

Health and Safety Policy

Policy Number: HR15

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Clyde Valley Group (CVG) Health and Safety Statement

The Health and Safety at Work etc. Act 1974 imposes statutory duties on employers and employees. To enable these statutory duties to be carried out, it is the policy of CVG, as far as is reasonably practicable, to ensure that responsibilities for health and safety are assigned, accepted and fulfilled at all levels; that all practicable steps are taken to manage the health, safety and welfare of all employees and to conduct the business in such a way that the health and safety of all persons likely to be directly affected by the activities of the Group, is not put at risk.

CVG provides employment, housing and services to a large number of individuals within North Lanarkshire, South Lanarkshire and East Dunbartonshire. Owning and managing nearly 5000 properties, CVG is committed to the construction and ongoing provision of good quality homes and services that meet the needs of tenants and other customers, many of whom are deemed to be vulnerable, thereby contributing to the development of sustainable communities.

Services are delivered directly by approximately 100 employees and indirectly by the use of external individuals or companies.

The Group's overall aim is to strive for continual improvement in all areas of health, safety and welfare and to present as a leading housing association in the development of effective and practical health and safety management.

The Group acknowledges that successful health and safety management contributes to overall performance, and they are therefore committed to the following:

- Achieving compliance with legal and other relevant requirements through good health, safety and welfare management practices;
- Providing adequate staff and funding resources to implement this Group Health and Safety Policy;
- Establishing and maintaining a safe and healthy working environment with adequate provision made with regards to the facilities and arrangements for staff welfare at work;
- Striving to prevent avoidable injury or ill-health;
- Striving for continual improvement in relation to Health and Safety performance;
- Ensuring that significant risks arising from work activities under our control are eliminated or adequately controlled to as low a level as is possible;
- Developing and implementing appropriate occupational health and safety management system procedures, and safe working practices;
- Incorporating the management of health and safety as a specific management responsibility;
- Ensuring this policy is understood and implemented across the Group;
- Maintaining our workplaces under our control in a safe condition without risk to health or physical and mental wellbeing;
- Reviewing on a regular basis compliance with the Group Health and Safety Policy and the management systems that underpin this policy;
- Providing sufficient information, instruction, and assistance in the implementation of control measures and supervision; to enable all staff to recognise hazards, use control measures and safe working practices to avoid accident, injury and ill-health;
- Ensuring that staff receive appropriate training, supervision (where task deems necessary) and personal protective equipment (PPE) and are competent to carry out their designated responsibilities;
- Ensuring that there is oversight of and involvement where appropriate with the Contractors and Safety Consultants (e.g. Principal Designers) appointed to undertake construction, investment and repairs projects on behalf of the Group.

Ultimate responsibility and accountability for the formulation and implementation of the Health and Safety Policy rests with the Chief Executive. However, every individual has a duty and responsibility for the health and safety of themselves and that of others. Therefore it is essential that all employees give this policy their full support and cooperation and employees at all levels take responsibility for health and safety.

The allocation of specific duties are set down in the Policy and are an integral part of the Group's working practice. The details within the management arrangements and the Health and Safety Control Manual, detail the processes and procedures to achieve legislative compliance. These responsibilities are shared and delegated amongst Directors and Managers across the Group.

Sufficient resources are made available to ensure that information, instruction, training and supervision is provided for this purpose. The Group accepts that it has a responsibility for the health and safety of other people who may be affected by the Group's activities.

There are full and open consultation processes between management, employees and any appointed safety professionals.

The Health and Safety Policy is reviewed annually to ensure that it remains fit for purpose. The review is accelerated where there are significant changes required.

