



## HEALTH & SAFETY POLICY 2024

### 1. Policy Statement

1.1 West Cornwall Women's Aid (WCWAid) recognises it's obligations under the Health & Safety at Work Act 1974, including the Management of Health & Safety at Work Regulations 1999 and other subordinate legislation, codes of practice and health & safety guidelines.

1.2 WCWAid statement of general policy is:

- a. To provide adequate control of the health and safety risks arising from our work activities
- b. To consult with our employees and volunteers on matters affecting their health and safety
- c. To ensure the provision and maintenance of safe premises and equipment
- d. To ensure safe handling, storage and use of substances
- e. To provide information, instruction, training and supervision for employees and volunteers. WCWAid will commit funds for relevant training requirements and make time available for completion.
- f. To ensure all employees and volunteers are competent to do their tasks, and to give them adequate training. WCWAid will commit funds for relevant training requirements and make time available for completion.
- g. To maintain safe and healthy working conditions
- h. To review and revise this policy annually

Signed: Elizabeth Matthews, Chief Executive Officer

Date: 24<sup>th</sup> January 2024

## 2. Responsibilities

2.1 The overall and final responsibility for health and safety is that of the Chair of Trustees. Other Trustees also have responsibility for health and safety. In the absence of a Chair (i.e. rotating Chair), then all Trustees have equal responsibility. Health and Safety is a standing agenda item.

2.2 Day-to-day responsibility for ensuring this policy is put into practice is delegated to the Chief Executive Officer (CEO).

2.3 To ensure health and safety standards are maintained/improved, the following people have responsibility in the following areas:

Name	Responsibility
CEO	<ul style="list-style-type: none"> <li>To report to the Trustees on health and safety matters</li> <li>Day-to-day responsibility for organisational health and safety</li> </ul>
Refuge Manager	<ul style="list-style-type: none"> <li>Day-to-day responsibility for Refuge health and safety</li> </ul>
CEO/Refuge Manager	<ul style="list-style-type: none"> <li>To consider urgent health and safety issues</li> <li>Follow health and safety law</li> <li>Recommend draft policies and procedures and the review of policies</li> <li>Liaise with PHE, Environmental Health Department and Fire Officers and other organisations on health and safety matters</li> </ul>
Line Managers	<ul style="list-style-type: none"> <li>Ensure staff complete Health and Safety training provided by WCWAid</li> <li>Include Health and Safety on daily handover</li> </ul>
Services Coordinator	<ul style="list-style-type: none"> <li>Day-to-day responsibility for carrying out health and safety monitoring at Maura Place, with support of Finance Assistant</li> <li>Maintaining accurate and complete records relating to health and safety at office premises</li> </ul>
Refuge Housekeeper	<ul style="list-style-type: none"> <li>Day-to-day responsibility for carrying out health and safety monitoring at refuge premises</li> <li>Maintaining accurate and complete records relating to health and safety at refuge premises.</li> </ul>

- 2.4 All employees and volunteers must:
- Co-operate with the CEO and Refuge Manager on health and safety matters
  - Follow safe working practices and procedures
  - Not interfere with anything provided to safeguard their health and safety
  - Take reasonable care of their own health and safety and that of all other persons who may be affected by their own acts or omissions at work
  - Report all health and safety concerns to the appropriate person (as detailed in this policy)
  - Complete any health and safety training provided by WCWAid

Responsibilities/...

- 2.5 WCWAid will give each Staff member a copy of the Health and Safety Policy.
- 2.6 Any breaches of the Health and Safety Policy will be subject to disciplinary action (see Disciplinary and Dismissal Process Policy)
- 2.7 INSURANCE  
WCWAid has appropriate employers and public liability insurance.
- 2.8 RISK ASSESSMENT  
Risk Assessments are undertaken by:

Name	Responsibility
CEO	Staff and Service Users
Refuge Manager	Refuge Staff and Service Users
Services Coordinator	Office premises (Maura Place)
Housekeeper	Refuge premises
Project Workers and Resettlement Workers	Service Users
Children and Young People's Workers	Child Service Users
Counselling Manager/Community Services Manager/Volunteer Coordinator/Helpline and Wellbeing Advisor/Support and Guidance Worker	Helpline/Outreach/Counselling/Groups

- 2.9 Staff involved in risk assessments will ensure that all employees, volunteers and service users, who need to know the contents of the risk assessment, are made fully aware of the contents and have been consulted during the risk assessment process (where applicable), both initially and as the contents change over time.

