
Quality, Health, Safety, Environmental & Energy Manual:

Document No:SM-19

First Aid

Purpose

The purpose of this procedure is to establish the arrangements for the provision of first aid within TMHUK and to ensure that appropriate first aid facilities, equipment, trained personnel and emergency response arrangements are available to protect employees, contractors, visitors and other persons who may be affected by the Company's activities.

This procedure defines the requirements for first aid risk assessment, first aid provision, training, equipment, treatment recording and the management of medical emergencies.

2. Scope

This procedure applies to all TMHUK locations, activities, employees, agency workers, contractors and visitors.

It covers the assessment of first aid requirements, provision of first aid facilities and equipment, appointment and training of First Aiders, management of medical emergencies, maintenance of first aid records and the inspection and management of first aid equipment, including Automated External Defibrillators (AEDs).

Detailed responsibilities are defined within SM-05-03-2026 - Responsibilities.

3. Arrangements

The Centre Responsible Director will have the responsibility for ensuring that all arrangements under this procedure are in place and implemented. This will be supported by the QHS team.

Arrangements should be made to ensure that all persons on the premises are aware of what measures have been taken for the provision of first-aid treatment.

This information should be displayed and be included on any induction training course.

4. Risk Assessment

- All centres must conduct a first-aid risk assessment using form Q100.
- The results of these assessments will allow adequate and suitable arrangements to be made in respect of first-aid facilities.
- Full notice should be taken of any other relevant assessments conducted e.g. those undertaken for the Control of Substances Hazardous to Health (COSHH).
- The First Aid Risk Assessment shall consider vulnerable persons, lone workers, expectant mothers and persons with known medical conditions where appropriate
- Risk assessments conducted to date have revealed no extraordinary hazards or risks requiring company first-aiders to under-go special, hazard specific, first-aid training.

5. Minimum Requirement

- Each Centre should have at least one qualified first-aider and not less than one for every 50 employees.
- Where shift working is practised a first-aider or an "appointed person" must always be in attendance.
- The provision of an "appointed person" should not be considered as a permanent alternative to a qualified first-aider. However an "appointed person" may be suitable where the location and nature of work involved has no specific hazards and the number of employees is small.
- Any centre operating a workshop (even if not full time) must provide a qualified first-aider or make suitable alternative arrangements for the provision of first-aid.

6. Centre First Aiders

- Centre First Aiders shall be trained and qualified through a training provider approved by the QHS Team.
- First Aid certificates are valid for three years and require requalification at the end of this period. In addition, TMHUK requires all appointed First Aiders to complete annual refresher training to maintain competence. Team Leaders are responsible for ensuring refresher and requalification training is arranged as required.
- First Aid training shall be coordinated through the Training Coordinator, who shall ensure training records are maintained in accordance with the Records section of this procedure.
- Trained First Aiders shall provide first aid assistance to employees and visitors as required and shall work within the limits of their competence and training, seeking professional medical assistance where necessary.
- TMHUK appointed First Aiders shall receive an annual allowance in accordance with Company arrangements, payable following confirmation of continued qualification through refresher or requalification training.
- Medical emergencies requiring evacuation or emergency services assistance shall be managed in accordance with applicable site emergency arrangements.
- Advice on general first aid matters may be sought from an appropriate occupational health provider or the Health and Safety Executive (HSE) advisory services where available.

7. First-aid Records

- All cases where first aid treatment is administered shall be recorded on Form Q042 - First Aid Treatment/Injury Record.
- The record shall include details of the injury or illness, treatment provided and any advice given, including referrals to external medical services where applicable.
- First Aid records shall be retained in accordance with the Records section of this procedure.

8. Appointed Persons

- In situations where the trained first-aider is absent due to exceptional and temporary circumstances it is acceptable to appoint a person to take charge of:-
 - Any situation where an injured or sick person requires attention from a medical practitioner or nurse;
 - Any first-aid equipment or facilities.
- An "appointed person" should not give any first-aid treatment other than emergency first-aid and then only if specifically trained in these procedures, but should be responsible for arranging professional assistance.
- Foreseeable absences of first-aiders, such as planned annual leave, are not considered 'exceptional and temporary circumstances' during which the substitution for a first-aider by an appointed person is justified.

