



Hanover (Scotland) Housing Association

Health & Safety Policy

Summary of Distribution:

Manual No.	Location
MASTER-1	HR Section
COPY - 2	East Area Office
COPY - 3	North Area Office
COPY - 4	West Area Office
ELECTRONIC VERSION OF MANUAL	
HSOA intranet > The Hub	All staff

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1. Introduction

In compliance with the requirement of Section 2 of the Health and Safety at Work Act 1974, Hanover (Scotland) Housing Association (the Association) is effectively discharging their statutory duties by preparing a written Health and Safety Policy. A copy of the policy and associated documentation, which outline our health and safety arrangements and organisational structure, are held on the Associations intranet (the Hub).

The Association is aware that in order to ensure the health and safety policy is maintained effectively; it is essential that all policies and information are up-to-date and accurate. Should any changes occur within the business e.g. introduction of new processes or systems etc. or, if changes occur that impact on the organisation of health and safety responsibilities, this will be updated by the Health, Safety and Wellbeing Manager.

The Health and Safety policy will be constantly monitored by management and reviewed at the time of annual inspection. In addition, arrangements within the policy will be reviewed if accident trends or the findings of any management inspections raise concerns.

In order for the Association to discharge its statutory duties, employees are required by law, to co-operate with management in all matters concerning the health, safety and welfare of themselves and any other person who may be affected by their acts or omissions whilst at work. The Association encourages all employees to inform management of any areas of the Health and Safety policy that they feel are inadequate or misrepresented to ensure that the policy is maintained as a true working document.

2. Revisions/ Updates

2.1 Where any amendment is made to the content of this Policy, the Health, Safety and Wellbeing Manager will ensure that the amendment is duly authorised and referenced, the outgoing section is removed from the Policy, the amended version inserted and the Amendment Register updated. The outgoing section will be archived in a dedicated file for reference purposes.

2.2 All personnel holding a copy of the Manual will be provided with copies of the amended pages and an updated copy of the Amendment Register.

2.3 All personnel to whom the amendment may have relevance will be notified of the amendment and will provide written acceptance of the amended procedure by completing the table below.

2.4 The manual will be checked and audited when Office inspections are carried out by HSW Manager or Directors.

Date	Removed			Inserted			Prepared by	Approved by
	Aspect	Section	Rev.	Aspect	Section	Rev.		
1/8/19		9.3	0		9.3	1	SP	AC

Hanover (Scotland) Housing Association Ltd

Health & Safety Statement of Intent

This Statement sets out the Association's commitment to achieving high standards of Health & Safety (H&S) across all of its services and activities.

1. The Association, as far as is reasonably practicable, will prevent injuries, incidents and ill-health. It will also ensure that the working environment for all employees is safe and without risk to health or safety, and that adequate provisions are made with regard to the facilities and arrangements for their welfare at work.
2. The Board, supported by the Chief Executive, is responsible for the conduct of the Association's business. This includes continuously driving forward improvements in H&S.
3. The Association has appointed the Director of Organisational Services as the 'Director accountable for H&S'.
4. The strategic as well as operational requirements of the H&S function will be led by the Association's Health, Safety & Well-being Manager, who is the principal competent person within the Association, as required by legislation.
5. The *Health and Safety at Work Act 1974*, supported by a range of regulations, imposes statutory duties on employers and employees. To enable these statutory duties to be met, the Association, as far as is reasonably practicable, will ensure that responsibilities for safety and health are assigned, accepted and fulfilled at all levels of the business; that all practicable steps are taken to ensure the health, safety and welfare of all service users and employees; and will conduct the business in such a way that the health and safety of visitors, contractors and the public is not put at risk.
6. The Association's management and communications structure will ensure that a robust framework for implementation and control, reporting and consultation exists across the Association for the effective delivery of its H&S objectives.
7. To enable the Association to meet its statutory duties and commitments set out above, a comprehensive H&S Management System will be developed, implemented and reviewed, which will include written policies, procedures and arrangements for all relevant areas of H&S.
8. The Association requires **employees** to take all reasonable steps to safeguard the health and safety of themselves and of other persons who may be affected by their acts or omissions at work. It also requires staff to comply with any safe working procedures, practices or 'rules' set out by the Association and with the information, instruction and training provided.



