



GOLDEN LANE HOUSING LIMITED

HEALTH AND SAFETY POLICY

OVERVIEW

Our health and safety policy provides us with the means to manage health and safety in an efficient and effective way and includes:

Policy and Implementation of Policy

In this section we state our objectives for, and commitment to, managing health, safety and welfare. We also describe how the policy will be implemented.

Organisation and Responsibilities

To ensure that we are all aware all our responsibilities this section outlines our organisational structure for managing health and safety. Responsibilities are assigned to all levels of management and the individual responsibilities of all employees are described therein.

Procedures

In this section we outline the procedures that we will use to implement statutory requirements and to achieve the objectives of our policies.

Monitoring, Checking and Recording

Checklists for monitoring and carrying out workplace inspections are located in Section E of our policy.

Other records and forms are located in Sections G. These forms once completed are our proof that we have been diligent in carrying out our policy and procedures further ensuring compliance with current health and safety legislation good practice.

Document Control

The issue status of pages in our documents is identified in the bottom left-hand corner of each page. Each change is recorded in the Amendment Record found at the front of our Health and Safety Policy.

The date on the Policy Statement reflects the date the policy was last reviewed.

HEALTH AND SAFETY POLICY

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AMENDMENT RECORD

Amendment Reference	Section	Page No	Amendment Details	Amendment Date	Requested By
HS/1/0222	All	All	Draft Copy	Feb 15 th 2022	M H
HS/2/0322	All	All	First Amendment	March 31st 2022	MH/ EE
HS/3/0323	All	All	Second Amendment	March 24 th 2023	MH
HS/12/03/24	All	All	Third Amendment	12 th March 2024	MH

SECTION A:

POLICY AND IMPLEMENTATION

HEALTH & SAFETY POLICY STATEMENT

At Golden Lane Housing Limited, it is our policy to ensure, so far as is reasonably practicable, the health and safety of our employees, contractors, tenants and anyone else who may be affected by our work activities. The minimum standard we will adopt will be compliance with legal requirements and appropriate codes of practice. However, our aim will be to fulfil the spirit of the law and not just comply with technical requirements. We will assess the risks from our work activities and will operate according to the procedures that best promote health and safety at work.

We accept our responsibilities for health and safety and are committed to giving health and safety equal importance with other business matters. We will ensure that the resources necessary to achieve the objectives of this policy are made available. Our employees' cooperation is critical to enable us to fulfil our statutory duties and the objectives of this policy. To promote co-operation, procedures for consulting with employees on matters of health, safety and welfare are part of the policy of the company.

Work equipment will be provided and maintained to ensure its safe operation. If employees are required to operate any work equipment they will be provided with appropriate training. Where exposure to hazards cannot be prevented by any other means, appropriate personal protective equipment (PPE) will be provided as a last resort and instruction in its use and maintenance given.

All materials and work equipment will be stored in a safe manner. Safe access to and egress from our premises will be maintained, in order to protect employees and others.

Suitable facilities for welfare at work will be provided and maintained, as will arrangements to enable employees and others affected by our undertaking to obtain first aid.

The signatories below have ultimate responsibility for health and safety within the organisation and will nominate a competent person for health and safety. Other responsibilities for health and safety matters have been assigned as appropriate and are described in the relevant organisation and procedures sections of the policy.

The Policy Holders will oversee an annual review of this policy and associated procedures to ensure their continued effectiveness. Where necessary to ensure legal compliance and promote continuous improvement, the policy and procedures will be amended. Any amendments will be brought to the attention of all employees and other interested parties.

Policy Holder:

Signed: 
Director of Operations
Melissa O'Donnell

Date: 01/04/2024

Signed:  Matt Hardy
Head of Health, Safety &

Compliance
Date : 01/04/2024.....

IMPLEMENTATION OF POLICY

Our policies will be implemented by:

- taking health and safety into account when planning all our business activities;
- providing and maintaining work equipment and systems of work that are carefully designed and monitored;
- ensuring that health and safety standards are complied with when using, handling, storing and transporting articles and/or substances;
- ensuring that employees are provided with adequate and sufficient information, instruction, training and, where necessary, supervision to enable them to work safely;
- ensuring that high standards of housekeeping are maintained within the workplace and in other premises or sites where we are working and that a safe means of access and egress are maintained at all times;
- ensuring that, where its use is identified as a last resort by risk assessment, personal protective equipment (PPE) is provided and used;
- ensuring that specific arrangements are entered into when engaging contractors so that our policies and procedures can be adhered to by them;
- ensuring that adequate arrangements and facilities for welfare and first aid are provided;
- ensuring that employees and our contractors comply with relevant legislation and co-operate with those responsible for enforcing it;
- maintaining a system for the recording and investigation of all accidents/incidents;
- ensuring that the responsibilities of employees and contractors with regard to health and safety are specified clearly and documented.

Golden Lane Housing Limited have adopted the principles of the 'Deming four-step management PDCA method' used throughout businesses for the control and continuous improvement of all our processes and services.

We ensure that every improvement within Golden Lane Housing's own internal management system(s) follow the internationally agreed steps of the cycle, namely;

PLAN – We establish the objectives and processes necessary to deliver results in accordance with the expected output – be that a deliverable, target or goal.

DO – Having planned our objectives, we then implement them and follow the agreed processes and procedures in order to produce a quality product.

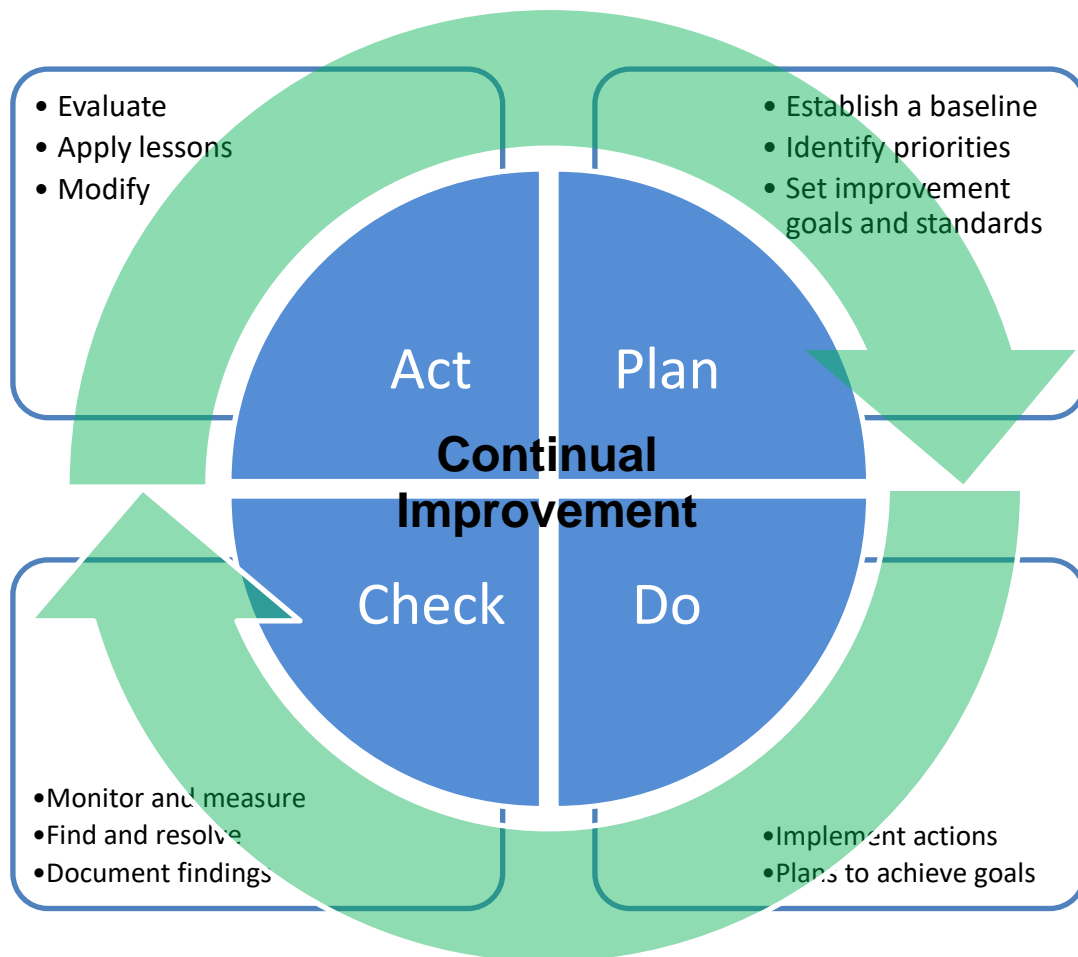
CHECK – Throughout the planning and finalisation of the product, we carefully analyse the ongoing results (measured and collected in 'DO' above) and compare these against the

expected results (targets or goals from the 'PLAN') to see if there are any differences. We look for any deviations and improvements that might have been made during the implementation of the 'PLAN'.

ACT – The results of the 'CHECK' stage are then carefully analysed to see if any further steps can be taken to refine and improve the 'PLAN'.

We also use the results of this PDCA cycle to further improve future products, processes and deliverables.

Demonstration of the continued success of our Health and Safety Management System is then achieved via regular audits and reviews.



The system adopted by Golden Lane Housing to achieve quality in performance with accountability is based on the following four main items or activities:

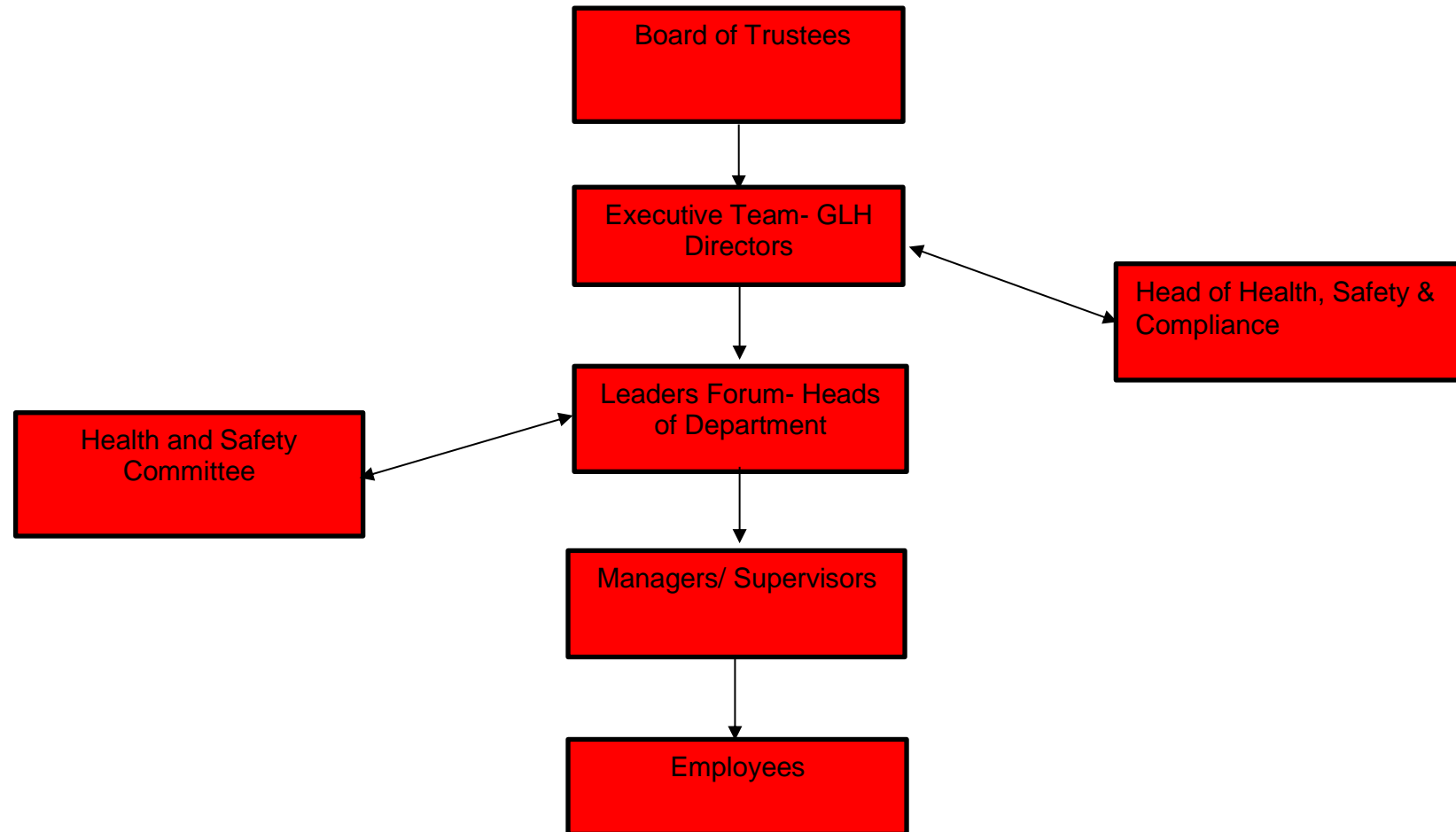
1. **Health and Safety Policy** – the Policy (as the primary control document) which defines the policy, processes, responsibilities, procedures etc. that are to be used;
2. **Appointed Person** – the appointment of an Individual within a defined organisational structure, who is responsible for operating the system and ensuring that the Health and Safety and its associated documentation is fully and effectively implemented;

3. **Documented Processes and Procedures** – the use of documented processes and procedures to define all activities which could lead to variability of execution with consequent loss of performance or safety if not rigorously controlled;
4. **Management System reviews** – regular reviews of the Health and Safety Policy (and its supporting documentation) together with auditing its effective implementation to ensure that the most suitable and effective methods and procedures are still prescribed and used.

SECTION B:

ORGANISATION AND RESPONSIBILITIES

HEALTH AND SAFETY MANAGEMENT STRUCTURE



INDIVIDUAL RESPONSIBILITIES

RESPONSIBILITIES OF ALL EMPLOYEES

At Golden Lane Housing, we take seriously your health, safety and welfare and that of any others affected by our undertaking. We have set high standards which are described in our policies, procedures and safe systems of work. We will strive to achieve the standards set by providing the resources necessary to do so. Achieving our safety culture also requires the co-operation of all of our employees.

The Manager who authorises work to be carried out will ensure that those that will be carrying out the work are adequately trained, instructed and informed to enable them to do so safely and to avoid risks to their health. Where necessary, we will provide supervision, particularly in the case of young persons and inexperienced employees. Monitoring responsibilities are described in Section E. In addition to any specific responsibilities, we will also carry out safety inspections of the working environment under our control in order to maintain our standards.

All employees must follow the arrangements described in our policies, procedures and safe systems of work. You should only operate work equipment that you are trained and authorised to use, ensuring that all guards and safety devices are in place and use any personal protective equipment (PPE) issued to you as a control measure. If you have any concerns about health and safety matters, you should tell us immediately or follow the consultation procedure described in Section C.

We may want you to be involved in our risk assessment process. If so, we would ask you to co-operate with those leading the process.

We would remind you that all employees have duties under Sections 7 and 8 of the Health and Safety at Work Act to:-

- take reasonable care of their own health and safety and that of anyone affected by what they do;
- co-operate with their employer to enable them to comply with their statutory duties;
- refrain from intentionally or recklessly interfering with or misusing anything provided in the interests of health, safety and welfare.

Failure to comply with your legal duties may result in the enforcing authority taking action against you.

