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**Health & Safety Policy**

**Policy Ref : OH/HS /001**

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**Department: Finance & Legal**

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**Author: Corporate Health & Safety**

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**Date Issued: September 2017**

**To be reviewed: September 2019**

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**Version 5.0**

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## Contents

<b>1.</b>	<b>Introduction .....</b>	<b>2</b>
<b>2.</b>	<b>Objectives .....</b>	<b>2</b>
<b>3.</b>	<b>Scope.....</b>	<b>3</b>
<b>4.</b>	<b>Implementation.....</b>	<b>3</b>
<b>5.</b>	<b>Organisational Roles &amp; Responsibilities.....</b>	<b>3</b>
5.1.	One Housing Board .....	3
5.2.	Chief Executive.....	3
5.3.	Directors .....	4
5.4.	Managers.....	4
5.5.	Corporate Health and Safety Team.....	5
5.6.	Employees .....	5
5.7.	Contractors: .....	6
<b>6.</b>	<b>Standards for controlling risks .....</b>	<b>6</b>
<b>7.</b>	<b>Appendix A – Health and Safety Organisation.....</b>	<b>8</b>
<b>8.</b>	<b>Appendix B Operation of the Health &amp; Safety Management System .....</b>	<b>9</b>
<b>9.</b>	<b>Health &amp; Safety At One Management system .....</b>	<b>11</b>

## **1. Introduction**

1.1 At One Housing Group Limited (The Group) and all of its subsidiary companies, we recognise Health & Safety as a key requirement of our organisation. We recognise our duty of care and aim to comply with all health and safety legislation when carrying out our activities and are committed to safeguarding, so far as is reasonably practicable, the health, safety, security and welfare at work of our employees, and of others, including residents, members of the public and contractors, who may be affected by our activities. This document outlines our framework for managing health and safety, and details responsibilities. It states how OH will put in to place the aims of the policy statement.

## **2. Objectives**

2.1 This policy aims to achieve the following objectives:

- To provide adequate control of the health, safety, security and welfare risks arising from our work activities
- To consult with our employees and residents on matters affecting their health, safety, security and welfare
- To provide and maintain safe and healthy working conditions, plant and equipment
- To ensure safe handling, storage and use of substances
- To provide adequate information, supervision and training for employees (and residents where appropriate) so that they are competent to do their tasks
- To prevent accidents and cases of work related ill health as far as is possible.
- To ensure compliance with related health and safety legislation and regulations
- To ensure that its implementation does not discriminate directly or indirectly on the grounds of race, religion or belief, gender, sexual orientation, disability or age.

### **3. Scope**

- 3.1 This policy applies to all employees of the group, board members and others to whom we owe a duty of care including temporary staff, residents, contractors and visitors to our offices and other areas under our control.
- 3.2 This policy has been written in accordance with The Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 and Health and Safety Guidance HSG 65.
- 3.3 Further information relating to particular aspects of health and safety can be found in the organisation and arrangements that underpin this policy statement and in supporting policies and procedures that are issued to staff, as required. While health and safety at work is an overall responsibility of the company and its management team staff at all levels are reminded that they also have a legal duty to take care of their own safety and that of others who could be affected by their acts and omissions. The active co-operation and assistance of all members of staff is sought on health and safety matters.

### **4. Implementation**

- 4.1 Every employee has a responsibility and a duty with regard to health and safety. Directors and Line Managers have the responsibilities of a manager as well as those of an employee. The level of responsibility is higher as supervisory and management levels increase.
- 4.2 Any breaches of the policy should be reported to the employee's Line Manager.
- 4.3 Breaches of this policy will be viewed seriously and will be dealt with in accordance with OH's Disciplinary Policy and Procedures. The severity of discipline will reflect the fact that non-compliance breaches not only this Health and Safety Policy but also the law.

### **5. Organisational Roles & Responsibilities**

- 5.1 This section explains the role of each level of management in supporting the Policy Statement and demonstrates the interaction of designated roles, with health and safety responsibilities, within One Housing (OH). All personnel employed by the OH have health and safety duties conferred upon them by sections 7 and 8 of the Health and Safety at Work etc. Act 1974, Regulation 14 of The Management of Health and Safety at Work Regulations 1999; and this policy.