9. Equipment and Facilities

- First-aid boxes should provide adequate protection for the contents and be clearly marked with a white cross on a green background. They should contain sufficient quantities of suitable first-aid materials and nothing else.
- The Quality, Health, Safety & Environmental (QHS) Manager will advise responsible managers, including the Parts Manager, of any changes initiated by the HSE, to the recommended contents list.
- Complete boxes and most, if not all, of the component parts are available from the Parts Department at Leicester. The stores should be the preferred supplier in all cases.

10. First-aid Room

- Where identified by the First Aid Needs Assessment, centres shall provide suitable first aid accommodation
- If any Centre provides a first-aid room it must comply with certain basic requirements. Please refer to the QHSE Team for further advice on this subject.

11. Defibrillation Equipment

- Defibrillation equipment has been installed at all TMHUK Centres. First aiders are trained accordingly in its use.
- The Centre Responsible Manager shall ensure AED inspections are completed at the required frequency and recorded

12. Centres and Resident Sites

There is no mandatory list of items to be included in a first-aid container. The decision on what to provide will be influenced by the findings of the first-aid needs assessment.

As a guide, where work activities involve low hazards, the **minimum** quantities of first-aid items are:

Date of Issue: October 2026	Page 3 of 5	Revision 6
------------------------------------	--------------------	-------------------

- a leaflet giving general guidance on first aid (for example, HSE's leaflet *Basic advice on first aid at work*);
- individually wrapped sterile plasters (assorted sizes), appropriate to the type of work (hypoallergenic plasters can be provided if necessary);
- sterile eye pads;
- individually wrapped triangular bandages, preferably sterile;
- safety pins;
- one large sterile individually wrapped unmedicated wound dressings;
- four medium-sized sterile individually wrapped unmedicated wound dressings;
- disposable gloves.

All centres will provide at least one first-aid box and may, if required, equip each qualified first-aider with their "own" first-aid box.

Where first-aid boxes cater for workshops, full consideration should be given to any hazards that may require additional facilities or equipment. For instance where no mains tap water is readily available, larger eg.500ml containers of sterile water or sterile saline solution may be appropriate.

All centres are required to provide suitable provision for the disposal of blood soaked bandages etc. The preferred route will be via a contracted hygiene services company. It is the responsibility of the person administering any first-aid to ensure that all such waste is disposed of appropriately.

First aiders are responsible for replenishing any used items as soon after use as is practicable.

13. Field Service Personnel Company Vehicles

All Field Service company vehicles will carry a 'first-aid kit'. There is no mandatory list of items to be included in first-aid kits for travelling workers. The kit provided will meet or exceed the minimum requirement specified by the Health and Safety Executive.

Below are the **Minimum** quantities that should always be available.

- a leaflet giving general guidance on first aid;
- 5 x individually wrapped sterile plasters (hypoallergenic plasters can be provided, if necessary);
- 1 x individually wrapped triangular bandages;
- 1 x sterile un-medicated dressing;
- 1 x self adhesive dressing;
- 1 x sterile burn dressings;
- 1 x foil blanket;
- 1 x resuscitation aid;
- 5 x individually wrapped moist cleansing wipes;
- 2 x disposable gloves;

- 5 x eye wash phials (20ml).

The kit and its constituent parts are available by part number from Leicester stores.

14. Resident Sites

- All sites must be provided with at least one first-aid kit.
- Full consideration should be given to any hazards that may require additional facilities or equipment. For instance where no mains tap water is readily available, larger, eg.500ml, containers of sterile water or sterile saline solution may be appropriate.
- Each site should have an appointed 'first-aid kit' holder who will be responsible for replenishing any used items as soon after use as is practicable.

15. Records

- The QHS Department maintains a companywide record of all training delivered including that delivered by external bodies. Statutory retention period of training certificates: 7 years after employment.
- Records of Risk Assessments will be maintained in accordance with Procedure SM-21
- All completed Q042 forms are to be sent to HR admin and QHSE Team to hold on file.
- First Aiders are not necessarily accident book holders, the person suffering an injury at work must ensure that such accidents are reported to the appointed accident book holder, see SM-11.
- Practising First Aider's are required to maintain either their presentation certificates or the licence style record of qualification available for viewing without prior notice to persons justified in requesting sight of such documents e.g. an auditor or a representative of the HSE or Local Authority.