



Health & Safety Policy

Policy Statement

Complete Coaching Associates Ltd is committed to providing a safe and healthy environment for all employees and visitors. We therefore regard health and safety as a priority and an integral part of our business. The Health and Safety at Work Act 1974, together with other related acts and regulations, place specific responsibilities on employees and visitors. As a business objective we intend, as a matter of policy, to comply, so far as is reasonably practicable, with all health and safety requirements.

Complete Coaching Associates Ltd is committed to:

- establishing and maintaining safe environments for our employees, customers and visitors
- providing and maintaining all work equipment in a safe and secure manner
- establishing and maintaining safe working practices and procedures by employees
- providing all employees with appropriate information, instruction and training to ensure that they are competent to complete their tasks
- ensuring adequate control of the health and safety risks arising from work activities
- consulting with employees on matters affecting their health and safety
- reviewing and revising this policy as necessary at regular intervals

Organisational Responsibilities

The Managing Directors are: Kris Hatton & Katie Mawer, they will:

- regard the health and safety of its employees, clients and general public as their first priority
- have the overall and final responsibility for health and safety
- be responsible for day-to-day implementation of this policy
- keep the policy under review, monitor the success of the policy and issue revisions where necessary
- engage and consult with the employees on day to day health & safety conditions and occupational health
- provide generic and dynamic risk assessments for management and staff to implement
- arrange induction training for all new starters

Unit 15 Watchmoor Trade Centre, Camberley, GU15 3AJ t: **01276 26558 (freephone)**

w: **www.completecoaching.org.uk** e: **info@completecoaching.org.uk**

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The Senior Management will ensure that:

- there is an effective and efficient approach to health & safety within all parts of the Complete Coaching Associates Ltd
- the necessary resources/budget are made available to provide competent safety management and for the continuous improvement of health & safety performance of the Complete Coaching Associates Ltd
- employees with specific responsibilities have the necessary authority, expertise, training and resources to exercise their responsibilities effectively
- all employees understand, actively support and implement the Complete Coaching Associates Ltd health and safety policy and associated documentation
- policies, procedures and risk assessments are developed to meet the legal, moral, and best practice obligations
- adequate training is provided to ensure that employees are competent to do their work
- there is suitable organisation structure for planning, implementing, monitoring, reviewing and evaluating health and safety arrangements
- employees are consulted on all matters relating to their health and safety on a regular basis and as necessary
- all findings from employee consultation meetings are communicated to them
- all appropriate action is implemented following consultation meetings
- all new employees will receive a health & safety induction within their first week of employment with the Complete Coaching Associates Ltd
- all employees are provided with the necessary health & safety documentation they require to fulfil their duties and know how to get further supplies when required
- all accident reports are available to the partners when required for policy and procedure review
- all accident report forms are filed and kept safe and contact the ICC with regards to RIDDOR as and when necessary
- take reasonable care of the health & safety of themselves and of other persons who may be affected by their acts and omissions at work
- co-operate with their employer to enable the employer to perform, or comply with, any legal duty or requirement
- use equipment, procedures and documentation provided for their work as they have been trained, not interfere with, or misuse, equipment provided in the interests of health & safety

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- They are informed of any work situation that represents a serious and immediate danger to themselves and others or any situation that arises that cannot be rectified immediately and may pose a risk
- make themselves familiar with all health & safety policies, fire and emergency procedures and any other such relevant policies that may be implemented by the schools and venues in which they work
- implement emergency procedures and evacuations in case of fire or other significant incident
- carry a fully stocked first aid kit and charged mobile phone at all times for use in emergency
- complete risk assessments and daily checklists as required
- maintain safe and healthy working conditions and safe use of equipment
- complete parental notification forms and accident report forms when necessary referring to the accident flow chart for guidance
- report all accidents/incidents that require a B1510 to be completed immediately to them
- complete medical forms and obtain written parental permission prior to administering medicines and submit to the office
- obtain written parental permission prior to allowing any child to leave a session alone
- keep their working area clean and tidy to minimise risk

Arrangements

Principles for managing health & safety, it is important that;

- Risk assessments are written and communicated to all appropriate persons and implemented as required.
- Hazards are identified and arrangements are made to reduce risks to acceptable levels.
- Analysis of accidents and incidents lead to safer procedures
- Management, staff and clients are aware of their responsibilities with regard to Health and Safety issues
- Appropriate training is given to staff and management in order to enable them to their responsibilities
- A named partner reports to the remaining partners on the monitoring and management of health and safety issues

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Training

All staff will be provided with:

- Induction training
- Update training in response to significant changes
- Training in specific skills needed to execute this policy
- Refresher training where monitoring establishes the need.