SPECIFIC RESPONSIBILITIES

TITLE: GLH BOARD

Responsibilities include:

- 1974 and Corporate Manslaughter Act 2007.
- Approving the Policy on Health and Safety and ultimately accountable in law to the H&S enforcing authorities.
- Making available the necessary resources to ensure that the health and safety standards of the Association are maintained, effective systems in place
- Consult with the Executive Team and Head of Health, Safety and Compliance on all Health Safety and Building Safety Compliance matters ensuring the effective discharge of the organisation's duties under the Health and Safety at Work etc Act

TITLE:EXECUTIVE TEAM

Responsibilities include:

The Executive Team will assist the Board in fulfilling their responsibilities and have extensive health and safety responsibilities. These are:

- To ensure the effective day to day management of all health and safety issues within their Directorates.
- To promote a positive health and safety culture throughout their Directorate by setting a good personal example and ensuring that steps are taken to raise the awareness of the importance of health and safety.
- To ensure that their Directorate is represented on the Health and Safety Committee by at least one Manager.
- To ensure that the Health and Safety Procedures and arrangements are effectively communicated to all their staff.
- To ensure that those Health and Safety Procedures and arrangements are implemented effectively.
- To ensure adequate arrangements are in place for risk assessments to be carried out.
- To ensure that adequate systems are established and implemented to ensure, so far as is reasonably practicable, safe methods of work, plant, equipment and materials.
- Ensure that employees receive appropriate information, instruction and training on health and safety matters.
- Ensure there is adequate access to appropriate health and safety advice.
- To monitor and annually review the effectiveness of health and safety management throughout their Directorate and report on their health and safety performance to the Health and Safety Committee.

SPECIFIC RESPONSIBILITIES

TITLE: DIRECTOR OF PROPERTY & SUSTAINABILITY

Responsibilities include:

- Ensure that the Health and Safety Policy and arrangements are communicated to all staff.
- Ensure that adequate resources are available to implement the Health and Safety Policy.
- Ensure that the Annual Service Plans detailed within the Health and Safety Strategy document are prepared annually, implemented and co-ordinated.
- Ensure that health, safety and compliance performance is regularly reviewed at Board level.
- Monitor the effectiveness of the Health and Safety Policy.
- Review the results of health and safety audits and arrange for implementation of appropriate actions.
- Attend the Health and Safety Committee.
- Ensure the Health and Safety Policy is annually reviewed.

SPECIFIC RESPONSIBILITIES

TITLE: HEAD OF HEALTH, SAFETY & COMPLIANCE

Responsibilities include:

- Provide health and safety advice and support to all employees
- Provide Building Safety advice to Tenants
- Carry out health and safety audits/Inspections and draw up action points to address non-compliance.
- Chair the Health and Safety Action Steering Group.
- Administer the accident investigation and reporting procedure.
- Advise on health and safety training requirements.
- Liaise with the Health and Safety Executive, the Social Housing Regulator and other external bodies in relation to health and safety
- Report and Health and Safety Breaches to the Health and Safety Executive and/or the Social Housing Regulator
- Monitor and identify the implications of changes to Health and Safety Legislation and Approved Codes of Practice and communicate these to relevant parties for action.
- Source additional specialist health and safety assistance, when necessary.
- Lead on the Annual Review of the Strategy and Policy Statement.
- Prepare Assurance reports to GLH Board on Health, Safety and Compliance.
- Attend GLH Board meetings to deliver Assurance reports

SPECIFIC RESPONSIBILITIES

TITLE: HEAD OF SERVICE / MANAGERS

Responsibilities include:

- To promote a positive health and safety culture throughout their area of responsibility by setting a good personal example and ensuring that steps are taken to raise the awareness of the importance of health and safety.
- To ensure that all Health and Safety procedures and arrangements, which apply to their area of responsibility, are communicated to all their staff and effectively implemented.
- To ensure that all individuals in their area of responsibility area are aware of their health and safety responsibilities.
- To ensure Risk Assessments are carried out by Managers, Team Leaders and Supervisors within their own Service area.
- Ensuring that staff have adequate instruction, training and information for the tasks they are to perform.
- Investigating of serious incidents within their area of responsibility and reporting through to the Head of Health, Safety & Compliance.

SPECIFIC RESPONSIBILITIES

TITLE: TEAM LEADER / SUPERVISORS

Responsibilities include:

- To promote a positive health and safety culture throughout their area of responsibility by setting a good personal example and ensuring that steps are taken to raise the awareness of the importance of health and safety.
- To ensure that all Health and Safety procedures and arrangements, which apply to their area of responsibility, are communicated to all their staff, effectively implemented and supervised, as appropriate.
- To ensure that all individuals in their section are aware of their health and safety responsibilities.
- To carry out risk assessments and ensure they are reviewed annually.
- Development of safe systems of work, their implementation and supervision.
- Monitor work equipment and premises to ensure they are safe, maintaining records, reporting faults and taking corrective action, where necessary.
- Reporting on health and safety related issues to their line Manager in support of the health and safety performance monitoring process.

SPECIFIC RESPONSIBILITIES

TITLE: EMPLOYEES

Responsibilities include:

- being familiar with the Safety Policy and implementing it at all times;
- complying with any risk assessments which have been undertaken;
- operating only items and equipment for which you have been trained, deemed competent and authorised to use;
- reporting any industrial injury, industrial disease, or any incidents which could result in personal injury or property damage, to their line Manager;
- using the correct tools and equipment for the job. Using the safety equipment and protective clothing (P.P.E.) which is made available and issued when required;
- developing a concern for safety personally and for others, particularly new employees;
- avoiding improvisation;
- suggesting ways of eliminating hazards;
- co-operating with us in maintaining a safe working environment and making your contribution to reducing accidents;
- taking care of property entrusted to you, refraining from horseplay, the abuse of welfare facilities and the misuse of equipment;
- keeping tools and equipment in good condition;
- reporting to your line manager any defects in equipment. Ensuring that equipment is in a safe and secure state when unattended;
- obeying our safety rules;
- setting a personal example.

SUMMARY OF RESPONSIBILITIES

OVERALL RESPONSIBILITY

The Policy Holders have overall and final responsibility for health and safety within our organisation and will ensure we have effective policies for health and safety and will delegate specific responsibilities to ensure that all requirements of current legislation are satisfied.

SPECIFIC RESPONSIBILITIES

Responsibility	Name
<u>Policy Implementation</u>	
Review:	Director / Head of H&S
Health and Safety Budget/Funding:	Director / Head of H&S
Insurance Provision:	Director / Head of H&S
Instruction in Safe Working Practices:	Managers / Head of H&S
Training:	Managers
Office Safety Inspections:	Managers
Person responsible for Disciplinary Procedures:	Managers
Person responsible for issue of PPE:	Managers
<u>Equipment Maintenance and Inspection</u>	
Contractors and other Services:	Managers
Lifting Equipment:	Managers
First Aid Provision:	Managers
<u>Fire</u>	
Equipment:	Managers
Evacuations:	Managers
Computer Equipment:	Managers
Housekeeping:	All Employees
Accident Recording:	Managers
Accident Investigation and Reporting:	Managers / Head of H&S
Visitors (Inc. Contractors):	Managers
<u>Risk Assessments</u>	
:	Managers
Fire:	Managers
Hazardous Substances (COSHH):	Managers
Manual Handling:	Managers
PPE:	Managers
Lifting Equipment:	Managers
Specific Work Equipment:	Managers
Specific Work Activities	Managers
DSE:	Managers
Working at Height:	Managers
Lone Working:	Managers
Pregnant Employees:	Managers
Young Persons:	Managers

Responsibility

Name

Services

Gas and Gas Appliances:

Managers

Electricity and Electrical Equipment:

Managers

Water Supply (Legionellosis):

Managers

Waste:

Managers

RESPONSIBILITIES OF CONTRACTORS

Golden Lane Housing are responsible to engage competent contractors, manage and control them whilst they are on our premises. The responsibilities described below apply to all contractors engaged to work on our premises or housing stocks.

Contractors are responsible for ensuring that all persons under their control are aware of the following:-

- fire procedures;
- first aid arrangements;
- welfare arrangements;
- the requirements of any risk assessments and method statements they are required to comply with;
- areas where personal protective equipment (PPE) must be used;
- any permit to work systems.

It is our responsibility to inform contractors of any known hazards to which persons under their control may be exposed while working on our premises. The Manager engaging contractors are responsible for providing this information.

It is the responsibility of a contractor to provide us with risk assessments and method statements, which should describe how the work will be carried out without exposing any person to risks to their health or safety. The requirements of these documents must be adhered to. For Construction works Construction Phased plans must be submitted to the appropriate GLH Manager to review and approve prior to the commencement of works

A contractor must ensure that any equipment brought on to our premises is fit for the purpose and in a good state of repair.

We reserve the right to order off our premises any contractor not complying with our Health and Safety Policy or procedures.

HEALTH AND SAFETY COMMITTEE

The Health and Safety Committee main functions are to-

- Preserve and promote our culture of health and safety first that minimises risk across the business.
- Ensure we comply with health and safety legislation, regulation and industry best practice and keep up to date with any changes.
- Seek assurance that robust controls are in place to minimise H&S risk, so far as is reasonably practicable, by monitoring risk assessments, policies, procedures and reporting performance data.
- Commission and review, reconciliation, active monitoring and audit internal and external reports and ensure recommendations are closed out.
- Review new systems of work
- Review and approve H&S policies and procedures
- Identify and monitor H&S training to maintain and enhance employee competency.
- Review accident, incident and near-miss reports, scrutinise significant events to make sure that lessons are learned, and effective remedial actions are taken to prevent recurrence.
- To refer matters of organisational importance to the Leadership & Executive Teams.

It comprises of the GLH Director of Property Services & Sustainability, Head of Health, Safety and Compliance, other Heads of Service and Representatives of Employee Safety that meet on a bi-monthly basis. The role of the members are-

The role of members is to:

- Review and agree the H&S Steering Group terms of reference annually.
- Promote and preserve our culture of health and safety first that minimises risk across the business and promotes a safe working environment and Safe Homes for Tenants
- Actively participate in the work of the group and make sure any actions assigned are completed within time scales agreed.
- Act as a point of contact for employees in teams that they represent regarding health and safety issues.
- Listen, to invite contributions from others, use positive language and behaviours.
- Ensure we comply with, health and safety legislation, regulation and industry best practice and keep up to date with any changes.
- Seek assurance that robust controls are in place to minimise H&S risk, so far as is reasonably practicable, by reviewing policies, procedures and performance data.
- Commission and review, active monitoring and audit reports and ensure recommendations are closed out.
- Review new systems of work
- Identify and monitor the delivery of H&S training to maintain and enhance employee competence.
- Review accident, incident and near-miss reports, scrutinise significant events to make sure that lessons are learned, and effective remedial actions are taken to prevent re-occurrence.

- Share, discuss and resolve issues that may affect the H&S and welfare of employees and others.
- Share and consult with employees about H&S and welfare matters reviewed at the H&S Steering group at their team meetings.
- Ensure a deputy employee is present at H&S steering group meetings to participate on their behalf if unable to attend.
- Undertake training as required to enable them to carry out the steering group role effectively.

The Committee will be ran in accordance with the agreed terms of reference

RULES FOR VISITORS

INTRODUCTION

The following rules are designed to control all visitors to our premises, including contractors engaged to work on any of our properties. For health, safety and security reasons it is important that visitors should not be permitted to wander freely around the premises. In the event of a fire, it is imperative that we know who is in the building at the time and that all persons can be accounted for. We will do this by maintaining a record of the name, time of arrival and departure and whereabouts of all visitors. Our procedures for the control of visitors are outlined below.

Any employee receiving a visitor should ensure that:-

- the visitor enters their details in the 'Visitors' Record Book' on arrival and signs out on departure;
- the visitor remains in the reception area until they are collected by their host;
- any incident involving a visitor must be reported without delay. Injuries should be recorded in the Accident online portal;
- the visitor reads and complies with the Fire Procedures.

VISITOR RULES

PARKING

Visitors must ensure that their vehicle is left in an approved parking area. Vehicles must not obstruct fire escape routes, private or public access and other vehicles.

RECEPTION AREA

Visitors must remain in the reception area until collected by their host.

Visitors will be accompanied while you are on the premises, unless we authorise you to enter the premises unaccompanied.

SECURITY

Visitors must not remove anything from the premises without permission.

HEALTH AND SAFETY

Visitors **MUST NOT** enter any area of the premises until they have received permission from their host.

Visitors must report any accident, injury or dangerous occurrence immediately. Visitors will be required to enter the details of any injury in our Accident form.

FIRE

Please follow the Fire Procedure and Instructions.

If Visitors are working unaccompanied, they **MUST** be familiar with the locations of the fire exits and manual call points.

SMOKING

In order to comply with current legislation and company policy, Visitors are not allowed to smoke inside any of our premises.

SECTION C:

PROCEDURES

ACCIDENT/INCIDENT REPORTING PROCEDURE

Accidents/Near miss Incidents

The main purpose of reporting and investigating accidents/Near miss Incidents is to prevent re-occurrence by reviewing current practices/ risk assessments and not apportioning blame. There are also legal reasons to report more serious accidents.

Definitions-

Accident: an event that results in injury or ill health-

ie cut to fingers or the hand due to working in a property, using tools. An assault to a member of staff

Near miss Incident: an event not causing harm, but has the potential to cause injury or ill health

ie A heavy door slams close and a co-worker barely avoids getting hit by jumping out of the way in the last second or a staff member turns around while carrying a long heavy object over their shoulder and nearly hits a co-worker standing behind them who escapes the impact by ducking or moving a way

What is meant by 'work-related'?

The fact that there is an accident at work premises does not, in itself, mean that the accident is work-related – the work activity itself must contribute to the accident. An accident is 'work-related' if any of the following played a significant role:

- the way the work was carried out
- any machinery, plant, substances or equipment used for the work or
- the condition of the site or premises where the accident happened

What are 'reportable' injuries?

The following injuries are reportable under Health and Safety regulations to the Health and Safety Executive (HSE) when they result from a work-related accident:

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

Certain Near miss Incidents may be reportable to the Social Housing Regulator such as Gas or Electrical breaches where we haven't gained access to a Property to carry out statutory Inspections

Principles of Accident Investigation

Although 'safety' is all about preventing accidents in the first place, a better understanding can be gained from those that do happen. Consequently, it is important that accidents are reported quickly so that an investigation may follow as soon as possible and then remedial action put in place to prevent a recurrence. The purpose of the investigation is;

- To establish the causes of the accident/Near miss Incident
- To identify any weaknesses in standards or arrangements for managing health and safety
- To identify any corrective action(s)

- To reduce the likelihood of a recurrence
- Not to blame any individual or group of individuals

Accident/ Near miss Incident Investigation

Certain Accidents/Near miss Near miss Incidents may be reportable to the HSE, Social Housing Regulator or may result in a claim against GLH and will be investigated by the Head of Health, Safety and Compliance (HH,S&C) (if the H,H,S&C is on leave this function will be carried out by the Building Safety and Compliance Manager).In these circumstances an Investigation team will be formed to work together on getting all the relevant information required for any potential litigation or claims against GLH. This will involve-

- The Head of Health, Safety & Compliance (or if on leave the Building Safety & Compliance Manager)
- The relevant Head of Service who has responsibility in the area the Near miss Incident occurred
- Any Colleagues reporting the Near miss Incident
- Rep of Employee Safety in the area the Near miss Incident occurred

The Director of Legal and Governance and relevant Director with responsibility in the area the Near miss Incident occurred will be kept informed of progress of the Investigation

Investigation Procedure

1. Any colleague being made aware of a Accident or near miss Near miss Incident should fill out the relevant Near miss Incident form and send through the form to the Head Of Health, Safety and Compliance (HHS&C) and copy in the Director of Legal and Governance
2. The HHS&C will then liaise with the Investigation team to work through the four stages of Accident Investigation
 - Step one: Gathering the information
 - Step two: Analysing the information
 - Step three: Identifying risk control measures
 - Step four: The action plan and its implementation.

Dependant on the circumstances the HHS&C or another colleague who is located closer to the scene may visit Site to ensure the Information and evidence is gathered in a timely manner. Once the information is gathered the Investigation team will work through steps 2-4.Once completed all information/evidence will be recorded and the Investigation report sent through to the Director of Legal and Governance and relevant Director with responsibility in the area the Near miss Incident occurred.Generally there are two types of Accident/ Near miss Incidents that we report at GLH. These generally involve Employees or Building Safety/Tenant related incidents. **For any accidents involving Employees then the Employee Accident report should be filled out. For any other incidents or near misses please fill out the on line GLH Incident form. These forms can be found on MyGLH – Quick links- Accident/Incident reporting**

ASBESTOS MANAGEMENT

GLH will ensure for the properties we manage constructed prior to 2000, we will ensure a risk assessment of the possible existence of asbestos containing materials is undertaken by a

competent person and in accordance with the current version of the Control of Asbestos Regulations. We will ensure that the findings of such risk assessments are acted upon as necessary.

