



Volunteer Handbook

Green and Blue Space (Student's Union)

Sustainability Development Coordinator
UNIVERSITY OF STIRLING STUDENTS' UNION

VOLUNTEER HANDBOOK

Firstly, welcome to the Green & Blue team and thank you for volunteering your time and skills to be part of our projects.

Please take the time to read this handbook thoroughly. Don't hesitate to ask if you don't understand something, or if you find the print too small to read, as there are a number of policies that are important for the health, safety and general wellbeing of yourself and others you will be volunteering with.

We recognise there may be specific terminology and language that may be new to you. Please feel free to ask for further explanation on anything at all.



Welcome to the Dream Team!



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ABOUT THE GREEN & BLUE SPACE

HISTORY AND IMPACT:

The Green & Blue Space is the Students' Union's national award-winning sustainability hub, leading on sustainability campaigns, skills development and projects at the University of Stirling.

The "Hub" was created in 2013/14 after the Students' Union successfully applied to the Climate Challenge Fund (Scottish Government Funding). Since then we have achieved some great things:

- Reused/recycled upward of 37 tonnes of student donations through our Fair Share project since 2013, this has saved over 600 tonnes of carbon dioxide equivalent being released into the atmosphere;
- Ran an Interhall Energy competition, which saved over 25 tonnes of carbon dioxide emissions and generated £1,000 in accommodation community funding and £4,822 of funding to be reinvested in to LED lighting;
- Created The Food Hive – a low/zero waste organic food shop on campus with a veg bag delivery scheme;
- Established a student community garden and orchard with a polytunnel and greenhouse;
- Ensured that all campus residences have food composting bins and food waste collections;
- Introduced a campus-wide 20p disposable coffee cup charge, increasing use of reusable cups from 3% to 30% in one year;
- Successfully lobbying the University to fully divest from fossil fuels and armaments;
- Successfully working with the Careers Service at the University to develop an Ethical Careers Policy;
- Received £23,211 from Cycling Scotland to purchase 120 new sheltered bike spaces for on campus;
- Helped our Hedgehog Friendly Campus team achieve their Bronze and Silver Award;
- And many more!

WHERE ARE WE GOING?

The Union has its Sustainability Policy with ambitious goals around 5 key areas of work:

- | | |
|--|---|
| 1) Embedding sustainability within the Union | 3) Embedding sustainability in the curriculum |
| 2) Campaigning for sustainability | 4) Improving sustainable travel |

- 5) Minimising our environmental footprint

THE “HUB”

The Hub refers to the physical space located just off the Atrium and consists of a number of different elements:

1. **The Fair Share** - this is the area where “processed” donations are displayed for anyone to buy. There may be a particular theme at specific times, for example, our Pop-Up Shop during Welcome Week or gifts and decorations ahead of Christmas.
2. **Our Project/Workshop Space** - the large table allows people to come and take part in a creative workshops, complete university academic work or relax with their lunch.
3. **The Food Hive** - our wee food co-op where people can bring their own container to refill with a selection of organic dry goods and ecologically friendly cleaning products.
4. **Storage area** - processed donations are stored here, awaiting their release on their journey to find a new home. Check to see what the theme is in the Fair Share before any restocking.
5. **Volunteer Kitchen** - there are a kettle and sink which you are welcome to use, just make sure you clean up after yourself.
6. **Bathroom** - just the basics I’m afraid. No whirlpool Jacuzzi here.
7. **Fire exits** - the approach must remain clear at all times, to allow for easy access in case of emergency.

The Green & Blue Space is open daily from 11am to 5pm during semester dates by our student staff. The back is a communal area, used by many volunteers, visitors and staff alike. We ask is to respect one another and leaving it the way you would like it to be found.

OTHER GREEN & BLUE SPACES:

The Green & Blue Space includes other projects outside of our Hub. These include:

1. **The Community Garden** – This is a wonderful space where students meet weekly (even during the summer break!) to get involved in community food growing

gardening with a strong permaculture approach. This is located near Sports Pavillion and Alexander Court Student Accommodation.

2. **The Community Orchard** – Our community Orchard is a space which contains different varieties of apple trees and even plumb trees! It is located next to the Creative Cottage.
3. **Our Wildflower Meadow** – Our Wildflower Meadow is a new project started in 2024 which aims to develop a wildflower area on campus for pollinators to benefit from. This project is being co-lead by On the Verge, a community wildflower development organisation.

The Green & Blue Space also heavily supports the **Community Food Initiative** which is a project set up in 2022/23 and aims to alliviate food poverty and financial stress, whilst encouraging food sustainability and waste reduction. It provides students with weekly free food.