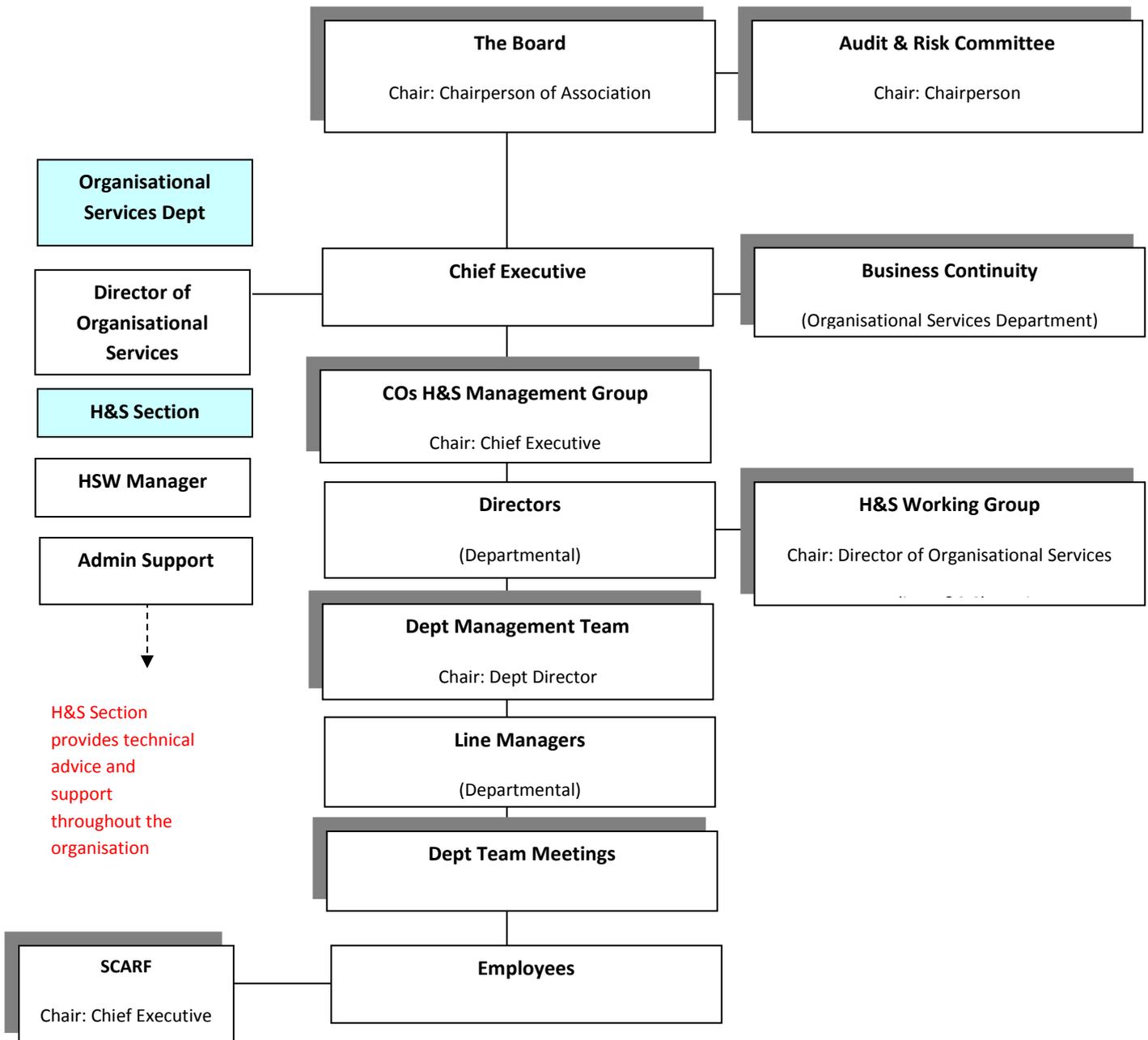
Helen Murdoch
Chief Executive

Date 23 January 2019

4. Responsibilities

This section of the policy describes the Association's arrangements for health & safety in terms of health and safety responsibilities. There are sections relevant to everyone at Hanover.

Health, Safety & Wellbeing Organisation Chart



4.1 The Board

4.1.1 The Board comprises elected or co-opted volunteers who have collective, non-executive responsibility for overseeing the management of the Association's business by the Chief Executive and Directors.

4.1.2 The Board is headed by the Chairperson who is responsible for approving key organisational decisions, funding and resourcing requests made by the Chief Executive.

4.1.3 While the Board is not actively involved in the daily running of the organisation, it has certain responsibilities in relation to Health & Safety (H&S) and the following procedures are in place to ensure that responsibilities are effectively discharged.

4.1.4 The Board will receive an annual health & safety report detailing the health & safety performance of the Association.

4.1.5 All Board members will undergo training in 'H&S Awareness' to ensure they are trained to an appropriate competency level to be able to discharge their governance duties.

4.2 Chief Executive

4.2.1 The Chief Executive holds ultimate responsibility for the day to day running of the organisation and overall responsibility for H&S management within Hanover. However, given its size and business complexity, the organisation recognises the need for an executive Director to be given specific responsibility for H&S and the Director of Organisational Services has been appointed to fulfil this role.

4.2.2 The Chief Executive endorses the H&S Policy and will sign the Health & Safety Policy Statement. The Policy is reviewed annually.

4.2.3 The Chief Executive is responsible for reviewing all reports, documentation and information provided by the Director of Organisational Services and for taking appropriate action to ensure adequate resources are made available to rectify any safety failures and to improve H&S performance.

4.2.4 The Chief Executive ensures that adequate resources are provided to achieve compliance with the H&S Policy and ensure that adequate arrangements are in place to rectify failures that require intervention.

4.3 Director of Organisational Services (Director Responsible for Health & Safety)

4.3.1 The Director of Organisational Services is responsible for developing, implementing and reviewing the H&S Strategy, Policy and Arrangements that have been approved by the Chief Executive and the Board.

4.3.2 The Director of Organisational Services is accountable for the H&S performance of the organisation against the H&S Policy and associated arrangements.

4.3.3 The Director of Organisational Services is responsible for reporting to the Chief Executive on H&S performance, funding requirements, resource implications, safety failures and other H&S issues of significance.

4.3.4 The Director of Organisational Services ensures that H&S considerations are taken into account for all business activity. The objective is to minimise risks as early as is reasonably practicable. Where required, the Director of Organisational Services refers decisions to the Chief Executive.

4.3.5 The Director of Organisational Services is responsible for managing the Health, Safety & Wellbeing Section and is line manager for the HSW Manager.

