



**THE
MUSIC
WORKS**

General Health & Safety Policy

Board Champion	Stuart Cairns
Health & Safety Lead	Jessica Marston
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Health & Safety Contacts

Everyone at the Music Works has a right to work in places where risks to their health and safety are properly controlled.

Health and safety is about stopping you getting hurt at work or ill through work. Your employer is responsible for health and safety, but you must help. All our safety is the responsibility all workforce members (staff, freelancers, volunteers and trustees).

All workforce members must take responsibility for anyone in our workspaces and events and *must* report all accidents and incidents, including Near Misses.

Health & Safety Contacts

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If you cannot contact any of the above and you have taken all necessary emergency actions (i.e. contacted the Emergency Services) you can contact the Health & Safety Incident Contact Centre on 0345 300 9923 or online at www.hse.gov.uk.

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1. Our Policy

The Music Works (TMW) recognises and accepts its responsibility as an employer and provider of activities to ensure a safe and healthy workplace and environment for all its workforce members, participants and others affected by its actions. We will take such steps as are reasonably practicable to meet this responsibility. This is the responsibility of all workforce members (staff, freelancers, volunteers, trustees). This policy covers all of our work, not just our studios. Other related, important policies are linked within the appendices.

Our health and safety policy aims to:

- Provide adequate control of the health and safety risks arising from our work activities and so far, as it is reasonably practicable, prevent accidents and cases of work-related ill health
- Manage health and safety risks in our workplaces and studios
- Provide clear instructions, information and adequate training to ensure workforce members are competent to do their work in a safe way
- Consult with workforce members on matters affecting their health and safety
- Maintain safe and healthy working conditions
- Implement emergency procedures including evacuation in case of a fire or other significant incidents
- Maintain adequate insurance policies and ensure that freelance contractors have, as minimum, public liability insurance
- Provide clear instructions and procedures for dealing with out of the ordinary health and safety risks as they occur
- Report all health and safety related incidents, undesired or dangerous occurrences and 'near misses'¹ to the appropriate level of management
- Expect all our people to actively engage in the aims and objectives of this policy and take personal responsibility to act in a safe and responsible manner at all times
- Nurture good health and safety practice in all our people including as a developmental opportunity for our participants

¹**near miss** - an event not causing harm but has the potential to cause injury or ill health (in this guidance, the term near miss will include dangerous occurrences). **undesired circumstance**: a set of conditions or circumstances that have the potential to cause injury or ill health. **dangerous occurrence**: one of a number of specific, reportable adverse events as defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

2. Responsibilities

2.1 Duties of the board of trustees and CEO

The board of trustees:

- 2.1.1** Have both collective and individual responsibility to ensure TMW complies with health and safety legislation.
- 2.1.2** Appoint a trustee as the 'champion' for health and safety at board level and to support the workforce member responsible for health and safety.
- 2.1.3** Ensure the integration of good health and safety management within our organisation's decisions and to understand its strategic importance.

2.2 Duties of the delegated trustee

- 2.2.1** Have overall oversight of the company-wide health and safety policy.
- 2.2.2** Ensure that health and safety policies are continually reviewed and updated to meet any developments in legislation and business developments.
- 2.2.3** Assist the senior leadership team (SLT) in the review of health and safety risks, raising critical or strategic issues to the board.

Currently the delegated trustee is Stuart Cairns. Any critical or strategic health and safety concerns or issues that need to be raised to the trustees, should be discussed with him, or forwarded by email: scairns@themusicworks.org.uk, copying in the CEO and the delegated working member for health and safety

2.3 Duties of the CEO

- 2.3.1** Have overall responsibility for ensuring the policy is being implemented and enacted across the whole organisation by all the workforce and participants.

2.4 Duties of the creative directors

The creative directors are responsible for ensuring that when any workforce member is working at a premises controlled by other employers, they are given the relevant health and safety information for that location. The SLT member concerned will be responsible for ensuring that suitable and sufficient risk assessments are carried out and other statutory documents are available and understood.

