

FIRST AID POLICY

Policy Statement: McSence Group as an employer must take all reasonably practicable steps to prevent injury and ill-health to employees whilst at work, and they must provide first aid facilities. The 'Health and Safety (First Aid) Regulations 1981' require employers to ensure there are adequate and appropriate first aid facilities for their employees in the event of an injury or illness at work.

All Employees: This policy applies to all persons working for or on our behalf of the McSence Group of Companies which includes the subsidiary companies - *McSence Communication Ltd, McSence Ltd, McSence Services Ltd & McSence Workspace Ltd* in any capacity including but not limited to:

- ✚ All employees at all levels, prospective employees, agency workers, seconded workers, temporary workers, contractors/sub-contractors, clients, agents, external consultants, volunteers, members of the public, group's supply chain, third-party representatives and/or business partners who will be referred to in our Group policies as "all employees".

The Workplace: This policy applies to all persons working for or on our behalf of the McSence Group of Companies in any capacity at the workplace(s) as defined below which includes but not limited to:

- ✚ McSence Premises, Offices, Units, Business Park, Client's Premises, External Meeting Places, Customers' Homes, Gardens, Sheltered Housing, Whilst On-Call, On-Duty, Emergency Cover, Working from Home including On-Line Meetings, Whilst Driving in Company Time, Working Public Areas (café's, trains, coffee shops, buses etc) and will be referred to throughout this policy as "the workplace".

First aid at Work Regulations: First aid cover in the workplace is a legal requirement. The Health and Safety Executive (HSE) have been reviewing the current regulations and a new set of regulations came into force on 1 October 2009 when new risk categories were published. In December 2011, the British Standards Institute (BSI) issued the updated BS 8599 standard detailing the contents of first aid kits. This replaces the BHTA-HSE 10,20 and 50-person first aid kits. The changes to training for first aiders in the workplace reflect the way first aid protocols have changed over the last 25 years. What has not changed is the legal requirement to provide adequate first aid cover.

Definition: First aid is generally thought of as the provision of immediate and temporary care to a victim of an accident, with the purpose of preventing or reducing the threat to life or health of the casualty. However, the Regulations define first aid as 'cases where a person will need help from a medical practitioner or nurse, treatment for preserving life and minimising the consequences of injury and illness until such help is obtained...', and 'treatment of minor injuries which would otherwise receive no treatment, or which do not need treatment by a medical practitioner or nurse.'

Duties: The Regulations place five duties on employers, they must:

- ✚ Provide adequate and appropriate levels of first-aid equipment and facilities
- ✚ Make sure there are provided adequate numbers of suitable staff available for administering first-aid to employees. These 'first-aiders' must be trained and be qualified as deemed appropriate by the HSE, and must have any additional training, as appropriate, for example, in workplaces where cyanide or electricity, etc may be notable hazards.
- ✚ Appoint an alternative person, if the first aider is away from the premises
- ✚ Provide an 'appointed person', where circumstances indicate a 'first aider' is not required. This will depend on the nature of the work, the number of employees, and the location of the premises.
- ✚ Provide employees with information regarding the provision of first-aid, location of equipment, facilities, and relevant personnel

Under the 'Management of Health and Safety at Work Regulations 1999', employers must assess the risks to health and safety of employees whilst at work and determine which steps must be taken to prevent or control the risks. The 'Health and safety (first-aid) regulations 1981' require employers to assess the workplace and determine the first-aid

requirements of each workplace. When deciding the level of first aid required it should be borne in mind that the facilities and equipment should enable:

- ✚ Immediate assistance to be given to employees suffering from potential injuries or illness associated with the specific undertaking
- ✚ Rapid summoning of an ambulance or medical assistance

The Self-Employed: Self-employed persons must supply, or ensure that there is supplied, adequate and appropriate equipment, which enables him/her to administer first-aid to him/herself whilst at work. The assessment of each work situation will enable the self-employed person to determine the level of first-aid equipment required. In shared workplaces, arrangements may be made to share equipment and facilities.