4.3.6 The Director of Organisational Services is responsible for dealing with all H&S issues referred to him by the HSW Manager, employees and Communication Groups / Boards and for liaising/co-operating with the H&S Executive and any other regulatory bodies relating to this function.

4.3.7 The Director of Organisational Services ensures that there are adequate staff training programmes in H&S in place and that all staff are given appropriate instruction and information to reduce the risks associated with their work to an acceptable level.

4.3.8 The Director of Organisational Services is responsible for reviewing all reports and documentation provided to them in accordance with the H&S policy and arrangements and for taking appropriate action to rectify non-compliances and to achieve continual improvement.

4.3.9 The Director of Organisational Services will work closely with other Directors to ensure that there is full co-operation between H&S and departmental operations.

4.3.10 The Director of Organisational Services is responsible for the maintenance of the Business Continuity Plan (BCP). This will involve interaction and communication with the H&S Section and other H&S related functions as required.

4.4 Director of Asset Management

4.4.1 The Director of Asset Management is responsible for developing policies and procedures, with the assistance of the HSW Manager, relating to all aspects of H&S within the Asset Management function.

4.4.2 The Director of Asset Management is responsible for maintaining records of all H&S information as required by legislation/ Association policies and procedures and, in particular, information received from and provided to contractors in relation to H&S.

4.4.3 The Director of Asset Management is responsible for communicating with contractors in respect of H&S and for arranging responses to any H&S related questions and queries. Support will be available from the HSW Manager where required. Records of all significant communications will be retained by the Director of Asset Management.

4.4.4 The Director of Asset Management is responsible for operating an 'Access to Area' permit system for all contractors. Records of all such permits will be retained by the Asset Management Department.

4.4.5 The Director of Asset Management will assign responsibility to identified personnel within Asset Management for managing facilities related H&S issues, including asbestos, legionella, gas, fire systems and services, etc. They will be provided with adequate and appropriate information, instruction, training and support.

4.4.6 The Director of Asset Management must ensure that the department's policies and procedures comply with H&S requirements for the Asset Management function. The Director must also ensure that effective action is taken where the law, policies or practices are breached.

4.5 All Directors

4.5.1 Due to the managerial and leadership functions performed by Directors, it is recognised that Directors are responsible for implementing the H&S Policy and associated arrangements within their sphere of influence. They may be held liable where H&S offences are committed with their consent or connivance or as a result of their negligence.

4.5.2 Directors will ensure that there is active participation in the Health & Safety Working Group. This involves the identification of Health & Safety concerns within their departments, the raising of pertinent issues for consideration by the Group and the actioning of all measures identified by the Group and management staff as being required.

4.5.3 Directors will implement all relevant policies, procedures and arrangements within their departments, as required by the H&S Policy, Health & Safety Working Group and other direction from senior personnel and Communication Groups.

4.5.4 Directors are responsible for the risk assessment process within their departments. This includes ensuring that all appropriate risk assessments are completed and reviewed timeously and that all identified risk control measures are implemented.

4.5.5 Directors will ensure that all departmental staff adopt safe working practices and procedures, identifying any training requirements and properly use any control measures, protective equipment etc. that are appropriate for the work carried out. This involves the provision of adequate and appropriate support, supervision, training and information.

4.5.6 Where Directors identify the need for further training or any other form of risk control for departmental staff, the issue will be reported without undue delay to the Health & Safety Working Group or HSW Manager.

4.5.7 Where Directors identify any significant breach of H&S procedures, appropriate action will be taken by them in consultation as appropriate with the HSW Manager to reduce the risk in the short term. The issue will be reported to the HSW Manager without undue delay.

4.5.8 Directors must ensure their policies and procedures' comply with H&S within their functions and for taking effective action where the law, policies or practices are breached.

4.6 Health, Safety & Wellbeing Manager (HSW Manager)

4.6.1 The HSW Manager is responsible for organising, planning, implementing, reviewing and measuring performance and providing competent technical and legislative advice to the organisation as required to meet the requirements of the Management of Health and Safety at Work Regulations 1999.

4.6.2 The HSW Manager is responsible to the Director of Organisational Services for developing and implementing the Strategy and H&S Policy.

4.6.3 The HSW Manager will keep up to date with all legal, regulatory and best practice developments, etc., and will communicate substantive issues to the Director of Organisational Services as soon as reasonably practicable. The Director of Organisational Services will ensure that this information is provided to key personnel and reported to the Board as appropriate.

4.6.4 The HSW Manager provides technical support to all staff undertaking risk assessments. The HSW Manager also provides technical support to all levels of employees on the implementation of the H&S management system, risk control and compliance with organisation policies, procedures and arrangements.

4.6.5 The HSW Manager is responsible for providing guidance to the senior management team, Communication Groups and Board on corporate strategy for achieving continual improvement in respect of H&S management.

4.6.6 The HSW Manager will work in conjunction with L&D to provide support and guidance and update competencies for job roles. The HSW Manager will also provide or arrange for the provision of, information, instruction and training to employees as required to ensure an adequate level of skills, knowledge and abilities exists throughout the organisation.

4.7 Departmental H&S Champions

4.7.1 Directors will ensure that H&S Champions are in place for each department.

4.7.2 Departmental H&S Champions act as a 'focal point' for all H&S issues within their department. This includes employee representation and, where H&S matters are not satisfactorily resolved, staff may approach their Champion with any H&S issues and the Champion will report all such issues to their Director within one month, or earlier if the matter is urgent.

