



HAKIM
GROUP

Practice Induction

Team Member Briefing Information

Medical Conditions, including Pregnancy

All Team Members must report any medical condition to their Shark/FISH, (including pregnancy) that might impact on the Health and Safety of themselves or others; If you have back problems, you should seek medical advice before lifting and carrying.

Raising Concerns

If you have any health and safety issues or are feeling stressed, please speak to your Shark/FISH or Health and Safety Champion.

Personal Protective Equipment (PPE)

There are some activities, like edging lenses that require the wearing of PPE e.g., goggles. It is your responsibility to wear PPE when provided and to bring any deficiencies in PPE to the attention of your Shark/FISH or Health and Safety Champion so they can be addressed.

Contractors and Visitors

Please make sure all Contractors and Visitors sign into the premises. This is, so we know who is on the premises at any given time and is particularly important in relation to Covid.

Lone Working

Lone Working should only be undertaken with express permission from Shark/FISH, and it is important to have a system in place with regular contact being made with the lone worker and the alarm being raised if contact cannot be made. Shark/FISH should ensure this is in place. Lone Working is not permitted when working at height and/or in the roof void.

Incidents, Accidents, Near Misses and Acts of Violence (AOV)

All Accidents, Incidents etc need to be reported to the 'Appointed Person' who is permitted to administer First Aid. They will take control and manage the situation. All Accidents, Incidents etc must be reported to Hakim Group through EcoOnline as soon as reasonable practical.

Cleaning-up Vomit, Blood etc

Wear gloves when dealing with spillages of bodily fluids and contaminated items.

Doors, Gates and Barriers that Swing in the Wind

These can cause serious injuries and even death. It's important that doors/gates/barriers are either secured closed or always held open by a hook, or other suitable means of restraint when they are in use.

In this practice, the following doors/gates/barriers are held back with (insert details of process to be followed to stop it swinging):

Storage Food/Cooking etc

It is the Team Members responsibility to ensure the food they supply themselves is in date and the facilities kept clean. Be careful not to burn yourself particularly when handling hot food or liquid heated in a microwave.

Hazards & Risks

Think about what is around you and any hazards there might be when you are working, what can you do to make things safer, especially if you are in an unfamiliar area. Stop and think, and you could prevent an accident from happening.

Users of Display Screen Equipment ((DSE) Computers, Laptops etc.)

All new starters must complete a DSE assessment when joining the practice.

Remember to take regular breaks from the screen – use the 20:20:20 rule when using a close device, every 20 minutes, relax your eyes by gazing 20m into the distance for 20 seconds i.e., looking at something other than the screen in the distance to relax eye muscles helps to avoid eyestrain.

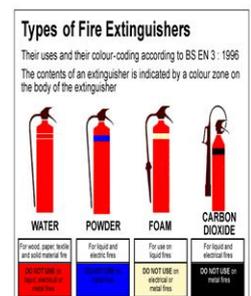
Practice Evacuation Plan

The Practices Evacuation Plan is on the team noticeboard. Familiarise yourself with the Practice Evacuation Plan make sure you know how to alert people in the event of a fire. In the event of a fire alarm make sure you know where the manual call points are. In the event of a fire, you can use the heel of your shoe to break the manual call point.

Have you walked the escape route, and do you know where to go if the alarm is raised?

Where portable ramps are provided, ensure these are readily available for use in an emergency.

Use of Fire Extinguishers



Electrical Equipment

Remember to check the condition of any equipment and wiring before use. Do not use if the wiring or plug is damaged or the area where you are using is wet/damp unless the equipment is designed for use in this environment. **NB** You must not bring items from home to use at work as they need to be PAT tested etc.

Condition of Premises/Equipment etc.

If you come across any damage that you think could impact the safety of yourself or others then report it to your Shark/FISH and where appropriate, take equipment out of use, until it can be repaired.

Manual Handling - Lifting and Carrying

STOP AND THINK about the load and how much you can carry.

CHECK the packaging prior to lifting and **PLAN** where you are going making sure there is nothing in the way.

GET HELP If you need it

When you lift something keep your feet apart, bend your knees and keep the load close to your body.

Working at Height

If you need to access items above shoulder height, always use steps/kick stools etc. Check the equipment before use to make sure it is in good condition with no cracks/missing feet etc. If you are concerned, do not use it, and ensure it is taken out of use until it can be repaired or replaced.