First-aid Provision: The Regulations do not prescribe the level of first-aid facilities an employer must provide, because every workplace has different hazards. The level of service provided must be appropriate to the risks identified in the workplace assessment, and separate assessments may be required for various parts of the premises, dependent on the operations undertaken. There is no obligation for an employer to record the results of such an assessment, but if the need arises to justify the reasons behind the levels of first aid provided, it may be useful to have records of the following:

- ✚ Annual leave, sickness, maternity leave, etc of first aiders and appointed persons
- ✚ Employees working on shared premises
- ✚ Hazards and risks in the workplace
- ✚ Historical records of accidents, near misses and ill health
- ✚ Remoteness from medical services
- ✚ The nature of the workforce
- ✚ The requirements of travelling, remote and lone workers
- ✚ The size of the organisation
- ✚ Workforce distribution

Hazards and Risks: Different workplaces have various levels of risk but regardless of the complexity of organisation, injuries can, and do, occur. The first-aid requirements will in turn vary, dependent on which of the following make up the pattern of injury:

- ✚ Chemical intoxication
- ✚ Crushing injuries
- ✚ Cuts
- ✚ Electrocution
- ✚ Entanglement
- ✚ Excessive heat or cold
- ✚ Exposure to infectious agents
- ✚ Falls, slips and trips
- ✚ High risks of spreading fire and explosions
- ✚ Lack of oxygen

Size of the Organisation: Small workplaces, such as small shops and offices, may only need a clearly labelled and well-stocked first-aid box, with an appointed person to over-see the organisation's first-aid arrangements and take control in the event of an emergency. However, larger or more complex organisations may have to:

- ✚ Inform the local emergency services, in writing, of any hazardous substances/processes
- ✚ Provide a first-aid room(s)
- ✚ Supply adequate first aiders to ensure that there is always someone on site to administer immediate first aid
- ✚ Train first aiders in appropriate procedures, such as dealing with cyanide poisoning

Historical records: Records may help determine which areas require specific first-aid facilities, where first aiders should be located and how many may be needed.

Nature of the Workforce: Certain groups of employees may be at greater risk than others, such as young and inexperienced workers, contractors, and employees with disabilities.

Workforce Distribution: Where the workforce is spread over a large area, or on several floors of the same building, thought should be given to the distribution of first aiders. Consideration should also be given to shift workers and out-of-hours workers, such as cleaners and maintenance staff.

Remoteness from Medical Services: Appropriate transport and means of summoning assistance should be on hand in case of an emergency.

Travelling, Remote & Lone Workers: It may be sufficient to provide travelling workers, such as sales staff, with a personal first-aid kit. Employees who work in remote areas should be provided with a means of summoning assistance and should be trained appropriately.

Employees working in shared buildings: One employer may take responsibility for ensuring that all staff on site are adequately and appropriately covered for first aid. In such situations it is recommended that a written agreement between employees is established.

Cover for first aiders and appointed persons: First-aid provision must be adequate and appropriate during all working hours, so annual leave, sickness, maternity leave, etc must be covered.

Working Abroad: In certain foreign countries the supply of sterile materials and equipment may be uncertain. For travel in such countries, it is recommended that employees take their own travel kit, which includes syringes, sterile thread, etc. Prior to travel, advice should be sought from general practitioners or airline medical advisers.

Infection Control: To prevent risk of infection whilst administering first-aid (for example, from hepatitis B and HIV), first-aiders and appointed persons should cover all exposed cuts/abrasions on their own bodies with a waterproof dressing before treating the casualty. They should also wash their hands before and after applying dressings.

Mouth-to-Mouth Infection Control: Mouth-to-mouth resuscitation should not be withheld due to fear of contracting HIV or any other infection. There has never been any report of HIV transmission from mouth-to-mouth resuscitation. If the casualty is bleeding from the mouth the blood should be wiped away using a clean cloth or handkerchief. Although mouthpieces are available for administering mouth-to-mouth resuscitation, they should only be used by trained personnel as incorrect use may cause bleeding.

