



Health and Safety Policy

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1. General Statement of Policy

It is the Policy of York CVS to comply fully with the Management of Health and Safety at Work Regulations 1999 and the Health and Safety at Work Act 1974 and all other relevant health and safety legislation applicable to this organisation.

York CVS recognises and accepts its legal responsibility to protect the health and safety of all visitors to the workplace (including contractors, consultants, temporary staff, volunteers and any members of the public visiting the premises). This includes the legal obligation under health and safety legislation to assess risks in the workplace and to include appropriate controls where necessary.

York CVS will also co-operate on health and safety matters with other organisations accommodated within Priory Street Centre and will ensure that York CVS projects located elsewhere develop an appropriate Health and Safety Policy.

A copy of the Health and Safety Policy is available to all personnel including volunteers, contractors and licensees. York CVS is committed to consulting employees and volunteers on matters affecting their health and safety. The Health and Safety Policy will be reviewed annually and/or as a result of any significant changes. The specific arrangements on how the Health and Safety Policy is deployed by its management team, responsible persons and wider personnel are set out within.

2. Responsibilities and Arrangements for Health & Safety Management

2.1 The Board of Trustees

Management of Health and Safety at Work Regulations 1999 places duties on employers and employees including those who are clients, designers, principal contractors or other contractors. In this case, the Board of Trustees as the Employer has overall and final responsibility for health and safety matters to ensure that health and safety legislation is complied with.

The Board of Trustees will review the operation of this Health and Safety Policy on a periodic basis. Health and safety will also form a standing item on quarterly Board of Trustees meeting agendas.

2.2 Chief Executive

The Chief Executive (CEO) has overall responsibility for ensuring that the Health and Safety Policy is actively deployed at the York CVS premises and responsibilities include:

- All employees, volunteers & contractors receive appropriate information, training and supervision on Health and Safety matters;
- Line managers are made aware of their responsibilities to their staff and volunteers;

- Risk assessments covering fire risk, safer systems of work, personal safety and assessments of hazardous substances are undertaken and the results written up and made available to all employees;
- Accidents and incidents are investigated and reported to the Board of Trustees;
- There are arrangements in place to monitor the maintenance of the premises and equipment;
- There are adequate arrangements to liaise and co-operate on health and safety matters with York CVS licensees;
- That York CVS accepts its responsibility for the health and safety of its employees based at other locations;
- Ensure that those responsible for Health and Safety issues have the resources to carry out their work effectively and in a competent manner.

2.3 Competent Persons

The CEO will appoint from amongst the permanent staff team, at least two "competent persons" as defined in the legislative requirements. Competent persons will report to the CEO and will assist in assessing the health and safety risks to York CVS employees, volunteers and service users to devise and apply measures to continuously improve health and safety. The CEO will ensure that the competent persons have sufficient time, experience, knowledge, information, training and resources to deploy their health and safety duties. This will include routine basic safety checks, recording these on an inspection sheet.

The competent persons at the time of issuing this Health and Safety Policy statement are the Head of Operations and the Operations Manager, who are responsible for Health and Safety matters at Priory Street Centre. York CVS Project Managers are responsible for risk assessing any off-site venue where staff are working.

2.4 Staff

All employees have the responsibility to co-operate with the CEO and the Board of Trustees to achieve a safe and healthy workplace and to take reasonable care of themselves and others.

Employees and volunteers must not intentionally or recklessly interfere with anything provided for their health, safety and welfare. Serious breaches of the Health and Safety Policy and rules (i.e. misuse of equipment, deliberately putting someone else's safety in danger) will be dealt with through York CVS Disciplinary Procedure.

Whenever an employee notices a health or safety problem which they are unable to put right, they must immediately inform their Line Manager. Health, safety and welfare matters may be raised by any employee at staff meetings or directly with their Line Manager at any time.

2.5 Training & Awareness

York CVS will ensure that all new employees and volunteers receive information on health and safety as part of their induction. York CVS will organise training for employees and volunteers on health and safety matters, including general health and

safety updates, fire safety training, health risks of working with display screen equipment (DSE) and other training as appropriate on first aid, manual handling and risk assessment.