4.7.3 Champions provide support to the Directors as required to facilitate the H&S programme within their departments. It should, however, be noted that the Directors retain accountability for H&S performance within their departments.

4.7.4 Champions are responsible for attending and participating in the H&S Working Group on behalf of the Directors and for communicating H&S information between their Directors, the Group and at Departmental team meetings.

4.8 All Employees

4.8.1 While the duties of management staff have been made clear in previous sections, it is recognised that ALL staff have general duties to ensure their own safety and that of others. The Health and Safety at Work etc Act 1974 notes the following in respect of employees' duties:

“It shall be the duty of every employee while at work –

(a) to take reasonable care for the health and safety of himself and of other persons who may be affected by his acts or omissions at work; and
(b) as regards any duty or requirement imposed on his employer or any other person by or under any of the relevant statutory provisions, to co-operate with him so far as is necessary to enable that duty or requirement to be performed or complied with.”

4.8.2 Staff will comply with the policies, procedures and arrangements set out in the Health & Safety Policy, associated documentation and with any information, instruction and training provided. In addition, safe working practices will be compiled with risk control measures and what personal protective equipment that should be worn.

4.8.3 Staff will report to their line manager or HSW Manager any identified breaches of H&S procedures, any accidents or safety related incidents and any aspect which appears to them to give rise to a significant risk to the Health, Safety or Welfare of employees or other persons. Such reports will be made without undue delay.

4.8.4 Staff will inform their line manager or HSW Manager, without undue delay, where they believe that further training or other risk control measures would be beneficial. Tasks must not be carried out where the employee believes significant risk to be present.

4.8.5 Staff will co-operate in all safety programmes, training, risk assessments and other initiatives that are intended to reduce risk and will actively implement any control measures identified as being required.

4.9 Health & Safety Working Group

4.9.1 The H&S Working Group will operate to its remit to provide an open forum for the discussion of all H&S related issues raised by members of the Group and by any other relevant sources. The Chair of the Group is the Director of Organisational Services.

4.9.2 The Group allows representation by each Department's H&S Champion and from SCARF, thus allowing access to all employees and employee groups.

4.9.3 All Group members will undergo suitable training in relation to H&S Management and Responsibilities. This will ensure that all members have a

working knowledge of the topic, commensurate with their role in the Group and within the organisation as a whole.

4.9.4 The Group will delegate, monitor and ensure that items are completed within practical timescales with the Director of Organisational Services' approval, to members and to other appropriate persons within the organisation, actions required to be taken to implement policies, procedures, arrangements and any other initiatives raised through the Group meetings.

4.9.5 The Group will decide on what health & wellbeing promotions and events will be organised. Promotions will utilise the Association's intranet and email. Other promotions will be carried out using leaflets or posters for displaying in the Offices. Events will be organised from each Area office with local staff participation.

4.9.6 The group will meet on three occasions within a calendar year and if circumstances require additional meetings.

4.9.7 Remit of Group

- Advise on policy
- Provide plans to develop safe systems of work
- Prioritise action on hazards and resultant risks
- Examine accident reports
- Examine internal and external audit reports
- Identify responsibilities
- Identify any need for specialist advice
- Promote the agreed Health & Wellbeing promotions and events
- Advise on employee communication and consultation
- Monitor and review performance
- Identify training

4.10 Other Communication Groups

4.10.1 The organisation relies upon a number of additional Communication and Support Groups to ensure H&S issues are identified at all levels throughout the organisation. Each Group has a formal remit clearly defining the structure, membership, purpose and standard agenda items, as well as communication and approval processes. Groups and their remits are listed here and can be found on the HUB:

- The Board;
- Chief Officers;
- Health & Safety Working Group
- Staff Consultation and Representation Forum (SCARF);
- Departmental Team Meetings (various).

5. Arrangements

- 5.1 The implementation of the Health and Safety Policy is largely a matter of establishing and implementing suitable and adequate safety arrangements. The following section is an overview of the key arrangements that the Association will implement in order to provide a safe and healthy place of work for employees and home for residents. Greater detail will be provided in the specific Health and Safety Policies.

6. Risk Assessments

- 6.1 In accordance with the Management of Health and Safety at Work Regulations, all work activities will be assessed for general risks to the health, safety and welfare of employees.
- 6.2 Risk assessments will be conducted by the Association's Managers with support and guidance provided by their Line Manager and the Health, Safety and Wellbeing Manager.
- 6.3 Any significant findings in the risk assessment process will be recorded on the appropriate risk assessment forms and measures taken to reduce the risk to a reasonably practicable level of risk. If the risk can not be managed / reduced to an appropriate level then a safe systems of work will be issued on a formal basis to those employees who need to be aware of the risks identified.
- 6.4 If there are new developments in legislation or changes in working practices or procedures, which may suggest that an assessment is no longer valid, the risk assessment will be reviewed.
- 6.5 Specific risk assessments will also be carried out in order to comply not only with the general requirements of the Management of Health and Safety at Work Regulations but also with specific requirements of other Regulations:
- Health and Safety at Work Act
 - Management of Health and Safety at Work Regulations
 - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
 - Fire (Scotland) Act
 - Manual Handling Operations Regulations
 - Control of Substances Hazardous to Health Regulations
 - Personal Protective Equipment at Work Regulations
 - Provision and Use of Work Equipment Regulations
 - Workplace (Health, Safety and Welfare) Regulations
 - The Health and Safety (Display Screen Equipment) Regulations
 - Work at Height Regulations
 - Electricity at Work Regulations
 - The Construction (Health, Safety and Welfare) Regulations
 - The Control of Asbestos Regulations

6.6 The risk assessment process will follow the Health & Safety Executive five step approach.

Step 1 - Identify the hazards

Step 2 - Decide who might be harmed and how

Step 3 - Evaluate the risks and decide on precautions

Step 4 - Record your significant findings

Step 5 - Review your assessment and update if necessary

6.7 Definitions

6.8 Hazard – anything that can cause harm e.g. fire, chemicals, dusts, work at height, heat, electricity, lifting, noise, moving machinery parts, stress, violence etc.