Blood, Or Other Body Fluids: Disposable plastic gloves and aprons should be worn whenever blood, or other body fluids are handled, and disposable materials, such as paper towels or sawdust, should be used to mop up any substances. All disposable items should be disposed of in plastic bags. The work area should be disinfected using bleach and soiled clothing should be washed on a hot cycle. If contact is made with any other person's body fluids the area should be washed immediately and medical advice sought.

Needlestick Injury: A needlestick injury should be squeezed to encourage blood to flow from the wound then washed thoroughly and medical advice sought.

First-aid Container: Every workplace should have at least one first-aid container ('first-aid box') which should contain suitable first-aid materials. There is not a regulatory requirement under the Health and Safety (First Aid) Regulations 1981 to purchase first aid kits that comply with BS 8599 standard for first aid kits. Instead, the contents of a first aid box are dependent on an employer's first aid needs assessment. This means for employers following a needs assessment the options are:

- ✚ Within your workplace you have access to a first aid kit whose contents comply with BS 8599 and matches your needs assessment.
- ✚ Within your workplace you have access to a first aid kit whose contents match your needs but does not comply with the requirements of BS 8599.

The British Safety Institute recommend the following:

Recommended size of kit:	Small	Medium	Large
Lower risk: e.g., offices, shops, and libraries etc.	<25	25-100	>100
High risk: e.g., Engineering, Construction, manufacturing etc	< 5	5- 25	>25

Contents:

ITEM:	SMALL	MEDIUM	LARGE	TRAVEL
Guidance Leaflet.	1	1	1	1

Individually Wrapped Sterile Adhesive Dressings.	40	60	100	10
Burn Relief Dressing.	1	2	2	1
Foil Blanket Adult Sizes.	1	2	3	1
Mouth to Mouth Resuscitation device with value.	2	1	1	1
Finger Dressing with Adhesive.	2	3	4	0
Conforming Bandage.	1	2	2	1
Microporous Tape.	1	1	1	1
Universal Shears Small.	1	1	1	1
Eye Wash 250ML.	1	1	1	1
Sterile Eye Pads.	2	3	4	1
Single Use Triangular Bandages.	4	1	2	3
Safety Pins.	6	12	24	2
Medium Sized Individually Wrapped Sterile Unmedicated Wound Dressings.	4	6	8	1
Large Sterile Individually Wrapped Unmedicated Dressings.	2	1	1	2
Nitrile Gloves (Pairs).	2	2	2	2
Individually Wrapped Moist Cleansing Wipes.	40	40	30	10

Medication, for example, pain-relievers such as paracetamol, **MUST NOT** be kept in the first-aid container. The only items of medication which can be kept in the container are antidotes for specific hazards, such as cyanide poisoning, for which first-aiders have received appropriate training.

First-aiders and appointed persons may frequently be asked to supply headache tablets, indigestion powders, etc - this should not be done.

Depending on the assessment, if large items, such as blankets, protective equipment, or antidotes (cyanide poisoning etc) are required these should be securely stored near to the container. If mains tap water is not available for eye irrigation, at least one litre of sterile water or sterile normal saline (0.9%) in sealed, disposable containers, should be supplied. Such vessels should not be kept after their expiry date, or after they have been opened.

The container should be made of a suitable robust material and built to protect the contents from contamination and damage. In accordance with the 'Health and safety (safety signs and signals) regulations 1996' the container should be marked with a white cross on a green background.

After each incident, the articles used from the first-aid container should be replaced and containers should be regularly checked to ensure that all the necessary items are available and that they are within their expiry date.