Further details on how we manage Asbestos within the properties we manage please refer to the respective GLH Asbestos management plan.

COMMUNICATING HEALTH AND SAFETY TO NON-ENGLISH-SPEAKING EMPLOYEES

GLH recognise that there may be occasions when we employ employees who do not have English as their first language and that this may adversely affect the Health, Safety and Welfare of the employee, contractor and or others affected by their actions.

Where we employ a non-English speaking employee an assessment will be completed to determine their level of understanding of the English language and their ability to follow written and/or verbal instructions.

In many cases the level of understanding will be no different from other employees and no further action will be required.

In cases where there is a limited level of understanding of the English language, we will ensure that suitable additional controls are in place to ensure that the employee can undertake their duties without exposing themselves and/or others to undue risk.

CONSULTATION WITH EMPLOYEES

GLH accept our duty under the current edition of the Health and Safety (Consultation with Employees) Regulations to consult employees on health and safety matters, particularly with regard to:

- any measures that may substantially affect employee's health and safety;
- information about risks to your health and safety and any preventative measures in place;
- the planning and organisation of any health and safety training that you will need to ensure you work safely;
- any health and safety consequences of the introduction of new technologies into the workplace.

Health and Safety matters will be discussed at every level at Team meetings and Toolbox Talks, as well as the more formal Health and Safety Committee Group meetings, which are held at a frequency relevant to the particular requirements of the organisation to ensure adequate and appropriate consultation takes place.

Management will ensure that Representatives of Employee Safety (RES) are allowed to carry out their functions in line with the appropriate statutory provisions. The Health and Safety Committee will consist of Managers and RES from the main areas of GLH. RES will be elected by the workforce in their respective areas.

The RES will be provided with:-

- any training they need in order to understand and fulfil their duties as described in the regulations;
- time off, with pay, to fulfil their duties as described in the regulations;
- any information they need in order to fulfil their duties under the regulations;
- copies of correspondence from enforcing authorities in relation to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

We encourage all employees to take an active interest in health and safety matters and welcome positive suggestions for improvement. If you would like to raise a matter for discussion you should bring this to the attention of the Manager /your RES. We encourage all employees to take an active interest in health and safety matters and welcome positive suggestions for improvement. If you would like to raise a matter for discussion you should bring this to the attention of the Manager/supervisor /your RES.

CONSTRUCTION, (DESIGN AND MANAGEMENT) (CDM)

GLH acknowledges construction is regarded as a high-risk activity, the Construction (Design and Management) Regulations 2015 (CDM) is in place to control the planning and management of construction projects irrespective of their size or complexity. GLH is responsible for commissioning and carrying out construction work as defined in CDM and will, from time to time have duties under the Regulations. When managing construction projects, the focus should always be on the action necessary to reduce and manage the risks involved.

- All construction projects, irrespective of how small, are covered by CDM. The type of work that GLH is involved in comes under this definition and can involve:
- Alteration, conversion, fitting out, repair, upkeep, redecoration, other maintenance or demolition; or

Installation, commissioning, maintenance, repair or removal of mechanical, electrical, gas, telecommunications, computer or similar services.

Definitions

- Construction phase – “any period of time starting when construction work in any project starts and ending when construction work in that project is completed.”
- Contractors – “those who do the actual construction work and can be either an individual or company.”
- Designers – “those, who as part of a business prepare or modify designs for a building, product or system relating to construction work.”
- Principal contractors – “contractors appointed by the client to coordinate the construction phase of a project where it involves more than one contractor.”
- Principal designers – “designers appointed by the client in projects involving more than one contractor. They can be an Organisation or an individual with sufficient knowledge, experience and ability to carry out the role.
- Client – “any person for whom a project is carried out”. This could be a single person, a group of people, even a business. The client is usually the person instructing contractors and designers, and deciding what work will be done

Duties

GLH will have several duties throughout a project, these include:

- Assembling the project team.
- Making respective roles clear.
- Ensuring sufficient time and resources for each stage of the project.
- Ensuring effective mechanisms for communication and in place between team members.
- Ensuring pre-construction information is provided as soon as practicable to every designer and appointed contractor, or being considered for appointment, to the project.
- Taking steps to ensure that the principal designer and principal contractor comply with their duties.
- Ensuring a construction phase plan is drawn up by the contractor if there is only one contractor, or by the principal contractor.
- Ensuring the principal designer prepares a health and safety file.
- Ensuring mechanisms are in place to maintain Health and Safety performance.

The Client Brief

GLH will set out a clear brief for every project. GLH will clearly highlight the key requirements and the vision of the project.

- Where the range and nature of risks involved in the work warrants it, arrangements will include:
- The expected standards of Health and Safety, including safe working practices, and the means by which these standards will be maintained throughout.
- What is expected from the design team in terms of the steps they should reasonably take to ensure their designs help manage foreseeable risks during the construction phase and when maintaining and using the building once it is built.
- The arrangements for commissioning the new building and a well-planned hand over procedure to the new user.

Selecting the Project Team

GLH will ensure that all appointed individuals and Organisations have the necessary skills, knowledge and experience to carry out the required task. Before appointing a contractor, GLH will obtain the following information.

Provision of EL/PL/PI insurance details.

- Provision of suitable references from previous clients or similar work.
- Provision of Health and Safety policy.
- Provision of licences to operate, where appropriate.
- Provision of risk assessments and method statements (RAMS).
- Details of a membership of a Trade Organisation or a Safety Group.
- If there is more than one contractor involved in a project, GLH will formally appoint a principal designer and principal contractor in writing at the earliest possible stage.

Health and Safety File

- GLH will ensure that in projects with more than one contractor, the principal designer prepares, updates, reviews and revises the Health and Safety file to take account of the work and any changes that have occurred.
- If the principal designer's appointment concludes before the end of the project, GLH will ensure that the Health and Safety file is passed from the principal designer to the principal contractor.
- When the project is complete, GLH will retain the file and ensure it is available to anyone who may need it to enable them to comply with Health and Safety requirements during any subsequent project.

If the property is sold to a tenant or any other Organisation, the file will be passed on to the new owner

Notification

GLH or the appointed Principal Designer will ensure the HSE is notified in writing when the construction work on a construction site is scheduled to:

- Last longer than 30 working days and have more than 20 workers working simultaneously at any point in the project; or
- Exceed 500 person days.

DISPLAY SCREEN EQUIPMENT (DSE)

GLH acknowledge our duties under the current edition of Display Screen Equipment Regulations, as amended, to assess the risks to the health and safety of our employees from the use of DSE. We have chosen to fulfil this duty by requiring all persons who use DSE, for however short a period, to complete a DSE Self-Assessment Questionnaire. The Line Manager will evaluate the DSE Self-Assessment Questionnaires and if appropriate remedial action will be taken.

The term 'display screen equipment' (DSE) is used to describe not only the visual display unit (VDU) of a computer but also the other computer equipment and the workstation where it is used i.e. the desk, work surface, chair, input devices, software, printer and document holder. This also includes laptops, tablets and smart phones.

Definitions

- **Workstation:** A desk that includes a computer, all parts of the computer (keyboard, mouse etc.), chair, and other equipment required for your work i.e. printer, phone, document holder.
- **DSE user:** Staff that regularly (lengthy periods more or less every day) use a computer or laptop whether, within a GLH office or working from home in order to carry out the primary part of their daily tasks
- **Eye test voucher:** A voucher that can be requested from line Manager. The voucher covers an eye test and any corrective appliances that are diagnosed as necessary for computer use.

Procedure

The following guidance should be followed at each workstation:

- Every employee that uses a computer at a workstation as part of their work in an office or home based should complete a workstation risk assessment. This is completed by self assessment.
- Guidance for workstation set up can be found in Appendix 1 Workstation set up guidance
- GLH will provide any equipment that is required to set up or improve the workstation and to reduce any risks as determined by the risk assessment.
- If you use a computer for all or a large amount of your work, then GLH will provide a voucher for regular eye tests on request, which includes the cost of glasses or other corrective appliances diagnosed for using a computer at work. This is the only scheme that should be used for providing and paying for eye tests unless there are exceptional circumstances that have had prior approval through a line manager.

Managers will ensure:

- Workstations are set up appropriately and by following the guidance in appendix 1.
- All office or other GLH location workstation users undertake an assessment of the workstation and that this is regularly reviewed.
<https://forms.office.com/r/JFRMpzd3Vz>
- All staff that work from home undertake an assessment of their workstation using and that this is regularly reviewed.
- <https://forms.office.com/r/rugcjGCe0z>
- Any items required by the assessments are provided in a timely manner.

- Where requested by staff defined as regular computer users a voucher is provided for an eye test. Please use the Eye test voucher request form, found in the form section G.

All staff are made aware of the requirements of this procedure and undertake assessments where necessary.

Appendix 1

Workstation Set Up Guidance

This guidance details the requirements for a permanent workstation:

- Desk with adequate space and height for the equipment required and enough room to allow postural changes whilst working. Clear space underneath.
- Adequate lighting with no glare or distracting reflections
- Window covering if required to minimise glare
- Office style, stable chair that has an adjustable back (height and tilt) and adjustable seat height.
- Footrest (if requested from the workstation risk assessment)
- Computer screen that can be adjusted to ensure that it is at an angle that allows the head to be held in a comfortable position. The screen should be placed directly ahead, not on an angle and it should be at a height that allows the eyes to be at the same level as the top of the screen.
- Regular use of laptops should only be undertaken with a docking station to allow for the adjustment of the screen and the use of a separate keyboard and mouse.
- Keyboard should be separate from the screen to give a comfortable working position.
- A mouse should be available and placed on the desk to allow the arm to rest on the desk whilst using the mouse.
- Document holders are recommended to allow for ease of typing and reduce stress to the neck.

DRIVING COMPANY VEHICLES

To ensure the safety of GLH drivers of our company vehicles/private vehicles used for business purposes any other person/s that could be affected by the use of the vehicle we will operate the following procedures:

Company Vehicles

GLH will ensure-

- that all company vehicles will be suitable for their intended purpose;
- all company vehicles will be serviced according to manufacturers' recommendations and service logbooks will be maintained. where required, vehicles will hold a current MOT test certificate and will be presented for testing as legally required;
- the driver of the company vehicle is responsible for the completion of a Weekly/Monthly Vehicle Check sheet for that vehicle; found in the forms section G.

Private vehicles used for GLH Business

Employees will ensure-

- There vehicles are roadworthy and have an in-date MOT Certificate.
- The vehicle is taxed and insured for business use.
- Regular checks of the vehicle are carried out as per the Company vehicle checklist

Procedures

- Driving licences will be Checked, via the DVLA web site, for Driving offences and to ensure Driving licences are valid. On-going checks will be carried out as required.
- we do not expect employees to take risks whilst driving. Journeys should be planned in advance, allowing sufficient time to drive within speed limits and according to traffic and weather conditions.
- some prescription drugs and medicines may carry a warning that they should not be taken when driving vehicles. Any driver prescribed such medication must inform the Manager immediately and must not drive until they have stopped taking the medication;
- drivers are instructed to adhere to the Highway Code at all times;
- It is an offence (dangerous driving) to drive while using a hand-held mobile phone. If you are driving and your mobile phone rings you must stop at a suitable location before you answer it.
- Using hands free mobile phones may also incur a fine if distracted or could be regarded as a chargeable offence if involved in an accident when using whilst driving.
- drivers are responsible for paying any fines for driving or parking offences committed while he/she is in charge of a company vehicle;
- the driver of a company vehicle must inform the Manager about any prosecution for any driving

offence;

- drivers are advised and reminded that drinking alcohol during the working week may take blood alcohol levels above the legal limit. If this is the case drivers must not drive the vehicle until they consider that their blood alcohol level is within the legal limit.

Accidents

- In the event of an accident the normal civil procedures should be instigated
- Minor bump, no injuries incurred - exchange names and addresses and insurance details.
- With a more serious incident, in addition to the above, and specifically if injuries are incurred, the Police must be notified.
- If the employee or volunteer incurs injuries during work related usage, a GLH accident form must be completed.
- Always attempt to obtain the name and address of any witness to an accident.
- Fill out the Drivers incident form in found in section G and send back to your Line Manager. These should then be forwarded onto the Head of Health, Safety & Compliance

Driving a company vehicle without authorisation or whilst under the influence of alcohol or illegal drugs are serious breaches of our health and safety rules. They will be considered as gross misconduct, which could lead to summary dismissal.

ELECTRICAL SAFETY

GLH acknowledge its duties under the current edition of the Electricity at Work Regulations to take precautions against the risk of death or personal injury from electricity in our work activities. Our objectives are to eliminate the risk or reduce it to an acceptable level by adopting the following:

For further details on how we manage electrical safety within the properties we manage please refer to the respective Electrical Safety management plan.

Portable Electrical Appliances

For the purpose of this procedure a portable electrical appliance is defined as any item powered electrically and supplied via an electrical lead and plug.

Employees who use electrical portable appliances are responsible for visually inspecting the work equipment, plugs and lead prior and during use.

Any employee finding any damage to the portable electrical appliance must bring this to the attention of their Manager.

Our portable electrical appliances will be inspected and tested at a frequency (decided by risk assessment principles) and as stipulated by current HSE guidelines.

FIRE SAFETY

GLH recognise that a fire in our premises is a significant risk to the health and safety of anyone using the premises and to fire fighters, our neighbours and others outside. We are committed to doing all that is deemed reasonably practicable to prevent fire within our undertaking. Suitable fire precautions will be adopted, and employees will be instructed in fire prevention and the safe evacuation of the premises.

For further details on how we manage Fire safety within the properties we manage please refer to the GLH Fire Safety management plan.

Regarding the premises we work from we will:-

- Adhere to the findings of the building owners fire risk assessment and implement appropriate control measures;
- ensure that where we have a visitor's book, all visitors sign the book on arrival, and again on departure;
- ensure good housekeeping to minimise the risk of fire;
- inspect and/or test fire safety equipment at appropriate intervals;
- provide and maintain safe means of escape in the event of a fire;
- implement a procedure for the action to be taken in the event of a fire; **(appendix 1- should be read and signed by all staff)**
- train employees in fire safety, including the carrying out of practice fire evacuation;
- keep records of all fire safety matters;
- ensure that all visitors are made aware of the fire precautions and emergency arrangements;
- comply with the requirements of The Regulatory Reform (Fire Safety) Order 2005;
- identify people with any disability or impairment who may require assistance in the event of a fire and devise and implement Personal Emergency Evacuation plans (PEEP's)
- where applicable, consult with other occupiers of the premises on fire safety matters;
- appoint and train fire marshals where required;
- train staff in assisting visitors/customers to a safe place;
- assess any functions or special events for increased fire risk;
- display the fire procedures in prominent positions;
- designate a fire assembly point.

Appendix 1- STAFF INFORMATION – Fire Evacuation Procedure (Manchester Office)

- **Sign In** - All Staff members must “Check in” at the Reception Desk
- **The Fire Alarm** is tested every Wednesday at 10.00am and is 1 short ring/horn and no action should be taken.
- Should the fire alarm sound at any other time (one continues ring/horn) please follow the Fire Evacuation Procedure below.
- Use your nearest Fire Exit at the time of the alarm, please familiarise yourself with all the fire exits within the office.
- **Fire Exits** – There are 3 Fire Exits within the office, use the nearest to you
- **Fire Exits** – There are 3 Fire Exits within the office, use the nearest to you at the time of the alarm.

Meeting room 1, Kitchen Repairs & Maintenance Team - The nearest fire exit can be found next to the kitchen, take the door on the right and go down the stairs to the ground floor and walk to the front of the building. The Fire Assembly point is on the grass verge by the exit gate (next to the Shell Garage).