- 2.10 All risk assessors will be responsible for ensuring the action required is implemented and risks are controlled. Managers and Supervisors will check that the implemented actions have removed/reduced the risks.
- 2.11 Assessments will be reviewed annually or when the work activity, situation or person risk assessed changes, whichever is the soonest.

### 3. Arrangements

#### 3.1 CONSULTATION WITH EMPLOYEES

As there is no elected safety representative or union-appointed safety representative; The CEO, with support from the Services Coordinator, consults employees directly on matters affecting their health and safety.

Arrangements/...

#### 3.2 SAFE PREMISES AND EQUIPMENT

The Refuge Manager and Housekeeper are responsible for identifying all Refuge equipment needing maintenance and ensuring that the identified maintenance is implemented. This is done by regular inspections and risk assessments.

3.3 The Services Coordinator/Finance Assistant are responsible for identifying office (Admin and Refuge) equipment needing maintenance and ensuring that the identified maintenance is implemented.

3.4 If staff are aware of any area or item which is unsafe they must report it to the CEO/Refuge Manager/Services Coordinator/Housekeeper as soon as possible; the unsafe area or item must then be isolated to prevent further harm; by either 'fencing off' the area, or removing the item to a secure location. The area/item must be clearly marked as unsafe and the reason why. The area/item must then not be used until the CEO/Refuge Manager/Services Coordinator/Housekeeper has checked out its safety.

#### 3.5 SLIPS, TRIPS AND FALLS

The CEO/Refuge Manager/Services Coordinator/Housekeeper are responsible for risk assessing areas which may cause slips, trips and falls and arranging control measures to be put in place and for monitoring. Any slips, trips and falls must be notified to the CEO/Refuge Manager/Services Coordinator/Housekeeper, even if no damage or hurt resulted.

3.6 All employees and volunteers are responsible for good housekeeping.

3.7 Each employee or volunteer who has spilt anything on the floor must wipe it up immediately or arrange to have it wiped up. If there is a delay in wiping up, then 'wet

floor' signs must be used, these must be immediately removed as soon as the floor is dry. Staff must not walk on wet floors.

- 3.8 Staff must not put anything on the floor which could cause themselves or someone else to trip. Handbags and coats are to be put in the designated areas in the workplace and not left on the floor or on the back of chairs where they can fall off.

- 3.9 SAFE HANDLING AND USE OF SUBSTANCES  
COSHH (Control of Substances Hazardous to Health)

Refuge Manager/Housekeeper is responsible for identifying all substances which need a COSHH Risk Assessment; ensuring that all actions identified are implemented and the effectiveness of the control measures monitored.

All staff are provided with COSHH training as part of their overall health and safety training. Services Coordinator and Housekeeper are provided with additional COSHH specific training.

Arrangements/...

- 3.10 At refuge, the Refuge Manager/Housekeeper must be advised of any new substances purchased by staff and any bulk purchases of substances. At Maura Place, the Services Coordinator must be advised of any new substances purchased by staff and any bulk purchases of substances.

- 3.11 The procedure for the Safe Use of Substances must be followed by all staff and contractors.

- 3.12 Protective Clothing  
Protective clothing must be worn when dealing with:

- a. Harmful substances - chemicals/dust etc.
- b. Bio hazards – blood/urine/faeces/vomit etc.
- c. Wet items/work surfaces

- 3.13 Work Clothing  
All staff have the responsibility of wearing clothing suitable for carrying out the requirements of their job, (this includes footwear which will not cause the wearer to slip trip, or fall).