Monitoring

The implementation and effectiveness of this policy will be monitored by the people and methods detailed below. The Senior Management Team will assess:

- Issues raised by consultation with staff that are brought to their attention
- Findings from accident investigations brought to their attention as they occur.

The Senior Management Team will monitor:

- Duties delegated to staff
- That staff operate in a safe manner
- That risk assessments are current and appropriate
- That actions agreed have been carried out to acceptable standards and ensure that omissions and inadequacies are remedied
- The training needs of all staff
- Accidents and incidents as they occur and report findings to partner

All staff will monitor:

- The safety of their area of work
- The safety of equipment in use
- The safe practices and behaviour of children in their care

Review:

The Managing Directors will revise the policy in response to:

- Inadequacies revealed by incidents/accidents
- Inadequacies revealed by monitoring
- Changes in Health & Safety Law



Accident Reporting - Company Employees

This procedure ensures that all accidents, incidents and dangerous occurrences, involving company employees are investigated to determine the cause and appropriate action taken to prevent reoccurrence.

All accidents involving employees must be recorded on an accident to report form and submitted to the main office. In the instance of an accident report form being submitted an investigation by the Senior Management Team must be completed to identify the causes and any remedial action.

In the instance of a child being hurt employees should assess the injury and refer to the accident procedures flow chart to determine whether a parental notification form and record log, or, an accident report form should be completed.

Lost Time Accidents

If an employee is absent from work for more than 3 days, as a result of an injury arising from work, the Senior Management Team must be informed by email. A copy of the confirmation email must be retained on file. (The more than 3 day criteria does not include the day of the accident but does include weekends).

Diseases

If written confirmation is received from a medical practitioner that an employee is suffering from a notable disease, the Senior Management Team must be informed immediately. All accident reporting documentation is kept on file in the office.

Review

The Managing Directors should ensure that all remedial actions are completed. They should review all accident reports and recommend further action if applicable.



First Aid

The Complete Coaching Associates Ltd have a duty under Health and Safety First Aid Regulations to provide suitable and sufficient first aid facilities, To meet this requirement the Complete Coaching Associates Ltd will:

- Display on notice boards the names and telephone numbers of employees trained in basic first aid, emergency first aid and appointed person
- Provide access for all staff to an adequately stocked first aid kit which will be clearly identified
- Arrange for the continuity of training to maintain a satisfactory number of employees qualified in basic first aid training

During induction training employees will be informed of:

- Their responsibilities in the event of an accident
- The location of their first aid kit
- First aid and accident reporting procedures

Whilst we have no legal responsibility to provide first aid for non-employees, it is our policy to provide emergency cover for visitors and contractors on the premises of the Complete Coaching Associates Partnership, to ensure safe evacuation to the nearest medical services. In all cases of a serious injury an ambulance will be called and parents contacted as a matter of urgency.

All coaches will hold:

- a current first aid certificate
- a current safeguarding certificate

Health and Safety Poster

The statutory poster giving health information to staff is completed and displayed in the office. All staff are provided with the individual cards during induction.

Fire Safety and Emergency Evacuation Procedures

(see Emergency Response Plan for each setting)

All employees are required to familiarise themselves and understand the fire and emergency evacuation procedures for all sites in which they work. Please ensure you know:

- The location of your nearest FIRE EXIT and where it exits the building
- The assembly point
- The location of your nearest fire alarm call point

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As part of the company induction, each employee will be briefed on the evacuation route(s), the fire alarm call points and the location of the assembly point at the designated area.

What to do in the case of fire

When a person discovers a fire:

- Ensure that no-one is in immediate danger
- Sound the alarm at the nearest break glass alarm point
- Leave the building by the nearest FIRE EXIT route and go to the Assembly point escorting all children in your charge
- Wait for instruction from the site manager

On hearing the alarm:

- Leave the building by the nearest FIRE EXIT route and go to the Assembly point ensuring the safe evacuation of all children and visitors in your charge.
- Wait for instructions from the site manager.

Please note:

- If you have visitors with you please ensure that they are escorted safely to the fire assembly point
- Do not use lifts
- Fire risks for The Complete Coaching Associate Ltd will be assessed by the Managing Directors as part of the risk assessment programme

Fire Drills

Employees must take part in fire drills that may be implemented whilst working on the premises of schools and venues. Employees must ensure the safe evacuation and registration of all children in their care at the time and report to the headteacher/management.