2.5 Duties of the operations manager

As the TMW health & safety officer the operations manager role is to:

- 2.5.1** Be responsible for monitoring day-to-day health and safety across the organisation (see also para 3.2).
- 2.5.2** Ensure that the board of trustees are aware of any legal changes to health and safety legislation and the implications for TMW.
- 2.5.3** Have overall responsibility for ensuring the policy is updated regularly.
- 2.5.4** Have overall responsibility for the management of health and safety risks through the risk register and individual risk assessments.
- 2.5.5** Manage and record all health and safety related incidents, undesired or dangerous occurrences and 'near misses, taking the appropriate actions, including investigations, as necessary.
- 2.5.6** Ensure that all workforce members are familiar with the health and safety policy.
- 2.5.7** Arrange maintenance and servicing of fire extinguishers, fire alarm system, lifts, emergency lighting and other first aid systems and maintain records as required.
- 2.5.8** Arrange generic health and safety training for all workforce members and where appropriate, specialist fire and evacuation safety and first aid training.
- 2.5.9** Advise the SLT on all health and safety matters.
- 2.5.10** Be familiar with the health and safety policy, best practice, and legislation as it relates to the operations of TMW.
- 2.5.11** Ensure any accident or incident is reported as soon as possible to the trustees and CEO, and appropriate authorities as necessary.
- 2.5.12** Review all health and safety related reports.
- 2.5.13** Publish the latest health and safety information to the workforce.

2.5.14 Always set a good example.

2.6 Duties of the Studio Manager

The studio manager is to:

2.6.1 Meet their specific information, instruction, and supervision as at para 3.2.

2.6.2 Ensure that the necessary risk assessments have been carried out, recorded, and circulated for any activity to be undertaken within their area of responsibility and ensure the best working practice approach is carried out for any high-risk activities.

2.6.3 Report all health and safety related incidents, undesired or dangerous occurrences and 'near misses' to the operations manager.

2.6.4 Report any equipment faults within the studio as well as any dangerous practices observed.

2.6.5 Ensure all electrical equipment is PAT tested.

2.6.6 Ensure that all contractors employed by TMW:

- Have been inducted and introduced to the health and safety working practices at TMW
- Work in a safe and tidy manner
- Record all maintenance operations in the relevant logbooks
- Report any incidents or 'near misses' to a member of the workforce

2.6.7 Ensure that effective maintenance procedures for studio equipment are drawn up and managed accordingly.

2.6.8 Ensure that all identified maintenance is implemented.

2.6.9 Oversee and ensure good practice of all manual handling and noise management within the studios.

2.6.10 Promote good health and safety practice by their participants.

2.7 Maintain an up-to-date knowledge of the health and safety issues appropriate to their level of responsibility. Duties of the lone operators

The lone operators of our studios are to:

- 2.7.1** Ensure that there is always at least one key holder who is first in or last out, and at no point the building is open without a trained lone operator present.
- 2.7.2** Follow the open and closing procedure when either they're the first in or last out.
- 2.7.3** Ensure the building is empty when leaving and locking up.

Our open and close procedure for The Hub can be found here:

TMW Shared Data – Operations - Policies & Procedures – Policies - Hub Policies - Gloucester
Hub Keyholder policy April 2024.pdf

2.8 Duties of the senior music leaders and engineers

The senior music leaders and engineers are to:

- 2.8.1** Ensure that the necessary risk assessments, including lone working, have been carried out and recorded, prior to work commencing.
- 2.8.2** Be responsible for monitoring health and safety when leading within activities, especially when these are taking place outside of our studios.
- 2.8.3** Ensure we are working under or within the health and safety policies of any other organisations we are working with.
- 2.8.4** Report all health and safety related incidents, undesired or dangerous occurrences and 'near misses' to the operations manager.
- 2.8.5** Maintain an up-to-date knowledge of the health and safety issues appropriate to their level of responsibility.

