

## HEALTH AND SAFETY POLICY

### Health and Safety Principles

1. The University complies with relevant Health and Safety legislation and places the highest priority on providing a healthy and safe environment for employees, students, visitors, and contractors.
2. The University is committed to managing health and safety risks in a proportionate and systematic manner through effective governance, competent personnel and appropriate oversight.
3. Employees have a duty to take reasonable care to avoid injury or harm to themselves, their colleagues, and all individuals on site. This includes consideration of both physical and mental health.
4. To promote and maintain a healthy and safe working environment, the University:
  - 4.1 monitors the working environment to ensure compliance with health and safety regulations and standards. Regular risk assessments are arranged by the University and internal audits are conducted within academic and administrative departments.
  - 4.2 provides core training for employees.
  - 4.3 reviews accidents, ill-health and other relevant incidents and takes appropriate action. The [Accident & Injury Record](#) is hosted online and reviewed regularly by the Operations Committee and the Estates and Facilities Committee and Enjoy Work Park Management where appropriate.
  - 4.4 provides appropriate access to employee assistance and student counselling.
5. The University's Health and Safety Policy is informed by the requirements of relevant legislation, including but not limited to:
  - 5.1 Health and Safety at Work etc. Act 1974
  - 5.2 The Management of Health and Safety at Work Regulations 1999
  - 5.3 The Regulatory Reform (Fire Safety) Order 2005
  - 5.4 Fire Safety Act 2021
  - 5.5 Building Safety Act 2022
  - 5.6 Construction (Design and Management) Regulations 2015
  - 5.7 Provision and Use of Work Equipment Regulations 1998 (PUWER)

- 5.8 Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- 5.9 Display Screen Equipment Regulations 1992
- 5.10 Office for Students: Harassment and Sexual Misconduct Condition E6
- 5.11 Terrorism (Protection of Premises) Bill (“Martyn’s Law” / Protect Duty)
- 6. Protect Duty (Martyn’s Law)
  - 6.1 The University recognises its responsibility to consider reasonably foreseeable risks to the safety and wellbeing of its community, including external threats where proportionate to the size, nature and use of its premises.
  - 6.2 In line with emerging Protect Duty (Martyn’s Law) expectations, the University adopts a proportionate, risk-based approach to protective security as part of its wider Health & Safety, safeguarding and risk management framework.
  - 6.3 Protective security considerations are incorporated, where appropriate, within existing risk assessment processes and operational controls, taking account of the University’s scale, operating environment and reasonably practicable measures.
  - 6.4 The University’s approach to incident preparedness and response is supported through the Emergency Management Plan (EMP) and Business Continuity Plan (BCP) framework, which together provide structured processes for the assessment, escalation and coordinated management of incidents affecting the safety, security or operational continuity of the institution.
  - 6.5 This approach ensures that consideration of reasonably foreseeable risks is documented in a manner that is proportionate, evidence-based and aligned with the University’s overall risk management arrangements.

## Responsibility for Health and Safety

- 7. The University Board have executive responsibility for health and safety, reporting to the Board of Trustees.
- 8. The Deputy Vice-Chancellor Finance & Operations, who is the University’s Health and Safety Co-Ordinator, works with all staff and students through the Head of Facilities and the Estates and Facilities Committee to provide a healthy and safe environment for the University community.
- 9. The University Health and Safety Co-Ordinator will lead a formal review of this policy annually, or sooner if legislation or University operations significantly change. The updated version will be submitted to the Operations Committee for approval. Funding for non-departmental health and safety matters is the responsibility of the Estates and Facilities Department

10. Occupational sick pay entitlement is described in employee contracts.

### **Building Safety Governance**

11. The University recognises the increasing regulatory expectations surrounding building safety, fire safety management and governance.
12. The Deputy Vice-Chancellor Finance & Operations acts as the institutional sponsor for health and safety assurance.
13. The Head of Facilities is responsible for operational management of building safety risks including fire safety systems, statutory compliance, maintenance regimes and contractor oversight.
14. The Estates and Facilities Committee provides oversight of statutory compliance, fire risk assessments and associated action tracking.
15. Significant health and safety risks are escalated to the Operations Committee and, where appropriate to the University Board.
16. The University seeks to maintain clear records and documentation relating to building safety, statutory inspections and fire safety systems to support regulatory compliance and effective oversight.