OUR GREEN & BLUE STAFF:

Our Green & Blue Space is staffed by our wonderful student part-time staff who comprise our Hub Team and among other responsibilities they take care of our Food Hive and Fair Share projects. Below is a quick description of our Hub Team roles:

- **Hub Team - Fair Share and Food Hive**

Hub Supervisor x1: in addition to the responsibilities outlined below for hub assistants, the Hub Supervisor is responsible for the coordination of hub activities including sorting of incoming donations, facilitating stock movement from units to the hub, delivering Atrium stall events, providing support for hub assistants and promoting shift sign-ups, and ensuring healthy and safety regulations are adhered to at all times. The Sustainability Development Coordinator and hub supervisor shall meet on a monthly basis to discuss hub activity, upcoming activities and any arising issues.

For more information view the full job description here: [Job Description - Green and Blue Space Shop Supervisor .docx](#)

Hub Assistant x3: hub assistants shall ensure the smooth running of The Fair Share and The Food Hive in the hub space. Responsibilities include ensuring that opening and closing tasks are completed, that priority tasks identified on the whiteboard are completed, maintaining a high standard of customer service (greeting, providing assistance, advertising The Food Hive benefits), facilitating stock movement and communicating issues within an appropriate timeframe to hub supervisor and/or the Sustainability Development Coordinator. Hub Assistants shall ensure healthy and safety regulations are adhered to at all times. If a Hub Assistant is unable to fulfil a shift they will notify the Hub Supervisor or Sustainability Coordinator at the earliest opportunity.

For more information view the full job description here: [Job Description - Green and Blue Space Shop Assistant.docx](#)

WHY VOLUNTEER?

There are many reasons why you might wish to volunteer. To:

Help make a difference: Sustainable development and the environment need our care and protection, now more than ever. By volunteering with the Green & Blue Space, you are contributing to the greater good of helping to look after our wonderful planet.

Use your time wisely: Whatever time you are able to devote to volunteering will be greatly appreciated and we will work collaboratively to ensure you get the most out of your experience.

Meet new people: The Green & Blue Space is a great place to meet people from all backgrounds with common goals and values and to share stories and experiences from around the globe.

Learn new skills: Whether you want to build on the skills you already have, learn something new or share your talents with others, we can help you achieve your goals in a variety of ways.

Enhance your employability: Voluntary work shows potential employers that you are dedicated to give up your own time and are willing to go the extra mile to make things happen. By volunteering with us you can apply for the Green Leaf award and after you've spent 10 hours with us, we will be happy to write a reference to help you in your future career.

Have fun! Whatever you enjoy doing and wherever your skills lie, we have an opportunity to suit. The Green & Blue Space is a positive response to sustainable development issues, so although we believe it important to understand what is happening around us, we like to emphasize the solution rather than linger on the doom and gloom.

VOLUNTEERING ROLES

Green & Blue Space Structure



Our volunteering program offers various roles based on the level of commitment you can provide. Here's how you can get involved:

Lead Volunteers

Time Commitment: At least 1-2 hours per week.

- **Responsibilities:**
 - Lead team activities and coordinate with the Green & Blue Space.
 - Attend Green & Blue Space team sessions.
 - Work with and support ad hoc volunteers.
- **Ideal For:** Individuals who can dedicate regular time and take on leadership responsibilities.

Ad Hoc Volunteers

- **Time Commitment:** Flexible, join as and when you can.
- **Responsibilities:**
 - Participate in various activities and events organised by the Green & Blue Space.
 - Support lead volunteers and contribute to specific projects.
- **Ideal For:** Individuals who prefer a flexible volunteering schedule without a regular time commitment.

By offering these tiered roles, we aim to accommodate different levels of availability and interest, ensuring everyone can contribute in a way that suits them best. Join us in making a positive impact for our community and planet!

Volunteer Role Descriptions – which would you like to do?

Please note there is the potential to volunteer in a number of roles listed below, and we always welcome ideas for new volunteering roles.

- **Community Garden Team:**

Garden Leads x3: Garden leads will be responsible for the delivery of garden activity sessions. This includes responsibility for the delivery of priority garden activities identified by the head gardener and the session leaders, ensure healthy and safety regulations are adhered to at all times, and communicate planned garden session to the communications team for advertisement.

- **Main Activities** – Organise, plan and run one additional Gardening Session in addition to the Wednesday sessions. One Garden Lead should support on the Wednesday sessions if possible.

Garden Volunteers: In this role garden volunteers shall support the development and maintenance of the garden area on an ad hoc basis. Working with garden leads and the head gardener, garden members will work on identified garden activities and projects. Garden members shall ensure healthy and safety regulations are adhered to at all times.

- **Communications Team:**

Communications Leads x3: This role ensures that there are regular updates of GBS activities, including: regular informational posts; campaign updates; Food Hive and Fair Share content; and garden updates.

Media Leads will have access to the Green and Blue Space Email and Social Media accounts.

This role is also responsible to develop an annual video showcasing the Green and Blue Space's activities and project. These will be used to support celebrate activities, volunteer recruitment and award submissions.

They will also work closely with the other GBS teams to design and write a monthly newsletter.

- **Main Activities** - Create a weekly G&B social media post (informational, campaign related, activity related, etc...). Write a monthly G&B Space Newsletter collating information from other teams.