Signed:
Carron Garmory, Chief Executive

Date:

Signed:
Andrew McFarlane, Chairperson

Date:

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1. Introduction

- 1.1. The Health and Safety at Work etc. Act 1974 places a legal duty on all employers with five or more employees to have a written health and safety policy. This policy sets out the health and safety arrangements for the Clyde Valley Group ('the Group') and applies to all persons who may be affected by our acts, work activities and services including employees (including temporary or agency staff), customers, services users, members of the public, suppliers, volunteers and contractors.
- 1.2. The policy is intended to demonstrate our commitment to planning and managing health and safety; to achieving acceptable standards; to reducing accidents; and to demonstrate to all employees that the Group is fully committed to their health, safety and welfare.
- 1.3. Adherence to the Health and Safety Policy is both an individual and a corporate responsibility; disciplinary action may be initiated against staff that knowingly fail to adhere to safety procedures or standards or fail to use PPE as identified in associated risk assessments.
- 1.4. The purpose of the Health and Safety Policy is to set out the general operating principles covering all the activities undertaken within the Group. It sets out the Group's responsibilities to comply with health and safety legislation and the general arrangements to support compliance.

2. Principles, Aims and Objectives

- 2.1. It is the Group's duty to safeguard, as far as reasonably practicable, the health, safety and welfare of its staff and all persons likely to be directly affected by the activities of the organisation.
- 2.2. The key objectives are to ensure as far as is reasonably practicable:
 - The health, safety and wellbeing of all employees and others who may be affected by the Group's actions or activities as determined by the Health and Safety at Work etc. Act 1974 and all other relevant Acts, Regulations and Codes of Practice.
 - The properties for which the Group have a responsibility are constructed, maintained and operated to a standard that avoids any health and safety risk to tenants, residents, contractors, employees and visitors.
 - That all services either provided directly or directly commissioned by the Group are provided in a way that takes into account any specific allocation of health and safety duties.
 - The encouragement and promotion of continuous improvement in health, safety and wellbeing.
 - That all employees understand their roles and responsibilities under health and safety therefore achieving high standards of compliance.
 - That we have oversight of and involvement where appropriate with the Contractors and Safety Consultants (e.g. Principal Designers) appointed to undertake construction, investment and repairs projects on behalf of the Group.

3. Legal and Regulatory Requirements

- 3.1. The Health and Safety at Work Act 1974 requires the Group to ensure, so far as is reasonably practicable, the health, safety and welfare of all staff while at work. The Group also has a responsibility to ensure that others not employed but who may be

affected by the Group's work related activities are not exposed to risks to their health and safety.

3.2. Under the Management of Health and Safety at Work Regulations 1999, there is a responsibility to manage health and safety effectively.

3.3. As a minimum, the following processes and procedures will be put in place to meet the required legal requirements: the Group will adopt the intentions of HS(G)65 arrangements and these will be developed and reviewed in line with the 'Plan, Do, Check, Act' ethos, which will apply to all preventative and protective measures, including:

- A written Health and Safety Policy (this document);
- Arrangements for the effective planning, organisation, control, monitoring and review of the preventative and protective measures that come from risk assessments;
- Assessments of the risks to staff, contractors, customers, partners, and other people who could be affected by our activities taking account of the general principles of prevention i.e. avoidance, prevention, reducing, protection against risk occurring;
- Records of all significant findings in writing;
- Arrangements for appointing one or more competent persons to ensure compliance with the relevant statutory provisions, and ensuring access to competent health and safety advice;
- Provision of information to staff about the risks in their workplace and the preventative and protective measures;
- Instruction and training for staff in how to deal with risks;
- Ensuring there is adequate and appropriate supervision in place;
- Consulting with staff and representatives about their risks at work and current preventative and protective measures;
- Carrying out due diligence and ongoing oversight of the contractors and Principal Designers we appoint to ensure they have the skills, knowledge, experience and organisational capability to comply with health and safety legislation and provide the expected outcomes of the project;
- Documenting risk assessments, health and safety incidents, F10 forms and construct health and safety files at a central location for the Group;
- Ensuring that the Health and Safety Executive are provided with the notifications in accordance with current legislation.