### **6. One Housing Board**

- 6.1 In the context of effective corporate governance, managing health and safety risk is a key issue for the OH Board, who have a collective role in providing committed leadership in the continuous improvement of health and safety performance. The OH Board will ensure that their actions and decisions always reinforce this commitment, and they will review the effectiveness of the Health and Safety Management System and performance, at least annually.
- 6.2 The OH Board will consider and approve strategies/policies and resource allocation as necessary to ensure the Company maintains a safe and healthy working environment. This will generally be based on information and reports presented.

### **7. Chief Executive**

- 7.1 The Chief Executive shall have overall responsibility for Health and Safety issues. He will be advised and assisted by Directors and Managers as follow:

**Chief Financial Officer:** Employees the group premises

**Housing Operations Director:** Landlords duties, Citystyle, Maintenance of OH properties

**Director Housing & Facilities:** Supported Housing

7.2 Within his responsibility for co-ordination and implementation of the Health and Safety Policy the Chief Executive shall:

- Ensure duties and responsibilities are properly assigned and accepted throughout OH
- Budget for Health and Safety programmes within OH
- Facilitate effective co-operation between Managers in matters of Health and Safety by effective Directorate safety committee forums
- Ensure the performance of OH in the field of Health and Safety by periodic review and appropriate action.

## **8. Directors**

8.1 Through there subordinate Managers, Directors shall:

- Ensure that responsibilities for Health and Safety are properly assigned, understood and implemented by their managers
- Inform the Chief Executive regarding Health and Safety matters and resources required including the provision, equipment, services and training.
- Provide support to the Chief Executive in his responsibilities, reporting to him as necessary
- Ensure that advice as appropriate regarding Health and Safety matters is sought.

## **9. Managers**

9.1 Managers are responsible for all aspects of Health and Safety relating to their own area of operations and shall:

- Ensure that their team(s) have satisfactory Health and Safety procedures, relating to their areas of activity, which are regularly reviewed for necessary amendments and that all employees are aware of, and trained in, the requirements and implications of these policies.
- Provide Health & Safety inductions, training and awareness sessions so that all employees are aware of the requirements and implications of these policies
- Ensure that safe working practices are in place
- Maintain high standards of housekeeping
- Ensure that all safety rules and safe working practices are observed and advise their Directors of the resources and requirements to properly meet commitments for Health and Safety
- Complete health and safety workplace inspections of their team(s) under their control on a regular basis to ensure compliance with OH Health and Safety policies and regulatory statutory duties.
- Motivate all employees in the promotion of safe and healthy working conditions and to promote a positive Health and Safety culture.
- Ensure that suggestions for health and safety improvements made by safety representatives and employees are discussed at Health and Safety forums and Corporate Health and Safety Committee meetings and implemented where appropriate
- Carry out risk assessments to identify hazards from all activities and document your findings
- Carry out risk assessments of substances that may be harmful and hazardous to health in accordance with OH COSHH policy
- Attend Health & Safety training as required of their role
- Attend all Health & Safety meetings

- Seek advice when appropriate from the Corporate Health and Safety Department.

## **10. Corporate Health and Safety Team**

- 10.1 The Corporate Health & Safety Team will establish and maintain a health and safety management system in order to promote a positive safety culture, and ensure policies and procedures are in place to manage risk.
- 10.2 Key responsibilities include:
- Acting as OH's source of competent advice on health and safety for the business (as required under the Management of Health and Safety at Work Regulations 1999).
  - Providing OH Board with appropriate information and reports about safety performance and management.
  - Devising and maintaining a comprehensive Health and Safety management system suitable for the business.
  - Co-ordinating the management of Health & Safety across all parts of the organisation to ensure common processes are adopted fitting with the safety management system.
  - Providing the relevant Directors with advice on legal compliance and improvements required to the safety management system.
  - Advising the Organisational Development department of the health and safety training needs of the business.
  - Ensuring a suitable health and safety audit process is in place.
  - Ensuring accidents or incidents are investigated by the Central Health & Safety Team (according to the relevant policy/procedure), advice is given on remedial actions, and any necessary changes to the management system are made.
  - Procuring and managing external expert safety advice contracts.
  - Ensuring arrangements are in place for managing contractors.