York CVS will also organise training for appropriate use of equipment and any specialist training requirements to ensure safe systems of work. If employees and volunteers consider they have health and safety training needs they should inform their Line Manager.

2.6 Health & Safety Risk Assessment

York CVS will ensure that a competent person carries out risk assessments in accordance with the 1999 Management of Health and Safety at Work Regulations and the Approved Code of Practice (ACOP). These risk assessments will be recorded and stored centrally.

The written risk assessments will be reviewed and updated as per the date on each risk assessment to ensure they cover all employees, volunteers and other users against all risks and any action identified is managed. The risk assessments will also be updated every time that there is a major change in working practices. The risk assessments will cover all York CVS employees, wherever they may be based and will cover all aspects of their work.

Line Managers (in conjunction with support from HR) will conduct an individual risk assessment for:

- Any employee or volunteer under the age of 18
- Expectant mothers be it an employee or volunteer
- Any member of staff where worked-related stress risks are identified
- Any employee or volunteer that has a disability that creates workplace risks or requires reasonable adjustments
- Any employee or volunteer who has a long-term medical condition

Additional risk assessments may be put in place as a result of any events or incidents which affect the buildings, staff team, delivery of services and service users of York CVS (e.g. epidemic/pandemic).

2.7 Fire Safety

The Responsible Person for Fire Safety in the Chief Executive. York CVS appoint Fire Wardens (usually Duty Managers) who shall receive appropriate induction and annual refresher training. Fire safety arrangements will comply with the Regulatory Reform (Fire Safety) Order 2005.

The responsibilities of Fire Wardens are to:

- Meet on a regular basis to review current procedures, discuss any incidents and ensure we remain compliant at all times
- Be instructed on potential fire hazards and the use of fire-fighting equipment
- Ensure the regular testing of fire alarms and fire drills

- In the event of a fire ensure that the Fire Brigade has been telephoned (dial 999)
- Assist with the efficient evacuation of staff, licensees, volunteers and visitors
- Liaise with the Fire Brigade
- Ensure all staff, volunteers and licensees are aware of the fire alarm and fire drill

It is not only the responsibility of the Fire Wardens but of all staff to be aware of fire hazards, to know the location of fire exits, refuge points and the assembly point. Everyone must know the fire drill instructions, and these will form part of the induction process for all new staff and volunteers.

Access to escape doors, extinguishers and other fire-fighting equipment must not be obstructed and all Fire Wardens will be instructed on their use.

2.8 Fire Drills

The Fire Wardens are responsible for carrying out Fire Drills and will arrange at least two each year. York CVS Fire Wardens are responsible for ensuring that staff are aware of the evacuation procedures. The Fire Wardens have the power to remove obstructions from fire exits.

The Facilities Team will test the fire alarms using one different alarm point each week. The emergency lighting system, door guards and call points are tested regularly. York CVS staff and licensees will be notified of any testing taking place during office hours. All tests, fire drills and training will be recorded by the Fire Wardens on the Facilities SharePoint page.

The fire alarm and lighting system will be inspected and tested quarterly by an approved engineer. Fire-fighting equipment will be inspected and maintained annually by an approved engineer.

Visitors to Priory Street Centre and all York CVS staff, licensees and volunteers are able to familiarise themselves with the evacuation procedures including escape routes, the refuge and assembly points.

All Priory Street Centre public rooms and offices contain a site plan, which clearly indicates emergency exits and fire call points.

Those who hire meeting rooms shall be required to meet all conditions relating to the granting of the Priory Street Centre Premises Licence and maintain an attendance register for their meetings.

2.9 Personal Emergency Evacuation Plans (PEEP)

A PEEP is a **P**ersonal **E**mergency **E**vacuation **P**lan. It is a bespoke 'escape plan' for individuals who may not be able to reach an ultimate place of safety unaided or within a satisfactory period of time in the event of any emergency. Further details on PEEPs are outlined in our Fire Evacuation Procedure.