- 3.14 Disposal of Bio Hazards  
Bio hazards must be 'double bagged' and disposed of in the 'wheelie bin'. Sanitary bins are provided in all staff toilets and are maintained and emptied by South West Hygiene.

- 3.15 Sharps/Needles

All Refuge Staff must be made aware of any Service User who is using sharps or risk of use of sharps. These must be disposed of either in an appropriate sharps container and collection arranged with Cornwall Council clinical collection ([www.cornwallcouncil.gov.uk](http://www.cornwallcouncil.gov.uk)).

3.16 *Illnesses & Contagious Conditions*

Any illness or contagious conditions within the workplace must be reported to staff immediately so that appropriate action can be taken to safeguard everyone's wellbeing. Staff are not to come to work with any contagious condition or illness until it has been treated or it has cleared up.

3.17 ASBESTOS

The Asbestos Register for the Refuge Premises is kept by the Housekeeper, who has responsibility to notify any contractor who in the course of their work needs to know about the presence of any asbestos and its type.

Arrangements/...

3.18 SMOKING

Staff, Volunteers, Service Users and Visitors to any WCWAid properties must not smoke inside any of the workplaces but use the designated smoke areas outside (except for Emergency Procedures for Service Users). See Smoke-free Policy.

3.19 On visiting Service Users in their own homes (e.g. ex Service User), the staff member may request the Service User to provide a smoke-free area prior to and for the duration of the visit.

3.20 See Smoke-free Policy for further procedures.

3.21 INFORMATION, INSTRUCTION AND SUPERVISION

The Health and Safety Law poster is displayed;

- a. Refuge - Staff Corridor, under the health and safety notice board
- b. Maura Place - Admin office

3.22 Health and safety advice/information is available from the CEO/Refuge Manager.

3.23 The CEO is responsible for ensuring that employees and volunteers working at locations under the control of other employers are given relevant health and safety information.

3.24 TRAINING

All employees and volunteers will be provided with the relevant training to do their job.

- 3.25 Job specific training will be identified, arranged and monitored by the line manager and/or CEO.
- 3.26 Induction training will include health and safety training, fire training and evacuation procedure. Further health and safety and fire training will be provided/updated as and when necessary. Health and safety training will be identified as part of training needs.

Arrangements/...

- 3.27 Training records are kept by the Services Coordinator.

3.28 ACCIDENTS, FIRST AID AND WORK-RELATED ILL HEALTH

3.29 First Aid Boxes

The first aid boxes are kept:

House M	-	Office Kitchen (ground floor) Outside of Lounge (first floor)
House T	-	Lounge (ground floor) Playroom (first floor)
Maura Place	-	First floor Kitchen Second floor Kitchen

3.30 Qualified and Appointed First Aiders

The appointed first aiders are named in Appendix one to this Policy.

3.31 Reporting of Work Related Ill Health and Accidents

Accidents and cases of work-related ill health are to be recorded in the 'accident/incident book'; the book is kept:

House M	-	Staff Corridor (ground floor), on H & S at Work notice board Outside Lounge (first floor)
House T	-	Lounge (ground floor) Playroom (first floor)
Maura Place	-	Admin office – first floor

- 3.32 The original accident/incident form is to be given to the CEO/Refuge Manager

for further investigation (if necessary) and for safe storage. A copy of the accident form will be kept on the individual's personal file if the accident/incident is significant and/or the person involved requests it.

Arrangements/...

3.33 Emergency Medical Procedures and Hospital Admission

See separate Emergency Medical Procedures and Hospital Admission.

3.34 In the event of an accident:

- a. Be calm, send for a First Aider
- b. Before approaching the casualty, check for the safety of the casualty and yourself
- c. Do not move anyone who has fallen
- d. Give the casualty confidence, reassurance and keep him/her warm

3.35 In the event of an emergency situation, telephone the Emergency Services (dial 999) and state the Emergency Service required.