## **11. Employees**

- 11.1 Employees are legally bound to comply with statutory and other Health and Safety requirements that have direct relevance to their work within the OH.
- 11.2 All members of staff are responsible for reading and following the requirements defined by the Health and Safety Policy and associated Health and Safety Policies and Procedures. If any member of staff is unclear on their responsibilities, they should consult with their line manager
- 11.3 Employees Shall:
- Use all equipment in a correct manner and follow manufacturer's and management instructions
  - Maintain and use such safety equipment and devices as provided for use while at work
  - Refrain from misuse or interference with anything provided in the interest of Health and Safety and from any action which might otherwise endanger themselves or others
  - Work safely without endangering either their own Health and Safety, and that of their colleagues, tenants, the public and anyone else who may be effected by their work on OH's premises
  - Adhere to safety procedures set out by OH and its officers and to comply with any instructions given by those with special responsibility for Health and Safety
  - Report all accidents, near misses and hazardous situations using the Health & Safety at One reporting system and to their immediate line manager.

**12. Contractors:**

12.1 Independent contractors are responsible for Health and Safety within their organisations. However OH will endeavour to support independent contractors with regard to Health and Safety requirements. OH will also expect where employees are expected to work on independent contractors’ premises that the independent contractor will co-operate fully with OH in ensuring the Health and Safety of its employees at all times.