3.4. The Group is committed to managing any risks as far as reasonably practicable posed to our staff, customers, contractors, partners and the general public in relation to the work that we undertake.

4. Links to other policies

4.1. The Health and Safety Policy will overarch all operational and employee related policies and documents. In particular the:

- Employee Handbook
- Asbestos Management Policy
- Code of Conduct
- Legionella Management Policy
- Expected Behaviours Policy
- Adaptations and Improvements Policy

- Gas Safety Policy
- Fire Safety Policy
- Void Management Policy
- Electrical Safety Policy
- Housing Maintenance Policy
- Customer Promises
- Equality, Diversity and Inclusion Policy
- Safeguarding Policy
- Damp and Mould Policy
- Lone Working Policy
- Smoke Free Policy
- Motor Vehicle Policy
- Mental Health and Wellbeing Policy
- Agile Working Policy
- Transport Policy
- Alcohol and Substance Misuse Policy

5. Roles and Responsibilities

5.1. The Group and all of its employees have a responsibility for the successful application of the Group Health and Safety policy. The health and safety ethos and culture comes from the actions, attitude and commitment of employees at every level. Health and safety accountabilities have been assigned to competent positions across the Group, to enable us to meet the objectives set out in our Health and Safety policy. These are described below.

5.2. CVHA Board

The Board has ultimate responsibility for ensuring effective corporate governance, this includes managing risk. The Board is responsible for providing leadership, to ensure that Board decisions reflect its health and safety intentions as laid out in the Health and Safety Policy and have arrangements in place to ensure all significant issues and failings are reported to the Board, to ensure full cognisance is reflected in Board decisions and priorities of the Group.

The Board will endorse the Health and Safety Policy and annually the Chairperson and Chief Executive will sign the Health and Safety Policy Statement.

The Board approve strategies and policies and allocate sufficient resources to ensure the Group maintains a safe and healthy environment.

5.3. Chief Executive

The Chief Executive is responsible for the general day to day running of the Group. It is recognised that this function incurs the overarching accountability for the formulation and implementation of the Health and Safety Policy. However, it is important to recognise that this duty is shared with Directors, Managers and staff with specific responsibilities inherent within their role and function.

The Chief Executive will:

- Lead by example and consider the health and safety implications in all aspects of day to day business;

- Ensure that necessary arrangements are in place for managing health and safety effectively, and that senior staff are accountable for health, welfare and safety;
- Provide health and safety leadership within the Group;
- Consider health and safety and welfare during the planning and implementation of the Group's business strategy;
- Ensure the responsibility for the implementation of compliance with this policy is assigned by Directors to managers and staff within their control and that there is clear and unambiguous guidance provided for all employees to ensure roles and responsibilities are fully understood;
- Ensure there are sufficient resources for meeting the objectives of this policy;
- Ensure arrangements are in place for consultation with staff and their representatives, and that they are involved in decisions relating to health and safety, and that progress in relation to health and safety is communicated to them;
- Include health and safety performance reporting on the agenda of Board meetings and Executive Team meetings, providing leadership to all staff to promote and support a positive health and safety culture;
- Maintain a broad awareness of current statutory requirements in relation to the principles of good practice for health, safety, and welfare in areas relevant to The Group's operations.
- Ensure the provision and maintenance of a working environment for staff and other persons on our sites that is safe, without risks to health and adequate as regards facilities and arrangements for their welfare, so far as is reasonably practicable;
- Ensuring our Agile Working approach is safely implemented and suitable measures and resources are available to ensure the continued health, safety and wellbeing of staff;
- Conduct investigations on any health and safety failings and authorise the use of all reasonable support and resources required to rectify any significant non-compliance issues or deficiencies identified in the existing arrangements;
- Ensure arrangements are in place to monitor and review health and safety performance across the Group, including accidents and incidents; and ensuring that the necessary amendments are met to relevant policies, procedures and processes where necessary;
- Provide oversight of our contractors and Principal Designers' health and safety procedures as part of procurement and vetting procedures in order to minimise risks as early as is reasonably practicable.