3.36 RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences)

The CEO/Refuge Manager is responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority.

3.37 The following injuries are reportable under RIDDOR when they are as a result of a work-related accident:

- The death of any person.
- Specified Injuries to workers.
- Injuries to workers which result in their incapacitation for more than 7 days.
- Injuries to non-workers which result in them being taken directly to hospital for treatment, or specified injuries to non-workers which occur on hospital premises.

3.38 Employees and volunteers must notify the CEO of any 'over three day' injuries which they may have sustained from WCWAid - 'an over three day' injury is one which results in the injured person being away from work or unable to do their normal work for more than three days, this includes non-work days', and includes acts of physical violence and work related stress. If absence from work due to injury extends over 7 days, a RIDDOR report is required.

3.39 WCWAid's RIDDOR Procedure is available to staff on the shared drive.

3.40 EMERGENCY FIRE PROCEDURES AND EVACUATION

Risk Assessment



Refuge - LiveWest Housing has the responsibility for the Fire Risk Assessment for the communal areas of the Refuge. The Refuge Manager has WCWAid responsibility ensuring the Refuge Fire Risk Assessment is conducted and implementing any requirements.

Maura Place – Fire Risk Assessment is undertaken by by an external competent professional annually. It is the Service Coordinator’s responsibility to ensure a Fire Risk Assessment is completed annually, and to implement any suggested actions.

### *3.41 Refuge Fire Systems and Equipment*

LiveWest Housing has the responsibility to maintain the fire systems and equipment at the Refuge.

The appointed company maintain and check:

- |                              |   |           |
|------------------------------|---|-----------|
| a. Full system and equipment | - | annually  |
| b. Emergency lighting        | - | quarterly |
| c. Smoke detectors           | - | quarterly |
| d. Fire alarm                | - | weekly    |

Arrangements/...

The Refuge Manager/Housekeeper ensures that the following checks take place:

- |                        |   |                               |
|------------------------|---|-------------------------------|
| a. Fire escape route   | - | weekly and daily if necessary |
| b. Communal fire doors | - | weekly and daily if necessary |
| c. Bedsit fire doors   | - | weekly and daily if necessary |
| d. Fire extinguishers  | - | weekly and daily if necessary |
| e. For fire hazards    | - | weekly and daily if necessary |

### *3.42 Admin Fire Systems and Equipment*

Trelawney Fire and Security check and maintain the fire fighting appliances and fire system at Maura Place. The fire alarm/emergency lighting/fire extinguishers/fire doors/fire escape route/fire hazards are checked weekly/monthly by the Admin staff.

### *3.43 Emergency Fire Evacuation*

See Fire Action and Fire Drill Procedures.

Fire Drills are to take place at the Refuge premises, every quarter and more often when required. Fire Drills to take place at Maura Place every six months.

3.44 All exit routes must be kept clear at all times. Items left in corridors, lobbies and on stairs must be removed immediately by whoever notices them (or immediate action taken for the owner of the items to remove them immediately, providing that it is safe

to leave the item whilst notifying the owner). Items (e.g. handbags) must not be left in or near to walkways.

3.45 Fire Training

Following Induction and other Fire Training, all employees and volunteers must familiarise themselves with the location of fire exits, fire fighting equipment and escape procedures.

3.46 Refuge Manager, Project Workers and Out of Hours Workers have the responsibility to make incoming Service Users aware of the fire procedures as part of their introduction to WCWAid (see Entry Procedures).

3.47 Any staff overseeing or facilitating groups at Maura Place have the responsibility of making attendees aware of the fire procedures

3.48 Any staff receiving visitors at Maura Place have the responsibility of making them aware of the fire procedures

3.49 Any staff giving contractors access to Maura Place have the responsibility of making them aware of the fire procedures

3.50 Special arrangements must be made at entry stage for anyone with a disability which would affect their ability to evacuate the building (i.e. hearing/sight/mobility impairment)

3.51 Refuge Manager ensures that the Service Users are instructed in fire safety, evacuation procedures and what to do in the event of a fire.