2.9 Duties of all workforce members

All workforce members are to take responsibility for both their own health and safety and the health and safety of those they work with. Any concerns, incidents, or 'near misses' should be reported at the earliest opportunity to the studio manager or operations manager.

In particular, workforce members are expected to assist by:

- 2.9.1** Taking an active role in assessing the health and safety performance of the organisation and suggesting ways (e.g. through their line manager or project lead) in which improvements can be made.
- 2.9.2** Keeping all equipment in good condition by reporting all faults or defects in any equipment to studio managers or their line manager.
- 2.9.3** Not operating any equipment or carrying out any task in which they have not been trained.
- 2.9.4** Reporting all health and safety related incidents, undesired or dangerous occurrences and 'near misses²' and promote good health and safety practice by their peers and participants.
- 2.9.5** Maintaining an up-to-date knowledge of the health and safety issues appropriate to their level of responsibility.

*If anyone feels their concerns regarding health and Safety are not being taken seriously or that no appropriate action is being taken by their line management, peers or participant, they should report directly to the **CEO** or **the health and safety trustee at their earliest convenience**.*

3. Arrangements

3.1 Training

The operations manager has lead responsibility for identifying, arranging, and recording the TMW health and safety training requirements.

No person in any TMW area of responsibility is allowed to operate without first having had the level of health and safety training appropriate to their role.

²**near miss** - an event not causing harm, but has the potential to cause injury or ill health (in this guidance, the term near miss will include dangerous occurrences). **undesired circumstance**: a set of conditions or circumstances that have the potential to cause injury or ill health. **dangerous occurrence**: one of a number of specific, reportable adverse events, as defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

All TMW workforce members and visitors operating in a TMW area of responsibility will receive generic health and safety instruction and training appropriate to their responsibilities, participation, or work.

A record of training is in the TMW Training Register

The specific categories are:

- Induction
- Health and safety management training
- Fire evacuation training
- Evacuation chair training
- First aid training
- Participant's instruction / training
- Visiting contractors' instruction / briefing
- Visitors' instruction / briefing

All new workforce members will receive an induction into all policies and procedures appropriate to their requirements. This induction is to take place prior to them commencing normal duties.

The induction will be carried out by the operations manager (or a delegated manager), informing them of significant risks identified through relevant risk assessments and the risk register. The induction will also cover:

- Details of emergency procedures
- Emergency and first aid procedures
- The significant risks and the precautions to be taken
- Any other specific requirements related to their duties

3.2 Information, instruction, and supervision

It is a requirement under the 'Health and Safety Information for Employees Regulations 1989' for all employers to provide information to employees on health and safety law and provide access to information and advice.

- 3.2.1.** The statutory health and safety poster is displayed in the main space of The Hub, Gloucester and in the main entrance at SoundSpace.
- 3.2.2.** Health and safety advice is available from the operations manager and studio managers.
- 3.2.3.** Supervision of young people, young workers and trainees will be arranged by the SLT member of the area in which the individual is working. The SLT member will also monitor the activities of the individual regarding their personal safety and their understanding of the issues surrounding safety in the workplace.
- 3.2.4.** The creative directors will be responsible for ensuring that when any workforce member is working at a premises controlled by other employers, they are given the relevant health and safety information for that location. The SMT member concerned will be responsible for ensuring that suitable and sufficient risk assessments and other statutory documents are in place for such premises and that a copy is filed at The Hub.