2.10 Manual Handling

York CVS employees should avoid manual lifting where at all possible. However, employees may occasionally be required to manually lift and handle loads and should take a few moments to assess the risks and consider the best options.

All employees should use aids, which are available to reduce the risk of injury, e.g. sack trolley, lifts. Employees should not put themselves at risk by attempting to lift heavy loads which could be divided into smaller quantities.

The assistance of other employees should always be sought for moving large quantities or for lifting heavy and awkward loads. When lifting in a team take instructions from one person only. Any employee feeling a strain should stop immediately and record the incident in the Accident Book. To continue may result in more serious injury. Manual Handling training will be made available to staff as required.

The most likely occurrences of manual handling for York CVS employees are:

- The receipt and storage of stationery orders
- Moving paper records into archive storage
- Rearranging the office furniture and equipment
- Handling loads at outside events organised by York CVS employees
- Handling loads at conference or other events at Priory Street Centre.

2.11 First Aid

In accordance with the Health and Safety (First-Aid) Regulations 1981, York CVS will ensure adequate and appropriate equipment, facilities and personnel are provided.

In all York CVS premises First Aid provision will be available during our operational hours via appropriate and accessible First Aid Boxes. At least two employees will receive appropriate first aid training.

All new employees, staff and licensees will be informed as part of their induction of the location of first aid equipment and the employees who have received first aid training.

The Priory Street Centre Team will ensure that all first aid boxes are kept in the correct place, contain appropriate items and are checked monthly. A first aid box and a notice naming the trained first aiders can be found in the following locations:

- York CVS Reception Area, Priory Street Centre
- Conference Kitchen Area, Priory Street Centre
- Kitchen in No 17, Priory Street Centre

A community defibrillator is located at the front of No 15 and registered on The Circuit for immediate use in the event of an emergency.

2.12 Accident Reporting

All first aid incidents will be recorded in the accident book held by York CVS reception. These records will then be stored individually in accordance with HSE guidelines.

All employees must report incidents, which resulted or nearly resulted in personal injury to themselves or others, to their Line Manager and the Head of Operations and make sure the accident is recorded in the Accident Book.

It is the responsibility of the Senior Management Team to ensure that any necessary follow up action is taken to reduce the risk of the accident or near accident reoccurring. The Senior Management Team is responsible for reporting accidents which come within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR), to the relevant enforcing authority.

All licensees are responsible for reporting and recording accidents in communal York CVS areas to the Head of Operations. They should hold their own records of any accidents within their office space and inform the Head of Operations of these if they are significant.

2.13 Incident/Near Miss Recording

Any incidents or near misses that could affect the health or safety of any persons at York CVS must be reported to management and recorded on an incident form (held on the shared drive). All incident forms are to be reviewed by the Senior Management Team as soon as possible and any remedial action undertaken and recorded.

2.14 Building Maintenance

York CVS has a responsibility to provide a safe and healthy environment for staff and volunteers. The Operations Manager will be responsible for ensuring that any repairs are carried out swiftly with the minimum of disruption. All York CVS staff are responsible for identifying hazards or potential hazards [near misses]. If a hazard is seen and if safe to do so; it should be removed or dealt with as soon as possible or reported to management as soon as possible.

The Operations Manager will ensure that maintenance contracts are adhered to and has a schedule of work for internal and external maintenance.

2.15 Control of Substances Hazardous to Health

Under the 2002 COSHH (Control of Substances Hazardous to Health) Regulations employers have a duty to make an assessment of the risks related to hazardous substances e.g. chemicals, noxious fumes etc. In accordance with the Approved Code of Practice this assessment will be carried out and written down by a nominated competent person appointed by York CVS. The appointed persons are the Facilities Assistants whose responsibility includes maintaining appropriate information sheets on all chemicals used by York CVS.

Appropriate training will be arranged for the nominated persons to enable them to carry out this duty. Following this assessment, in accordance with the Approved Code of Practice (ACOP) York CVS will:

1. In the first instance and if safe to do so; take action to remove any hazardous substances
2. If this is not possible then action shall be taken to find a substitute for the hazardous substance
3. If this is not possible such substances shall be enclosed within a safe environment
4. If none of the above is possible then protective equipment will be issued to ensure the safety of staff.