Coaches must inform children of the procedures regarding fire, evacuation, accident and emergency procedures once per term and daily per holiday camp.



Bomb Procedure (see Emergency Response Plan for each setting) Should any employee receive a report by telephone of an explosive device having been placed within or near the premises in which they are working they should obtain as much information as possible:

- Location of the device
- Time set for detonation
- Description of explosive or container
- Sex of the caller
- Estimation of age
- Accent of caller
- Indication of type of telephone being used eg: call box or mobile phone
- Any significant background noise
- Code word or number

Once the caller terminates the call the employee must contact the site manager immediately relaying all information gathered. Should an employee discover a suspicious package they should not touch the object. They should contact the site manager immediately with all the relevant information. The site manager is responsible for the decision on evacuation.

If an evacuation is deemed necessary all employees should leave the building by the nearest exit, escorting any children in their charge, and proceed to the assembly point.

Risk Assessments

It is the policy of Complete Coaching to carry out suitable and sufficient risk assessments of the risks to the health and safety of our employees and to others who might be affected by our work activities.

To ensure this happens we will:

- identify hazards with a potential to cause harm to our employees and to others who might be affected by our work activities
- evaluate the probability and severity of the potential injury or damage
- analyse the options for eliminating, reducing or controlling the identified risks and take appropriate action
- review the assessments periodically and particularly where they may no longer be valid or where there has been a significant change in the work activities or processes

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Where we identify a risk or serious imminent danger we will:

- Establish a procedure for controlling exposure to this special risk including stopping and resumption of work.

Employees will:

- conduct daily checklists specific to the activity they are undertaking
- conduct risk assessments when requested by the Managing Directors
- report significant findings to the Managing Directors
- submit all reports to the main office

Risk assessments and checklists are filed on the Team's google drive.

COSHH

It is our intention that wherever possible the use of harmful substances will be reduced to a minimum. In order to meet its obligations, as defined in the COSHH Regulations, Complete Coaching will:

- identify and obtain information concerning all hazardous materials used
- assess the risk to all employees exposed to hazardous materials
- eliminate, minimise, or control the risk by effective measure

Where applicable to the task or area, COSHH assessments will be completed as part of the risk assessment process.

Display Screen Equipment (DSE)

It is the intention of Complete Coaching that display screen equipment (DSE) users are identified and assessments made to ensure that workstations are ergonomically correct. A risk assessment must be completed for each workstation.

Complete Coaching will provide training in the risks of to health of staff using DSE and the preventative and protective measures to reduce such risk.

The Managing Directors will:

- ensure that work activity is structured and that natural breaks occur
- ensure that where it is not possible to include natural breaks, enforced breaks should be introduced to the activity

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Eye Tests

In line with the requirements of the Display Screen Equipment Regulations, Complete Coaching Associates Ltd accepts its obligations regarding the provisions of eye tests for display screen users. Complete Coaching Associates Ltd is keen to encourage employees to take up this opportunity. It is important to note that eye tests will be carried out at the request of the employee.

Manual Handling

The Manual Handling Operations Regulations place a responsibility on the organisation to eliminate, minimise or control the risks from the manual handling of loads within the work environment. In order to achieve this objective, Complete Coaching Associates Ltd requires that all employees adopt safe working practices, with regards to the manual handling of all loads.

It is our policy to prevent or reduce manual handling risks by ensuring that:

- Employees who have to carry out manual handling operations receive adequate training in the processes/tasks and in the best way to move loads so as to reduce the risk of injury.
- Employees are not expected to move loads that their manager thinks is beyond the capacity of the employee.
- Employees are not expected to move loads that the employee thinks is liable to cause them injury.

As part of the risk assessment process all managers will identify significant risks within their work areas. The Senior Management will collate this information. Where the manager's risk assessment raises lifting tasks as a significant risk to their member(s) of staff, further action will be required. The hazards and risks appropriate to the work task and environment will prioritise the allocation of relevant control measures, including manual handling training.

