational Risk will review the policy regularly and make any necessary amendments for the approval of the Director-General.

Monitoring of compliance with this Policy is the responsibility of line management, who will be supported by the Operational Risk Team.

This Policy is contractual for paid employees and also applies to volunteers.

For further information please contact the Head of Operational Risk or email [operationalrisk@nationaltrust.org.uk](mailto:operationalrisk@nationaltrust.org.uk)