2.16 Substitution and Protection

All members of staff shall avoid using hazardous substances at all times if at all possible. Where substitute materials are available, they should be used. If there is no way of avoiding use of a hazardous substance, then staff must use the substance in an enclosed, ventilated environment away from other workers, and use appropriate protective equipment, which shall be made available by York CVS in accordance with the risk assessment and/or COSHH data sheet.

3. Good Housekeeping

Poor housekeeping is a major cause of accidents and fires, and all staff are responsible for good housekeeping. Gangways must be kept clear from obstructions and materials must be stored in safe areas. Under no circumstances must goods or materials be stacked immediately in front of or obstructing fire doors, fire exits, fire alarms or fire equipment. The Facilities Team carry out regular checks across the site to ensure that all areas are hazard free and safe.

3.1 Equipment Storage and Usage

Equipment must not be left lying around and must be suitably stored. No wires must be left trailing across floors. Except in emergencies, and with the permission of the Chief Executive, no paraffin, electric or bottled gas fires, matches or candles will be used at York CVS premises.

Any personal electrical appliances used in the building must be PAT Tested by a competent person and evidence of testing provided to York CVS (Please note charges may apply).

Staff are asked to make a request to the Facilities Team if they wish to move any furniture, equipment and/or storage items to ensure that doing so does not compromise the safety of building users.

3.2 Smoking/Vapours

Smoking and vapouring is prohibited by law in all parts of the building other than where a designated smoking area is clearly signposted and away from entrance areas. No smoking / naked flames signs are displayed throughout the building.

The charging of vaping devices is strictly prohibited.

3.3 Overcrowding

York CVS will avoid unhealthy and overcrowded working conditions and will consult staff on any changes in office layout. Public meeting rooms shall not exceed their legal standing capacity:

Main Hall 200
Denham Room 100
Micklegate Room 30
Clementhorpe Room 60
Foxwood Room 36
Fishergate Room 38

3.4 Ventilation

York CVS will endeavour to provide a well-ventilated workplace in which staff has control over their local level of ventilation.

3.5 Temperature

York CVS will endeavour to maintain a comfortable and ambient working temperature in the office areas/main areas within the first hour of opening. Efforts will be made so far as is reasonably practical to ensure the workplace temperature does not rise or fall to an uncomfortable level.

3.6 Lighting

Suitable and sufficient lighting shall be provided. If lights are found to be out of order; the fault shall be corrected as soon as reasonably possible.

3.7 Noise

Most York CVS staff work within an open plan office and therefore a certain level of noise is unavoidable, however York CVS will endeavour to ensure that noise is kept to as low a level as is practicable. Meeting rooms and break out areas are available to limit disturbance to others.

3.8 Office Atmospheric Pollutants

Office equipment such as photocopiers and printers can emit pollutants into the atmosphere. York CVS will take reasonable precautions in ensuring that these levels are kept as low as is possible. Employees will not be expected to work in enclosed spaces with equipment that emit atmospheric pollutants. Spaces where these pollutants are present shall be kept well ventilated.

3.9 Electrical Equipment

Only a qualified person will carry out building maintenance such as electrical work. No staff should endanger themselves or others by carrying out such work if not

qualified to do so. Broken, ineffective or damaged electrical equipment must be reported to the Facilities Team. Staff should never perform unsafe practices such as jamming wires in sockets with matchsticks or nails, improvising a junction box, running power tools from lamp sockets etc. York CVS shall ensure all portable electrical appliances and equipment is Portable Appliance Testing [PAT] tested annually.

Priory Street Centre licensees are responsible for their own Portable Appliance Testing. However, York CVS staff will request to see a record of the PAT. York CVS shall also maintain all electrical circuits and internal fittings such as sockets.

3.10 Gas Appliances

York CVS is responsible for the safe running and annual maintenance of all gas appliances. York CVS shall ensure that all boilers are serviced, and a gas safety certificate is obtained annually from a Gas Safe registered engineer.