5.4. Executive Team

The Executive Team, led by the Chief Executive, is responsible for the strategic and resource management of the Group, ensuring that services are delivered. In addition to the Chief Executive, the Executive Team includes the Director of Finance and Corporate Services, People Director, Director of Customer Services and the Director of Property and Development.

The Executive Team, for their respective areas of responsibility, will:

- Lead by example and consider the health and safety implications in all aspects of day to day business;
- Have and maintain a working knowledge of current statutory requirements in relation to the principles of good practice for health, safety, and welfare.
- Ensure that health, welfare and safety concerns are part of the planning and implementation of business strategy;
- Ensure the Health and Safety Policy is achieved;

- Ensure that all reporting requirements under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) are achieved;
- Investigate all RIDDOR incidents;
- Ensure that risk assessment forms part of day-to-day business and decision making, ensuring that all appropriate risk assessments are documented and reviewed/updated as required;
- Ensure there is clear and unambiguous delegation of duties through line management of employees;
- Ensure employees are adequately trained and resourced to undertake their roles;
- Arrange for audits to be undertaken to ensure compliance with health and safety requirements for activities under their control;

The Director of Finance and Corporate Services will have particular responsibility for:

- Ensuring the Health and Safety Policy is kept up to date, is brought to the attention of all employees and is achieved;
- Periodically reporting to the Chief Executive on health and safety performance within the Group.

5.5. Managers

The Managers are accountable to the Executive Team for the implementation of the Group's Health and Safety Policy within their respective structures. Managers (within their functional area of operation), will:

- Lead by example and consider the health and safety implications in all aspects of day-to-day business;
- Ensure all statutory safety checks are carried out;
- Ensure the logical and seamless delegation of appropriate health and safety duties through effective line management of employees who have the skills and training required;
- Where appropriate, ensure up-to-date and appropriate standard operating procedures are introduced and adhered to;
- Identify and fully assess risks including the production, recording and distribution of written risk assessments;
- Provide clear communication of safety requirements and arrangements for controlling identified risks;
- Ensure that sufficient and suitable personal protective equipment is provided to relevant employees when risks cannot be controlled by other means;
- Identify health and safety training requirements and ensure the provision of such training;
- Ensure contractor management processes are in place and are followed in the areas of their control;
- Ensure the induction of new and temporary employees on all known health and safety matters/issues;
- Ensure all health and safety incidents are recorded in a central register (held by the Finance and Corporate Services Directorate) including those which do not result in actual injury or damage but which could be classified as 'near miss'.
- Investigate any minor (non RIDDOR) health and safety incidents;
- Take immediate and appropriate steps, to investigate and rectify any foreseeable risks to health and safety arising from the work activity or environment;
- Bringing to the attention of Executive Team any health and safety issue that requires their attention;

- Ensure that adequate communication channels exist to allow health and safety issues to be dealt with timeously and effectively and giving staff the opportunity to raise any safety related queries;
- Maintaining safe access to and egress from the workplace at all times.

Managers will take an active participation in the Health and Safety Operational Group. This will involve the identification of health and safety concerns within their functional area of operation; the raising of pertinent issues for consideration by the Health and Safety Operational Group and the actioning of all measures identified by the Health and Safety Operational Group and management staff as being required.

Where Managers require any advice or identify any significant breach of health and safety procedures, appropriate action should be taken and advice sought from the Director of Finance and Corporate Services without undue delay.