6.9 Risk – the chance, high or low, that someone may be harmed by a hazard. A person must be exposed to a hazard for any risk to exist.

6.10 Risk Control – measures taken to eliminate the hazard / risk or, where this is not reasonably practicable, to reduce the likelihood of harm to an acceptable level. Risk control measures may take the form of elimination of the hazard or exposure to it, substitution of the hazard with a less hazardous alternative, revised working practices, engineering equipment, training, or, as a last resort, provision of Personal Protective Equipment (PPE).

6.11 Various risk assessments proforma can be found in the risk assessment library in the Hub; Task based, COSHH, Manual Handling, Stress Questionnaire etc

7. Display Screen Equipment

7.1 Display Screen Equipment Users and Home Workers will complete training and an on-line self assessment of their workstation using the Workrite software. Staff should contact the Health, Safety and Wellbeing Manager to request this.

7.2 The Workrite software will automatically email respective individuals if problems have been highlighted during the assessment process and appropriate action required.

7.3 In accordance with the Display Screen Equipment Regulations, staff will be responsible for regular eyesight test. (normally every 2 years)

7.4 Eye sight test with Ophthalmic Optician
Users should take form 902 – eye care certification to their Ophthalmic Optician and ask them to complete it. Completed forms should be returned to the Human Resources department.

7.5 DSE specific corrective glasses

Where an eye examination indicates the employee requires DSE corrective glasses solely for visual display unit use and if users' normal glasses for other

work are not suitable for DSE work, then the Association will contribute £50.00 towards the glasses.

The DSE User requiring the corrective glasses should send the completed 902 form (eye care certification) and their receipt for the purchase of the glasses to the Human Resources department and a cheque will be raised for the £50.00

Any user of DSE who experiences feelings of ill health, i.e., headaches, poor vision, pain in the shoulders, arms and fingers, etc. should report the matter to their Line Manager immediately.

8. Accident / Near-misses

- 8.1 Accidents and near-misses must be reported to ensure the Association is complying with legislative requirements, investigating and recording such events at work.
- 8.2 All accidents and near misses will be recorded using the on-line form on the Hub and completing the accident book (Bi510). The accident book record should be forwarded to the Health, Safety and Wellbeing Manager ASAP.
- 8.3 The completed on-line form will be forwarded automatically to the reporting persons Line Manager and the Health, Safety and Wellbeing Manager for comment.
- 8.4 The key point of an accident investigation is to identify both immediate and underlying causes to the accident and consideration given to appropriate remedial action designed to prevent recurrence.
- 8.5 Where necessary, the Line Manager shall be assisted in his or her investigations by the Health, Safety and Wellbeing Manager.
- 8.6 In accordance with the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) all specified major injuries, dangerous occurrences and other specified instances will be reported to the Health and Safety Executive (HSE) by the Health, Safety and Wellbeing Manager within the required timescales.
- 8.7 Accident statistics will be collated by the Health, Safety and Wellbeing Manager with a view to identifying trends and/or patterns and the need for improvement in existing health and safety management arrangements.

9. Asbestos

- 9.1 In accordance with the Control of Asbestos Regulations the Association has a responsibility to its employees, residents and the public at large to employ safe working practices and maintain working conditions to safeguard the health and safety of all concerned when there is a danger of exposure to Asbestos.
- 9.2 Only trained staff are permitted to raise works orders for repairs if asbestos is known to be in the area where the repair is required or if asbestos is presumed.
- 9.3 Any member of staff who raises a works order that interferes with or disturbs the fabric of the building will become the Duty Holder and MUST interrogate the Asbestos Register to determine the location of any asbestos.
- 9.4 An Asbestos register is held on the Hub and details if there is asbestos within the development and the location and condition of it.
- 9.5 Only competent contractors are permitted to carry out any works where asbestos is located.

10. Control of Substances Hazardous to Health (COSHH)

- 10.1 In accordance with the Control of Substances Hazardous to Health Regulations requires any hazardous substances used at work to be assessed before use. Any chemical or substance that is hazardous within the definition of these Regulations should, where possible, be eliminated from use or substituted for a safer alternative.
- 10.2 Where a hazard exists or there is a residual hazard, the possible extent of exposure will be evaluated and control measures put in place. The COSHH risk assessment and Manufacturers Safety Data Sheets can be found within the Risk Assessment library on the Hub.
- 10.3 No substance shall be used unless it has been fully assessed for potential risks to the user and others and effective control measures have been developed.
- 10.4 As with other activities, information, instruction, supervision and training will be provided to employees regarding the safe use, handling, storage and transportation of hazardous substances.
- 10.5 All substances and/or their receptacles will be disposed of in accordance with the manufacturers/suppliers' recommendations.

