

Advice for Volunteers



This document is a summary of some of the procedures your line manager will go through during your induction. Please ensure you have familiarised yourself with them, if you would like more information or are not sure about something please ASK.

Fire Safety Procedures

Familiarise yourself with the fire action posters, where the call points are (if any), where the fire exits are and where the meeting point is.

First Aid Procedures (Accident/Near-miss/Incident Reporting)

It is important to know where the first aid box and accident book are located and who your first aiders are. If you or anyone has an accident, you must let either your line manager, or first aider know straight away. Any near-miss or incident (that has not resulted in an accident, but might have done) must also be reported to your line manager straight away.

Emergency Plans

Emergency plans are personalised for each NWT location. It explains what to do if an emergency were to happen and who to contact etc. Each site has a copy of its emergency plan held on file and displayed in a prominent location. You will be issued with an emergency site card to carry with you where applicable.

COSHH

COSHH is: Control of substances hazardous to health. This means:

- All chemicals are kept in a locked cupboard. If they are not, please inform your line manager.
- Prior to using a COSHH product the appropriate risk assessment must be looked at, if there is no risk assessment then the instructions on the label must be followed.
- If PPE (Personal Protective Equipment) such as gloves are required, ensure that they are used.
- Ensure that chemicals are not mixed together.
- If irritated by a product or an accident occurs, seek immediate medical attention, follow the instructions on the COSHH sheet and inform your line manager.

Manual Handling

Never attempt to carry a heavy or awkward object on your own. It is important that a risk assessment (even if a verbal one) is done first. This will ensure that you can move it safely and without harm. Please talk to your line manager first to see if PPE or tools such as a trolley are available, or that someone else can help you. Ensure the pathway from A to B is free from hazards.

Child Safety

When working with children ensure that you are never in a situation where you are alone. Therefore always ask a NWT member of staff or another volunteer to accompany you. This provides you with protection from accusations that may be made against you.

Should you wish to read further information, NWT has policies and guidance on working with children, which are located on site.

VDU and Desk Work

Please ensure you are happy and comfortable at your workspace and if not please inform your line manager.

- Take short, frequent breaks, at least hourly, from sitting at your workstation to undertake alternative tasks. If this is not considered possible you should speak to your line manager.
- Exercise by stretching and changing your sitting position.
- Ensure your chair can be adjusted to suit the required posture and is functioning correctly.
- Your back should be vertical, elbows bent at 90°, knees bent at 90°, wrists relaxed.
- The screen should be 60cm away with eyes level with the top.
- The keyboard should be flat or slightly tilted, the mouse adjacent the keyboard.
- Ensure that your screen does not have excessive glare or flicker.
- If you sit at a desk and/or use a VDU for continuous use in excess of 5 hours or use it more or less daily, an individual risk assessment must be carried out by the Health & Safety Officer.

Electrical Safety Procedures

A few simple housekeeping rules to ensure you, your colleagues and our visitors are safe:

- If a piece of electrical equipment or cabling looks unsafe DO NOT USE and report it a.s.a.p.
- Do NOT bring anything from home onto a NWT property as it has not been tested for safe use.
- Do not use multi plug adapters or extension leads if possible. Do not overload sockets.
- Switch off and unplug all electrical equipment at the end of each day (apart from fridges / freezers etc.)

Work Equipment (hand tools/power tools/machinery)

- Prior to using any work equipment you must have received instruction and training on each item. Some equipment will require professional and/or work based training which will be highlighted within your induction.
- If PPE is needed then NWT will provide it, it will either be issued to you, or be available on site for anyone to use.
- There are risk assessments for each item. Please familiarise yourself with these if possible, they are held on site.

Weather

- Dress appropriately for the conditions. Try to wear sun cream if necessary. Advice covered in the HSE leaflet on sun protection are:
- Keep your top on. Clothing forms a barrier to the sun's harmful rays.
- Wear a hat with a brim or a flap that covers the ears and the back of the neck.
- Stay in the shade whenever possible, during your breaks and especially at lunch time.
- Use a high factor sunscreen of at least SPF15 on any exposed skin.
- Drink plenty of water to avoid dehydration.
- Check your skin regularly for any unusual moles or spots. See a doctor promptly if you find anything that is changing in shape, size or colour, itching or bleeding.

Smoking policy

NWT implements a no smoking policy across all of our sites. Therefore no smoking is allowed on any premises or vehicle owned or managed by NWT. Please do NOT smoke in front of visitor centres or NWT event displays.

Aggressive behaviour

Aggressive behaviour will not be tolerated by staff members, volunteers or visitors. If aggressive behaviour is perceived, you must report this to your line manager immediately.

General safety

If you find any hazard that you can make safe immediately, and it is safe to do so, you should. I.e. move a dangerous obstruction, clear up a spill etc. You must let your line manager know if you discover any hazards (so that appropriate action can be taken).

Location of H&S documents

Each site has site specific procedures, information, risk assessments and guidance in place, whether that is in a folder, handbook or on the NWT cloud. Ask your line manager to show you where these are as you can refer to them at any time if you wish to do so. Risk assessments are very important to almost every task you undertake, there are risk assessments in place for your workplace and the activities you do. Please familiarise yourselves with these.

Food safety

If you are directly involved with food or drink your line/catering manager will instruct you as to what procedures you must follow.

PPE (Personal Protective Equipment)

It is very important that you use PPE if required to do so, and this has been issued by your line manager. Some PPE is kept centrally on site for all staff and volunteers to use. However, if PPE is ordered for you personally, then it must be returned to the line manager when you leave.

Current illness, condition or disability that NWT needs to be aware of?

NWT want to make your working environment as safe and workable as possible, therefore if you need any special adaptations made then please inform your line manager. Please be aware that our first aiders may be informed (if relevant).