Communications Volunteers: In this role communications volunteers shall support the research, write-up and design of Green & Blue Space information posts and newsletters on an ad hoc basis. Working with communications leads and the Sustainability Development Coordinator, communications volunteers will work on identified activities and projects.

- **Events Team:**

Event Leads x3: Event leads will be responsible for the planning and delivery of defined events or workshops, have responsibility for delegating tasks and be supported, where appropriate, by the Sustainability Development Coordinator.

Event leads shall ensure that events and workshops have clear aims and objectives, are adequately resourced and they have identified what needs to be in place to make the event or workshop a success.

These aspects should be communicated to the Sustainability Development Coordinator and the Communications Team.

Event leads shall ensure healthy and safety regulations are adhered to at all times. The event leads shall provide the communications team with a round-up of activities for the Green and Blue Space Instagram and Newsletter.

- **Main Activities** – Organise, plan and run one activity (e.g. event, workshop, campaign related activity) fortnightly.

Event Volunteers: In this role event volunteers shall support the event lead in the delivery of a defined event or workshop on an ad hoc. The level of engagement with the project shall be decided upon between the event volunteer and the event lead. Event volunteers shall ensure healthy and safety regulations are adhered to at all times.

- **Hub Team - Fair Share and Food Hive**

Hub Volunteers: In this role hub volunteers shall assist in the smooth running of The Fair Share and The Food Hive in the hub space on an ad hoc basis. Responsibilities include assisting with priority tasks identified on the whiteboard are completed, maintaining a high standard of customer service (greeting, providing assistance, advertising The Food Hive benefits), facilitating stock movement and communicating issues within an appropriate timeframe to hub supervisor, hub assistants and/or the Sustainability Development Coordinator. Hub volunteers shall ensure healthy and safety regulations are adhered to at all times. Hub volunteers will also participate in the Big Spring and Winter Clean at the end of the Spring and Autumn academic semesters. They will assist in collecting, weighing and sorting donations from the student accommodations and at the Green & Blue Space.

VOLUNTEER INDUCTION CHECKLIST – NAME:

This checklist is just to make sure that you are aware of the core information needed to volunteer with the Green and Blue Space, and for Union staff members to know you've been trained up! During your volunteer induction we will go through this checklist with you.

The role you applied for is:

Please go through the list below. When you can confidently tick all boxes, we believe your induction is complete. Anything been missed? Just ask a staff member! We're here to help.

	Done	Date
I have been introduced to the G&BS, its goals, values and future plans		
I understand the role of the staff members I will engage with		
I understand the democratic structure of the Union and how decisions are made		
I have read and understood the Volunteering and ED&I Policy		
I have been introduced to other volunteers, where possible		
I have received a tour of where I will be volunteering, and an introduction to the space with regard to facilities and accessibility		
I have been talked through my volunteer role and know what is expected of me and what I should expect in return		
I have discussed any concerns, fears or anxieties about my volunteering		
I understand what training I may receive, the commitment required and the timescale for my volunteering in this role		
I have agreed on the support I require and know what is available to me		
I understand the boundaries of my role and how staff members can support me if any problems arise		
I have discussed the volunteer agreement with a member of staff		
I have been provided with any equipment or clothing I require, if applicable.		
I understand which Union policies I must adhere to		
I am familiar with how my volunteering can be recognised and recorded		
I know who to contact during emergencies		
I am familiar with the health & safety requirements of my role, including fire exits, accidents and first aid. I understand I am responsible for my own health and safety		

If you have any questions, you can also speak to your nominated staff member and if at any point you need to talk about your time with us here, you can do so confidentially with:

- Gabi Brame, Sustainability Development Co-ordinator – gabi.brame@stir.ac.uk
- Jordyn Austin, Activities and Volunteer Co-ordinator – Jordyn.austin@stir.ac.uk
- Kirstin McMullan, Green & Blue Hub Supervisor – kfm00007@students.stir.ac.uk
- Jeremy Harvey, Student Voice Manager – Jeremy.harvey@stir.ac.uk

I hereby confirm that I have understood the contents of this induction and agree to all expectations outlined above.

Signature:

Date:

OVERARCHING STUDENT UNION POLICIES

1) STIRLING STUDENTS UNION VOLUNTEERING POLICY

The Volunteering Policy outlines the key principles, support and expectations of volunteering within the Students' Union. In addition to your specific role description which you will receive prior to commencing volunteering you must familiarise yourself with the Volunteering Policy and adhere to it at all times. The policy can be found on the Students' Union website: <https://www.stirlingstudentsunion.com/your-union/governance/>

2) STIRLING STUDENTS UNION EQUALITY, DIVERSITY AND INCLUSION POLICY

This policy is to ensure that all who engage with the Union are treated equally and with respect and dignity, and that the Union continues to provide an environment where students are supported and treated accordingly. This policy ensures that we commit ourselves to promoting equality as an employer, as a representative and campaigning body and as a provider of services, including volunteering opportunities. It is compulsory to familiarise yourself with this policy. The policy can be found on the Students' Union website: <https://www.stirlingstudentsunion.com/your-union/governance/>