Meeting rooms 2, 3 & 4, Reception, CS Team & Hot Desks - The nearest fire exit can be found opposite the meeting rooms, down the stairs to the ground floor and out of the main doors. The Fire Assembly point is on the grass verge by the exit gate (next to Shell Garage).

Housing, Finance and Mencap Teams – There is a fire exit next to Mencap Finance Team and the large walled cabinets, down the stairs to the ground floor and out of the main doors. The Fire Assembly point is on the grass verge by the exit gate (next to the Shell Garage).

Remember - DO NOT USE THE LIFT

- No-Smoking/Vaping, eating or drinking is permitted during a fire evacuation.
- Please do not stop to pick up any personal items and leave immediately.
- Do not return or re-enter the building once you have evacuated.
- Only return to the building when you have been given specific instruction from the Building Manager/Fire Officer

If you discover a fire:

- If you discover a fire, please sound the nearest Break Glass point (**there is one by each exit**) and follow the evacuation procedure above. Take a moment to know where your **Fire Exits** and **Break Glass Points** are when you next visit the office.

Thank you

Name:.....

Signed By:.....

Department:.....

FIRE INSPECTION AND MAINTENANCE PROCEDURES

GLH recognise if our fire detection or other warning systems were to fail then lives and property could be put at risk. The following inspections and tests will be carried out to ensure that the fire detection and warning system function when required:

On Induction

Ensure that all employees have been made aware of the fire evacuation procedure, including how to raise the alarm in a fire emergency.

Daily

Check that the "Power On" indicator on the Fire Alarm Control Panel is showing.

Check that the fault indicator is not showing or warning sounder operating.

Immediately report any faults to the Manager who will arrange for a competent person/s to inspect and make good any fault.

Weekly

Each week test in sequence the manual call point/s within the premises by using the key provided to sound the alarm.

Ensure that the alarm operates and that the appropriate zone is indicated on the Control Panel. This will usually require two persons.

Immediately report any faults to the Manager who will arrange for a competent person/s to inspect and make good any fault.

Testing and Maintenance

Testing and Maintenance of the Fire Alarm detection system will be carried out by the building owner as per regulatory requirements

FIRST AID

GLH accept our duties under the current edition of the First Aid at Work Regulations to provide suitable arrangements to enable injured employees to obtain first aid. We recognise that prompt action can save lives or prevent the condition of an injured person from deteriorating.

We are responsible for assessing our first aid requirements and for ensuring that we employ sufficient trained First Aiders and/or Appointed Persons.

Signs stating the names of the First Aiders/ Appointed Persons and the locations of the first aid boxes will be displayed in our premises. The First Aiders/ Appointed Persons are responsible for ensuring that the contents of first aid boxes are checked regularly and replenished as required.

Current First Aiders within GLH are identified on A4 notices posted within the Office

These have all attended a 1-day Emergency First Aid at Work at course

GAS SAFETY

Gas leaks have a high potential for fire and/or explosion and gas accumulating in a confined space can cause asphyxiation. Also, poorly maintained gas appliances can produce carbon monoxide, which is toxic.

GLH accept our duties under the current edition of the Gas Safety (Installation and Use) Regulations to ensure the health and safety of our employees and others when gas is used. In order to fulfil these duties, we will follow, so far as it is reasonably practicable to do so, the Approved Code of Practice (ACoP) and Guidance to the regulations.

For further details on how we manage Gas safety within the properties we manage please refer to the GLH Gas Safety management plan.

HAND-ARM VIBRATION (HAVS)

GLH recognise that regular exposure to continuous vibration from the work activities have the potential to cause long term ill health to a range of occupational diseases collectively known as hand–arm vibration syndrome (HAVS).

We will:-

- assess the risks to health from exposure to continuous levels of vibration, and determine the control measures needed;
- introduce effective control measures to ensure levels of exposure to HAVS are eliminated or reduced to its lowest levels as far as is reasonably practicable;
- when appropriate carry out and record assessments, and review them annually or when changes occur;
- ensure that the most appropriate work equipment is used for the work activity;
- ensure that Managers/Supervisors responsible for managing work activities likely to result in exposure to HAVS are adequately and sufficiently trained and competent;
- inform, instruct and adequately and sufficiently train employees about the risks and the precautions to be taken to protect themselves from the harmful effects of continuous exposure to vibration;
- ensure no new work equipment is introduced into our work activities where there is a foreseeable risk of HAVS without an appropriate risk assessment being carried out and approval of the Manager;
- monitor exposure of HAVS, and undertake appropriate health surveillance, where necessary;
- maintain work equipment to the manufacturer's specifications to avoid worsening vibration;
- use the vibration performance of work equipment as a factor for consideration when purchasing new equipment.

Procedures

The majority of activities carried out by GLH staff would not normally result in vibration emission that exceed the exposure action level, with the exception Resolve Solution Operatives and this would be likely on certain tasks utilising breakers and to a lesser degree Core drills and Jigsaws. Activity Risk Assessments identify Vibration as a hazard, primarily through the use of handheld power tools and control measures such as limiting the time use of the equipment and wearing gloves are implemented.

Certain activities carried out by Resolve Solution Operatives that generate vibration usually involve the use of plant, machinery and hand-held power tools. To control vibration exposure in these circumstances, the following procedures will be followed:

All equipment used by its employees shall be assessed for vibration, with each piece of equipment tagged and the results of such assessments recorded. Where the equipment is owned by GLH, the vibration information is to be recorded on a central register held by Resolve management and also kept in the Multi skilled Operatives Health and Safety booklets

All GLH equipment will be assessed using the HSE vibration calculator to determine Vibration emission from handheld power tools.

Employers are to take specific action when daily vibration reaches a certain action level. For hand held vibration the daily exposure value (EAV) is 2.5 m/s(8) and employers must take action to control exposure. The Exposure Limit value (ELV) is the maximum amount of vibration an employee may be exposed to in a single day. For hand held vibration the daily exposure limit is 5 m/s(8). This is a high risk and should not be exceeded. However, the regulations stipulate that exposure levels should be reduced to as low as reasonably practicable, so the (ELV), should not be used as a target if a lower exposure is reasonably practicable.

Where an employee uses multiple pieces of equipment during the working day, an assessment to determine total exposure time is to be carried out.

When the equipment is to be issued or supplied, Operatives shall have available information regarding trigger times and other controls required for their safety when operating the equipment.

Occupational Health

Operatives who suffer any ill health or problems regarding vibration are to be referred to Human Resources (HR) for an occupational health assessment. Until the results of the health assessment are known, the affected employee is not to operate any equipment that is likely to worsen the condition. Once results of the health assessment are known, appropriate action is to be taken to ensure, so far as is reasonably practicable, that any existing condition is not adversely affected.

When vibration assessments are required, it will to be carried out by a suitably competent person. An assessment regarding the type of tool, conditions of use and likely vibration exposure may be easily determined using the guidance in the HSE publication 'Hand Arm Vibration – L140', however, should doubt exist then specialist help will be sought. Further information can be obtained from the Head of Health and Safety & Compliance

HAZARDOUS SUBSTANCES

A hazardous substance is any substance, natural or man-made, in solid, liquid, powder, dust, gas, fume or vapour form that can cause injury or ill health.

GLH accept that we have a duty under the current edition of the **Control of Substances Hazardous to Health Regulations (COSHH)** to eliminate or, so far as is reasonably practicable, control the risks to health of any person from hazardous substances used in or arising from our work activities.

We will:-

- identify work activities that produce hazardous substances;
- maintain an up-to-date inventory of all substances used within the undertaking;
- obtain and maintain a library of suppliers' material safety data sheets (MSDS) for all substances listed in the inventory;
- carry out and record COSHH Assessments, communicate the risks and control measures along with appropriate information to employees and others that may be exposed to the substances;
- review our COSHH assessments annually or sooner if substances or activities they are used or exposed to significantly change;
- ensure employees are trained how to use hazardous substances safely;
- eliminate or substitute with safer substances to reduce the risks to exposed employees and others;
- provide employees with suitable personal protective equipment (PPE) and train them in its use, where risks from exposure to hazardous substances cannot be reduced to acceptable levels by other means;
- identify when monitoring and/or health surveillance are needed and ensure that, when needed, such monitoring and surveillance are carried out, with records kept.

Responsibilities for undertaking COSHH assessments are identified in the organisation and responsibilities section of this Policy. A COSHH Inventory form can be found at section G.

Persons engaging contractors to work on our premises are responsible for obtaining from them MSDS and COSHH assessments for any substances to be used.

INFECTION CONTROL

To control the spreading of a virus we use distancing within the workplace and good hygiene, where practicable.

We advise employees to report any symptoms they might have with relation to COVID-19 such as.

- High temperature (we will not be measuring temperatures)
- New continuous cough (if you usually have a cough, it may be worse than normal)
- Loss or change to your sense of smell or taste (you may not be able to taste or smell anything or things smell or taste different to normal)

For further advice see the GLH Infection control policy

HOME WORKING

Working from home has many benefits to both employer and employee, particularly in reducing overheads, eliminating the need for commuting, offering flexibility in working hours and allowing employees to work when otherwise they might not be able.

GLH Home based workers are subject to the same health and safety requirements as workers based on company premises and must be managed accordingly. There are also workers who are office based and occasionally work from home (Hybrid working).

The main requirements for Home Working and Occasional Home working can be found in the GLH Home working policy.

GLH will-

- ensure that appropriate risk assessments are completed by all home-based workers (self-assessment forms found in the DSE Home working assessment)
- ensure that risk assessments are reviewed annually;
- ensure home workers are provided with suitable induction training on commencement of employment;
- ensure appropriate equipment is provided for the home worker's health safety and welfare;
- ensure all equipment that is provided for use in the employee's homes is properly installed and tested;
- arrange for the maintenance of all electrical equipment supplied for use in the employee's home. The hard-wired electrical sockets and ring mains supplies are the employees own responsibility;
- provide, where practicable, scope for varying work patterns and to allow employee input in how the work is carried out to ensure home workers take periodic breaks during the working day;
- make the home worker aware of their duty to report any incidents or accidents that occur as a result of work-related activities to their Line Manager using the GLH Employee Accident Report form- <https://goldenlanehouse.sharepoint.com/:w:/s/GoldenLaneHousing/EYdQyuHZf0dOsLy-SwbYEmgB6U6uzVuH8AbmxNhg1x1CUQ?e=xnU9gk>
- ensure home workers are aware of the need to monitor their own working conditions and report any problems to their Line Manager;
- home workers are trained in emergency procedures in case of an accident in the home.

HEALTH SURVEILLANCE

We acknowledge that some of our work activities may have the potential to cause work-related illnesses. Therefore, we will take all reasonably practicable steps to monitor our employees' health. The aim will be to detect early signs of the onset of work-related illnesses so that suitable actions can be taken to prevent illnesses developing.

Possible work-related conditions arising from our activities may include:-

- hand-arm vibration syndrome (HAVS) resulting from the use of vibrating work equipment;
- noise induced hearing loss resulting from exposure to high noise levels from machinery;
- Manual Handling
- repetitive strain injuries (RSI) and work-related upper limb disorders (WRULD) resulting from the use of computing equipment or other work activities and processes.

INFORMATION AND TRAINING

We will give sufficient information, instruction and training to ensure employees understand the hazards to health posed by any identified work activities and the importance of the control measures provided. Information will also be given on how to report to the Manager any health problems that may be attributed to work activities. This may be reported verbally by the employee or when (if deemed appropriate) any specific health questionnaires we initiate.

OCCUPATIONAL HEALTH SERVICES

When necessary, we will engage the services of a competent occupational health service provider to give advice and guidance in the area of any specific health surveillance. The service provider may if deemed appropriate carry out initial and/or regular health examinations to employee/s and give guidance upon symptoms to be observed so that any work-related illness can be identified at an early stage and steps taken to cure the condition or prevent it getting worse. Guidance will also be given on suitable control measures.

LIFTING OPERATIONS

We acknowledge our duties under the current edition of the Lifting Operations and Lifting Equipment Regulations to ensure that our or lifting equipment we are responsible for is safe and that lifting operations are planned to prevent injuries to employees and others.

For further details on how we manage Specialist Lifting Equipment safety within the properties we manage please refer to the GLH Lift Safety management plan.

LONE WORKING

Lone working may expose employees and others affected by our undertaking to certain risks. Our intention is either to entirely remove the risks or, where complete elimination is not possible, to reduce them to an acceptable level.

GLH will ensure, so far as is reasonably practicable, that if employees are required to work alone or unsupervised for significant periods of time that they are protected from risks to their health and safety.

Assessments of the risks of working alone will confirm whether the work can be done safely by one unaccompanied employee. This will include the identification of risks from, means of access and/or egress, work equipment, substances, environment and atmosphere, etc.

We will give particular consideration to:-

- the remoteness or isolation of workplace/s;
- any problems of communication;
- the possibility of interference, such as violence or criminal activity from other persons;
- the nature of injury or damage to health and anticipated "worst case" scenario.

Employees and others affected by our undertaking will be given all necessary information, instruction, adequate and sufficient training and supervision to enable them to recognise the risks whilst working alone. Employees will be required to follow our safe working procedures.

Employees are required to co-operate with instructions given by a Manager and report any concerns they may have to them.

GLH utilise Lookout Call which is a safety monitoring system which is updated by lone workers using their work mobile phone. This can be found at **Appendix 1**

Appendix 1

Who does this procedure apply to?

This procedure applies to all field based staff and staff that occasionally visit sites around the country

Office based staff travelling alone whilst on GLH business should discuss their lone working needs with their manager in advance of travelling.

When do I need to use it?

This procedure will need to be followed on the days where individuals are travelling to and from tenant's homes, new development properties, new property viewings, attending meetings with stakeholders/others including Social Services, Support Providers and meetings with tenants.

All staff members must ensure that their diaries are up to date with full details of the appointment, including the full address. They must also ensure that they have given full appointment viewing rights to all staff within the organisation. Failure to do so will result in appointments being displayed as 'busy' only.

About Lookout Call

Lookout Call is a safety monitoring system which is updated by lone workers using their work mobile phone.

Lookout Call alerts nominated colleagues 'Responders' whenever a lone worker appears to be overdue or if they have proactively raised an Emergency alarm.

How does Lookout Call work?

The lone worker rings the system and leaves a clearly spoken message describing their current location/task. They also set a timed countdown fully covering the length of time they expect to be located there.

During the countdown, the lone worker may phone in at any time to supplement their original message with new information (e.g. to describe a location or client change). During the countdown, the lone worker may also request a call-back from the system, extend the countdown, or raise an Emergency alarm.

First Steps

1. Please ensure you are using your 'work' mobile phone and that your 'own number sending' is set to 'ON' so that the system can recognise your phone number.
2. The first time you ring the system on 01223 590590 using your 'work' mobile phone, it will begin by asking you to state your name. Please state your name & confirm when prompted. This is a one-off exercise.

TIMED ACTIVITY

Before you start your journey please ring **01223 590590** and you will be asked to state the details of your Timed Activity (eg: "home visit @ address") and press any key on your phone at the end of your message.

Your message will then be replayed and you should press # to confirm it is OK, or press * to re-record the message.

You will then be prompted to use your keypad to set the timed countdown, using 4 digits [i.e. 2 digits for hours, 2 digits for minutes] to describe how long the Timed Activity should last. For example enter 0800 to set an 8 hour countdown, or 0400 for a 4 hour countdown, or 0030 for a 30 minute countdown.

Press # to confirm the timed countdown or * to change it.

Whenever the countdown ends, the system calls you to check you are safe – please enter the pin number **1234** to confirm you are safe. An alarm will be raised with Responders if you don't enter the pin number or miss the call.

A Timed Activity needs to be running for all other services [described below] to be available.

(N.B for staff visiting several tenants/properties in the same day and where support will be present, the staff member may set the timed activity to cover all appointments due to take place within the one timed activity. In this particular case the staff member will notify the system when the last appointment is due to end.