11. Contractors (Construction (Design Management) – CDM)

- 11.1 In accordance with the Construction (Design and Management) Regulations, Contractors are required to comply with all relevant health and safety requirements and at all times to take such steps as are reasonably practicable

to ensure the health, safety and welfare of themselves and other employees whilst employed on premises under the control of the Association and, that their work does not adversely affect other persons i.e. employees, Residents, members of the public and visitors.

11.2 The CDM legislation requires specific roles to be fulfilled and specific responsibility managed.

- Designer
- Principal designer
- Principal contractor
- Contractor
- Worker

11.3 Overview of CDM requirement

- Sensibly plan the work so the risks involved are managed from start to finish.
- Have the right people for the right job at the right time.
- Cooperate and coordinate your work with others.
- Have the right information about the risks and how they are being managed.
- Communicate this information effectively to those who need to know.
- Consult and engage with workers about the risks and how they are being managed.

12. Fire

12.1 In accordance with the Fire (Scotland) Act and the acknowledgement that fire is a significant risk within the Associations premises, effective fire prevention and/or protection measures are essential. A Fire Risk Assessment will be completed for all developments and offices and the significant findings actioned, in line with risk priority matrix.

12.2 The Fire risk assessment will be held on the Hub under the Compliance section. Fire risk assessments will be reviewed at the following intervals.

Very Sheltered Housing Developments – annual
Sheltered Housing Developments – every two years
Offices – every three years

12.3 Fire Evacuation will be covered during the induction of a new member of staff, staff must also familiarise themselves with the fire evacuation procedure for the building they are working in and the requirements of the service. The difference between the evacuation procedure would be evacuation immediately and go to the assembly point when you hear the fire alarm and start a lateral fire evacuation if safe to do so (various Very Sheltered Housing Developments).

- 12.4 Each member of staff must comply with any risk reducing measures to prevent a fire from starting and also report immediately to their Line Manager and the Health, Safety and Wellbeing Manager any situation that might adversely affect fire safety and to avoid the unnecessary storage of waste or goods in areas prejudicial to fire safety arrangements.
- 12.5 Fire Marshals/ Wardens will be identified and receive training on the equipment at their respective office to assist on evacuation. (Edinburgh – Evac chair/ Ski Pad).
- 12.6 The testing regime of the fire alarm panel, break glass call points, emergency lighting, fire doors are recorded in specific sections within the fire log book.

13. First Aid

- 13.1 In accordance with the Health and Safety (First Aid at Work) Regulations, adequate facilities and equipment will be provided to enable first aid to be rendered to employees who are injured or become ill at work. A sufficient number of staff will receive HSE approved training, and refresher training, in order for them to be able to immediately and effectively administer first aid treatment.
- 13.2 Records of personnel who have received training and refresher training in first aid will be maintained and updated by Human Resources.
- 13.3 First aid kits shall be situated in a readily identifiable and easily accessible location that is clearly marked.

14. Gas Safety

- 14.1 In accordance with the Gas Safety (Installation and Use) Regulations the Association has a responsibility to ensure that gas fired equipment is maintained on an annual basis and the appropriate records kept.
- 14.2 All work involving gas will be undertaken safely by fully trained and competent operatives. The Association will ensure that Gas Safety is managed properly and due consideration given to risk management and control and the auditing of gas works and arrangements.

15. Lifting and Handling (Manual Handling)

- 15.1 In accordance with the Manual Handling Operations Regulations the Association has a responsibility to assess the potential for injury when carrying out a manual handling task. To ensure that such risks are minimized, an assessment will be made of all working activities involving lifting and handling operations following which a range of control options will be explored. These will include:
- Avoiding the manual handling activity
 - Introducing automation or mechanical aids
 - Introducing smaller or lighter loads
 - Altering the system of work to reduce the degree of effort required
 - Modifying the layout of the workplace to improve accessibility and the movement of loads
 - Issuing Personal Protective Equipment (PPE) for hands and feet.
- 15.2 Following the assessment, those persons likely to be involved in the handling activity will be given adequate information, instruction and training to minimize the risks identified and in kinetic handling techniques.
- 15.3 In addition to the above, employees are required to:
- follow all safe systems of work using any lifting and/or handling aids provided
 - avoid moving loads which involve excessive twisting, stretching or stooping of the body
 - report any work activity that may give rise to manual handling problems or any defects/shortcomings in mechanical or automated lifting appliances

16. Electricity

- 16.1 In accordance with the Electricity at Work Regulations the Association has a responsibility to ensure that all reasonable steps are taken and to exercise due diligence in ensuring that all on-site electrical systems, fixed and portable tools or equipment are installed, operated and maintained in a safe condition and that suitable records are kept.
- 16.2 Ensure safe electrical working procedures and arrangements in line with legislation and the Association's requirements, especially when working on or near live conductors. This includes the application of isolation procedures and permits to work for high-risk activities. When using outside contractors for electrical work, ensure they are registered with an organisation which checks the work of its members, such as NICEIC.
- 16.3 Ensure that statutory inspections such as 5 yearly electrical condition reports are carried out.

- 16.4 In order to minimize the risks associated with portable electrical equipment, annual testing will be carried out by a competent person. All items of equipment that have been tested and certified as being fit for use will be marked and/or tagged accordingly.

17. Work at Height

- 17.1 In accordance with the Work at Height Regulations the Association will undertake risk assessments to determine when working at height can be avoided and the most appropriate work at height equipment to be used when it cannot. Employees using work at height equipment will be made aware of the potential risks arising from the intended use of such equipment and the correct operating procedures.
- 17.2 All employees who will be required to use work at height equipment will be informed, supervised and/or trained in the correct (intended) use of equipment and will be provided with risk assessments and safe systems of work to accompany this.