### **Estates and Facilities Committee (EFC)**

17. The Estates and Facilities Committee (EFC) is chaired by the Head of Facilities and has representation from operational and academic departments and the Student Government Association (SGA).
18. The EFC includes Health and Safety as a standing agenda item at every meeting and will:
  - 18.1 EFC reviews and monitors health and safety issues (including Fire Risk Assessments).
  - 18.2 EFC is required to notify University Board of potential hazards that affect or may affect the health and safety of the University community.
  - 18.3 EFC shall represent employees in the event of consultation with the Inspectorate of the Health and Safety Executive.

### **Shared Responsibility**

19. The Heads of departments are overall responsible for the operational day-to-day health and safety of their department. They are responsible for ensuring that specific, approved departmental policies and procedures are implemented and appropriate training is provided to employees.

20. Employees are responsible for their own health and safety at the workplace, and have a duty to develop, foster and maintain safe systems of work, and to report potential hazards, incidents, accidents, and mental health concerns. Issues which they consider may cause harm or injury to themselves, their colleagues, students, visitors, and contractors should be brought immediately to the attention of their line manager.
21. All new employees are required to complete the relevant online Health & Safety Mandatory Training during their probationary period and to send confirmation that this has been completed to the Human Resources Department.
22. Line Managers should bring to the attention of the University's Estates and Facilities Committee issues of concern which cannot either be dealt by the department, or by Estates and Facilities and/or IT. If the matter cannot be resolved by the Estates and Facilities Committee it can be taken to the Operations Committee and then to the University Board.
23. The Human Resources Department will monitor completion of required mandatory training modules and issue reminders to employees and their managers. Completion rates are reported quarterly to the Operations Committee.
24. Students are expected to act in a manner that does not endanger their own health and safety or that of others. They must follow University health and safety procedures, report hazards, and cooperate during evacuations and drills. Breaches may be addressed under the Student Code of Conduct.

## Arrangements for Ensuring Health and Safety at Work

### General Risk Assessment

25. Estates & Facilities are responsible for carrying out regular risk assessments. Compliance is monitored at least once per academic semester and high-risk findings will be escalated to the Operations Committee for review. Where a risk is identified, it should be reported to Estates and Facilities and/or IT Departments using the on-line maintenance/IT request forms:
  - 25.1 For Maintenance, email: [estates&facilities@richmond.ac.uk](mailto:estates&facilities@richmond.ac.uk)
  - 25.2 For IT/AV, email: [itteam@richmond.ac.uk](mailto:itteam@richmond.ac.uk)
26. Where significant risk is identified and cannot readily be dealt with, the matter must be reported immediately to the Head of Facilities or designee.
27. Organisers (staff, faculty, and students) of trips and excursions are required to complete the relevant risk assessment before any trip can be authorised. The relevant forms can be found at [Richmond University Intranet](#)

28. All employees are required to complete [Mandatory Training](#) including the Health and Safety modules.

### Specialist Spaces

29. No student or staff member is permitted to commence work in the University's film and photography studio without induction in the principles of safety, in relation to the experimental equipment to be used, and the safety protection that must be used. If equipment such as ladders are needed, this must be communicated to estates and facilities they can ensure the appropriate training is given.

### Dignity at Work

30. The University's Dignity at Work Procedure is available on the [Human Resources - Home](#) This covers employees, contractors, agency workers and anyone else the University engages to work for it. Instances of harassment, bullying, or discrimination of/from a student should be reported to Student Affairs, who will follow the process set out in the Student Code of Conduct.