If the staff member is visiting tenants whom are not in receipt of support or where the staff member may feel more at risk for any reason at all, each visit should be timed separately i.e. when one visit ends, log a new timed activity for the next. If you are in doubt, please discuss this with your line manager).

TIMED ACTIVITY – UPDATE

During the countdown, please ring **01223 590599** to supplement your original message, describing any changes (eg : new location or new customer).

Press # to confirm.

TIMED ACTIVITY – EXTEND BY 30 MINUTES

During the countdown, please ring **01223 590598** to add 30 minutes if you need extra time before the countdown ends.

CALLBACK [in 5 minutes]

During the countdown, if you are feeling uneasy, you can request an automated callback by ringing **01223 590592**.

The system calls you back in 5 minutes.

Press 0 when prompted to acknowledge if you are safe.

Press 8 when prompted if you want to book another 5 minute callback.

If you don't answer the callback – an alarm is raised for you immediately.

EMERGENCY

During the countdown, if you need urgent help, ring **01223 590593**.

DON'T hang up if you want the responder to listen to what is occurring.

LOG OFF

During the countdown, ring **01223 590591** to log off before the countdown ends – this confirms your activity has ended and you are safe. You can do this at any point during the countdown.

FAILING TO LOG OFF

If you fail to log off the system for any reason before the end of a timed countdown, an alarm will be raised with the responders (during the hours of 9.00am-5.00pm) or with our out of ours provider SPS (during the hours of 5.00pm – 9.00am).

ALARM RESPONDERS ONLY

As a responder, you will be called by the system whenever an alarm has been raised, either because a lone worker has failed to confirm they are safe at the end of a timed countdown – or because an Emergency alarm has been raised.

When prompted – press #

Listen to the lone workers Timed Activity message and note their location.

Enter PIN **1234** to confirm you will deal with the alarm.

If it is an Emergency alarm, you may be able to listen to what is occurring [press # when prompted] and talk to the lone worker [press * when prompted].

If you miss an alarm call or answer but fail to enter # or PIN **1234**, the system will escalate the alarm to another responder and in the unlikely circumstance that no responder can be contacted, SPS will be contacted

ACTIONS FOR RESPONDERS

1. Within 30 minutes - call lone worker on their work/personal phone.
2. Repeat process at 60 and 90 minutes after alarm raised to establish contact.
3. If contact has not been established after 90 minutes, notify your line manager and seek advice on the next steps i.e. to contact next-of-kin or even the police.

If your manager is not available you should contact another manager and failing that, a member of the leadership team. If it is decided that the NOK should be contacted, the manager you are talking to will make contact with the NOK.

If at this point the manager you are talking to wishes for you to contact the police, your manager will notify their Director and Chief Executive or another member of the leadership team that contact with the police has been made.

ALARM RESPONDERS BETWEEN THE HOURS OF 5.00pm – 9.00am

SPS will respond to calls outside of normal office hours. They have access to individuals' personal contact details and NOK details and will attempt to make contact with the lone worker and their NOK during a 90 minute period. After 90 minutes have passed, the call will be escalated to the on-call manager.

STAFF ON CALL

Should you receive a call from SPS during out of hours notifying you that the escalation process has been followed and they have not been able to make contact with the lone worker, please notify your appropriate 'Director' by contacting them on their work mobile. In the absence of your Director, any member of the leadership team can be contacted on their work mobile.

Together you will agree the next course of action and this may involve trying to establish contact directly with the lone worker or contacting the police. If further attempts to contact the lone worker is agreed, SPS will be able to provide personal and NOK contact details on request.

OTHER SERVICES

If a lone worker wants to change their PIN from 1234 – they may ring 01223 590595 to do so.
If a lone worker wants to re-record their name – ring 01223 590597 to do so.
If a mobile phone isn't working, the lone worker can use any alternative phone to update the system on 01223 590594.

ANY QUESTIONS?

If you have a technical problem with the Lookout system, Lookout Call Support is available via support@c3.co.uk or 01223 427744 [Monday – Friday 9.00am to 5.30pm]. You can also contact Nicky Briggs on 07771551290

Appendix A

Guidance notes for lone workers

When staying at hotels:

- Always book your hotel stay with the Customer Services Team.
- The Customer Services team will always book your stay at a Premier Inn, usually in a built up residential area.
- If there is not a Premier Inn in your selected town, a Holiday Inn/Express may be selected as a second option and the Customer Services Team will need to book this so they have a record of your stay.
- The Customer Services team will request that your room is as close to reception (especially female guests)
- Employees are not allowed to book their own accommodation.
- Always park your car as close to the entrance of the hotel as possible.
- If you feel that your hotel room is too far from reception, ask to change rooms.
- Once entering your hotel room, remember to lock the door.

When using your vehicle:

- Always check your vehicle is road-worthy – check tyres, oil, water, fuel, jack & spare tyre.
- Ensure you have a full tank of fuel, particularly for long distances where there is a chance you could have delays or get stuck in traffic.
- Keep your car keys safely with you at all times in case you need to leave somewhere quickly.
- Carry a torch that works and regularly check its batteries.
- Carry a spare blanket and other warm items of clothing in case you should need to wait for a long time in the car.
- Make sure you have planned your journey in advance of setting out.
- Check the forecast the day before your planned journey.
- If you have to travel alone, ensure your diary is up to date for all staff to view and follow the buddy system, informing your buddy when you arrive home.
- Wherever possible, park in well lit areas facing the direction in which you wish to leave.
- Always lock your car.

When carrying out home visits:

- Please review the visiting Properties risk assessment prior to visiting homes and the Lone Worker hazards and controls
- Do not undertake home visits without having checked Active H for warning signs.
- Do not undertake home visits if the support provider are not present when you arrive at the house. (Housing colleagues may occasionally need to visit Tenants that don't have support provided).
- Do not enter a house if the person you are meeting is not there.
- Make prior arrangements with the person you are visiting or their representatives; agreeing time of arrival.
- If entering a house with a pet that makes you feel uncomfortable, ask the animal to be put in another room. Do not enter the house unless the owner is prepared to remove the animal from the room you are going to be in.

When using public transport & travelling alone on foot:

- Try to travel light, keeping all personal belongs in sight at all times.
- Plan your journey in advance, paying for tickets in advance where possible.
- Don't fall asleep, or become so engrossed with reading etc. that you become unaware of your surroundings. Don't advertise that you are travelling alone or divulge personal information to strangers.
- When walking keep to well lit, busy roads. Don't use headphones – stay aware of your surroundings.
- Don't be afraid to use your voice as a weapon and make a lot of noise if necessary!
- Keep a fully charged mobile with you.

When confronted with aggressive behaviour:

- If someone is behaving aggressively towards you it is important not to respond in kind – don't fight fire with fire!
- Stay calm. Speak slowly, clearly and gently. Do not argue with the person or try to outsmart them verbally – breathe slowly to control your own tension.
- Avoid body language which could be misinterpreted – stay relaxed and keep your distance. Do not turn your back on someone who is behaving aggressively.
- Talk through the problem encouraging the person to explain themselves. Try to compromise and offer the person a way out of the situation – do not be enticed into an argument.
- Sometimes it is not possible to contain the threat of violence so be prepared:
 - While talking, assess the possible ways you can escape if the situation worsens – always know where the exits are
 - Try to prevent the person blocking any escape routes so that you can get away if necessary

- Never turn your back. If you have to get away, move gradually backwards
- Physical self-defence should only be used as a last resort because it limits your options for getting away. Remember also that if you respond physically you could be legally liable for assault.
- Remember, if you have been confronted with physical aggression, inform your manager and if necessary call the police immediately.

When working from home:

- Ensure you have good phone signal/coverage
- Ensure your home working risk assessment is up to date and you are working in a safe environment

Notify your colleagues if you are having phone difficulties and contact is therefore limited

MANUAL HANDLING

Manual handling is the name given to activities involving lifting, putting down, carrying, pulling, pushing or moving that rely on bodily force. We recognise that such activities have the potential to cause injuries and ill health. Therefore, wherever possible we will eliminate manual handling tasks by arranging for loads to be lifted and moved by mechanical means.

Where it is not reasonably practicable to lift or move loads by mechanical means, activities will be assessed, work equipment will be provided as required to reduce risks and employees will be provided with training in manual handling techniques.

We will carry out manual handling assessments. From these risk assessments, safe systems of work will, where appropriate, be developed and brought to the attention of employees and others exposed to those risks.

Employees are responsible for using any work equipment provided to reduce risks from manual handling activities and must not carry out any manual handling activities they consider to be beyond their capability.

Any employee who considers that a manual handling activity is beyond their capability should bring this to the attention of the Manager.

We will ensure that risk assessments and method statements are obtained from any contractor/s who works on our premises.

MAINTENANCE OF THE BUILDINGS & GROUNDS

GLH main offices are on the 3rd floor of the Parkway Four Building on the Parkway Business Centre, Princess Road, Manchester. The Landlord of the premises are Argri Group Limited. All maintenance and Statutory Inspections are arranged by the Landlord. GLH and the Landlord have a Lease in place and GLH are charged rent and a service charge for maintenance and Statutory Inspections.

GLH will allow access to Landlord Contractors and also carry out checks that the Landlord requires to fulfil their Statutory obligations.

NOISE

GLH acknowledge and accept our duty under the current edition of the Control of Noise at Work Regulations to reduce risks to the hearing of our employees from noise encountered during work activities. We will ensure that the procedures below are followed:

- we will ensure that damage to employees hearing from any excessive noise resulting from work activities is prevented;
- risk assessments of activities carried out by us will identify areas where noise is a risk when using work equipment;
- where the reduction of high noise levels is not possible by other means we will provide employees with appropriate ear protection and train them in its use;
- contractors working on our premises are responsible for providing their employees with appropriate ear protection, when required;
- employees are responsible for using ear protection as instructed by their line Manager;
- we are responsible for ensuring that employees use hearing protection if deemed necessary as a last resort as a control in a risk assessment or safe working system.

The majority of activities carried out by GLH staff would not normally expose its employees to excessive noise levels other than certain activities of Resolve solution Operatives. GLH Activity Risk Assessments identify Noise as a hazard, primarily through the use of handheld power tools and control measures such as hearing protection and signage indicating a hearing protection zone are implemented.

The activities carried out by Resolve Solution Operatives that generate high noise levels usually involve the use of plant, machinery and hand-held power tools. To control noise exposure in these circumstances, the following procedures will be followed:

Procedures

Equipment used by Resolve Solution Operatives shall be assessed for noise levels and the results of such assessments recorded. This may be as simple as checking Noise exposure levels on purchase of the equipment. Where the equipment is owned by GLH, the noise information is to be recorded on a central register held by Resolve management and also kept in the Multi skilled Operatives Health and Safety booklets

All GLH equipment shall be clearly labelled with relevant health and safety information. Where it is known that using the equipment is likely to emit noise above the upper action level there will be mandatory hearing protection signs affixed to both the equipment itself and any box in which it is kept.

When the equipment is to be issued or supplied, Operatives shall have available information regarding any necessary hearing protection and other controls required for their safety when operating the equipment.

When work areas are subjected to noise levels at or above the upper action level, they are to be designated hearing protection zones, and the appropriate signage displayed. Access to the area will be limited to persons wearing the appropriate hearing protection.

Operatives who suffer any ill health or problems regarding their hearing are not to operate any noisy equipment until they have informed their line Manager, and the appropriate action has been taken.

Health Surveillance

There is a requirement to provide health surveillance (hearing checks) for all employees who are likely to be regularly exposed above the upper exposure action values, or are at risk for any reason, e.g. they already suffer from hearing loss or are particularly sensitive to damage.

PERMITS TO WORK

GLH has identified that certain high-risk activities require additional controls to ensure that dangerous situations are avoided. GLH Resolve Solution Operatives, generally don't engage in these high-risk activities. However, Contractors will carry out the type of work identified below, on behalf of GLH. There is an expectation on Contractors to risk assess such activities and implement a Permit to Work system when engaging in such activities. It is the responsibility of the Manager engaging contractors to work in GLH properties to appraise all Contractors Risk Assessments and Method Statements and where permits to work, where required

TYPES OF WORK REQUIRING A PERMIT

A Permit to Work is required for the following:

- Hot Work;
- Confined Space Entry;
- Electrical Work;
- Asbestos.

Hot Work

A Hot Work Permit is required for the following:-

- Oxy-acetylene or Oxy-propane cutting;
- all types of welding;
- brazing/soldering;
- propane or butane gas/aerosol torches;
- any grinding equipment in areas where highly flammable liquids or vapours may be present;
- use of electrically powered hammers, drills, saws and lights and pneumatic drills/hammers where highly flammable liquids of vapours may be present;
- any other operation producing heat, sparks or flames where there is a risk of fire or explosion.

Confined Spaces

A confined space entry permit is required for work in any vat, tower, tank, flue, pipe, duct, pit or similar place, open or closed, where there is likely to be risk of:-

- a dangerous or toxic liquid, gas, fume, vapour, dust;
- a deficiency of oxygen;
- a fire or explosion.

Electrical Work

All work on electrical installations is subject to control by a Permit to Work, irrespective of the voltage concerned. All work must be carried out by:-

- a professional, qualified electrical engineer;
- a contractor approved by the National Inspection Council for Electrical Installation Contracting (NICEIC);
- a member of the Electrical Contractors Association (ECA).

Asbestos Work

An Asbestos Work Permit is required if:-

- work is to be undertaken which will knowingly disturb asbestos;
- if asbestos is discovered during work, all work should stop and a permit to work issued.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Personal protective equipment (PPE) is the generic name given to items of protective clothing and equipment.

GLH will determine where, when and what PPE needs to be used when we conduct risk assessments.

Where it is not reasonably practicable to control exposure to hazards to our employees by any other means we will provide suitable PPE as a last resort without charge.

If employees are required to use PPE, we will ensure that they are instructed in its use; are given information on how to obtain replacements, maintain and store it safely (this may be in writing). Note: PPE damaged through natural wear and tear will be replaced without charge. However, if PPE is damaged through negligence or loss then disciplinary action may be taken against the employee. Employees will be required to sign to acknowledge receipt for any PPE supplied to them.

PPE will be selected to be compatible and, wherever possible, employees will be consulted during the selection process.

Failure to wear PPE as identified in risk assessments or as instructed by us is a serious breach of our health and safety rules. It will be considered as gross misconduct, which could lead to summary dismissal.

If problems are experienced using any PPE supplied, then this must be reported to the Managers/Supervisor immediately.

All PPE remains the property of the organisation and must be returned when leaving the company.

When working on our premises any contractor is responsible for identifying the need for PPE, providing their employees with PPE and enforcing its use.

We reserve the right to exclude from our premises any contractor/s not using PPE.

RISK ASSESSMENT

Golden Lane Housing accept our duty under the current edition of the Management of Health and Safety at Work Regulations. We acknowledge the importance of Risk Assessment in terms of its overall management of health and safety. Arrangements will be made to ensure that appropriate Risk Assessments are carried out in relation to the Company's work activities. We recognise that the purpose of risk assessment is to identify significant risks in order to ensure that they are eliminated or reduced reasonably so far as reasonably practicable.

Our objectives are to:-

- identify significant risks to the health and safety of our employees and others affected by our undertaking;
- ensure that controls are sufficient to reduce risks to the lowest levels practicable;
- review risk assessments every 12 months or sooner if there is any reason to suspect that an assessment is no longer valid;
- carry and record an individual risk assessment for each young person, (16-18years of age) we employ;
- take account of hazards that place new and expectant mothers at increased risk and ensure controls are adequate to protect these workers

Responsibility for carrying out risk assessments are identified in the organisation and responsibilities section of this Policy. From these risk assessments, safe systems of work will, where appropriate, be developed. The competent person/s that carry out the assessments are responsible for bringing the significant findings and controls to the attention of employees and others exposed the risks.

Employees are responsible for using the controls described in the risk assessments.

Procedure

Whilst there are various methods of carrying out Risk Assessments, GLH in line with the Health and Safety Executives proportionate methodology to managing risk use the HSE template to record risk assessments. The Risk Assessment form found in the form section G.