18. No Smoking

- 18.1 In accordance with various smoke-free legislation the Association has a responsibility to ensure that legislation is being met by not permitting smoking within the common areas of the Association buildings, vehicles or other designated 'Non-Smoking' premises. Smoking is permitted in certain designated areas out with buildings.
- 18.2 The no smoking policy covers smoking of cigarettes, cigars, pipes and also includes the use of electronic cigarettes (e-cig or e-cigarettes), personal vaporizer (PV) or electronic nicotine delivery systems (ENDS).
- 18.3 Employees with responsibility for visiting residents/members of the public in their own homes are entitled to request that the visit should take place in a smoke free atmosphere. This notification should be done in advance of the meeting in the form of a letter or over the phone. Meetings may need to be postponed and held at another location to ensure that no employee is exposed to second hand smoke.
- 18.4 The Association supports a smoke free environment and is committed to supporting anyone who wishes to stop smoking and therefore the policy aims to help and motivate smokers to give up smoking.

19. Noise

- 19.1 In accordance with the Noise at Work Regulations the Association has a responsibility to ensure that employees' hearing is not being damaged whilst at work due to the exposure of noise.
- 19.2 Depending on the level of noise your employer will control the noise exposure by 'engineering' it out e.g. by putting in screens or barriers, or fitting a silencer; change the way you work or the layout of the workplace - not just rely on hearing protectors.
- 19.3 Staff who are exposed to noise levels above 85dB will receive additional information and training on hearing conversation and the importance of wearing hearing protection. Staff will also receive an annual audiogram test with the Occupation Health Nurse.

20. Hand Arm Vibration Syndrome

- 20.1 In accordance with the Control of Vibration at Work Regulations the Association has a responsibility to ensure staff who are exposed to vibration are not be adversely effected. The Health & Safety Executives term for this health condition is Hand Arm Vibration Syndrome. It is caused by vibration transmitted into the hands and arms when using hand-held powered equipment. Too much exposure can cause HAVS and carpal tunnel syndrome.
- 20.2 The symptoms for Hand Arm Vibration Syndrome are:
- Numbness and tingling in the fingers
 - Reduced sense of touch and temperature, due to damage to nerves in the hand. This damage can make it difficult to feel, and to work with, small objects
 - Periodic attacks during which the blood circulation in the fingers is impaired and parts of the fingers become white (blanched)
 - Joint pain and stiffness in the hand and arm. Grip strength can be reduced due to nerve and muscle damage
- 20.3 Staff who use equipment that is likely to expose them to Hand Arm Vibration Syndrome will receive an annual assessment with the Occupation Health Nurse to ensure the effectiveness of the control measures in place.

21. New & Expectant Mothers

- 21.1 In accordance with the New & Expectant Mothers guidance and other legislation the Association has a responsibility to carry out a risk assessment to ensure the risks to an employee who is pregnant or who has recently given birth are adequately controlled and managed.
- 21.2 The risk assessment will be carried out using the Workrite software. Staff should contact the Health, Safety and Wellbeing Manager to request this.

22. Personal Protective Equipment

- 22.1 In accordance with the Personal Protective Equipment Regulations the Association has a legal requirement to provide suitable PPE when the hazard previously identified can't be reduced further without wearing PPE.
- 22.2 The Health & Safety Executive defines PPE as "all equipment (including clothing affording protection against the weather) which is intended to be worn or held by a person at work and which protects against one or more risks to their health or safety e.g. safety helmets, gloves, eye protection, high-visibility clothing and safety footwear." All PPE required to protect a worker must be provided free of charge by employers.

Remember if you have been issued with PPE, it is in your own interest to wear it!

23. Infection Control (Blood, Body Fluids and Sharps)

- 23.1 The Association has a responsibility to prevent or reduce any risk of cross infection through either direct or in direct means.

'Cross infection': The transfer of micro organisms from one person to another either directly or indirectly via hands, equipment and food and drink. Prevention or reduction of the likelihood of cross-infection can be achieved by the following precautions:

- Wash hands before and after giving any general care to service users.
- Cover all cuts and abrasions with sterile impermeable dressings.
- Use disposable gloves and aprons where necessary.
- Use appropriate disinfectant and sterilisation methods.
- Clean up spills and body fluids immediately and appropriately.
- Handle soiled linen safely.
- Dispose of clinical waste safely.
- Dispose of Sharps safely.

24. Lone Working

- 24.1 In accordance with various regulations the Association has a responsibility to ensure that the increased level of risk posed by employees working on their own is effectively reduced or controlled.

- 24.2 A risk assessment will be carried out covering Lone Working but the key is the employee being vigilant when working alone and do not go into a situation if you feel at risk.
- 24.3 All incidents must be reported immediately to your Line Manager so that a decision can be made on what action is required to reduce or eliminate this issue again.
- 24.4 General guidance;
- Be aware of surroundings. Keep your wits about you at all times and be aware of the situation you are in. Be aware of your own actions and how others may perceive you.
 - If you feel threatened, make your excuses and leave. Make sure you can leave the premises quickly if you need to.