3.3 Workplace safety

TMW's Music Works policy on workplace safety is to:

- 3.3.1** Take all reasonably practicable steps to provide a place of work that has safe and healthy systems of working.
- 3.3.2** Ensure that all equipment is operated and maintained in a safe manner.
- 3.3.3** Take all reasonably practicable steps to prevent injury to health by identifying, assessing, and minimising workplace risks and hazards, and to minimise the consequences of any accidents which may occur despite these efforts.
- 3.3.4** Ensure that appropriate and adequate advice and resources are available on health, safety, and welfare at work.
- 3.3.5** Record, report, investigate and analyse incidents to improve safety practices.
- 3.3.6** Provide facilities for first aid and prompt treatment of injuries and illness at work.
- 3.3.7** Provide first aid and fire warden training to all lone operators of all studios.
- 3.3.8** Ensure there is always a trained lone operator at our studios. Under no circumstance should there be a workforce member alone in our studios.
- 3.3.9** Ensure noise levels are kept at a reasonable level during office hours and are tested and monitored when events are hosted.

3.3.10 Ear plugs are kept on TMW reception desk and in TMW studios. Workforce are encouraged to take breaks when working with loud sounds. It's the responsibility of workforce to ensure headphones are set to a reasonable level.

3.4 Risk assessments

TMW will undertake and distribute suitable and sufficient written assessments of any reasonably foreseeable risk to the health, safety and wellbeing of its workforce members and all others who may be affected by its operations, in compliance with the Management of Health and Safety at Work Regulations (1992).

TMW will ensure that all such documents are subject to regular (not less than annual) review.

To ensure that this happens, the operations manager will:

- 3.4.1** Be responsible for ensuring all enduring risk assessments and reviews are managed.
- 3.4.2** Ensure all risk assessments are accessible to workforce members electronically and physically.

The SLT will:

- 3.4.3** Make each creative director responsible for ensuring that suitable and sufficient risk assessments are undertaken or obtained (as appropriate) for any activity to be undertaken within their area of responsibility outside of the studios.

In preparing risk assessments:

- 3.4.4** Identify all hazards with potential to cause harm to workforce members, participants and others who may be affected by our operations where it is reasonably practicable to do so.
- 3.4.5** Evaluate the likelihood of the potential hazard occurring and potential severity of injury or damage.
- 3.4.6** Record and implement suitable control measures, including the halting and resumption of operations.

- 3.4.7** Ensure that the person responsible for implementing each control measure is named.
- 3.4.8** Make all risk assessments available to all staff, contractors and partners who may be affected by their contents.
- 3.4.9** State 'review by' dates (no less than 12 months) and review periodically, particularly where the assessment may no longer be valid or where there has been a significant change in operations or processes.
- 3.4.10** Keep records of the significant findings of risk assessments and identify employees who may be especially at risk.
- 3.4.11** Adopt a standardised format for organisation-wide risk assessments to aid ease and speed of understanding and provide associated templates and guidelines.
- 3.4.12** Provide a centralised electronic storage point for all risk assessments via the SharePoint drive to ensure that all staff have access to all such documents.
- 3.4.13** Appoint a competent person to assist in complying with statutory duties for health and safety.
- 3.4.14** Provide workforce members, participants and others working in our studios with relevant information on risks, preventative and protective measures, emergency procedures and contacts for anything regarding health and safety.
- 3.4.15** Compile bespoke risk assessments for 'stand-alone' events and activities both in and out of the studios.

3.5 Control of Substances Hazardous to Health (COSHH)

TMW will comply with COSHH Regulations (2002) by:

- 3.5.1** Identifying potentially hazardous substances.
- 3.5.2** Find out whether any hazardous substance can be removed in their entirety or replaced with a low-hazard substance and, wherever possible, doing so.
- 3.5.3** Ensuring safe storage and limiting access to only those who require it.
- 3.5.4** Protecting all workforce members, participants, contractors, and members of the public during use of any hazardous substance.
- 3.5.5** Monitoring and reviewing control measures.

3.6 Reporting of accidents, dangerous occurrences, first aid and work-related ill health

It is essential that all accidents, incidents, 'near misses' and dangerous occurrences are recorded and where appropriate reported because:

- 3.6.1** There is a legal requirement to report certain injuries and dangerous occurrences to the appropriate authority.
- 3.6.2** Our insurers will require notification and recording for potential future claims.
- 3.6.3** Under the Social Security Act, we are required to keep details of all accidents that may result in Statutory Sick Pay being requested.
- 3.6.4** We require this information to assist in monitoring our health and safety performance.

