

## Health and safety induction for volunteers working in NSPCC buildings, including Childline volunteers

### Introduction

Your safety as an NSPCC volunteer is of paramount importance to us. We want to do everything we reasonably can to keep you safe. To help achieve this, we expect all our volunteers who work from an NSPCC building, to follow the instructions and important information set out below. Not doing so could put you, your colleagues, our service users or members of the public at risk.

As each volunteer role is different, you will also be given more role specific health and safety information by your manager / supervisor.

### Health and Safety Policy

The [Health and Safety Policy](#), outlines the NSPCC's commitment to health and safety together with arrangements in place for managing health and safety.

### Workplace, health, safety and welfare

The NSPCC is committed to ensuring adequate welfare facilities are provided for volunteers at work. Volunteers should make themselves familiar with the location of toilets, washing facilities and kitchen on site.

### First Aid

Volunteers should make themselves familiar with how to request first aid should you or someone else need it. A list of people who have received either First Aid or Emergency First Aid at Work (EFAW) training is normally on the health and safety noticeboard.

### Accident and incident reporting

All accidents, no matter how minor or near miss incidents must be recorded. If an accident occurs or a hazard is identified you must immediately contact your manager / supervisor and complete an accident report form.

### Display screen equipment (DSE) and workstations

Volunteers may use a standard PC or a laptop for a number of hours each day with [DSE Guidance](#) available on how to do this safely.

### Fire safety

Fires start when three things come together in the right amount at the same time.

These three things (known as the Fire Triangle) are:

- a source of fuel (something that will burn)
- a source of heat (or ignition)
- oxygen (present in the air around us).

### Read the fire evacuation notice

**MAE POB PLENTYNDOD WERTH BRWYDRO DROSTO  
EVERY CHILDHOOD IS WORTH FIGHTING FOR**

# NSPCC

The notice will be displayed on the health and safety noticeboard and at other locations around NSPCC's buildings. This applies to all NSPCC buildings and buildings owned by other organisations.

- make sure you are aware of fire exits and the assembly point location
- explain the fire evacuation procedure to visitors
- use the nearest safe exit when the alarm sounds
- follow instructions from fire marshals.

## **Fire marshals**

Details of trained fire marshals will be displayed on the health and safety noticeboard. In the event of an evacuation they will normally have a yellow Hi-Viz jacket.

## **Fire doors**

Fire doors are identified by a mandatory blue sign which indicates that they must either be kept closed or kept locked – their purpose is to prevent the spread of smoke / fire. Never use a fire extinguisher to prop open a fire door.

## **Fire alarm**

Ask your manager / supervisor or building owner when the fire alarm in the building is tested.

## **Lights, small electrical equipment (e.g. heaters) and kitchen equipment**

All lights must be turned off when rooms are not in use. This applies during office hours as well as at the end of each working day.

All small electrical items, such as heaters, laminators, etc must also be turned off when not in use, as must all kitchen equipment (other than the fridge and water heater). As above, this applies during office hours as well as the end of the day. Electrical equipment should not be brought into and used in the building unless subject to Portable Appliance Testing.

If you notice a fault with any equipment, ensure you advise your manager / supervisor.

## **Housekeeping**

Good housekeeping is an essential part of fire prevention. You are responsible for keeping your work area clear of unnecessary paper and waste.

## **Mental health and wellbeing**

Your mental health and wellbeing is so important to us. We want to share with you what we are doing as an organisation, as well as share advice, to help you [look after your own mental health](#).

If you have any questions or queries with any of the above information please raise with your manager / supervisor.

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