25. Lifts & Stairlifts

- 25.1 In accordance with the Provision and Use of Work Equipment Regulations the Association has a duty to ensure that lifts and stairlifts are provided where appropriate, maintained in a safe manner and are used safely by all personnel.
- 25.2 Lifts and stair lifts will be subject to robust inspection and maintenance provisions, and will additionally be inspected at regular intervals by an independent inspection authority. Detailed records will be kept of the inspections / recommendations / actions. The inspections will be carried at six monthly intervals unless the assessment carried out by the inspection authority indicates otherwise. The Asset Management Senior Service Engineer will arrange for any necessary corrective actions to be taken and will record and file evidence of such actions.
- 25.3 Should any lift be seen to be faulty, it will be immediately put out of use and the Asset Management Senior Service Engineer will arrange for any necessary corrective actions to be taken.

26. Home Working

- 26.1 In accordance with various regulations the Association has a duty to ensure staff who are working from home and recognised as a home worker have a suitable workstation to carry out their work.
- 26.2 To ensure risks are being managed and the working area is safe, the following policies and procedures will be defined:
- risk assessment – of the premises, equipment, individual, proposed working practices (to include DSE assessment programme)

- equipment – ensuring all equipment provided is fit-for-purpose / provision of adequate information, instruction and training / effective inspection and maintenance programmes / provision of suitable risk control measures
- communications between office and homeworker
- accidents and incidents (including reporting)

27. Health & Wellbeing

- 27.1 The Association recognises that the health and wellbeing of employees makes an essential contribution to business success and helps individuals to live life to the full and achieve a good work/life balance.
- 27.2 The Association is therefore committed to:
- providing a safe and healthy work environment that promotes and supports the health and wellbeing of all our staff;
 - raising awareness of the factors which can influence health and wellbeing, whether these are in the workplace or outside of it; and
 - encouraging a healthy lifestyle.
- 27.3 Employees can help themselves to live a healthier lifestyle and it is hoped that this policy will help assist them in their endeavours.
- 27.4 Details covered in the policy are:
- Stress
 - Depression and Anxiety
 - Alcohol, drugs and substance misuse
 - Smoking (see also Policy on No Smoking)
 - Promoting healthy lifestyles
 - Work/Life Balance
 - Employee Counselling Service

There are also numerous weblinks to third party website.

28. Vehicles and Occupational Driving

- 28.1 In accordance with various regulations the Association has a responsibility to protect staff so far as is reasonably practicable from all occupational road risks associated with work-related driving.
- 28.2 The policy applies to all work-related driving risks arising in connection with the duties and activities of our staff.
- 28.3 The Association manages the driving risk by:

- Carrying out driver risk profiling
- Corporate driving risk assessment
- Driving License checks
- Advice on Alcohol/ Drugs – fitness to drive
- Using Mobile phones
- Eye sight
- Drivers' hours and rest
- Vehicle inspections

29. Violence and Aggression

- 29.1 In accordance with various regulations the Association has a responsibility to deal with any issues harm or offence caused by acts of violence or aggression.
- 29.2 It is important that Management and employees are aware that violence/ challenging behaviour in the context of health & safety management is not confined simply to physical attack. It also includes verbal abuse, ostracism, discrimination, and racial or sexual harassment.
- 29.3 Employees must report acts of violence or aggression immediate to their Line Manager and an Incident form completed so that the incident can be investigated fully and appropriate action taken.
- 29.4 The investigation will prompt a review of the control measures and risk assessment.

30. Water Hygiene – Legionella

- 30.1 In accordance with various regulations the Association has a responsibility to its employees, residents and the public at large to ensure the water within the developments and offices does not pose a risk of an individual contracting Legionnaires disease because the Legionella organism has formed.
- 30.2 A Water Hygiene risk assessment for each development is held on the Hub. Staffed developments also carry out weekly flushing and monthly water temperatures, recording the findings in the water hygiene log book.
- 30.3 The Water Hygiene risk assessment is reviewed and updated every two years.

Water temperatures

- Hot water will be stored in tanks at a temperature of at least 60°C.
- Hot water will reach taps at 50°C within 1 minute of running
- Cold water will be stored and distributed at a temperature of less than 20°C.

31. Occupational Health – Health Surveillance

- 31.1 The Association has a duty to manage and prevent the effects of ill health at work.
- 31.2 The Association will promote good health and wellbeing amongst employees.
- 31.3 Employees who are exposed to chemicals, noise, or where employees are exposed to certain physical and chemical hazards (e.g. noise, vibration or hazardous substances) they will be required to attend annual health surveillance with an Occupational Health Nurse. The findings of the health surveillance will be shared with the employee and any additional control measures required.

32. Workplace

- 32.1 In accordance with the Workplace (Health, Safety and Welfare) Regulations all workplaces, equipment, devices and systems will be maintained in efficient working order, and in good repair.
- 32.2 The legislation covers:
 - Ventilation
 - Temperature
 - Lighting
 - Cleanliness
 - Space
 - Floors
 - Windows
 - Toilets and Washing Facilities
 - Water
- 32.3 Any issues with your workplace should be discussed with your Line Manager in the first instance and the Health, Safety and Wellbeing Manager if the issues are not being addressed.

33. Young Persons

- 33.1 The Association has a responsibility to its employees and work experience students to protect the health and safety of young persons at work.
- 33.2 Definitions

- “Young Person” means any person who has not attained the age of 18
- “Child” means a person who is not over school leaving age

33.3 Before employing a child or a young person a young persons risk assessment of the proposed job function(s) will be carried out in conjunction with the Health, Safety and Wellbeing Manager.

33.4 The risk assessment will take particular account of the inexperience, lack of awareness of risks and immaturity of the child/young person.

33.5 Particular attention will be given to training and supervision but the young person will be excluded from working with chemicals.