Arrangements/...

3.52 ELECTRICITY

Installations

At refuge premises, Live West Housing undertakes to ensure that all electrical installations and equipment provided by them are installed in accordance with BS7671 (formerly IEEWR - Institute of Electrical Engineering Wiring Regulations) and with Portable Appliance testing.

At Maura Place, the CEO/Services Coordinator will ensure that a registered electrician inspects and certifies that the electrical installation in the office building is in accordance with BS7671. The Electrical Installation Certificate will be renewed every 5 years.

- 3.53 The Refuge Manager/Housekeeper ensures that Portable Appliance Testing (PAT) takes place for LiveWest equipment and WCWA equipment and keeps a record of items tested. At Maura Place, the Services Coordinator ensures that Portable Appliance Testing takes place for WCWAid equipment and keeps a record of items tested.
- 3.54 Service Users will be informed by Project Workers or Refuge Manager prior to arriving at the Refuge that all electrical items will be inspected for safety and those items over twelve months old or in an unsafe condition will require a Portable Appliance Test to be undertaken at the Service Users expense prior to use.
- 3.55 All service users must report any defects of electrical equipment to Refuge Manager/Project Workers immediately, this includes loose plugs/wiring; cracked casings; burn marks on the item; cut or rubbed wiring; smoke or smell coming from the item. (Item must be taken out of use – see 3.4 above, Safe Use of Premises and Equipment.) All staff must visually check electrical items prior to use and report any defects to CEO/Refuge Manager/Executive Assistant/Refuge Housekeeper.
- 3.56 Only qualified electricians or ‘electrically competent persons’ (legal definition) may undertake repairs to electrical equipment.
- 3.57 GAS  
Installations  
At refuge premises, LiveWest undertake to ensure that all gas installations and equipment provided by them are installed in accordance with gas regulations and will arrange the Annual Landlords Gas Safety Record.  
Finance Manager will arrange and facilitate access to meters at Maura Place, with support from Services Coordinator/Finance Assistant.
- 3.58 WCWAid ensure that all gas installations comply with gas installation regulations and any new Installations at DCH premises are notified to Live West prior to installation.
- 3.59 WATER MANAGEMENT (CONTROL OF LEGIONNAIRE’S DISEASE)  
WCWAid will ensure that the legislation surrounding water management, as detailed in the CoSHH Regulations and Approved Code of Practice L8, are fully complied with.
- 3.60 At refuge premises, LiveWest undertake a yearly Water Hygiene Risk Assessment, which includes inspection of cold water storage tanks and hot water heaters, inspection of water outlets, water sampling and temperature recording.  
Should a room be vacant for a week or more, the Housekeeper is responsible for running the shower and taps and flushing the lavatory on a weekly basis.
- 3.61 At Maura Place, a yearly Water Hygiene Risk Assessment is arranged by the Services Coordinator and undertaken by an external contractor. This includes inspection of hot

water heaters, inspection of water outlets, water sampling and temperature recording. The hot and cold water taps are temperature checked on a monthly basis by the Services Coordinator. Should Maura Place be closed for a week or more, the Services Coordinator is responsible for running the taps and flushing the lavatories on return to the building.

### 3.62 USE OF COMPUTERS

Employees whose work regularly includes significant (daily, for continuous periods of an hour or more) use of DSE (display screen equipment), will be provided with appropriate training and have their workstation risk assessed. Eye tests will be provided to employees who are DSE users, and glasses will be provided if the employee needs them for DSE use only. All other employees are encouraged to have regular eye tests.

Arrangements/...

### 3.63 MANUAL HANDLING

Manual Handling is an activity which involves lifting, carrying, pushing, pulling or in any way moving a load using bodily force. No employee or volunteer is to move any item if they consider that it could harm their health to do so; and no staff member is to *instruct* any one to move any item which could harm their health; (this includes the moving of Service Users Items).