All accidents must be recorded in the organisation's accident books that are kept on the reception desk.

These accident books will be reviewed regularly by the operations manager to ascertain the nature of incidents which have occurred in the workplace. This review will be in addition to an individual investigation of the circumstances surrounding each incident.

All near-misses must be reported to the operations manager, as soon as possible so that action can be taken to investigate the causes and to prevent recurrence.

3.6.5 Reporting procedure

- 3.6.5.1** All accidents must be entered in the accident book either by the injured person or, if this is not practical, someone else present at the time.
- 3.6.5.2** An accident Report form (Part 1 only) is also to be completed by the same person who should then give the form to the immediate supervisor of the injured person.
- 3.6.5.3** The immediate superior must then:
 - Note that the accident has occurred
 - Ensure that the accident book has been correctly and fully completed
 - Immediately pass the accident report form to the operations manager

3.6.5.4 The operations manager will then:

- Ensure that, where applicable, the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 are met
- Complete Part II of the accident report form, recording the findings of the subsequent investigation
- Report findings to the CEO
- Ensure the finance department have been informed that the accident occurred to enable their procedures to be implemented if needed

3.6.5.5 The operations manager will then ensure, so far as reasonably practical, that proper action is taken to help prevent the accident being repeated.

3.7 First Aid

First aid boxes are complete with a schedule of current trained first aiders and instructions. Signage is displayed outside of the cupboards where first aid boxes are stored. These places will never be locked and are currently located:

- Under the sink at The Hub
- In the digital suite at The Hub
- In the main office at SoundSpace

All incidents where first aid treatment is given by any person in a TMW area of responsibility will be subject to the filing of an incident report form when outside of our studios, or the accident report book when inside of our studios.

Both forms will be available from the reception desk and electronically on SharePoint to promote ease-of-access to all TMW staff. The form will be sent to the operations manager and studio manager who will keep records of all medical incidents. A summary of incidents will be given to the CEO, the operations manager (for further investigation, lessons learned etc) and the deputy safeguarding lead each month.

The contents of the first aid boxes will be monitored by the operations manager and replenished as required.

3.7 Fire precautions and emergency procedures

TMW has a duty to comply in all respects with all current legislation relating to fire precautions and emergency procedures. This will include:

- 3.7.1** The preparation of a fire safety risk assessment, which will be undertaken, not less than annually, with noted works completed and recorded.
- 3.7.2** The establishment of basic fire safety procedures.
- 3.7.3** Fire safety training, to include evacuation procedures and fire-fighting equipment.
- 3.7.4** Fire panel / first aid training for lone operators of our studios.
- 3.7.5** The protection of workforce members, participants, and members of the public against the spread of fire.
- 3.7.6** Annual maintenance and inspection of fire protection equipment.
- 3.7.7** Preventing the occurrence of fire.
- 3.7.8** Liaising with the fire service.

The operations manager and studio managers are responsible for overseeing fire prevention and procedures within our studios. Only trained workforce members will conduct fire drills annually, test fire alarms weekly and store all subsequent information in the fire logbook. Only trained, confident, competent workforce members will use fire extinguishers and fire blankets, if safe to do so.

All workforce members will receive fire safety and evacuation training from the operations manager and studio managers upon first entering our studios. A refresher of policies and procedures will follow annually or after any significant changes within the studio.

TMW Evacuation Procedure

TMW Shared Data – Operations - Policies & Procedures – Policies - H&S -

Evacuation Plan in case of Fire TMW 10.04.2024

4. Appendices

4.1 Safeguarding policy

In addition to the health and safety elements held in this policy, guidelines on safeguarding children, young people and vulnerable adults can be found in our safeguarding policy, found in SharePoint:

[The Music Works \(Charity\) - Operations - Policies - Safeguarding > Safeguarding Handbook
TMW](#)