Definitions- Hazard: something with the potential to cause harm
Risk - the likelihood of the harm being realised and the severity.

The Risk Assessment process will:

- Identify the hazards
- Determine who might be harmed and how
- Evaluate the Risks and decide on precautions
- Record your significant findings
- Review your assessment and update if necessary.

All operations and activities being undertaken by the organisation will be assessed to determine the risks to health and Safety. New operations that are being introduced into the workplace must be risk assessed prior to the operation commencing.

Risk Assessments will be carried out by a competent person. Competency for the purpose of carrying out a Risk Assessment means:

- Having a good understanding of the work activity and associated risks
- Having an understanding of appropriate Regulations
- Having the ability to be objective and remain impartial.

For GLH activities. Risk Assessments will generally fall within two categories which are:

- Generic Job-related Risk Assessment – this will be carried out for all general work activities to identify common hazards and to allow precautions to be implemented to reduce/eliminate the risk. In the context of GLH this will be around work activities on site and Office based
- Specific Task Risk Assessments – these are Risk Assessments that consider the hazards and risk inherent in a particular unique work activity. In the context of GLH this will be around Resolve Solution trade-based activities such as Joinery.

To undertake the assessment the following information needs to be gathered and, where significant risks exist, recorded on the Risk Assessment Proforma: **(Forms section G)**:

- Identify the operations present or likely to be present
- Identify the hazards associated with the operations
- Find out who could be exposed and how.

The “**significant findings**” of any Risk Assessments must be recorded and this includes:

- The significant hazards identified in the assessment i.e. those hazards which, if not properly controlled, might pose serious risks to employees and other people who could be affected by the work activity or property
- Risks associated with materials and equipment by making use of information provided by manufacturers or suppliers
- The existing control measures which are in place and how effectively they control the risks. This need not replicate measures more fully described elsewhere (e.g. protocols in support agreements) but could refer to them
- The people who may be affected by the risks identified. As well as employees this could include members of the public etc
- The protective and preventative measures to be employed to reduce the risk to a reasonably practicable level.

The results of the Risk Assessment and the preventative measures identified must be communicated with those who could be affected by the hazards.

Copies of all Risk Assessments are held centrally in the Teams folder under Health safety policies, procedures and strategy folder- risk assessments-completed risk assessments

[completed risk assessments](#)

Individual Service areas must establish their own systems for ensuring Risk Assessments are reviewed within set timeframes and notification sent through to the Health and Safety Department for recording, and for communicating the content of Risk Assessments throughout the service area.

All employees will be made aware of the Risk Assessments and will be instructed on the interpretation and understanding of the information presented on them. Information on Risk Assessments will be given to new employees at their induction to the organisation.

Reminders regarding Risk Assessments and their findings will be given within the toolbox talk/team meeting process.

Instruction and Training

Everyone involved in the process of Risk Assessments will be provided with adequate information, instruction and training, to ensure that they have the necessary skills/knowledge and are competent to carry out their duties under this procedure.

GLH will ensure that all employees will be informed of the work-related hazards they may be exposed to and the control measures necessary to prevent harm occurring.

Suitable instruction and training will be given to ensure that employees are able to apply appropriate controls and understand the need for their implementation.

Review

Risk assessments are to be reviewed periodically or:

- When the risk assessment is no longer valid
- When there is a change in the activity
- If there is a change in circumstances involving those persons involved or affected by the activity
- Following any Incidents, including accidents, near misses and potential risks
- Within the review period set by the assessment and in any event at least annually

GLH will provide the resources necessary to ensure compliance with these arrangements.

STRESS

GLH is committed to protecting the health, safety and welfare of our employees. We recognise that workplace stress is a health and safety issue and this is reflected in 12.8 million lost days due to stress, anxiety and depression. We acknowledge the importance of identifying and reducing workplace stressors.

Stress in the workplace can be caused by any combination of a number of quite diverse factors, such as:-

- job design and lack of control of workload;
- working environment;
- relationships with others at work;
- communication arrangements.

We also recognise that there may be problems outside the workplace that will cause an individual employee to suffer from the negative effects of stress, and that these may affect an individual's health and performance within work. In this situation, undue negative stress may occur as a result of work-related and non-work-related factors.

We aim to:-

- ensure, so far as is reasonably practicable, that excessive stress is eliminated from the work environment, and that the necessary risk assessments are completed and acted upon in the case of workplace stressors;
- provide suitable support mechanisms for employees from the negative effects of stress;
- encourage a working environment where employees who feel they are suffering from the negative effects of stress can approach management in confidence, in order that necessary support mechanisms can be put in place;
- encourage a culture where stress is not seen as a sign of weakness or incompetence;
- ensure adequate rehabilitation of employees returning to work after periods of absence;

provide information and adequate and sufficient training for employees in general on the effects of stress at work, effective communication, handling difficult situations, time management and employee relations.

We have trained mental health first aiders and wellness check ins are arranged for all staff through the staff circle website

SUBSTANCE ABUSE

GLH acknowledge that we have a legal responsibility to safeguard the health, safety and welfare of all our employees and others affected by our undertaking this includes those who may be exposed or affected by alcohol and drug abuse in the workplace.

We reserve the right to initiate drug and alcohol screening/testing on all or part of the work force routinely, occasionally or on a random basis.

Drinking and drug problems will be treated as a health problem rather than an immediate cause for dismissal or disciplinary action if assistance/advice is sought. If employees seek assistance/advice in relation to a drinking or drug problem they will not be discriminated against in any way.

Therefore, if employees have a drink or drug problem, we will advise them to seek help at an early stage. The Manager can be contacted during working hours and any discussions will be treated in the strictest confidence, subject to the provisions of the law.

GLH requirements

We require employees to attend work in a fit and appropriate state with no impairment from the effects of alcohol.

Alcohol consumption or drug taking during working hours is strictly prohibited and may result in summary termination of employment.

We reserve the right to initiate disciplinary action and arrange for alcohol/drug testing on an employee in the following circumstances:

- after an accident or incident, where there is suspicion that the employee has been drinking alcohol or taking drugs;
- an employee suspected of reporting for work or working with alcohol/drugs in their system(e.g. from the previous day or evening's drinking);

if we witness evidence of erratic behaviour from an employee which may put the health and safety of other employees or other persons affected by our undertaking at increased risk.

TRAINING

GLH recognise that as well as being a legal requirement, the provision of adequate and sufficient training is an essential part of ensuring that our employees know how to work safely and avoid risks to their health. We will operate in the true spirit of legislation by ensuring:

All new employees receive a health and safety induction when they start work for us (this will usually be on the first day). This will cover, but will not be limited to, the following:-

- fire and emergency procedures;
- first aid arrangements;
- welfare arrangements;
- consulting employees on health and safety;
- raising health and safety concerns;
- accident and incident reporting;
- our Health and Safety Procedures.

Following Induction, employees will receive instruction about the activities that they will be required to perform. At this stage training needs will be identified by the Manager. Where training needs are identified a training programme will be agreed with the employee. For further information see GLH Training Policy

The Manager is responsible for ensuring that suitable training records are kept.

WATER SAFETY

Legionella bacteria in water systems and scalding are risks to the lives of people who live in our homes or visit our properties. GLH recognises its duties under the Health and Safety Work Act, regulations and the Approved Code of Practice: Legionnaires' disease: The control of Legionella bacteria in water systems (L8) to reduce the risk of exposure to Legionella and scalding risks to our Tenants and staff.

For further details on how we manage Water Safety & Hygiene within the properties we manage please refer to the GLH Water Safety & Hygiene management plan.

WORKING AT HEIGHT

GLH will take reasonable steps to provide a safe working environment for employees required to carry out work activities at height (even changing light bulbs or retrieving articles from raised storage areas etc).

We will provide any reasonably practicable, preventive and/or protective measures to prevent employees from falling whilst working at height or any articles and/or materials falling within the workplace. We will also liaise with any other interested party involved in or who could be affected by the work at height activity.

Employees and any other interested party involved in the work activity must co-operate in the implementation of this procedure.

We will, in consultation with employees:-

- carry out an assessment of the risks involved in work at height and take steps to eliminate or control them;
- provide all the necessary work equipment to allow safe access to and egress from the place of work;
- provide suitable work equipment (when appropriate) to enable the materials and/or articles used in the course of the work activity to be safely lifted to, and stored at the workplace;
- arrange for the regular inspection of all work equipment required for working at height, particularly where there is a statutory requirement to do so;

We will provide any information, instruction and training that an employee may require to carry out work at height.

WORK EQUIPMENT

GLH accept our duties under the current edition of the Provision and Use of Work Equipment Regulations (PUWER) and will take all reasonably practicable steps to ensure that the work equipment used by employees is suitable for its intended purpose and will not put their health and safety at risk.

Generally, any equipment used at work used by an employee is covered by (PUWER), including equipment provided by GLH as well as employees using their own tools. Such equipment would include:

- Hand tools and equipment
- Computers, copiers etc
- Machinery and powered hand tools
- Lifting equipment
- Access equipment, i.e. ladders, scaffolds, steps, hop-ups etc.

This presents a wide range of hazards associated with their use and features prominently in workplace accidents.

We will select work equipment considering the conditions under which it will be used and the risks to which it may expose the employee. The selection of work equipment will take account of the following:-

- the purpose for which it is to be used;
- its suitability for the intended purpose;
- any statutory requirements for the type of equipment;
- the location where it is to be used;
- the employees that will be required to operate it;
- maintenance requirements;
- risks associated with its use and maintenance.

Where specific risks are identified, use of the work equipment will be restricted to those employees given the task of using it. Employees will be provided with any information, instruction and training that they need to use work equipment safely.

We are responsible for ensuring that work equipment is inspected at suitable intervals and maintained and that suitable records are kept. This includes ensuring that any statutory examinations are completed on time. Where the need for maintenance is identified, the work will be subcontracted to an approved competent contractor.

We are responsible for ensuring that work equipment is operated only by employees who have been authorised to do so and who are adequately and sufficiently trained and competent in the use of the work equipment. We are also responsible for withdrawing damaged work equipment from use until it has been repaired or replaced.

If any work equipment is obtained on hire, the Manager hiring it is responsible for obtaining operating instructions from the hire company and for ensuring that the equipment is presented for maintenance as directed by the hire company.

Employees are responsible for using work equipment in accordance with the training they have received, routinely carrying out checks of the equipment.

Employees must not use damaged work equipment. If damaged work equipment is found, it must be removed from service, then must be reported to the Manager immediately.

Specific requirements regarding the use of portable electrical appliances can be found in the procedure for "Electrical Safety".

WORK RELATED VIOLENCE

GLH accept the Health and Safety Executive's definition of work-related violence i.e. a violent incident is:

"any incident in which a person is abused, threatened or assaulted in circumstances relating to work."

We consider that work-related violence is unacceptable, and our aim is to reduce to the lowest reasonably practicable level, the likelihood of employees being exposed to violence and aggression while at work.

We will identify work activities where there is the potential for work-related violence and will ensure that risk assessments consider the hazards of violence and aggression. This will include work activities involving direct contact with members of the public

Where employees may be exposed to risks of work-related violence, we will inform them of the findings of our risk assessment, and we will seek to reduce these risks to the lowest reasonably practicable levels by implementing engineered and procedural control measures. Where we identify that training and instruction will help to reduce risks, employees will be provided with adequate and sufficient training. This will include, but will not be limited to:-

- how to identify potential incidents of violence before they happen;
- how to prevent incidents from developing;
- appropriate behaviour for providing non-confrontational services to public;
- actions to take in the event of a violent incident.

Procedures

If employees feel that they are losing control of a situation or that the other person is becoming aggressive, they should try to withdraw and obtain assistance. The type of assistance provided will depend on the situation.

If the Manager considers that it is the best way to calm a situation, an aggressive person will be asked to leave our premises.

If it is believed that an aggressor is in possession of an offensive weapon, then the police will be called immediately (preferably unknown to the aggressor). Employees should not attempt to disarm an assailant unless personal injury is imminent. Employees should not pick up an object to use as a weapon except in self-defence.

Employee's safety and that of members of the public are paramount and entirely outweigh the value of any money or property that could be stolen. Employees are not expected to foil a raid or to try to prevent theft, if doing so would put any person's life in danger.

All incidents involving work-related violence or aggression must be recorded on a "Violent Incident Report Form", found in the forms section G. This applies to incidents where there are no injuries as well as to those where injuries occur.

Where injuries occur as a result of work-related violence, these must also be recorded as described in the Accident/Incident Reporting Procedure, which will include the reporting of any injuries covered by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). Where work related violence involves physical assault, the police will be informed. However, it is

acknowledged that there may be circumstances in which an injured person does not wish to press charges or make a statement against another person.

All incidents of work-related violence or aggression will be investigated by the Line Manager and a report produced. As part of the investigation procedure, appropriate risk assessments will be reviewed.

If a review identifies that changes to existing controls and/or additional controls are needed to prevent recurrence, these will be implemented with any changes will be brought to the attention of all interested parties.

GLH appreciate that being abused or assaulted can be very distressing and we will support our employees as much as possible. As soon as an employee feels able to, we will discuss the incident to see if there are lessons that we can learn. We will provide the employee with information on victim support schemes and, if appropriate, they will be offered confidential counselling. If they remain away from work following a violent incident, we will keep in regular contact and offer any support that we can.

WORKING ENVIRONMENTS AND CLIMATIC EFFECTS

GLH recognises its responsibilities for effectively managing the risks associated with the working environment and climatic conditions for its employees to ensure, so far as is reasonably practicable, their health and safety whilst they are at work.

GLH will ensure that:

- Weather related factors are considered in relation to all work activities and risk assessments are carried out when developing safe systems of work
- The working environments within offices are assessed and are controlled to ensure that reasonable comfort can be achieved for the majority of those employees present
- Where safe systems of work identify the need for Personal Protective Equipment (PPE), it's effects in relation to the thermal comfort of the wearer, and associated risks, are taken into consideration
- Employees are consulted in relation to risk assessments and controls.

GLH will ensure that sufficient health and safety information, training and advice is provided in relation to the controls required to manage the risks associated with the working environment and climatic conditions. This should follow the guidelines at **Appendix 1**.

Those carrying out assessments and developing safe systems of work will have adequate technical knowledge and experience to ensure compliance with these arrangements.

Procedures

The working environment and associated climatic conditions can have significant effects on the safety of employees in a variety of ways. It is reasonable for employees to expect a reasonable level of thermal comfort whilst at work. The term 'thermal comfort' describes a person's psychological state of mind and is usually referred to in terms of whether someone is too hot or too cold. Air temperature alone is not a valid indicator of thermal comfort and has to be considered along with a further five basic factors. The six basic factors that need to be considered are:

- Environmental factors:
 - ❖ Air temperature
 - ❖ Radiant temperature (from heat sources)
 - ❖ Air velocity
 - ❖ Humidity
- Personal factors:
 - ❖ Clothing insulation
 - ❖ Metabolic heat.

Not only do these factors affect people working but also elements related to the prevailing weather conditions such as sun, wind, rain, snow and ice can introduce conditions that significantly increase work related risks. These must be considered when carrying out risk assessments.

It is recognised that the conditions present in working environments that simultaneously affect a number of people will not suit everyone as individual needs vary and personal circumstances may well change from time to time. However, realistically, according to the Health and Safety Executive

(HSE), the thermal environment should satisfy the majority of people and enable at least 80% of those present to achieve thermal comfort.

Where personal controls are necessary, they should be tailored to suit the individual, wherever possible, taking into account all hazards and risks present to ensure they are appropriately managed, and a suitable balance is achieved.

In most cases, introducing simple administrative controls, along with appropriate equipment, can manage the risk and bring it down to an acceptable level.

When GLH employees work outside they are to apply the appropriate controls that suit the prevailing weather conditions at the time. An assessment of the common weather-related risks associated with working outside and their controls are outlined at **Appendix 2**.