### Contractors

31. External contractors are engaged by the University to carry out maintenance, repair and project works.
32. All contractors must comply with relevant health and safety legislation and the University's Contractor Rules and Regulations Policy. Compliance is monitored through contractor approval procedures, review of risk assessments and competency documentation, inductions, permits to work where applicable, and ongoing supervision and monitoring of contractor activities.
33. Contractors must demonstrate appropriate competence, qualifications and experience relevant to the work being undertaken. Where applicable, contractors must also comply with the Construction (Design and Management) Regulations 2015.
34. Where works may affect fire safety systems, building infrastructure, or other safety-critical elements, Estates and Facilities will ensure that appropriate risk assessments, method statements and safety controls are in place prior to work commencing.
35. Estates and Facilities are responsible for monitoring contractor compliance with site safety requirements.

### Display Screen Equipment

36. Employees who use display screen equipment as part of their normal duties are entitled to claim reimbursement up to £25 from the University for an eyesight test. In order to make a claim, a signed receipt by an optician, confirming that an eye examination and the appropriate VDU eyesight test has been carried out, must be provided.
37. If special lenses are confirmed as necessary by an eye test, the University will reimburse up to £50 of the cost. This only applies to lenses for the purpose of work with display screens only, not for general use. To claim reimbursement, a receipt for the purchase of glasses specifically for work with display screens must be provided.
38. Details of on-line health and safety training for users of display screen equipment and workstations are available from the Human Resources Department.

## Equal Opportunities

39. The University is committed to the principle of equal opportunities in admissions, employment and access to programmes. The University's policy with regard to access to buildings, facilities and support for people with a disability are set out in the Equal Opportunities Policy in the [Employment Handbook](#) available on the HR intranet.

## Fire-Fighting Equipment

40. Fire alarms and extinguishers are installed throughout the University in accordance with the regulations. These are maintained on an annual maintenance contract by an approved external contractor.
41. A Fire Warden training course on the use of fire-fighting equipment is available to staff and students. The permanent security staff members will be fire warden trained as will all members of the estates and facilities team and various other staff members. An updated list of fire warden trained staff will be posted on the University's [Estates and Facilities - Home](#) portal.
42. Fire risk assessments are carried out on a regular basis and are the responsibility of the Head of Facilities.

## Fire Safety

43. Department heads are responsible for ensuring that employees know what to do in the event of an emergency and where to go if their building is evacuated. Employees should familiarise themselves with the fire alarm sound, location of fire equipment, emergency exits, and the location of assembly points.
44. Employees should always obey the instructions of the emergency services, University Security staff and Fire Marshals. Please refer to the Building 12 Fire

Evacuation Summary for further details. This is available on the Estates & Facilities intranet site.

45. A full fire evacuation will be held twice a year. One in normal working hours and one out of hours.
46. The University maintains broader emergency procedures covering other threats, including lockdowns, severe weather, or hostile intruder incidents. These procedures are outlined in the University's Emergency Management Plan and are reviewed annually by the Operations Committee.
47. Health and safety risks that may affect operational continuity are also considered alongside the University's Business Continuity Plans and Emergency Management Plan to support institutional resilience.
48. The University maintains fire safety documentation including fire risk assessments, system maintenance records, evacuation procedures, and where available building drawings and fire strategies.
49. Actions arising from fire risk assessments are recorded and monitored to completion through the Estates statutory compliance process.
50. These records are maintained by the Estates & Facilities Department and reviewed periodically to ensure they remain accurate, accessible, and aligned with regulatory expectations.

## First Aid

51. Permanent Security Officers and a number of employees have received basic first aid training. A list of employees trained in first aid and mental health first aid will be circulated by e-mail each semester by the Head of Facilities. A list will also be posted on the University's [Estates and Facilities - Home](#) portal.
52. If first aid assistance is required, please contact the reception desk where a member of security or estates and facilities can assist.
53. First aid supplies
  - 53.1 The main first aid boxes are in the reception desk, student hub and library. A list showing the location of first aid boxes will be circulated by e-mail to all employees and students at the start of the Fall and Spring semesters.
  - 53.2 Estates & Facilities must be informed of items taken from the first aid box so that the stock can be replenished where required.
54. Emergency Services

- 54.1 Where first aid trained University employees are not competent to give assistance due to the nature of the illness or accident, arrangements will be made to contact emergency services by dialling 999.
- 54.2 The accident book is available online and Employees should ensure that all accidents are reported and noted within the accident book. All accidents that result in injury, illness, or near misses must be reported and investigated. Where required under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), the University will report incidents to the Health and Safety Executive. Line managers are responsible for supporting incident investigations and submitting reports to the Health and Safety Coordinator within 72 hours. The Accident Book is inspected regularly by the University Board, Head of Facilities, and the Estates & Facilities Committee.