Employers are responsible for meeting the first aid needs of their employees working away from the main site. The assessment of first-aid needs should determine whether:

- ✚ Those who travel long distances or are continuously mobile should carry a personal first-aid box
- ✚ Employees should be issued with personal communicators/mobile phones

First-aid Rooms: First-aid rooms are usually only required in high-risk organisations; however, they may also be required if the workplace is remote and access to medical assistance is difficult, or liable to be delayed. If the risk assessment identifies the need for a first-aid room, the room should contain vital first-aid facilities and equipment, and access should only be available to authorised personnel. The room should be clearly signposted (white lettering or symbols on a green background) and, if possible, it should only be used for first-aid provision. Where practicable, first-aid rooms should be:

- ✚ Available for use at all times when persons are at work
- ✚ Large enough to contain a chair and a couch, with sufficient access around it
- ✚ Linked, via telephone, computer, etc to all work areas and first aiders/appointed persons
- ✚ Regularly cleaned and have suitable arrangements for the disposal of waste
- ✚ Suitably and sufficiently ventilated, heated and lit

- ✦ The responsibility of a suitable person who is available whenever employees are at work

In addition, the room should be provided with:

- ✦ Entrances wide enough to enable the entry of stretchers, wheelchairs, and the carriage of chairs
- ✦ Impervious flooring and easily cleanable surfaces
- ✦ Suitable and sufficient chairs outside the room, for employees awaiting treatment
- ✦ The names, locations and contact details of the first aiders and appointed persons displayed on the door.

First-aid Personnel: Those responsible for selecting first-aiders should consider the personal qualities required of a good first aider, whether or not they have a physical deficiency which would impair their capabilities, and whether their normal duties would enable them to rapidly attend an incident, when required. Employees selected must be:

- ✦ Capable of working in a calm manner in an emergency
- ✦ Normally be on-site during working hours
- ✦ Aware of the urgency of attending an incident immediately when alerted

First-aiders should be reliable and have good communication skills and should be capable of learning new skills and absorbing information.

Numbers of First aiders: The number of first aiders depends on the nature of the workplace. However, each workplace must take due consideration of various factors, such as remoteness of site and distribution of employees. Consideration should also be given to shift work, out-of-hours work and absences, such as holiday and sickness leave. The 'Approved code of practice and guidance' suggests the following numbers of first-aid personnel, not accounting for special situations:

Category of risk:	Number of employees:	Suggested number of first-aid personnel:
Lower hazard Shops, offices, libraries, etc.	Less than 25. 25 -50.	At least one appointed person. At least one first aider trained in EFAW. At least one first aider trained in FAW for every 100 employees (or part of).
Higher hazard.	5-50. More than 50.	Less than 5 At least one appointed person. At least one first aider trained in EFAW or FAW depending on the type of injuries that might occur At least one first aider trained in FAW for every 50 employees (or part thereof)
Hazards which may require additional first-aid skills i.e., cyanide		in addition, at least one first aider trained in the specific emergency action

All first aiders must be competent and hold a valid certificate of training, approved by the HSE. A list of organisations who run approved courses is available, free, from the HSE. Such certificates are only valid for three years, and prior to the certificate expiring (up to three months before the expiry date), refresher training with re-testing must be undertaken. The new certificate runs from the date of expiry. Following expiry of a certificate the whole training course must be taken again to re-establish competency. The training will enable the first aider to:

- ✦ Administer cardio-pulmonary resuscitation quickly and effectively
- ✦ Identify common major illnesses and take appropriate action
- ✦ Keep simple factual records and provide written information to a doctor, etc if required
- ✦ Recognise minor illnesses and take appropriate action
- ✦ Safely transfer a casualty, as required by the circumstances
- ✦ Safely, promptly, and effectively administer first-aid to a casualty who is burnt/scalded; has injured his/her bones, muscles or joints; is in shock; has been overcome by gas or fumes; has an eye injury; or who may be poisoned
- ✦ Safely, promptly, and effectively administer first-aid to a wounded or bleeding casualty
- ✦ Safely, promptly, and effectively administer first-aid to an unconscious casualty
- ✦ Take safe, prompt, and effective action when an emergency arises

They will also have to prove knowledge and understanding of the basics of first aid, including:

- ✚ Why personal hygiene is important regarding first aid
- ✚ The legal requirements regarding first aid at work
- ✚ The use of first-aid equipment at work
- ✚ The role of the first aider in the event of an emergency

If the workplace involves specific hazards, the training body should be informed so that, wherever possible, such areas can be addressed. Where specialist training is required, approval by the HSE is not required.