### 3.64 WORK AT HEIGHT

Work at Height is any height which is off the ground, or below ground level.

No staff are to work at height unless they have been instructed in the safe use of step ladders and the situation has been risk assessed. Staff must follow the Ladder Safety

Procedure, based on [LA455-Safe-Use-of-Ladders-and-Stepladders-A-brief-guide.pdf](#)  
[\(\[ladderassociation.org.uk\]\(http://ladderassociation.org.uk\)\)](http://ladderassociation.org.uk)

### 3.65 TRANSPORT

All legislation must be followed in relation to the use of vehicles, road traffic safety and the carrying of passengers.

3.66 Any employee or volunteer using their own vehicle for WCWA purposes must ensure that:

- a. The vehicle has a current M.O.T. Certificate
- b. The vehicle is in good roadworthy condition
- c. The vehicle is taxed

d. The individual's vehicle Insurance Company has been informed of the 'work use'

3.63 Use of Service Users Vehicles

WCWAid must not *rely* upon Service Users to use their vehicles for the transportation of other Service Users or Staff. WCWAid will support service users to arrange alternative transport. However, Service Users are at liberty to make their own arrangements for transportation between themselves only.

3.67 Child Safety Seats

Safe use of/and installation of car restraints, child seats and booster seats must be followed. The Children's Workers are responsible for regularly checking the safety of the seats and for their safe use, instructing all those using the seats on their safe use and installation. WCWAid will not accept or use second-hand car seats.

Arrangements/...

3.68 Use of Mobile 'Phones

No employee or volunteer must use their mobile phone whilst driving; it is against the law, they must 'pull over' to a safe area if they choose to make or answer a call. We do not encourage the use of hands-free as we recognise this may also impact the driver's concentration. However, we appreciate that in an emergency it may be used. No member of staff is to contact any other member of staff or Service Users whilst it is known that there is a likelihood that they are driving, unless there is a pre-arranged signal agreement that the driver will not answer the call or listen to the message whilst driving.

3.69 SECURITY

All employees and volunteers must take responsibility for following 'locking up' procedures for their workplace; also for locking doors and windows which they have opened during the course of their shift.

3.70 LONE WORKING

All employees and volunteers must comply with the Lone Working Policy (See Lone Working Policy).

3.71 MONITORING

To check that WCWAid working conditions, and ensure safe working practices are being followed, WCWAid will:

- a. Revise working practices, procedures and risk assessments regularly and as necessary
- b. Review all policies on an annual or 3 yearly basis, when the need arises (i.e. change in work practices) or when required by legislative changes, whichever is the soonest

- c. Undertake regular premises and equipment checks
- d. Investigate all significant accidents and incidents

3.72 Accident Investigation

The CEO or Refuge Manager will carry out an investigation into the accident/incident and take necessary action to prevent recurrence. No alteration to the site of the accident should be undertaken (other than in the interests of safety to prevent further accident).

3.73 The CEO and Refuge Manager are responsible for acting on investigation findings to prevent recurrence.

3.74 A copy of the accident investigation report will go to the CEO

3.75 Work Related Causes of Sickness Absences

The CEO is responsible for investigating work related causes of sickness absences. The CEO and Trustees are responsible for acting on investigation findings to prevent recurrence. All staff must undertake a Return to Work interview with their line manager after any period of absence due to sickness.

Arrangements/...

3.76 REVIEW

This Health and Safety Policy will be reviewed annually, when the need arises or when required by legislative changes, whichever is the soonest.