## Housekeeping

55. The University employs a third-party contractor to perform cleaning and housekeeping services. The contractor is responsible for ordering, storing, and issuing cleaning materials and will ensure that staff are trained in the use of cleaning materials and the disposal of waste. The Head of Facilities has overall responsibility for these services.
56. The external areas including the under-croft car park is maintained by Enjoy-Work. If there is an issue with any external spaces, it should be reported to estates and facilities who will follow up with Enjoy-Work.

## Workplace Equipment and Inspection of Work Equipment, Plant, and Machinery

57. Before any machinery or equipment can be used, managers must ensure that persons are trained and fully conversant with safe operation. University supplied equipment is subject to the Provision and Use of Work Equipment Regulations 1998. Staff and students are not permitted to use self-supplied kitchen appliances or any other electrical equipment other than laptop computers and tablets on site. See electrical guidance document for further details.
58. The Estates and Facilities Department is responsible for arranging for plant, equipment, and premises to be checked and tested on a regular basis, using outside contractors where necessary. Defects are reported to Estates and Facilities Department by emailing: [estates&facilities@richmond.ac.uk](mailto:estates&facilities@richmond.ac.uk).
59. Hazardous situations are dealt as soon as they are reported. Non-urgent items requiring major expenditure are reviewed as part of the regular risk assessment and annual budgetary processes and approved work is carried out on a planned basis.

60. Academic and administrative departments are responsible for ensuring that equipment is suitable for purpose and properly maintained.
61. Estates & Facilities ensure that building works, refurbishments, and installations are managed in accordance with applicable safety regulations, including appropriate appointment of competent contractors and retention of safety documentation following project completion.

### **Manual Handling and Lifting**

62. The University provides on-line training for manual handling to academic and administrative staff who are required to lift, carry, or move items as part of their work. Details are available from the Human Resources Department.

### **Waste Materials**

63. The University's general waste materials are removed by registered waste contractors. Confidential waste bins for sensitive material are available.

### **Noise**

64. The University is committed to providing an environment where students and employees can work and live free from excess noise. Staff and students are required to respect the rights of others not to suffer undue excess noise. Security Officers are responsible for ensuring that this policy is upheld.

### **Protective Equipment**

65. Protective clothing and equipment for employees are supplied as required and as identified by risk assessments.

### **Smoking**

66. The University operates a no-smoking policy within its buildings and in any areas where smoking is prohibited by law, lease requirements, or local site regulations. Staff, students, visitors, and contractors are expected to comply with all designated smoking restrictions and dispose of smoking materials safely and responsibly.

### **Lone Working**

67. While lone working should be avoided as far as reasonably practicable, where necessary for business needs the University will take reasonable steps to ensure the health and safety of employees working alone. This includes evaluating and dealing with any health and safety risks surrounding lone working.

68. A risk assessment should be undertaken by the line manager. Inclusive with the risk assessment, any specific training or equipment that will enable the employee to perform the duties of their role safely, including assessment of personal safety equipment, procedures for potential illness or accident, equipment, or software training etc. Employees should contact their line manager to discuss with HR any training and procedures for keeping in touch.

### Accessibility Impairments

69. It is the responsibility of the University to make appropriate arrangements for the emergency evacuation of students, employees, and visitors with accessibility impairments, including mobility, visual or other assistance needs.
70. Where required, a Personal Emergency Evacuation Plan (PEEP) will be developed to identify the appropriate evacuation arrangements.
71. Refuge areas are provided within the lift lobbies on each floor as temporary waiting points for individuals who may require assistance during evacuation. Refuge areas are not intended for occupants to wait for rescue by the Fire and Rescue Service.
72. Trained staff or designated assistants will support the evacuation process in accordance with the agreed PEEP. The refuge intercom allows communication with building management during an evacuation. Where relevant, the location of any person awaiting assistance may be communicated to the Fire and Rescue Service to support situational awareness.
73. The Estates and Facilities Department is responsible for maintaining and reviewing Personal Emergency Evacuation Plans annually or when a staff member or student's needs change. Department Heads must notify Estates when a new or changed need is identified.