Appointed Persons: If the assessment reveals that a first aider is not required, an employer must appoint someone to take control of the first-aid arrangements, including equipment, facilities, summoning the emergency services, etc. An appointed person must be on-site at all times that there are personnel on-site. If first aiders are absent, an appointed person must be available. Appointed persons must not attempt to administer first-aid for which they are not trained, but as they are in charge of the equipment it would be wise for such people to be trained in its use. HSE approval is not needed for this training. If first aiders are away, due to unforeseen and temporary circumstances, appointed persons may provide emergency cover. However, such a situation must be the exception to the norm, and annual leave does not constitute such a situation.

Liability: Under normal circumstances, first-aiders are covered by the employer's insurance policy if they are sued for negligence by someone they have tried to help. However, the employer has a vicarious liability for the actions of his employees, so the employer is responsible for any claims of negligence and any subsequent claims, regardless of whether he is or is not insured. This only applies if the first aider was competent, as defined by the Regulations and was acting in a responsible manner.

It is recommended that for each first aider, the contract of employment includes a clause which states that the employee is appointed under the Regulations. This would also help prove whether or not an injury or illness has been contracted at work, whilst undertaking the duties of a first aider.

Records: Although not required by law, it is good practice to keep records of all incidents which require the attendance of a first-aid or appointed person. This will enable trends to be recognised and assist in the allocation of resources for improving/controlling health and safety.

Provision of information:

Information for employees on first aid: Employers must inform their employees, including part-timers, contractors, agency staff etc, of the first-aid arrangements, including the siting of equipment, facilities, and personnel. All employees should be made aware of the following:

- ✚ The company's organisation of first-aid provision
- ✚ Who the first aiders and appointed persons are
- ✚ How accidents should be reported, and to whom
- ✚ Where first-aid containers are sited
- ✚ Where the first-aid room is situated
- ✚ Where rescue equipment is located
- ✚ What they should do in the event of an incident
- ✚ Where the escape routes are
- ✚ How they may assist first-aid personnel

Information to non-employees: Employers are not obliged to provide first-aid facilities/equipment for non-employees, such as visitors, students, or customers. However, it would be good practice to treat such persons as employees.

Shared workplaces: Where employees of more than one employer work together, such as contractors and sub-contractors on a construction site, arrangements may be made to share equipment and facilities. Such an agreement should be made in writing and copies held by each employer.

Company Intranet – Staff Zone: All the McSence Groups policies, procedures, handbooks are available on-line to all employees on the McSence Group’s Staff Zone Intranet via our website [Login | McSence](#)

Compliance: Failure to comply with the provisions of this Policy may result in Disciplinary proceedings.



McSence Group Signatory:

David Maxwell | Chief Executive

McSence Group - McSence Communication Ltd, McSence Ltd, McSence Services Ltd & McSence Workspace Ltd

T: 0131 454 1500 | E: mail@mcsence.co.uk | W: www.mcsence.co.uk | FB: www.facebook.com/McSenceGroup

***Policy Amendments & Revisions:** This policy will be reviewed annually and, if necessary, revised in the light of legislative or organisational changes. Improvements will be made by learning from experience and the use of an established annual review. Should any amendments, revisions, or updates be made to this policy it is the responsibility of the Company Senior Management Team (SMT) to see that all relevant employees receive notice and training if necessary.*

POLICY