Procedures and policies referred to in this policy:

- Disciplinary and Dismissal Process Policy
- Lone Working Policy
- Refuge Emergency Procedures
- Fire Action Procedure
- Entry Procedures
- Smoke-free Policy

Document Control	
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Appendix A to Health and Safety Policy

Appointed First Aiders:

*House M & T*

Jemma Carter

Emergency First Aid at Work



Supporting  
women and children  
in West Cornwall

Marie Wright	Paediatric First Aid
Lowenna Grandy	Paediatric First Aid
Leigh Guy	Paediatric Early Years First Aid
Bev Gilbert	Emergency First Aid at Work
Ruth Matthews	Emergency First Aid at Work
Liz Adams	Emergency First Aid at Work
Joe Curtis	Emergency First Aid at Work
Andrea Cornish	Emergency First Aid at Work
Samantha Jenner	Emergency First Aid at Work

*Out of Hours*

Bev Gilbert	Emergency First Aid at Work
Hayley Richards	Emergency First Aid at Work
Michelle Cowie	Emergency First Aid at Work

*Maura Place*

Rhiannon Jones	Emergency First Aid at Work
Claire Harrison	Emergency First Aid at Work
Hayley Richards	Emergency First Aid at Work
Janice Allinson	Emergency First Aid at Work
Jessica Angove	Emergency First Aid at Work
Rachael Eva	Emergency First Aid at Work
Sigrid Strohlein-Hawken	Emergency First Aid at Work



Appendix B to Health and Safety Policy

Fire Action Plan – Maura Place

## FIRE ACTION

ON DISCOVERING A FIRE

RAISE ALARM:

BY BREAKING GLASS ON FIRE ALARM  
Situating ground floor corridor by front door  
First floor corridor at top of stairs  
Second floor corridor at top of stairs and  
manager's office

DIAL 999 FOR FIRE BRIGADE  
ATTACK FIRE IF POSSIBLE  
USING APPLIANCE PROVIDED

ONLY if trained and/or confident to do so

ON HEARING THE FIRE ALARM

LEAVE THE BUILDING

BY STAIRCASE AND FRONT DOOR  
BY FIRE EXIT FROM FIRST AND SECOND FLOOR

CLOSE ALL WINDOWS AND DOORS  
BEHIND YOU

REPORT TO ASSEMBLY POINT

OUTSIDE CLARKS SHOE SHOP

NOTIFY 'Cash for Clutter' ON THE GROUND FLOOR

Do not collect your belongings

Do not take risks

Do not return to the building until you are authorised to do so.

IF YOU ARE TRAPPED BY FIRE

- Close the door and block any gaps which might let smoke or fumes through.
- Open the window and shout for help so that the Fire Brigade know that you are there. If necessary break the glass.
- Wait for the Fire Brigade to rescue you.

IN CASE OF FALSE ALARM

If the Fire Alarm is activated, the Fire Brigade must be called out (Dial 999), even if you believe it to be a false alarm.



Supporting  
women and children  
in West Cornwall

## FIRE ACTION

**RAISE ALARM:**

**BY BREAKING GLASS ON FIRE  
ALARM**

Situated: Ground Floor - mid corridor  
First Floor - mid landing  
Top Floor - mid landing

**DIAL 999 FOR FIRE BRIGADE**

**ATTACK FIRE IF POSSIBLE  
USING APPLIANCE PROVIDED**

ONLY if trained and/or confident to do so

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### ON HEARING THE FIRE ALARM

**LEAVE THE BUILDING:**

**BY STAIRCASE AND FRONT DOOR**

**CLOSE ALL DOORS BEHIND YOU**

**REPORT TO ASSEMBLY POINT:**

**FRONT GATE ON PAVEMENT**

Do not collect your belongings  
Do not take risks  
Do not return to the building until authorised to do so

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### IF YOU ARE TRAPPED BY FIRE

- **Close the door and block any gaps which might let smoke or fumes through** (The Rooms have Fire Doors, which will automatically seal and hold back fire for at least 1 hour).
- **Open the window and shout for help so that the Fire Brigade know that you are there.** If necessary break the glass.
- **Wait for the Fire Brigade to rescue you.**

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### IN CASE OF FALSE ALARM

If the Fire Alarm is activated, the Fire Brigade must be called out (Dial 999), even if you believe it to be a false alarm. WCWA Staff must be notified.