3) DATA PROTECTION POLICY

Please be aware that the Union will treat your data in accordance with its privacy policy available at www.stirlingstudentsunion.com/privacy

4) SUSTAINABILITY POLICY

You can find out more about our Sustainability Policy here:

<https://www.stirlingstudentsunion.com/your-union/governance/>

If you have any questions regarding either of these policies please raise them with the Sustainability Development Coordinator or the Activities & Volunteer Coordinator or by emailing the Union at theunion@stir.ac.uk

You will be asked to complete an Equal Opportunities form in order to assist the Union in monitoring its volunteer reach. This process is optional and anonymous.

HEALTH & SAFETY PROCEDURES

For a full view of the Students' Union's Health and Safety Procedures [click here](#).

FIRST AIDERS AND FIRE PROCEDURES IN THE GREEN AND BLUE SPACE

Hub Staff must be familiarised with the fire procedures for the day that they are working in the G&B and where there is no member of Union staff present. Hub Staff have to make sure the G&B Space is evacuated safely in the event of a fire.

Gabi Brame is the nominated **first aider** for the G&B Space. Note: **Pharmacy staff are also first aid trained and the SafeZone app will also call a First Aider to your location.**

The G&B Space Hub also has a distress button under the till. Pressing this button will immediately notify the Union Office who will aid in the G&B immediately.

REPORTING ACCIDENTS AND POTENTIAL HAZARDS

Reporting systems for accidents whilst volunteering, near miss incidents, activity related ill health and a dangerous occurrence are in place. All accidents must be notified to a member of Union Staff, who will complete an accident report and notify the Operational Risk and Environmental Sustainability (OR&ES) in the University.

Accidents

If you require an ambulance:

- Call 999 and ask for an ambulance
- Be prepared to answer the following questions:
 - What is the name of the injured person?
 - Where are they?
 - What is the condition of the injured person, if known?
 - Is the person conscious?
- After you have finished the call, phone University Security on the **Emergency number: 01786 467999 (extension 7999)**. They will send a first aider and guide the ambulance to you. You can also call them using the SafeZone App.

In case of non-life threatening injuries:

- Locate your nearest first aider or call the **Non-emergency number: 01786 467003 (extension 7003)** for a first aider.

- Use the **SafeZone** App

Be prepared to answer the following questions:

- What is the name of the injured person?
- Where are they?
- What is the condition of the injured person, if known?
- Is the person conscious?

Where accidents result from a defect or maintenance issue related to the building, these should be reported immediately to 2444, Maintenance Help Line.

REPORTING HAZARDS AND NEAR MISS INCIDENTS

Hazards in the University that could significantly injure someone should be reported immediately to Security Control or Operational Risk & Environmental Sustainability. Where possible, the hazard should be made safe, but do not place yourself in danger.

Near miss incidents (incidents that could have significantly injured you or someone else) should also be reported using the University's accident reporting system – this can be found on Canvas. Also inform Union staff immediately. If the hazard remains, you should report this immediately to Security Control Room on 01786 467003 (extension 7003).

ESSENTIAL NUMBERS

For security, Fire Brigade or Police:

Dial **extension 7999** (Using an internal phone)

Dial **01786 46799** (using a mobile phone)

Security Control (Non-emergency) Dial 7003 or 01786 467003.

During normal working hours

Head of Health, Safety and Continuity - Alison Morrison	7079
University Fire Officer & Assistant Safety Adviser - John Galsworthy	6147
University Occupational Health Safety Advisory Services	7200

Reporting defects and building repairs

Non-urgent maintenance defects can be reported by emailing maint@stir.ac.uk

Property Management Help Desk	2444
Cottrell Reception	7001
Pathfoot Reception	7002

FIRE EVACUATION

Preservation of life is the primary consideration when the fire alarm is activated and there could be a fire. This should be remembered at all times and in all circumstances. Only tackle a fire with hand held extinguishers if you feel confident to do so and ensure that you have an adequate means of escape.

Action on discovering a fire

- **Activate the fire alarm** system by operating the nearest call point (break glass).
- **From an internal telephone dial 7999 (mobile: 01786 467999)** and give the location and type of fire.
- Only tackle a fire with hand held extinguishers if you feel confident to do so - you must ensure you have an adequate means of escape. **Do not take risks.** If the fire begins to get out of hand leave it to the Fire Service.
- **Leave the building** by the nearest safe exit. **Do not stop** to collect personal belongings or re-enter the building.
- **Close any doors** you pass through to contain the spread of fire.
- **Do not use lifts.**
- **Make your way to the nearest assembly point** (see location map) and await further instructions.
- **Do not re-enter the building** until you are instructed that it is safe to do so. This instruction will come from a member of the University's Security team (main buildings) or the Duty Concierge (residences).