Remember to maintain three points of contact and get help if you need it, passing items down rather than carrying them down the steps.

Contingency Plans

In the event of a fire system failure or the system is temporarily out of action, team members/contractors will be advised, and the alarm raised by people shouting, "Fire Fire", in addition, consideration should be given to additional checks of areas that are not ordinarily seen on a regular basis.

Smoking

Smoking, including vaping is not permitted anywhere inside the premises or in company vehicles.

The premises smoking area is (if available) maybe located in the designated area and is not permitted anywhere else.

Hazardous Materials

Any chemicals used on the premises must be on the COSHH Register. This is so we can ensure they are safe to be used with other chemicals in the premises and we can make sure we have the data sheet and training in place. So please do not bring ad hoc chemicals in from home.

Cleaning

Always ensure the appropriate warning signs are in place and after cleaning leave the floor as dry as possible and signs in place until it is fully dry.

Walk, Don't Run

More haste less speed - avoid running on the premises

Bomb Threats

If you receive a telephone threat, you should:

- Stay calm and listen carefully - if practical pass the call to a Shark/FISH and ring 999 while they keep them talking
- if displayed on the phone, note the number of the caller, otherwise, dial 1471 to obtain the number once the call has ended.
- if the threat is a recorded message write down as much detail as possible.
- If the threat is received via text message do not reply to, forward or delete the message. Note the number of the sender and follow police advice.

If the threat is delivered face-to-face:

- Try to remember as many distinguishing characteristics of the threat-maker as possible.
 - If discovered in a written note, letter or as graffiti:
 - Treat as police evidence and stop other people touching the item. - If you are suspicious of any packages don't open them.
 - If the threat is received via email or social media application do not reply to, forward or delete the message.
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RUN-HIDE-TELL

In the unlikely event of a firearms, weapons, or other form of physical attack, **Run** to safety, **Hide** and **Tell** the police by calling 999.

You can be prepared by thinking now about where you might Run and Hide.

Handling Aggression

How the team behaves towards patients/customers can help to reduce the risk of abusive and violent behaviour.

- Try to create a friendly, sociable atmosphere.
 - We should not tolerate Anti-social behaviour such as swearing, rowdiness, and aggression in customers.
 - Think of ways to detect and defuse trouble early.
 - Knowing the local area can often be helpful in identifying local troublemakers.
 - Use calming language. Introduce yourself to the customer and attempt to resolve the conflict. This is important as people often respond differently to a person known to them. You should allow a customer who is becoming agitated to express their anger but try not to make any hostile remarks yourself. Respond directly to questions and try to understand the aggressor's mood. You should avoid swearing and encourage your Team members to do the same.
 - Think about your non-verbal behaviour. Increase your distance and avoid sustained eye contact. Adopt a relaxed posture, move slowly, rather than suddenly, and maintain calm facial expressions. You should try to control any signals of anxiety and stress.
 - Try to establish control. Try to work out what the agitated person needs, encourage them to make decisions and offer face-saving possibilities. You should be tactful, rather than hasty, in removing people from the premises. You should try and avoid using physical force or intervention. Be assertive: you should be firm but fair.
 - Take immediate, preventative action if you think a situation may become violent.
 - Ask the potentially violent individual's friends to help control them if appropriate. If the situation is becoming violent then you should get help as soon as possible, for example by calling the police or a security guard. You should let them know they are being watched, pointing out any video cameras etc.
 - If you are robbed, co-operate but do not do more than requested. Avoid turning away from the attacker or making sudden movements.
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Vigilance

Members of the team who deal with patients/customers should be vigilant for suspicious body language/behaviour.

Examples of suspicious behaviour include:

- constantly looking around, and appearing nervous;
- taking little notice of products or spending a long time browsing;
- repeatedly refusing offers of help;
- asking questions about routines, cash areas etc;
- wearing inappropriate clothing for the time of year that may hide goods, carrying a large bag or carrying a coat over the arm or shoulder, or appearing to have concealed an item.

Make suspects aware if you have noticed their suspicious behaviour. Make them aware you have noticed them by making yourself busy near them, ask questions such as 'Can I help?' or talk on the phone or to other Team members and letting them see you do it. This lets them know you have noticed them.

In some cases, you could refuse entry; politely ask them to leave or escort known offenders away if found in the shop. This can be safer than detaining them as they may become violent, but it can also be difficult if it escalates violence. It needs to be done with care.