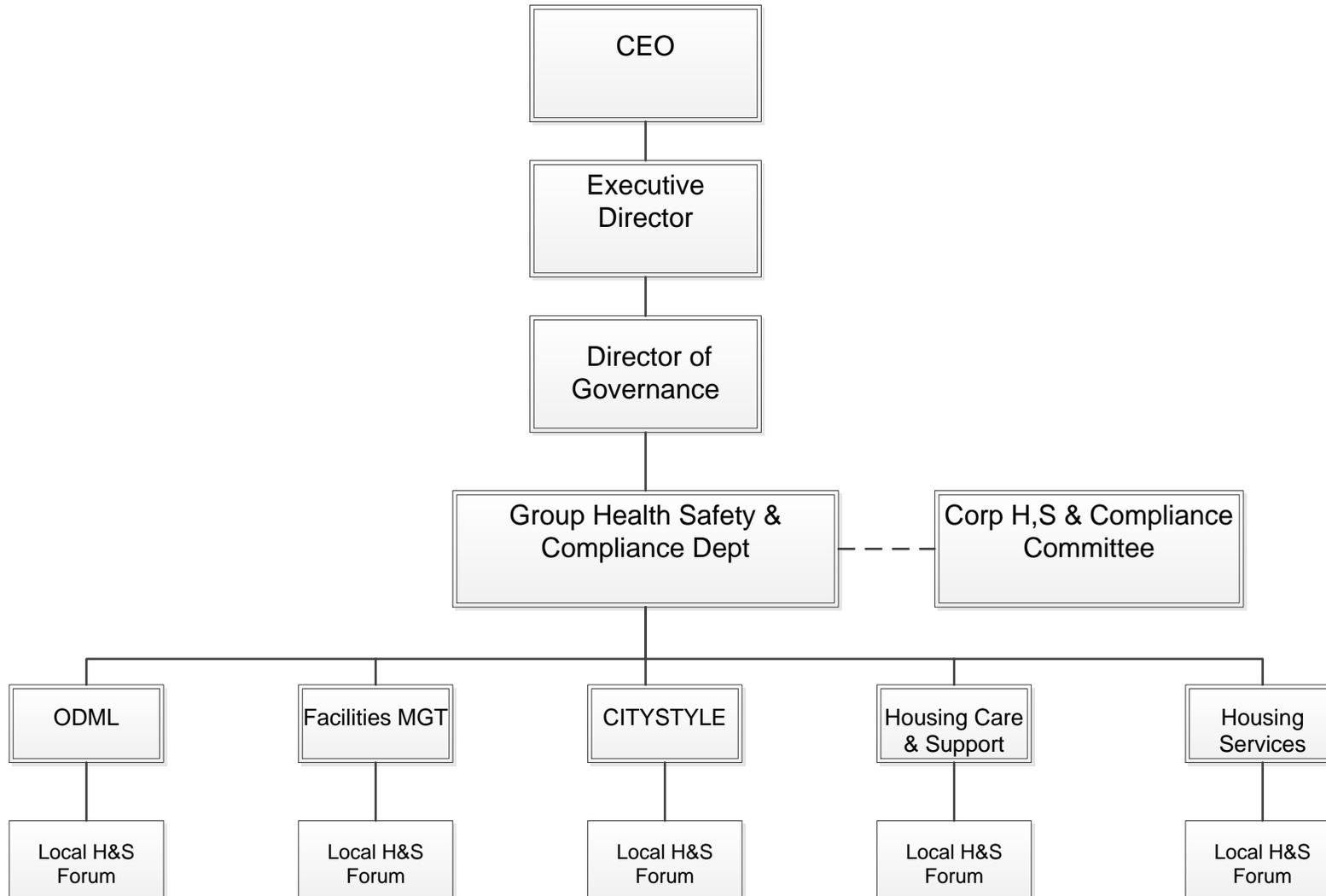
**13. Standards for controlling risks**

13.1 This document is the over arching policy for Health and Safety management within One Housing. Other policies and procedures on specific issues support this. These are available to all employees, via The Hub or through the Central Health & Safety Team, and are listed below:

Accident and Incident Reporting, RIDDOR	<a href="#">Accident and Incident Reporting</a>
Aids Adaptation Procedure	<a href="#">Aids Adaptations</a>
Anti Social Behaviour	<a href="#">Anti-Social Behaviour</a>
Arranging Viewings	<a href="#">Arranging Viewings</a>
Asbestos Management	<a href="#">Asbestos Management</a>
Contractors	<a href="#">Contractors</a>
Domestic Violence	<a href="#">Domestic Violence</a>
Electrical Safety	<a href="#">Electrical Safety Procedures</a>
Emergency Evacuation	<a href="#">Emergency Evacuation</a>
Estate Services	<a href="#">Estate Services</a>
Expectant and New Mothers	<a href="#">Expectant Mothers</a>
Fire Risk Management	<a href="#">Fire Risk Management</a>
Fire Safety Procedures	<a href="#">Fire Safety Procedures</a>
First Aid	<a href="#">First Aid</a>
Flued Appliance Management	<a href="#">Flued Appliance Management</a>
Gas Safety Servicing	<a href="#">Gas Safety Servicing</a>
Harassment & Hate Crime	<a href="#">Harassment &amp; Hate Crime</a>
Hazardous Substances	<a href="#">Hazardous Substances</a>
Housekeeping & Premises	<a href="#">Housekeeping</a>
Personal Protective Equipment	<a href="#">Personal Protective Equipment</a>
Vulnerable Persons	<a href="#">Vulnerable Persons</a>
Working at Height	<a href="#">Working at Height</a>
Infectious Diseases	<a href="#">Infectious Diseases</a>
Lone Working Procedures	<a href="#">Lone Working</a>
Manual Handling	<a href="#">Manual Handling</a>
PEEP (personal emergency evacuation plan)	<a href="#">PEEP (personal emergency evacuation plan)</a>
Pets	<a href="#">Pets</a>
PPE (personal protective equipment)	<a href="#">PPE (personal protective equipment)</a>
Risk Assessment	<a href="#">Risk Assessment</a>
Stress Management	<a href="#">Stress Management</a>

Substance Abuse at Work	<a href="#">Substance Abuse at Work</a>
Use of Computers	<a href="#">Use of Computers</a>
Void Contracts	<a href="#">Void Contracts</a>
Young Persons	<a href="#">Young Persons</a>

14. Appendix A – Health and Safety Organisation



## **15. Appendix B Operation of the Health & Safety Management System**

- 15.1 OH will maintain a health and safety management system in accordance with BS OHSAS 18001-2007 along the principles in 'Successful Health and Safety Management' (commonly referred to as 'HSG65' or 'POPMAR' models). This will be done in conjunction with the Health & Safety at One Risk Management System.
- 15.2 The sections below summarise how we will implement POPMAR in the business.

### **16. Policy**

- We have a Health & Safety policy meeting the requirements of Section 2(3) of the Health and Safety at Work etc Act 1974. It contains a statement of intent signed by the Chief Executive.
- The Corporate Health and Safety Team will review this policy at least every two years to determine its effectiveness.
- We'll maintain corporate policies for all significant areas of health and safety risk across the business.
- We'll draft all policies in consultation with subject specialists and the Health and Safety Group.

### **17. Planning**

- An effective management structure is in place for managing health and safety and includes:
  - A procedure for identifying, assessing, and controlling risk is in place
  - A register of health and safety legislation applicable to the business is maintained
  - A competent person in post to advise the organisation on health and safety requirements
  - A five year Health and Safety Strategy outlining KPI's and strategic objectives
  - An annual Health and Safety Team Plan (with SMART objectives) to deliver the actions to achieve the strategy
- There are measures in place to raise awareness of health and safety amongst all staff including: induction training, Health and Safety Roadshows, Health & Safety forums, articles in staff newsletters, a dedicated health and safety intranet site, Blogs, monthly 1 to 1 meetings between staff and managers, and training.