Electrical Systems and Equipment Policy

It is the policy of Complete Coaching Associates Ltd to comply with the Electricity at Work Regulations and guidance from the Health and Safety Executive. We will reduce hazards by using:

- Competent or qualified persons for the maintenance tasks
- Qualified persons for repair tasks
- Competent or qualified persons for regular inspecting and testing
- Safe systems of work for all work carried out on electrical systems
- Safe, suitable and approved materials and equipment

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Portable appliances testing will take place at a frequency determined by the risks associated with their use. Electrical risks will be assessed as part of the management risk assessment.

All employees are reminded that no personal portable electrical equipment ie: kettles, fans, etc are not permitted on site unless presented for inspection, tested and authorised.

Expectant Mother and Nursing Mothers Policy

Complete Coaching Associates Ltd will carry out a risk assessment for all new and expectant mothers. It is our policy to prevent or reduce risks to new and expectant mothers by requiring them to inform their line manager of the pregnancy as soon as they feel appropriate. This will allow a full assessment of any risk to their health arising from their work. This will be treated in confidence.

It is our policy to prevent or reduce risks to new and expectant mothers by ensuring that they do not:

- Undertake any manual handling tasks
- Spend excessive time at a workstation without taking adequate breaks
- Undertake excessive driving or travelling duties

As part of this process we will fully take into account recommendations made by a midwife or medical practitioner. When applicable and expectant mother risk assessment will be completed by the line manager in conjunction with the Managing Directors.

Welfare Facilities

In line with the requirements of the Workplace (Health, Safety and Welfare) Regulations, Complete Coaching Associates Ltd is committed to providing a safe place of work with appropriate welfare facilities, including the following:

- The provision of a good working environment, with all appropriate health and safety support facilities
- Safe access to and egress from the various buildings on site
- General welfare facilities to include: beverages, cold water supply, toilets In the provision of the above facilities all employees have the responsibility to ensure that facilities are not abused or misused. All employees are requested to support the organisation in maintaining a high standard of welfare facilities and also to report where such standards are not maintained. The Complete Coaching Associates Ltd requires good housekeeping at all times.

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Stress Policy

Complete Coaching Associates Ltd will endeavour to comply with all legislation and good working practice to identify sources of stress in the workplace.

Subsequently we will address areas of concern with the prime purpose of achieving a healthy workforce in which stress levels are as low as possible.

To achieve this we will:

- Prevent stress by trying to control pressures to which employees are exposed
- Endeavour to recognize and deal with the stress amongst employees as it arises
- Promote and develop a supportive attitude to those employees identified as suffering from stress
- Provide appropriate skills, training and resources needed for employees to do their jobs

Monitoring

The following reports will be used to monitor stress and provide objective means of assessing the level of the problem and devising strategies for improvement:

- Absence (reports of levels and reasons for absence)
- Employee appraisal and development

Please see Stress Management Policy for further details.

Training

Complete Coaching Associates Ltd recognise the importance and value of health and safety training and are committed to providing adequate information, instruction and training for all employees. Training will be given in accordance with the job role and tasks to be undertaken. Complete Coaching Associates Ltd will ensure that all new employees receive induction training covering the following:

- Health and safety policy
- Company and statutory accident reporting procedures
- Fire arrangements and first aid facilities
- Safe manual handling
- Risk assessment policy
- Employee responsibilities

In addition to the above, additional specific information will be provided, relevant to the employee's particular tasks or job, which will be arranged by the appropriate line manager.

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Consultation and Communication with Employees

In accordance with the requirements of the Health and Safety (consultation with Employees) Regulations and the Management of Health and Safety at Work Regulations, Complete Coaching Associates Ltd is committed to ensuring the health, safety and welfare of its employees whilst at work. Consultation and communication with employees on health and safety matters is a key element to the successful achievement of this objective. We will achieve this by:

- The inclusion of health and safety as a standing agenda item on all team meetings
- Arrange specific health and safety meetings with staff for consultation purposes, to be chaired by the Managing Directors.

All employees will:

- Be responsible for providing feedback on their views/concerns about the health and safety arrangements
- Report any defects or failings they identify

Alcohol, Drugs and Solvents

Complete Coaching Associates Ltd is concerned that employees do not expose themselves or other persons to the risks to their health or safety by acts or omissions at work. It is therefore the policy of Complete Coaching Associates Ltd that all employees are fit and well when at work.

Responsibilities:

- No person will be allowed at work if they are under the influence of alcohol, drugs or solvents
- Any employee who is aware of any person who is at work under the influence of alcohol, drugs or solvents must report the matter immediately to the Managing Directors

Employees who are taking medication or prescribed drugs that may affect their actions or reactions whilst at work, should inform their manager.