### Stress

74. Employees who feel exposed to situations at work which might lead to a stress-related illness are encouraged to discuss the matter with their manager or Human Resources staff. Discussions will be dealt with in a discreet and confidential manner and action taken as appropriate.
75. The Health and Safety Executive's webpage provides a wide range of information and resources relating to work related stress at [Health and Safety Executive](#).
76. The University has arranged a free, confidential helpline provided by Bupa as part of their Employee Assistance Programme. Further information can be found on the University's [Human Resources - Home](#) or [BUPA site](#).

## Mental Health Crisis

77. The mental health charity MIND defines mental health crisis as “when you feel at breaking point, and you need urgent help”. Symptoms may include:
- 77.1 feeling extremely anxious and having panic attacks or flashbacks
  - 77.2 feeling suicidal, or self-harming
  - 77.3 having an episode of hypomania or mania, (feeling very high) or psychosis (hearing voices or feeling very paranoid).
78. Access to Help
- 78.1 If an individual is at immediate risk of ending their life, harming themselves or others, call 999 immediately. Care can be provided at any A&E.
  - 78.2 If an individual is in crisis but not at immediate risk of physical harm, please use the NHS helpline that offers 24-hour advice and support, and access to an assessment for appropriate care. This is available at: <https://www.nhs.uk/nhs-services/mental-health-services/>
  - 78.3 If an individual needs to access anonymous support, you can also contact Samaritans on 116 123 or text SHOUT to 85258 if they prefer not to talk on the phone.

## Security

### General Security

79. The reception desk at Building 12 is staffed with security officers during the operating hours of the University which may vary during term and holiday time. Security can also be contacted within these hours by dialing **020 8332 8230**. Enjoy-Work also operate 24/7 security in the park and can be contacted at any time on 020 8636 8060.

### Entry Gates

80. For the safety and security of our employees and students, we require everyone entering the building to use their University issued ID card. Tailgating is not permitted. If you forget your ID card, please contact the reception desk to sign in. You are required to pay the costs of replacing a lost identity card.

### CCTV

81. To enhance the safety and security of the University and employees and students the University operates closed circuit television.

## Visitors

82. All visitors to the University must sign in digitally using a QR code which can be scanned at the reception desk. Please give prior notice where possible by emailing [estates&facilities@richmond.ac.uk](mailto:estates&facilities@richmond.ac.uk)

## Communications

### Notification to employees

83. This document is circulated each semester to all employees by e-mail and a copy is posted on the University's [Estates and Facilities](#) site.

Signed off by: Professor Phil Deans  
President and Vice- Chancellor  
5 May 2026

## VERSION MANAGEMENT

| <b>Responsible Department: Estates and Facilities</b>                               |  |  |                       |
|---|--|--|-----------------------|
| <b>Approving Body: University Board (on recommendation of Operations Committee)</b> |  |  |                       |
| <b>Version no.</b>  | <b>Key Changes</b>   | <b>Date of Approval</b>  | <b>Date of Effect</b> |
| 1.0   | Initial Version  | May 2023   | May 2023              |
| 1.1   | Formatted according to current policy template   | February 2024  | February 2024         |
| 2.0   | A new section explicitly cites the primary UK health and safety legislation the policy adheres to, improving clarity and accountability, Mandatory training completion is now monitored by HR, with quarterly reporting to the Operations Committee, Regular risk assessments now specified to occur each semester, A clear process for incident investigation and statutory reporting under RIDDOR has been included, aligning with legal requirements, A new clause defines the health and safety responsibilities of students, linked to the Student Code of Conduct for enforcement. | May 2025   | June 2025             |
| 3.0   | Annual review reflecting emerging building safety regulation, fire safety documentation expectations, contractor competence requirements, and governance clarity.  | 05 May 2026  | May 2026              |
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|   |  | <b>Restricted Access?</b><br><i>Tick as appropriate:</i> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |                       |