### **18. Implementation and Operation**

- 18.1 To implement and operate our safety management system effectively we have:
- Policies and procedures clearly allocate responsibilities for health and safety
  - A senior director with nominated responsibility for health and safety
  - Health and safety responsibilities of line managers are defined within their job descriptions/ role profiles and their performance is regularly reviewed
  - A Health and Safety Training Matrix to ensure those with health and safety responsibilities are given training appropriate to their responsibilities and needs.
  - Directorate/Location Health & Safety forums which meet at least every 3 months prior to the Corporate Health & Safety Committee.
  - A corporate health and safety committee which meets every three months and is made up of senior management, staff, and union representatives. It is consulted on health and safety policies, procedures, strategies, and monitors performance.
  - A procedure setting out how we control documents so it's clear what current, who approved it is and when, the next review date.

- Processes for considering the impact of change(s) on health and safety including: an 'Implications' section on report templates (specifically states Health and Safety as one); a Change Management Policy; a Contractor Vetting Procedure; a Contractor Management Procedure.
- Procedures for dealing with emergency situations, and periodically testing their effectiveness (e.g. fire drills).

## **19. Checking and Corrective Action**

19.1 We monitor and measure our performance, and take action to remedy deficiencies by:

- Setting Key Performance Indicators(KPI) and strategic targets in our Health and Safety Strategy
- Monitoring KPI performance quantitatively using our Health and Safety Scorecard (this includes proactive and reactive measures)
- Monitoring health and safety performance qualitatively in quarterly reports to Health and Safety Committee and Strategic Board
- Recording and analysing accidents , work-related ill health, near misses, verbal abuse (etc.) incidents reported on Health & Safety at One
- Carrying out quarterly health and safety inspections of our offices
- Carrying out monthly or quarterly health and safety inspections of the communal areas in our blocks
- Generating and tracking repairs arising from health and safety inspections
- Carrying out health and safety audits to identify any non-compliance and improvements required
- Investigating incidents and identifying immediate and underlying causes, and any changes to prevent recurrence
- Tracking actions from investigations and audits through to completion using Eighty/20
- Using our Corporate Risk Register in place to ensure effective scrutiny and monitoring of the most significant risks
- Using timed action plans to implement control measures where it is not possible to immediately control risk due to the nature of the risk or the scope of the work involved.

## **20. Review**

- Health and safety will be under continual review at different levels within the organisation.
- Management reviews of health and safety are carried out every three months at Health and Safety Committee under the direction of the Director – Business Services & Solutions.
- The Board reviews health and safety every three months where the Director – Business Services & Solutions presents the Health and Safety Board report.
- All the monitoring and audit activities above can lead to changes in practice, policy and procedure.
- Following health and safety audits, any deficiencies or non-compliance will prompt a preliminary review of the relevant policy/policies or procedure(s).
- When legislation is changed or new legislation introduced, there will be a review of policy and procedure to ensure the organisation remains compliant.

## **21. Appendix C – Health & Safety at One Risk Management system**

- 21.1 Health & Safety at One will give full visibility and control of One Housing's health and safety performance. It is intended that this will be used in conjunction with the Health & Safety Management System
- 21.2 The system incorporates all the key areas of H&S management:-
- Accident/Incident reporting and Investigation
  - Risk Assessment creation and Monitoring
  - Method Statements
  - Company compliance - automatic email notifications for all upcoming and elapsed non-compliances or expired tasks
  - Contractor Management
  - DSE workstation Assessments
  - COSSH risk Assessments and Chemical monitoring
  - Plant & Machinery Monitoring
  - PPE Issue monitoring
  - Action Tracking –a robust action management module to help drive safety culture
  - Audits & Checklists
  - Detailed real time reporting
- 21.3 It is an easy to navigate system that is web-based and is intended to be used by all levels of staff across One Housing. Extensive training will be provided for all levels of staff that will include e-learning and be Classroom based.
- 21.4 It will reduce risk by improving communication across OH and will increase productivity by eliminating inefficient processes and providing a uniformity of approach for everything health & safety related, enabling us all to focus on delivering results and excellent customer service..