5.6. Construction, Design and Management

Managers who are responsible for initiating construction, repairs and investment works will be subject to the Construction (Design and Management) Regulations 2015. They must take appropriate steps to ensure work is planned in accordance with relevant standards and statutory provisions. They must fulfil the role of “Client” as follows:

- Ensure that appropriate due diligence of all main contractors and Group Health and Safety Consultants we appoint is carried out prior to their appointment;
- Ensure that the principal contractor and principal designer have the skills, knowledge, experience and organisational capability to comply with health and safety legislation and carry out their duties;
- Ensure monitoring of the principal contractor and principal designer is undertaken until the completion of the project and document the information;
- Collate F10 forms and health and safety files at a central location;
- Ensure that the Health and Safety Executive is provided with the notifications in accordance with current legislation;
- Report any concerns over health and safety to the Director of Finance and Corporate Services as soon as reasonably practicable;
- CDM Regulations 2015 places duties on clients, principal designers, principal contractors, contractors and self-employed persons. All are required to work together ensuring health and safety is incorporated into projects as early as possible;
- Managers of projects must ensure safety management systems are in place to control project arrangements;
- Ensure that appropriate arrangements are in place for the management of temporary works for their duration in any construction or associated projects;

The Group will put systems in place to ensure all contractors working for the Group and in our properties are vetted from a health and safety perspective.

5.7. People Team

The People Team support the welfare and health of staff throughout the Group and have responsibility for policy relating to these areas. The team will work closely with the Executive Team and Managers to ensure that the health and safety of staff is supported.

5.8. Employees

It is the duty of each employee to take all reasonable care for the health and safety of themselves, and any other persons who may be affected by their acts or omissions at work. They must take time to familiarise themselves and comply with the Group's Health and Safety Policy and related procedures and systems of work. In particular, they will:

- Comply with the information, instruction, supervision and training they are given in a timely manner and keep training records up-to-date;
- Attend and complete all necessary health and safety training required;
- Correctly use at all times any personal protective equipment (PPE) supplied, highlighting immediately any replacements required;
- Immediately report any unsafe working practices or conditions to their manager or a member of the Executive Team;
- Highlight any health or other issues that may impair, either temporarily or permanently, their safe ability to carry out a task or activity as soon as practical;
- Report all incidents, injuries and 'near misses' immediately to their direct line manager and record the incident/injury/'near misses in a central register (held by the Finance and Corporate Services Directorate);
- Ensure that all tasks and activities are safe to undertake before proceeding;
- Inspect all machinery and equipment prior to use to ensure that it is in good working order, reporting any defects as soon as possible to their line manager;
- Only use machinery and equipment for its intended purpose;
- Keep all entrances/exits to the building secure at all times and ensure all fire doors are not blocked or wedged open;
- Not intentionally interfere, misuse or ignore arrangements, controls, procedures, etc. for health and safety purposes;
- Keep workstations and sites clean and tidy, removing any spillage immediately and keep all floor areas free of obstruction;
- Use effective manual handling techniques at all times;
- When working from home, ensure they maintain a safe working environment within their home, in accordance with the information, instruction and training provided to them.

Staff should not feel pressurised into carrying out work activities or tasks where they have not received the relevant training, or do not have the correct equipment to use or are not in possession of the required safety equipment.

Any health and safety concerns will be addressed through the management structure, initially to line managers or the Director of Finance and Corporate Services. Thereafter, appropriate investigation shall be undertaken in a timeous manner with appropriate action being taken.

Disciplinary procedures may be considered against staff that knowingly violate or fail to implement health and safety procedures or standards, or fail to use PPE or equipment provided for safety controls.

5.9. Health and Safety Advisor

The Group will, at all times, employ the services of a qualified health and safety professional to liaise with and advise the Group on the health, safety and welfare of

employees and others who may be affected by the Group's activities. Currently this is Housing H&S Compliance UK Ltd.

The Group is also a member of EVH who provide guidance on health and safety specific to the housing sector and a member of the Social Housing Safety Network Scotland which focusses on tenant and resident safety in providing advice and guidance as well as sector shared and best practice.

5.10. Health and Safety Administrator

The function of the Health and Safety Administrator is, by definition, one of 'administration' as opposed to 'management'. The Health and Safety Administrator will be fully supported by the Chief Executive and Executive Team.