Where permanent office accommodation is used by employees, the working environment and internal climatic conditions must be assessed to ensure that they are adequate to ensure the thermal comfort of employees present. The term 'thermal comfort' describes a person's psychological state of mind and is usually referred to in terms of whether someone is too hot or too cold. The assessment of thermal comfort will be achieved through monitoring employee complaints of experiencing thermal discomfort. Where this appears to exceed around 20% of those present, action will be taken to address the issues raised to achieve the levels of thermal comfort recommended by the HSE.

Where PPE is being selected in relation to protection against the elements, its effect on the thermal comfort of the individual is to be taken into account, bearing in mind the following factors:

- The level of protection provided in relation to the environment in which the individual will be working, and whether they are likely to alternate between hot and cold locations etc
- Comfort to the wearer
- The work being undertaken and the effect on how wearing this PPE will affect it in terms of feel, movement, dexterity etc
- Other work-related risks
- Compatibility with other items of PPE
- Any training required to ensure proper use and compatibility issues
- Storage, maintenance and cleaning.

Appendix 1 Information, Training and Advice for Managing Working Environments and Climatic Conditions

Thermal Comfort

The term 'thermal comfort' describes a person's state of mind in terms of whether they feel too hot or too cold. It is defined in British Standard BS EN ISO 7730 as:

'that condition of mind which expresses satisfaction with the thermal environment.'

Environmental factors (such as humidity and sources of heat in the workplace) combined with personal factors, (such as the clothing being worn and how physically demanding the work is) influences what is called 'thermal comfort'.

The best that can realistically be achieved is a thermal environment that satisfies the majority of people in the workplace, or put more simply, 'reasonable comfort'. It is considered that 80% is a reasonable proportion of people who should be thermally comfortable in a working environment. People working in uncomfortably hot and cold environments are more likely to behave in an unsafe manner because their ability to make decisions and/or perform manual tasks deteriorates. For example:

- people may take short cuts to get out of cold environments; or
- workers might not wear Personal Protective Equipment (PPE) properly in hot environments increasing the risks; or
- the workers' ability to concentrate on a given task may start to drop off and increases the risk of errors occurring.

There are six basic factors that are recognised as affecting thermal comfort, these are:

Environmental Factors:

- **Air Temperature** – The temperature of the air surrounding the body
- **Radiant Temperature** – The heat that radiates from a warm object
- **Air Velocity** – The speed that air moves across the body which will cool a person if it is cooler than the environment
- **Humidity** – The amount of water vapour in the air. Sweat cannot evaporate in air that has a high humidity so a person will not cool down as easy.

Personal Factors:

- **Clothing Insulation** – Wearing too much clothing, e.g. PPE, can affect thermal comfort
- **Work Rate/Metabolic Heat** – The amount the body heats up when carrying out physical work.

Measuring Thermal Comfort

The check list below can be used to help assess the thermal comfort in the workplace.

Factor	Description
Air Temperature	Does the air feel warm or hot?
	Does the temperature in the workplace fluctuate during a normal working day?
	Does the temperature in the workplace change a lot during hot or cold seasonal variations?
Radiant Temperature	Is there a heat source in the environment?
Humidity	Is there any equipment that produces steam?
	Is the workplace affected by external weather conditions?
	Are employees wearing PPE that is vapour impermeable?
	Do the employees complain the air is too dry?
	Do the employees complain the air is humid?
Air Movement	Is cold or warm air blowing directly into the workspace?
	Are employees complaining of draught?
Metabolic Rate	Is work rate moderate to intensive in warm or hot conditions?
	Are employees sedentary in cool or cold environments?
PPE	Is PPE being worn that protects against harmful toxins, chemicals, asbestos, abrasive or sharp contact, extreme heat, flying particles etc?
	Can employees make individual alterations to their clothing in response to the thermal environment?
	Is respiratory protection being worn?
What employees think	Do employees think that there is a thermal comfort problem?

Once these questions have been answered, it will provide an indication on how the various factors are influencing the level of thermal comfort being experienced and help to decide what needs to be done to address any concerns.

Sun Protection – Advice for Employees

The advice contained here is based on the information contained in the leaflet *'Keep your top on'* (INDG 147(rev1)), which is published by the HSE in collaboration with the Health Departments of England, Scotland and Wales.

The full leaflet is available at: www.hse.gov.uk/pubns/indg147.pdf

In the short-term, too much sun can blister the skin and make it peel, but even minor reddening is a sign of skin damage. In the long-term, too much sun will speed up the aging of the skin, making it leathery, mottled and wrinkled, but the most serious effect is an increased chance of developing skin cancer.

Certain substances, such as timber preservatives and solvents, if they come into contact with the skin, can make it more sensitive to sunlight.

Cancer Risk

A person can have a higher risk of skin cancer if they have:

- Fair or freckled skin;
- Skin goes red or burns before it tans;
- They have red or fair hair and light-coloured eyes; or
- A large number of moles.

Workers of Asian or Afro-Caribbean are less at risk, but they need to take care in the sun.

Some do's and don'ts to avoid the dangers:

People should:

- Try to avoid mild reddening of the skin which is an early sign of skin damage
- Try to work and take breaks in the shade to reduce risk of harming the skin
- Take care on holiday as skin remembers every exposure
- Not get complacent – keep vulnerable areas covered such as the back of the neck
- **Not** try to get a tan – it is not a healthy sign! It might look good, but it shows that the skin has already been damaged. A suntan does not eliminate the long-term cancer risk or protect against premature aging.

Clothing

Individuals should cover up; ordinary clothing made from close woven fabrics will stop most ultraviolet light. They should wear a wide brimmed hat to shade the face and head. Safety helmets or bump/baseball caps can provide protection to the head and a hanging flap can protect the back of the neck.

Shirts etc must be kept on whilst at work at all times as this will provide protection, particularly around midday when the sun is at its most fierce. More breathable shirts have been sourced which should assist Operatives in keeping cooler in during hot periods of weather.

Shorts maybe worn in the summer months. However, Operatives will be expected to wear Trousers for activities that are more hazardous that may cause injury to bare skin i.e. Strimming a lawn or using hazardous substances. Line Managers must be contacted if Operatives are unsure of what to wear.

Sunscreens

Whilst clothing is the best form of protection for outdoor workers, sunscreens and lotions can add useful protection for parts of the body that are not easy to shade from the sun. When carrying out heavy work, individuals are tempted to move to short sleeved garments to improve thermal comfort and allow sweat to evaporate. It is essential that sunscreens are applied to all exposed areas in these situations.

Checking the skin

The first warning sign of a problem is a small scabby spot which does not clear up after a few weeks. Newly formed moles or skin discolouration can be a problem and particular attention should be taken in relation to any growths that appear on the face, especially around the nose and eyes or the backs of hands. If there is evidence of moles changing size, colour, shape or start to bleed, a Doctor should be consulted.

If any problem is suspected, then medical advice should be obtained.

Appendix 2 -Weather related Risks and controls

Hazard	Component	Effects	Controls
<p>Sun</p>	<p>High temperatures Working in direct sunlight or in locations where radiant sunlight results in significant temperature increases e.g. loft spaces; solar heat gain through windows.</p>	<ul style="list-style-type: none"> • Dehydration, particularly if sweating occurs due to reaction to rise in deep body temperature. Can lead to a desire to get the job over quickly and increase risk • Heat Stress: <ul style="list-style-type: none"> ○ Inability to concentrate leading to dangerous errors ○ Muscle cramps ○ Heat rash ○ Sever thirst ○ Fainting ○ Fatigue, giddiness, nausea, headache, moist skin • Loss of Thermal Comfort • Sweating – loss of grip • Reluctance to wear PPE can result in wearer being exposed to other work-related hazards e.g. noise, substances, falling objects, sharp edges, abrasive substances etc. 	<p>The following controls cannot be quantified as the prevailing conditions will vary from one day to the next. However, by assessing the conditions at any one time a suitable solution can be arrived at by applying the following controls to some degree:</p> <ul style="list-style-type: none"> • Make sure plenty of cool water is available and take regular drinks • Regular rest breaks in the shade • Remove clothing layers (but keep out of direct sunlight) • Breathable shirts provided to Operatives • Wear light clothing, including shorts if possible • Ensure heating is turned off in periods where external temperature is particularly high • Cool down in a well-ventilated area, open windows, use a fan to generate air movement around the work area and/or rest area • Ensure work rates are reasonable to prevent the body generating too much heat • Arrange work patterns to allow for and prevent potential increase in body temperature • Temporarily suspend Loft work • Check the workers potential tolerance factors taking into account: <ul style="list-style-type: none"> ○ Age ○ Build; and ○ Medical factors • Supervisors monitor those workers who work in high temperature environments • Dry hands regularly • Provide training and information.

Hazard	Component	Effects	Controls
Sun (continued)	UV Radiation (can occur in cooler weather)	<ul style="list-style-type: none"> • Skin damage including sun burn, blistering, skin aging and in the long-term can lead to skin cancer • People with fair skin and/or freckles most at risk. 	<ul style="list-style-type: none"> • Cover skin with close woven clothing and don't remove clothes to get a tan • Wear a hat with brim to cover ears and back of neck • Use high factor sun cream – SPF 15 and direct as instructions • Take breaks in the shade • Check skin regularly for moles and spots. Seek medical advice if there are any changes such as shape, size colour, itching or bleeding • Provide training and information.
	Glare/Reflection	<ul style="list-style-type: none"> • Temporary blindness leading to not being able to see danger • Eye strain. 	<ul style="list-style-type: none"> • Wear tinted safety glasses (either solely or as over glasses to prescription glasses) • Provide training and information.
	Hot Surfaces	<ul style="list-style-type: none"> • Difficulty in gripping • Burns to skin. 	<ul style="list-style-type: none"> • Wear gloves that provide thermal insulation • Provide training and information.
	Solar Heat Gain (Offices)	<ul style="list-style-type: none"> • Significant temperature increase: Loss of thermal comfort (see above) 	<ul style="list-style-type: none"> • Vertical blinds • Window film.
	Low Temperatures (Working outside or in unheated buildings)	<ul style="list-style-type: none"> • Cold surfaces: cold hands • Numbness: loss of grip/strength; painful as hands warm up (hot aches) • Increase risk of HAV if vibrating power tools used • Shivering/shaking: loss of concentration • Materials/components frozen together: excessive force can be applied; heavy lifting/manual handling problems • Loss of thermal comfort. 	<ul style="list-style-type: none"> • Wear gloves that provide insulation • Limit use of vibrating tools to essential work • Ensure that adequate additional general thermal clothing is provided and worn to prevent excessive heat loss • Provide thermal protection to head, compatible with head protection, as necessary • Ensure cold issues are included in manual handling training • Provide training and information • Provide temporary heating, where practicable.

Hazard	Component	Effects	Controls
Snow/Ice/Cold Outside Temperatures	Low Temperatures (Working inside buildings where heating is provided)	Loss of thermal comfort – this is likely to always affect a minority of the workforce due to individual personal requirements.	<ul style="list-style-type: none"> Ensure heating is maintained and serviced to work efficiently Advise staff to wear appropriate levels of 'normal clothing' to help maintain their thermal comfort Ensure windows close properly Provide adequate clothing if working environment is unavoidably draughty e.g. reception areas Provide heated air curtain to main entrance doors in draughty reception areas.
	Slippery Surfaces driving/walking	<ul style="list-style-type: none"> Loss of control of vehicle. 	<ul style="list-style-type: none"> Prohibit travel, where possible Prohibit working at height activities (externally) Driver training for emergency response drivers Snow grips to foot wear Provide training and information Regular vehicle checks on wheels and tyres.
Snow/Ice/Cold Outside Temperatures (continued)	Ground levels under foot/steps etc		<ul style="list-style-type: none"> Snow poles.
	Visibility when driving	<ul style="list-style-type: none"> Cannot see other road users Cannot see obstructions. 	<ul style="list-style-type: none"> Limit driving to essential journey's and emergencies only Carry out vehicle checks and maintain vehicles relating to windscreens and wipers.
Rain	Slippery Surfaces	<ul style="list-style-type: none"> Loss of grip on materials Internal hard floor surfaces becoming wet Build-up of mud etc on walkways Wet grass Potential to freeze if low temperatures occur. 	<ul style="list-style-type: none"> Wear suitable gloves that grip and resist water penetration Use non-slip surfaces, where possible, and clean walkways regularly Do not walk on wet grass Spread rock salt, where necessary Wipe feet on entering buildings, where possible Provide door mats, where appropriate.

Hazard	Component	Effects	Controls
	Visibility	<ul style="list-style-type: none"> • Cannot see other road users whilst driving • Cannot see obstructions • Spectacles and eye protection becoming obscured. 	<ul style="list-style-type: none"> • Keep driver cab glass clean • Check and maintain windscreen wipers/washers etc • Provide head gear with peaks (e.g. bump caps or base ball caps).
	Wet clothing	<ul style="list-style-type: none"> • Individual becomes wet and cold. 	<ul style="list-style-type: none"> • Provide and wear wet weather clothing. Consider permeability to ensure a reasonable level of thermal comfort can be maintained.
Fog	Visibility	<ul style="list-style-type: none"> • Cannot see other road users whilst driving • Cannot see obstructions. 	<ul style="list-style-type: none"> • Keep driver cab glass clean • Check and maintain windscreen wipers/washers etc • Check headlights/fog lights.
Wind	High wind	<ul style="list-style-type: none"> • Blow individuals over • Move Materials and Equipment – e.g. blow materials over/from roofs etc, lift scaffold boards etc • Manual Handling – increase difficulty when handling some materials • Loss of thermal comfort. 	<ul style="list-style-type: none"> • Prohibit work at height activities • Ensure scaffold boards are clipped • Set up exclusion zones around scaffolds in emergencies • Team lifting techniques or prohibit manual handling activities in extreme conditions • Wear thermal clothing and thermal head protection.

SECTION D:

MONITORING

MONITORING PROCEDURES

We recognise the need for regular safety inspections and will ensure that these are undertaken and recorded.

The following will ensure that areas under their control are inspected at the frequency shown:

Name	Area/Activity	Frequency
Directors/Head of H&S	Policy/ Insurances	Annually
Managers	Training/ Compliance Check	Annually
Managers	Office Inspection	Weekly/Monthly
Managers	Risk Assessment review	Annually or if Operations change
Managers/Head of H&S	Health and Safety Inspections of Resolve works in Tenants homes	Every Quarter

MONITORING CHECKLIST

NAME:

TITLE: DIRECTOR OF OPERATIONS / HEAD OF H&S

DATE:

		YES / NO
HEALTH AND SAFETY MANAGEMENT		
1.	Has the Health and Safety Policy been reviewed in the last 12 months?	
2.	Are all liabilities insured adequately?	
3.	Are sufficient funds available for health and safety purposes?	
4.	Has the enforcing authority visited in the last 12 months?	
5.	If yes to 4, have all requirements made by the enforcing authority been complied with?	
6.	Are there any proposed changes to the business that have implications for health and safety?	
7.	Have there been any changes in personnel that require health and safety responsibilities to be reassigned?	
8.	Are you satisfied with our performance with regard to health and safety?	
9.	Are all risk assessments current?	
10.	Has adequate and sufficient training been undertaken for employees and/or reviewed or as per risk assessments?	
RISK ASSESSMENTS		
1.	Are there any risks that are not controlled?	
2.	Have risk assessments been completed for all activities?	

MONITORING CHECKLIST

NAME:

TITLE: HOD/MANAGER

DATE:

		Yes/No/NA
RISK ASSESSMENTS		
1.	Are there any risks that are not controlled?	
2.	Have risk assessments been completed for all work activities?	
3.	Have COSHH assessments been recorded for all substances?	
4.	Have all measures and actions decided upon as being necessary to prevent exposure to the risk been implemented?	
5.	Are employees wearing the protective equipment correctly?	
6.	Are there any changes, which need to be considered as part of the assessments?	
7.	Have the risks and controls been communicated to employees and others affected by the risk?	
TRAINING		
1.	Have all employees received suitable training covering their duties?	
2.	Have all employees been made aware of all known hazards and the precautions to be taken in connection with their work?	
3.	Have all employees been made aware of their legal responsibilities to:	
3.1	Carry out their duties in a safe and proper manner?	
3.2	Make full and proper use of all safety equipment, devices etc. provided	
3.3	Report immediately any unsafe conditions, defective plant, equipment etc.?	
CONTROL OF CONTRACTORS		Yes/No/N/A
1.	Are outside contractors working in a manner that does not cause potential harm to staff?	
3.	Is there any information that you need to provide to the contractor?	
4.	Are arrangements operating to appoint and monitor contractors?	
5.	Are all staff who engage contractors aware of our policy and procedures?	
6.	Have there been any recorded accidents involving injury, ill health, or near misses including contractors' activities?	