Action on hearing the fire alarm

- **Leave the building** by the nearest safe exit. **Do not stop** to collect personal belongings.
- **Close any doors** you pass through to contain the spread of fire.
- **Do not use lifts.**
- **Make your way to the nearest assembly point** (see location map) and await further instructions.

- **Do not re-enter the building** until you are instructed that it is safe to do so. This instruction will come from a member of the University's Security team or the Duty Concierge (residences).

Assembly Points

- Assembly points are places where you should **wait during a fire evacuation**. They are clearly marked by assembly point signs. **FOLLOW THE SIGNS**
- Assembly points are located at a **safe distance from buildings**. This is to avoid congestion at exits and **enables clear access for the emergency services**.
- Please familiarise yourself with your **nearest assembly points**.
- No roll call will be taken and you can use **any assembly point**. Assembly points are also a point of communication, in particular, when it is safe to return to the building.

Space	Exit	Assembly Point
Union Shop	Airthrey Bridge Fire Exit	Link Bridge Grass
	Unit Rear Loading Bay Fire Exit	Link Bridge Grass
Green & Blue Space	Chaplaincy Fire Exit	Robbins/Haldanes Lawn
	Union Corridor Fire Exit	Robbins/Haldanes Lawn
	Unit Rear Loading Bay Fire Exit	Link Bridge Grass
2Z	Exit at Queen's Court Fire Exit	Campus Central Lochside
	Exit at front office entrance	Campus Central Lochside
	Exit at rear office exit	Campus Central Lochside
4Y	Exit at either stair end	Campus Central Lochside
Sports Centre	Exit through main office fire exits	Front of Sports Centre
Atrium Office	Union Corridor Fire Exit	Robbins/Haldanes Lawn
	Airthrey Bridge Fire Exit	Link Bridge Grass
	Unit Rear Loading Bay Fire Exit	Link Bridge Grass

Evacuation of occupants with disabilities

- Many people with a disability can evacuate from a building if given a little assistance. If you feel able to **offer assistance**, please do so.
- In some of the main buildings it is possible for someone with a disability (who is unable to vacate the building even with assistance) to carry out a **sideways evacuation**, i.e. **turn their back to the area of the fire and travel through several sets of fire doors and wait in safety for assistance**.
- Where sideways evacuation is not possible, **fire refuges** are situated and clearly marked by a green and blue pictogram with the **disabled logo** at strategic locations within the University buildings.

- Where the refuge is located at the head of a set of stairs, it is provided with a two way **communication link** with Security Control Room, and should be used to **alert security**. An evacuation chair is also sited in these areas which will be used by trained personnel should the need arise to evacuate a person from the refuge.

Note: Person(s) will only be evacuated from a refuge if the situation has the potential to put the individual at risk. Once the emergency is over, person(s) in the refuge will be notified via the communication link.

Fire refuges are located at:

- COTTRELL BUILDING: 4AU, 4AV, 4AW, 4AX, 4AY, 4AZ, 3C, 4C R G BOMONT BUILDING: Level 4 escape stair opposite room 4T32,
- Level 4 opposite lift, Level 3 opposite lift
- COLIN BELL BUILDING: Level 2 opposite room 4S49, Level 2 lift at main entrance
- IRIS MURDOCH BUILDING: Level 2 rear escape stair
- PATHFOOT BUILDING: C2
- LIBRARY: North stair Level 2, 3 & 4, South stair Level 2, 3 & 4 Central stair Level 2, 3 & 4 Library staff have a procedure to clear these refuges in the event of an alarm.

In some areas there are flashing red strobe lights integrated with the fire alarm system which will alert anyone with a hearing impairment that the fire alarm has activated.

Some areas have doors fitted with magnetic holdback to enable free movement between corridors. These doors will close automatically on the activation of the fire alarm.

Personal Emergency Evacuation Plan

The aim of a Personal Emergency Evacuation Plan (PEEP) is to provide people who cannot get themselves out of a building unaided with the necessary information to be able to manage their **escape from the building** and also to give the departments concerned the necessary information so as to ensure that the correct level of assistance is always available. Further guidance on this is available at www.she.stir.ac.uk.

Deaf and Hearing Impaired persons

Generally, most deaf people working alongside hearing colleagues/students will not require special equipment, providing they have been made aware of what to do in the event of a fire. They will be able to see and understand the behaviour of those around them.

Blind and Partially Sighted persons

Both staff and students with visual impairment should be offered **orientation training** and, where applicable, this must include familiarization on alternative ways out of the building. If a blind person uses a guide dog it is important that the dog is also given ample opportunity to learn these routes.