Appropriate adjustments to the employee's tasks may or may not be deemed necessary. Employees should refer to their contract and employee handbook for further guidance on the company's policy on alcohol and drugs.



Lone Working Policy

Complete Coaching Associates Ltd recognises its responsibility to assess the risks to lone workers and to take steps to avoid or control risks where necessary. Where appropriate this will be highlighted as part of the management risk assessment completed by the Senior Management.

The following steps should be followed:

- Employees must carry a mechanism for raising the alarm eg: a mobile phone
- Regular contact is made between the employee and the line manager or the office using a phone
- Although employees are generally lone working they are usually in an environment where there are others (eg: schools) in this case employees should report to the office and sign in and out at the appropriate times.
- In instances where staff are working together in venues outside of schools they should leave together to avoid lone working.
- If staff are alone working then they should not undertake any activity that might put them in danger of hurting themselves eg: moving heavy loads, using ladders

Driving Policy

It is Complete Coaching Associates Ltd policy that employees undertaking driving duties are competent to drive the vehicle being used. To that effect those employees shall maintain a current driving licence. Where the maintenance of a driving licence is a condition of the employment of staff, those who lose their licence through the courts must report the loss to their manager. Drivers are expected to abide with all applicable road traffic legislation and Approved Codes of Practice. Employees who drive on company business are required to supply copies of the following:

- Driving Licence
- MOT certificate, if applicable
- Insurance documents

It is the responsibility of the employee to ensure that they have adequate insurance cover for business use. All accidents that occur whilst on company business must be reported to the Senior Management Team. Employees are reminded that when attending a client's premises, they must abide and adhere to all health and safety arrangements applicable to that location.



In Car Communication Equipment

The use of a telephone handset in a vehicle, whilst the vehicle is in motion, is contrary to the requirements of the Highway Code, the Approved Code of Practice, which supports the Road Traffic Act. A police prosecution of “driving without due care and attention” is therefore possible.

Complete Coaching Associates Ltd recognises the potential risks of using in car communication equipment whilst the car is in motion. Therefore all employees are required to abide by the following policy:

- When travelling on company business the use of mobile handset by the driver is prohibited.
- The handset should be switched off whilst the vehicle is in motion and messages received can be retrieved once the vehicle is parked in a safe manner.

Activity Safety

Complete Coaching Associates Ltd is committed to ensuring the health, safety and welfare of all children and young people, so far as is reasonably practicable, whilst involved in activities organised by the company.

Health Information about Children

Parents are required to provide Complete Coaching Associates Ltd with health information about their child and a named adult so that they may be contacted in an emergency. Complete Coaching Associates Ltd will administer medicine to children provided that it has been prescribed by the child's doctor, has not expired and the parent has completed and signed a Parental Medical Consent Form.

Suitable clothing

Children attending activities must wear the appropriate clothing paying particular attention to footwear. Ideally children should wear trainers for all sports and games and be barefoot for gym. Clothing should not be restrictive and allow ease of movement. All jewellery should be removed before participating in sporting activities.



Behaviour

Staff will make children aware of the need for safe practices, for both themselves and others. The Managing Directors will arrange rotas so that there is adequate supervision at all times. Staff are responsible for maintaining discipline referring to Complete Coaching Associates Ltd Behaviour Management Policy for guidance. The welfare of the children is the priority and the Complete Coaching Associates Ltd will take all incidents of bullying very seriously.

Child Protection and Safeguarding Children

Complete Coaching Associates Ltd recognises its responsibilities with regards to Child protection and Safeguarding. Refer to our Safeguarding Policy for further information and guidance, copies are available from the office. All Complete Staff will receive safeguarding training. Safer recruitment will be maintained through:

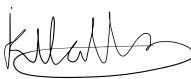
- Thorough interview and application processes
- References requests enhanced DBS checks
- Staff will be first aid trained, health and safety trained, safeguarding trained and follow a thorough induction process.

Equipment

Equipment is reviewed as a matter of course annually. In the interim it is the duty of staff to maintain equipment for safe use. Faulty damaged equipment is reported to Kris Hatton and must not be used until it is either adequately repaired or replaced.

Smoking Policy

Complete Coaching Associates Ltd does not allow its staff to smoke whilst on its premises or venues.

This policy is adopted by Complete Coaching Associates Ltd			
Date	01.09.2025	To be reviewed	01.09.2026
 Kris Hatton Director		 Katie Mawer Director	

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