MONITORING CHECKLIST

NAME:

TITLE: OFFICE MANAGER

DATE:

OFFICE INSPECTION	Y/N/N/A
1. Are all fire doors free from obstruction to allow the door closers to operate?	
2. Are the emergency exits free from obstruction and kept unlocked when the premises are occupied?	
3. Are all fire extinguishers wall mounted and kept free from obstruction?	
4. Have all employees been instructed and trained in fire evacuation procedures?	
5. Are the first aid facilities adequate and are all the employees aware of the arrangements for first aid?	
6. Are toilet and washing facilities regularly cleaned and kept in a tidy condition?	
7. Are soap and drying facilities provided?	
8. Are adequate seating facilities provided?	
9. Are adequate facilities provided for employees to deposit personal clothing?	
10. Are all floors, passages and stairs free from obstruction and maintained in good condition?	
11. Is there adequate space between fixtures and fittings to allow employees and others to pass safely?	
12. Are all passageways, corridors etc. kept clear and free from obstruction?	
13. Is there a thermometer placed in a suitable position?	
14. Is a reasonable working temperature achieved and maintained?	
15. Are there any trailing cables which could cause a person to trip and fall?	
16. Are portable electric heaters so positioned as not to be at risk?	
17. Are all electrical leads and cables in good condition?	
18. Are plugs fitted securely to cables?	
19. Are all portable electrical appliances regularly inspected by a competent person?	
20. Are all storage racks and/or shelving secure?	
21. Are free standing racks, cupboards and filing cabinets secured and in a stable condition?	
22. Are all items of stock stored correctly?	
23. Are there adequate facilities provided for the storage and disposal of waste?	
24. Have all employees received adequate and sufficient training, instruction covering their duties?	
25. Have employees been made aware of any known risks or precautions?	
26. Are employees aware of security procedures?	
27. Have all employees been made aware of their legal responsibilities to:	
27.1 Carry out their duties in a safe and proper manner?	
27.2 Report any unsafe condition or defective equipment below	

SECTION E:

RULES COVERING HEALTH AND SAFETY AT WORK

EMPLOYEE RULES

1. WORKING PRACTICES

Employees must:-

- report to management immediately any fault or damage to work equipment;
- use all substances, chemicals, liquids etc. in accordance with written instructions;
- dispose of all waste in the correct manner;
- return all work equipment and articles etc. to their designated safe storage area when not in use.

You must not:-

- use equipment unless you have been adequately and sufficiently trained and authorised to do so.

2. WORKING CONDITIONS/ENVIRONMENT

You must:-

- make proper use of any work equipment or facilities provided to control working conditions and environment;
- keep all areas clear and in a clean and tidy condition;
- dispose of all refuse, scrap and waste materials using the facilities provided;
- clear up any spillage of liquids immediately.

3. PROTECTIVE CLOTHING AND EQUIPMENT

You must:-

- use all items of protective clothing and/or equipment provided;
- store and maintain protective clothing and equipment in the approved manner.

You must not:-

- misuse or wilfully damage any item of protective clothing or equipment provided.

4. FIRE PROCEDURES

You must:-

- comply with the emergency procedures;
- report any use of firefighting equipment.

You must not:-

- obstruct any fire escape route, firefighting equipment or fire doors;
- interfere with or misuse any fire equipment provided.

5. VEHICLES

You must not:-

- drive or operate any vehicle for which they do not hold an appropriate driving licence or permit;
- drive if your licence has not been checked via the DVLA web site;
- carry unauthorised passengers;
- use our vehicles for unauthorised purposes;
- drive or operate vehicles whilst suffering from a medical condition or illness that may affect your driving or operating ability;
- drive or operate any vehicle whilst under the influence of alcohol, intoxicants or non-prescribed drugs;
- smoke in our vehicles.

6. WORK EQUIPMENT

You must not:-

- Use and/or operate work equipment for which you have not been trained;
- interfere with any aspects of the work equipment provided for your safety such as guards, emergency stop controls etc.;
- operate work equipment whilst under the influence of alcohol or drugs (prescribed or otherwise);
- operate work equipment that is faulty or not operating correctly;

You must:-

- wear any Personal Protective Equipment (PPE) that has been issued to you for use

whilst using or operating the work equipment;

- inform Management immediately of any fault or damage to the work equipment;
- comply with any risk assessment or safe working procedure provided for the work equipment.

7. ACCIDENTS/INCIDENTS

You must:-

- seek medical treatment for any injury you may receive, no matter how slight. Upon returning from treatment you must report the accident;
- report all accidents/incidents as soon as it is practicable;
- notify any accident/incident in which damage is caused to property or work equipment.

8. PERSONAL HEALTH

You must:-

- report any medical condition that could affect the safety of yourself or others;
- co-operate with us in the implementation of medical and occupational health provisions.

9. PERSONAL HYGIENE

Your general appearance and manner of dress must conform to our standards.

You must:-

- ensure personal hygiene by utilising the facilities provided;
- protect open wounds with the appropriate dressings;
- report any infections immediately.

10. FIRST AID DRESSING

Cover all cuts and sores with a waterproof plaster or dressing.

11. SMOKING

Smoking is not allowed inside the premises.

12. JEWELLERY

You must not wear jewellery in areas where contact with moving parts of work equipment is possible.

13. SHOES

Wear suitable footwear that will protect your feet. These should be flat or low-heeled, slip resistant and provide adequate upper protection.

14. LIFTING and CARRYING

Do not lift if too heavy. Remember - back straight, knees bent.

Never stand on boxes, chairs or equipment to reach. Use appropriate access equipment.

15. WORK AREAS

You must:-

- keep work areas and aisles clear of obstructions likely to cause trips and falls;
- return work equipment to the correct storage area.

16. RULES COVERING GROSS MISCONDUCT

You may be liable to summary dismissal if you are found to have acted in any of the following ways:-

- a gross breach of the preceding safety rules;
- unauthorised removal of any item of first aid equipment;
- wilful damage to, misuse of, or interference with, any item provided in the interests of health and safety or welfare at work;
- unauthorised removal or defacing of any label, sign or warning device;
- misuse of chemicals, flammable or hazardous substances or toxic materials;
- smoking in any external designated 'No Smoking' area;
- horseplay that could cause accidents;
- false statements or in any way deliberately interfering with evidence following an accident/incident or dangerous occurrence;
- seriously overloading any item of lifting equipment;
- non-compliance with any controls provided in the pursuit of safety;
- failure to comply with risk assessment requirements.

SECTION F:

EMPLOYEE RECOGNITION

HEALTH AND SAFETY EMPLOYEE RECOGNITION

We accept our responsibilities to ensure your health safety and welfare. The policies and procedures that you need to follow to prevent accidents and ill health are outlined in our Health and Safety General Policy. Where more specific guidance is required, this is contained in our safe systems of work. You will receive instruction in the safe systems of work that relate to the work activities that you perform.

As an employee of Golden Lane Housing Limited, I have access to the Health and Safety Policy and understand, accept and will comply with its contents as part of my contract of employment.

I understand that this Health and Safety Policy may be altered from time to time and that I will be kept informed of any changes therein.

Signature.....

Print Name.....

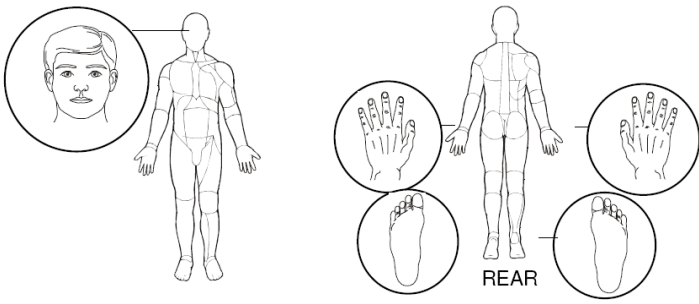
Date.....

PLEASE RETURN COMPLETED FORMS TO YOUR LINE MANAGER

SECTION G:

FORMS

GLH EMPLOYEE ACCIDENT/INCIDENT REPORT

ACCIDENT/INCIDENT REPORT <i>Data Protection Act Compliant (when completed)</i>																																																													
1.	Address/Site																																																												
2.	Contact																																																												
3.	Injured person's Surname:		Forename/s																																																										
4.	Injured person's Address:																																																												
5.	Nat Ins No:		Age	Employee No																																																									
6.	Position/Role:																																																												
7.	Role at time of accident																																																												
8.	Exact location of accident:																																																												
9.	Date and time of accident	Date:	Time:																																																										
10.	Date and time of ceasing work due to injury.	Date:	Time:																																																										
11.	<p>State precise nature of injury: <i>(If eye or limb state left or right)</i></p> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 30%;"> <table style="border-collapse: collapse; font-size: small;"> <tr><td>HEAD</td><td><input type="checkbox"/></td><td>CHEST</td><td><input type="checkbox"/></td></tr> <tr><td>EYES</td><td><input type="checkbox"/></td><td>BACK</td><td><input type="checkbox"/></td></tr> <tr><td>NOSE</td><td><input type="checkbox"/></td><td>STOMACH</td><td><input type="checkbox"/></td></tr> <tr><td>JAW</td><td><input type="checkbox"/></td><td>HIP</td><td><input type="checkbox"/></td></tr> <tr><td>CHIN</td><td><input type="checkbox"/></td><td>RECTUM</td><td><input type="checkbox"/></td></tr> <tr><td>NECK</td><td><input type="checkbox"/></td><td>THIGH</td><td><input type="checkbox"/></td></tr> <tr><td>SHOULDER</td><td><input type="checkbox"/></td><td>KNEE</td><td><input type="checkbox"/></td></tr> <tr><td>UPPER ARM</td><td><input type="checkbox"/></td><td>SHIN</td><td><input type="checkbox"/></td></tr> <tr><td>ELBOW</td><td><input type="checkbox"/></td><td>ANKLE</td><td><input type="checkbox"/></td></tr> <tr><td>LOWER ARM</td><td><input type="checkbox"/></td><td>FOOT</td><td><input type="checkbox"/></td></tr> <tr><td>WRIST</td><td><input type="checkbox"/></td><td>TOE</td><td><input type="checkbox"/></td></tr> <tr><td>HAND</td><td><input type="checkbox"/></td><td>SIDE</td><td><input type="checkbox"/></td></tr> <tr><td>FINGER</td><td><input type="checkbox"/></td><td>MIDDLE</td><td><input type="checkbox"/></td></tr> <tr><td>THUMB</td><td><input type="checkbox"/></td><td>LEFT SIDE</td><td><input type="checkbox"/></td></tr> </table> </div> <div style="width: 30%; text-align: center;"> <p>PLEASE MARK THE PART OF THE BODY</p>  </div> </div>					HEAD	<input type="checkbox"/>	CHEST	<input type="checkbox"/>	EYES	<input type="checkbox"/>	BACK	<input type="checkbox"/>	NOSE	<input type="checkbox"/>	STOMACH	<input type="checkbox"/>	JAW	<input type="checkbox"/>	HIP	<input type="checkbox"/>	CHIN	<input type="checkbox"/>	RECTUM	<input type="checkbox"/>	NECK	<input type="checkbox"/>	THIGH	<input type="checkbox"/>	SHOULDER	<input type="checkbox"/>	KNEE	<input type="checkbox"/>	UPPER ARM	<input type="checkbox"/>	SHIN	<input type="checkbox"/>	ELBOW	<input type="checkbox"/>	ANKLE	<input type="checkbox"/>	LOWER ARM	<input type="checkbox"/>	FOOT	<input type="checkbox"/>	WRIST	<input type="checkbox"/>	TOE	<input type="checkbox"/>	HAND	<input type="checkbox"/>	SIDE	<input type="checkbox"/>	FINGER	<input type="checkbox"/>	MIDDLE	<input type="checkbox"/>	THUMB	<input type="checkbox"/>	LEFT SIDE	<input type="checkbox"/>
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12.	Accident reported to:	Date:	Time:																																																										

ACCIDENT/INCIDENT REPORT			
<i>Data Protection Act Compliant (when completed)</i>			
13.	Entry made in Accident Book BI 510?		RIDDOR Reportable?
14.	Enforcing Authority informed by telephone? (Specified Injury/Fatality ONLY)		RIDDOR Reported on?
15.	Was first aid given on site? <i>(If so, what?)</i>		Did IP attend Hospital? (which Hospital) Overnight stay necessary?
16.	Was the injured person authorised to be at the place of the accident for the purpose of his/her work:		
17.	State what the injured person was doing at the time:		
18.	How was the accident caused? <i>(Give a full description of what happened including circumstances leading up to the accident)</i>		
19.	What action has been taken to prevent recurrence?		
20.	What machinery was involved if any)?		
21.	Are machinery/equipment maintenance records available and where?		
22.	What PPE Was being Worn at the time of the accident:		

For all Building Safety related accidents/near miss incidents in Tenants homes please report via the GLH Incident form-

<https://app.smartsheet.com/b/form/fd1fe2d24b6b4dcc08e1bf092dc2d07>

COMPANY VEHICLE CHECKLIST

Date:	Driver:
Make:	Model:
Reg. No.:	Odometer reading:

	Record any defects, faults or damage or state satisfactory
Fuel/Oil Leaks	
Brakes	
Tyres	
Wheels	
Steering	
Lights	
Indicators	
Wipers	
Washers	
Horn	
Mirrors	
Bodywork	

Oil Level	
Coolant Level	
Screen Wash Level	
Tyre Pressures	
First aid kit	
Hi Vis vest	
Hazard warning triangle	

If No Defects Found (please tick)	Driver's Signature:
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Action To Be Taken:
Manager's Signature:

EYE TEST VOUCHER REQUEST FORM

(Specsavers corporate eyecare scheme for computer users)

Form to be completed by employee requesting the electronic voucher, approved and emailed by the line manager to HR.

Forms without line manager approval will be returned.

Employee name:
Employee number:
Employee job role:
Employee workplace address:
Date:
Line manager name:
Line manager confirmation: The above employee has requested an eye test voucher and I confirm that they are meet the voucher eligibility criteria defined below: <ul style="list-style-type: none"> • Computer user: member of staff that regularly (lengthy periods more or less every day) uses a computer or laptop whether within a Mencap office, other work location or working from home in order to carry out the primary part of their daily tasks
Line manager signature:

Information:

- Once request form received you will receive the electronic voucher within 5 working days. The voucher provides a free eye test at Specsavers. If the test identifies that you require glasses for computer use, the voucher also provides a free pair of glasses from the £45 range (or a £45 contribution towards a pair outside this range).

The cost of the voucher will be charged to a central cost centre.

Risk assessment template

Company name: [REDACTED]

Date of next review: [REDACTED]

Assessment carried out by: [REDACTED]

Date assessment was carried out: [REDACTED]

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/

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VIOLENT INCIDENT REPORT FORM

Date of incident	Location	Time
Name		
Address		
Position		
What were you doing at the time of the incident?		
DETAILS OF ASSAILANT(S) (IF KNOWN)		
Name(s)	Name(s)	
Address(es)	Address(es)	
Age	Age	
Male/Female	Male/Female	
Other Details	Other Details	
WHAT HAPPENED? (Give an account of the incident, including relevant events leading to incident)		
SKETCH		
OUTCOME (Injury? Verbal Abuse? Anti-Social behaviour? Damage to person/other property?)		
Time lost		
Legal Action		
Police Informed?		
SIGNED		DATE