Fire alarm testing

Any sounding of the alarm at times other than these should be taken as a real alarm:

- Every Monday between 08:15 and 09:00 the following buildings are tested:
Colin Bell Building, Macrobert Theatre, Library, Iris Murdoch Building, Andrew Miller Building, Robbins Centre.
- Every Tuesday between 08:15 and 09:00
Alangrange Bright Beginnings Nursery, Friarscroft, Cottrell, Pathfoot, Thistle Chambers, Property Management, Main Boiler House.
- Every Wednesday between 08:30 and 09:30
Airthrey Castle and Airthrey Park Medical Centre.

OTHER EMERGENCIES

Action in the Event of a Bomb Threat

If you receive a **telephone bomb threat**:

- Let the caller finish the message without interruption.
- Note down as much information about the call and caller as possible. There is a bomb threat checklist available at: www.she.stir.ac.uk
- Be calm – listen carefully
- Try to keep the caller on the line and signal for assistance.
- Immediately after the caller hangs up call security on 7999 (from a mobile: 01786 467999) and carefully relay the information about the bomb threat.
- Retain all notes you made pertaining to the call – for Police evidence purposes.

In the rare event of a bomb or suspicious package alert, it is important that you evacuate to a clear and open space that is not a traditional fire exit assembly point.

In the rare event of a firearms or weapons attack
If you hear or suspect terrorist attack

RUN to a place of safety. This is a far better option than surrender or negotiate. If there's nowhere to go, then...

HIDE It is better to hide than confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...

TELL the police by Calling 999

Bomb Threat Checklist

This checklist is for use in the event of a telephoned bomb threat to help you **record information** effectively. Write down the exact wording of the threat: Try to ask the following questions:

- Where is the bomb right now?
- When is it set to explode?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb?
- Why?
- What is your name?
- What is your address?
- What is your telephone number?
- Time of call

Now contact **Security Control Room** on **7999** who will call the Police. Estates and Security will co-ordinate any evacuation required. The Police may ask for any additional information about the caller and bomb threat and the next part of this form will help you record this.

Additional information to record once the caller has hung up and you have called 7999.

About the caller:

- Sex: (circle) Male Female
- Nationality
- Age
- Threat language: (circle)
 - Well spoken? Irrational? Taped message?
 - Offensive? Incoherent? Message read by threat maker?
- Caller's voice: (circle)
 - Calm? Excited? Stutter? Disguised?
 - Crying? Slow? Lisp? Rapid?
 - Clearing throat? Deep? Hoarse? Laughter?
 - Angry? Familiar? Nasal? Slurred?
 - Accent?
- Were there any background noises? (circle)
 - Street Noises? House noises? Animal noises?
 - Crockery? Motors? Voices?
 - Static? PA systems? Booth?
 - Music? Factory machinery? Office machinery?
 - Other?
- Your name:

MANUAL HANDLING

What is manual handling?

The Manual Handling Operations Regulations define it as 'any **transporting or supporting of a load** (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or by bodily force'.

In effect, any activity that requires an individual to **lift, move or support a load** will be classified as a manual handling task.

What are the risks of manual handling?

Anyone involved in the moving and handling of goods and people could be at risk. Injuries and suffering can be linked to any work involving handling of loads. There are risks in handling even light loads if a repetitive task is being carried out in poor conditions. Poor ergonomics and workplace layout are a factor in many hazardous manual handling tasks.

Legal duties and obligations around manual handling

The Manual Handling Operations Regulations state that employers should adopt a hierarchy of control measures:

1. To **avoid** hazardous Manual Handling Operations so far as is reasonably practicable
2. To **assess** any hazardous Manual Handling Operation that cannot be avoided
3. To **reduce** the risk of injury so far as is reasonably practicable.

Assessing manual handling risks

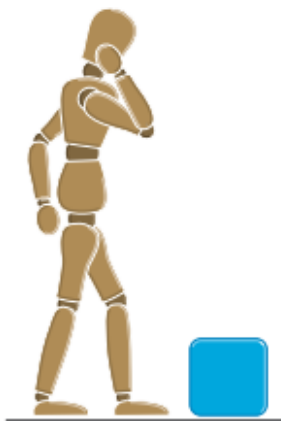
One way to assess manual handling activities is to look at four specific areas – Task, Individual, Load and Environment (easily remembered by the acronym TILE). As with any assessment, the workforce should be involved in the process, and use should be made of any relevant guidance available for particular industries.

Key factors to consider in each element are:

1. The Task Does the activity involve twisting, stooping, bending, excessive travel, pushing, pulling or precise positioning of the load, sudden movement, inadequate rest or recovery periods, team handling or seated work?
2. The Individual Does the individual require unusual strength or height for the activity, are they pregnant, disabled or suffering from a health problem. Is specialist knowledge or training required?
3. The Load Is the load heavy, unwieldy, difficult to grasp, sharp, hot, cold, difficult to grip, are the contents likely to move or shift?
4. The Environment Are there space constraints, uneven, slippery or unstable floors, variations in floor levels, extremely hot, cold or humid conditions, poor lighting, poor ventilation, gusty winds, clothing or Personal Protective Equipment that restricts movement?

