



Phone Credit for Refugees Health and Safety Policy

Statement of Intent

1. This policy is intended to ensure safe and healthy working conditions for all volunteers undertaking work for Phone Credit for Refugees (PC4R); and
2. To ensure all volunteers have the required training and resources to perform their role adequately.
3. PC4R agree to review and revise this policy at regular intervals.

Responsibility

4. Overall responsibility for the health and safety of its volunteers lies with the Board of Trustees. This responsibility may be designated to a named volunteer who will be responsible for ensuring this policy is upheld.
5. All volunteers will be made aware of who is responsible for health and safety.
6. Risk assessments will be undertaken by the Board of Trustees, and will be repeated when there is a:
 - a. Change in legislation
 - b. Trip or event to organise
 - c. Change of premises
 - d. Significant change to the work carried out
 - e. Transfer to new technology
 - f. Or any other reason which makes the initial assessment invalid.

Volunteer Responsibility

Volunteers will ensure that:

7. They are aware of the contents of this Health and Safety Policy.
8. They comply with this policy.

9. They take care of themselves, physically and mentally, and inform the Board of Trustees of any incidents or situations which may affect their health or well-being.
10. Any equipment used to perform work for Phone Credit for Refugees is safe and meets the relevant health and safety standards.
11. If they identify anything which they think could be unsafe, they will report it.
12. They take regular screen breaks when working and take time away from the role as needed.

Consultation with Volunteers

13. The Board of Trustees will consult with volunteers on any new policy or measure which may substantially affect their health and safety at work.
14. The information will be provided to volunteers in a form that can be easily understood.
15. The Board of Trustees will allow volunteers enough time to consider the issues and give informed responses. Volunteers will be encouraged to ask questions, raise concerns, and make recommendations.
16. The Board of Trustees will take volunteer's views into account before any final decision is made, respond to any concerns and questions raised and explain why the final decision has been taken.

Safe equipment

17. Volunteers are responsible for ensuring that their equipment is safe and meets the relevant health and safety standards.

Competency for tasks and training

18. Induction training for all new volunteers will be provided by a designated volunteer.
19. Training will be designed and monitored by the Board of Trustees.
20. Health and Safety training will be provided to all volunteers.

Accidents and work-related ill health

21. Health surveillance is not required for any role at Phone Credit for Refugees.

- 22. Volunteers are responsible for maintaining their own health and reporting any issues to the Board of Trustees.
- 23. Volunteers are required to be aware of the risks of working remotely and must monitor their own workload and adjust it as needed.
- 24. All cases of work-related ill health will be recorded in the accident book, which is held by the Board of Trustees.

Signed.....Date.....

Current risk assessment

| Activity | Description of risk | Likelihood | Solution |
|-----------------------|---------------------------------------|------------|---|
| Visit to refugee camp | Volunteer will be physically attacked | Medium | Volunteer to be accompanied by aid worker on the ground |

The team strive to be inclusive and supportive of every person within it. We understand that long hours of speaking with people who are often in distress can be stressful and emotionally tiring. We aim to provide a strong and friendly support network for all volunteers and strongly encourage team members to speak out at any time they may be struggling with the work either mentally or emotionally. There is never any time commitment obligation placed on volunteers and it is viewed as good practice for everybody to ensure they take regular breaks. There is no requirement to give notice for taking time off, though we do appreciate any notice you can give us if you plan to take long term leave so that we can plan for the future.

If volunteers are experiencing any form of distress then they may request to speak to any trustee in confidence who will do their best to offer the best support and advice.