3.11 Lifts

In the event of a fire lifts should not be used. Service records for all lifts are held on the Facilities SharePoint Page.

4. Health and Welfare Provisions

4.1 Toilets, Washing and Hygiene Control

York CVS will seek to ensure that suitable and sufficient toilets and washing facilities are provided for all staff in accordance with the requirements of the Health & Safety Workplace Regulations 1992.

Each toilet will be in a separate, lockable room. Washing area will include a supply of clean hot and cold water, soap and suitable means of drying.

The cleaners will ensure all areas are kept clean and tidy, including toilets and washbasins. York CVS shall provide disposal bins for sanitary products and ensure that they are emptied and sanitised regularly.

4.2 Drinking Water

An adequate supply of drinking water will be provided for all staff.

4.3 Rest Area

York CVS will provide all staff with seating in a rest area, where they may rest during lunch breaks. A suitable quiet area will be provided for pregnant employees or employees with disabilities.

4.4 Hours of Work

York CVS employees should not work excessively long hours and should take adequate breaks for meals and rest away from their desks. Every staff contract of

employment provides for at least 30 minutes as an unpaid rest break each day where 6 or more hours are worked.

4.5 Stress Management

York CVS recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing the causes of stress in the workplace.

The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This definition helps to distinguish between pressure, which can be positive and motivational if managed correctly, and stress which can be detrimental to health.

York CVS will provide guidance to managers in order to look for and identify signs of stress in their staff, its effects and how to manage it. The following procedures outline the responsibilities of managers in ensuring that excessive pressures are minimised, and in the event that an adverse reaction arises, that work related stress is managed effectively.

Line Managers should ensure effective communication is in place, particularly at times of organisational or procedural change and that staff are fully trained to undertake the duties required of them.

Line Managers should also monitor working hours and overtime to ensure that employees take their full leave entitlement, are not working excessive hours and that workloads and targets are realistically set. Sickness and absence is reviewed regularly to ensure any trends that may be related to stress are identified and investigated.

If an employee is suffering from stress at work, they should discuss this with their Line Manager during supervision or at the first opportunity. Line Managers will use supervision sessions to identify potential stress management issues. Senior Managers and HR will assist Line Managers to gauge the level of stress an employee may be experiencing and what interventions would be helpful, where they are unsure.

Line Managers will implement a support plan with the member of staff, work with them to find the best way to manage work related stress and implement the recommendations arising out of the support plan.

4.6 Health & Wellbeing

York CVS provides every member of staff with access to Simply Health Level One benefits. Information is provided to staff when they have successfully passed their probation period. Through this provision staff can access a free eye test each year, which is essential for regular DSE users. The package also provides money back on healthcare services e.g. optician, dentist, physiotherapist, and also provides staff with access to free counselling. Further details are outlined in our Staff Wellbeing Policy.

4.7 Drugs and Alcohol at Work

Health and Safety at Work Act 1974:

All employers have a general duty to ensure the health, safety and welfare of their employees. If an employer knowingly allowed an employee under the influence of alcohol or drugs to continue working and this placed the employee or others at risk, the employer could be liable to charges

Employees are also required to take reasonable care of themselves and others who could be affected by what they do. They, too, could be liable to charges if their alcohol consumption or drug-taking put safety at risk.

The Misuse of Drugs Act 1971: Makes it an offence to possess, supply and offer to supply or produce controlled drugs without authorisation.

It is also an offence for the occupier of premises to permit knowingly the production or supply of any controlled drugs or allow the use of illicit drugs on those premises.

Provisions are in place to keep medication safe and secure should a member of staff require medication for a temporary/permanent medical condition whilst at work.

5. Personal Safety

5.1 Office Security

York CVS is committed to minimising the risk to people working for York CVS. Staff or volunteers may, on occasions, find themselves in potentially dangerous situations whilst on York CVS business. Staff or volunteers who are working on their own should not allow access to casual visitors who have no appointment.

Where staff are dealing with an individual but feel uneasy about being alone with that person/people they have the right to refuse to make an appointment or give access if it would put them in that position. Further guidance is outlined in the York CVS Lone Working Policy and Procedure.