Good handling technique for lifting

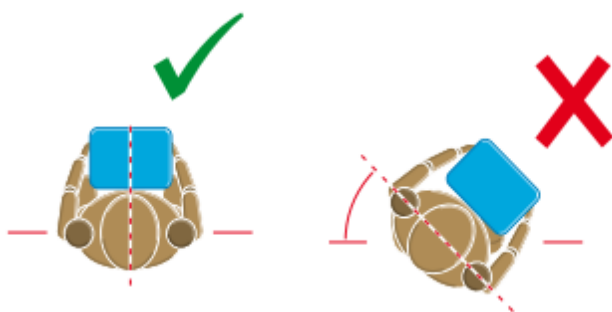
Here are some practical tips, suitable for use in training people in safe manual handling.



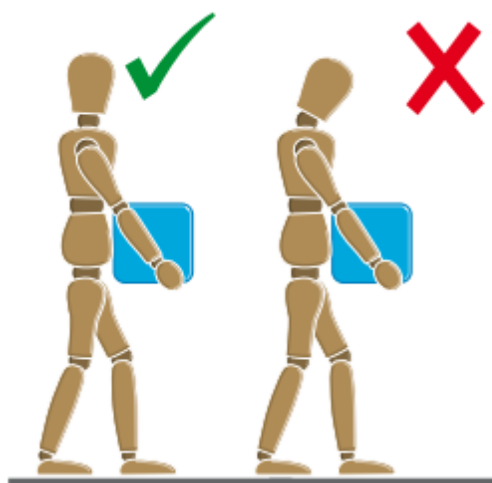
Think before lifting/handling. Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip.



Adopt a stable position. The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). The worker should be prepared to move their feet during the lift to maintain their stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.



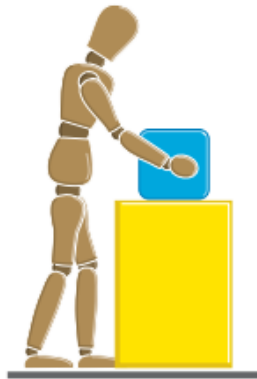
Avoid twisting the back or leaning sideways, especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.



Keep the head up when handling. Look ahead, not down at the load, once it has been held securely.

Move smoothly. The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.

Don't lift or handle more than can be easily managed. There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.



Put down, then adjust. If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

Good handling technique for pushing and pulling

Here are some practical points to remember when loads are pushed or pulled.

Handling devices. Aids such as barrows and trolleys should have handle heights that are between the shoulder and waist. Devices should be well maintained with wheels that run smoothly. The law requires that equipment is maintained. When you buy new trolleys etc, make sure they are good quality with large diameter wheels made of suitable material and with castors, bearings etc which will last with minimum maintenance. Consulting your employees and safety representatives will help, as they know what works and what doesn't.

Force. As a rough guide the amount of force that needs to be applied to move a load over a flat, level surface using a well-maintained handling aid is at least 2% of the load weight. For example, if the load weight is 400 kg, then the force needed to move the load is 8 kg. The force needed will be larger, perhaps a lot larger, if conditions are not perfect (eg wheels not in the right position or a device that is poorly maintained). The operator should try to push rather than pull when moving a load, provided they can see over it and control steering and stopping.

Slopes. Employees should get help from another worker whenever necessary, if they have to negotiate a slope or ramp, as pushing and pulling forces can be very high. For example, if a load of 400 kg is moved up a slope of 1 in 12 (about 5°), the required force is over 30 kg even in ideal conditions – good wheels and a smooth slope. This is above the guideline weight for men and well above the guideline weight for women.

Uneven surfaces. Moving an object over soft or uneven surfaces requires higher forces. On an uneven surface, the force needed to start the load moving could increase to 10% of the load weight, although this might be offset to some extent by using larger wheels. Soft ground may be even worse.

Stance and pace. To make it easier to push or pull, employees should keep their feet well away from the load and as far apart as walking speed. This will stop

General risk assessment guidelines

There is no such thing as a completely 'safe' manual handling operation. But working within the following guidelines will cut the risk and reduce the need for a more detailed assessment.

- Use Figure 1 to make a quick and easy assessment. Each box contains a guideline weight for lifting and lowering in that zone. (As you can see, the guideline weights are reduced if handling is done with arms extended, or at high or low levels, as that is where injuries are most likely to happen.)
- Observe the work activity you are assessing and compare it to the diagram. First, decide which box or boxes the lifter's hands pass through when moving the load. Then, assess the maximum weight being handled. If it is less than the figure given in the box, the operation is within the guidelines.
- If the lifter's hands enter more than one box during the operation, use the smallest weight. Use an in-between weight if the hands are close to a boundary between boxes.
- The guideline weights assume that the load is readily grasped with both hands and that the operation takes place in reasonable working conditions, with the lifter in a stable body position.

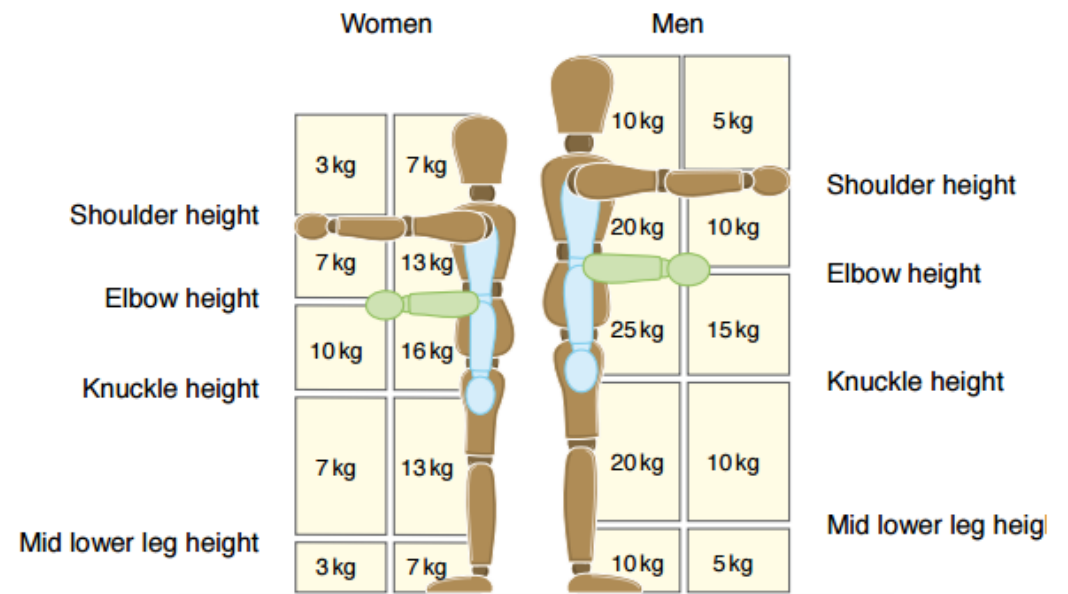


Figure 1 Lifting and lowering

Twisting

Reduce the guideline weights if the handler twists to the side during the operation. As a rough guide, reduce them by 10% if the handler twists beyond 45°, and by 20% if the handler twists beyond 90°.

Frequent lifting and lowering

The guideline weights are for infrequent operations – up to about 30 operations per hour – where the pace of work is not forced, adequate pauses to rest or use different muscles are possible, and the load is not supported by the handler for any length of time. Reduce the weights if the operation is repeated more often. As a rough guide, reduce the weights by 30% if the operation is repeated once or twice a minute, by 50% if it is repeated 5–8 times a minute, and by 80% where it is repeated more than 12 times a minute.

Pushing and pulling

The task is within the guidelines if the figures in Table 2 are not exceeded:

Table 2

	Men	Women
Force to stop or start the load	20 kg	15 kg
Sustained force to keep the load in motion	10 kg	7 kg

See 'Good handling technique for pushing and pulling' for some examples of forces required to push or pull loads.

Using the results: Do I need to make a more detailed assessment?

Using Figure 1 is a first step. If it shows the manual handling is within the guideline figures (bearing in mind the reduced limits for twisting and frequent lifts) you do not need to do any more in most cases. But you will need to make a more detailed assessment if:

- the conditions given for using the guidelines (eg that the load can be readily grasped with both hands) are not met;
- the person doing the lifting has reduced capacity, eg through ill health or pregnancy;
- the handling operation must take place with the hands beyond the boxes in the diagram; or
- the guideline figures in the diagram are exceeded.

For pushing and pulling, you should make a more detailed assessment if:

- there are extra risk factors like uneven floors or constricted spaces;
- the worker can't push or pull the load with their hands between knuckle and shoulder height;
- the load has to be moved for more than about 20 m without a break; or
- the guideline figures in Table 2 are likely to be exceeded.

See the HSE guidance *Manual handling* (see 'Further reading') for more advice on how to make a more detailed assessment.

HSE has also developed a tool called the Manual Handling Assessment Chart (MAC), to help you assess the most common risk factors in lifting, carrying and team handling. You may find the MAC useful to help identify high-risk manual handling operations and to help complete detailed risk assessments. It can be downloaded from www.hse.gov.uk/msd.

Does this mean I mustn't exceed the guidelines?

No. The risk assessment guidelines are not 'safe limits' for lifting. But work outside the guidelines is likely to increase the risk of injury, so you should examine the task closely for possible improvements. You should remember that you must make the work less demanding, if it is reasonably practicable to do so.

Your main duty is to avoid lifting operations that have a risk of injury. Where it is not practicable to do this, assess each lifting operation and reduce the risk of injury to the lowest level reasonably practicable. Look carefully at higher risk operations to make sure they have been properly assessed.

APPENDIX 1 – STUDENT UNION STRUCTURE AND STAFF CONTACT DETAILS