All incidents (or threats) of aggression or violence towards a member of staff or volunteer, or their family/friends, should be reported to management and recorded on an incident form and stored centrally. If a member of staff feels they are in imminent danger, they should dial 999 to contact the emergency services. All incident forms are to be reviewed by the Senior Management Team as soon as possible and any remedial action undertaken and recorded.

If the incident was potentially a criminal offence the police must be notified. Employers have a responsibility to provide a safe working environment. Staff should report any current or potential situation at work which is a threat to personal safety. Talking about fear and other problems related to aggression or harassment are not marks of failure but good practice.

A serious incident, even if it results in no physical harm, may cause feelings of fear, panic or despair, which can carry on long afterwards. The management of York CVS

recognises this and will be available to provide appropriate support. Further information on this can be found in the Violence and Aggression at Work Guidance.

York CVS recognises the possibility of attacks by extremists. Appropriate training and measures to deal with such threats will be arranged as necessary.

5.2 Lone Working

Staff to comply with the York CVS Lone Working Policy and procedures, to minimise the risks associated with lone working.

5.3 Use of Private Cars

All staff who use their private car in connection with official York CVS business are required to ensure that:

- They have a valid driving licence
- Their vehicles are maintained in a safe condition, i.e. MOT Certificate, where appropriate
- Seatbelts are used by all passengers
- An appropriate insurance policy is in force which covers business use, evidence of which must be shared with York CVS upon employment (role dependent) and/or insurance renewal produced on request of York CVS
- Mobile phones should not be used whilst driving unless staff have a hands-free mobile device
- Staff must not smoke or vape whilst driving on York CVS business
- Staff must not transport clients/service users in their private car

Staff are encouraged to consider sustainable transport options where possible.

5.4 Holding or Carrying Money or Valuables

Large amounts of cash, over and above petty cash should not be kept on York CVS premises. Visits to the bank are not carried out at a regular time.

Under no circumstances should staff put themselves at risk on account of York CVS property. If money is demanded with threats it should be handed over.

6. Visual Display Equipment

Appropriate materials and equipment will be supplied to promote the safe use of DSE equipment.

It is the policy of York CVS to comply with the law as set out in the Health and Safety (Display Screen Equipment) Regulations 1992 (updated 2002). York CVS will conduct health and safety assessments of all workstations staffed by employees who use DSE as part of their usual work as part of their induction and if their workstation changes. All workstations must meet the requirements set out in the Schedule to the Regulations. Work Related Upper Limb Disorders (also known as Repetitive Strain Injury) are often associated with keyboard work. It is the intention of York CVS, by following best advice to provide DSE/keyboard equipment and furniture, and make

reasonable adjustments, which help prevent the development of these musculoskeletal disorders. Appropriate seating will be available to all users. Staff however should contribute to their own safety and welfare:

- Staff are recommended to take regular breaks (at least 5 minutes away for every hour at the screen)
- Short frequent breaks are more satisfactory than occasional longer breaks
- Avoiding sitting in the same position for long periods
- Adjusting equipment and furniture to appropriate/comfortable positions

All DSE assessments will be reviewed annually or sooner if significant workstation changes occur.

7. Further Information

Contacts:

City of York Council City and Environment Services
Eco Depot
Hazel Court
York YO1 3DS

Tel: 01904 551550

Health and Safety Executive:

Further information regarding Health and Safety regulations and good practice guides can be obtained from <https://www.hse.gov.uk/>

All incidents can be reported online but a telephone service remains for reporting fatal and major injuries only - call the Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 8.30am to 5pm).

You can request technical advice or interpretation of guidance from HSE using the [online advice form](#). If you are unable to use the online form, you can request advice by [email](#) or by telephoning on 0300 003 1747 during office hours - 8.30am to 5pm, Monday to Friday However, **please note HSE does not operate a telephone helpline for general health and safety information.**

Local HSE office:

HSE Chemical Regulation Directorate (CRD)
Mallard House
Kings Pool, 3 Peasholme Green
York
YO1 7PX