The Health and Safety Administrator will undergo suitable training, which will include as a minimum Health and Safety Awareness and instruction in the implementation of the policies, procedures and arrangements set out in the Health and Safety Control Manual.

The Health and Safety Administrator will maintain the policy and ensure that record keeping is up to date and managed systematically for ease of reference. This will include the dissemination of all updates and the filing of appropriate records.

The Health and Safety Administrator will comply with their duties as set out in the Health and Safety Control Manual and will report the findings of any inspections, audits and other information gathering exercises to the Health and Safety Operational Group without undue delay. Where the Health and Safety Administrator has reason to believe that personnel are, or may foreseeably become, exposed to significant risk, direction will be sought from the Director of Finance and Corporate Services without undue delay.

The Health and Safety Administrator will provide assistance to the Chief Executive, Health and Safety Operational Group and Executive Team in the undertaking of risk assessments, control implementation, policy development, etc. This may involve liaison with external specialist consultants.

6. General Health and Safety Arrangements

6.1. Accident, Incident, Near Miss Reporting and Investigation

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) requires that accidents, diseases and dangerous occurrences which result from work, are reported.

The Group's Accident, Incident and Near Miss Reporting procedures must be followed and recorded by the relevant manager and a copy provided to the Corporate Services Team. Employees are obliged to report any accidents they have at work immediately and if necessary any treatment obtained from a first aider.

The Health and Safety Control Manual contains the Accident, Incident and Near Miss Reporting procedures and forms. These are available in hard copy and electronically via the Health and Safety page on SharePoint.

All serious accidents and dangerous occurrences will be further investigated as necessary, to identify the cause and to prevent a recurrence. This will be by line

managers and the Director of Finance and Corporate Services when determined as required/necessary.

The Group has a duty to ensure that when an accident, incident or near miss falls within the RIDDOR criteria this is reported in accordance with the regulation guidelines. A report should be submitted within 15 days' maximum for an over 7-day absence category and without delay for a specified incident or fatality, not exceeding 10 days.

The Corporate Services Team will ensure that there is robust RIDDOR record keeping in place.

6.2. Asbestos Management

The Group acknowledges the health hazards associated with asbestos arising from exposure to asbestos and will take appropriate measures to reduce exposure so far as reasonably practicable through the use of control measures and specialist contractors. Management procedures will include:

- Managing or removing asbestos in premises under the control of the Group;
- Assessing/inspecting all reasonably accessible areas in properties under the control of the Group when acquired and/or where there has been a significant change since a previous assessment;
- Reviewing plans for control of asbestos at regular intervals;
- Maintaining a written-record of inspections, assessments, location/condition of asbestos found and plans for on-going control (asbestos register).

Directors and Managers are required to read and familiarise themselves with the Group's Asbestos Management Policy.

Employees that could encounter asbestos in their day-to-day roles will be required to complete relevant asbestos awareness training.

6.3. Construction, Design and Management

All building and construction work (including new build, demolition, investment, refurbishment, extensions, conversions, repair and maintenance work) undertaken by or on behalf of the Group must comply with The Construction (Design and Management) Regulations (CDM Regulations) 2015. The Director of Property and Development is responsible for compliance with the CDM Regulations, including oversight of the Principal Designer and Principal Contractor roles (carried out by third parties).

Communal garden, estate management and cleaning works carried out by the Group are the responsibility of the Customer Services Director.

For the period of such works, the relevant Director is responsible for ensuring the Group's duties under CDM Regulations 2015 and Health and Safety at Work etc. Act 1974 are discharged.

The CDM Regulation requirements include the following:

- Managing construction projects throughout the lifespan of the project, as reasonably practicable, without risk to health or safety of any person affected by our construction projects;

- Providing pre-construction information to contractors and designers (including asbestos);
- Carrying out initial due diligence prior to appointment and ongoing oversight of Principal Designers and Principal Contractors until project completion to ensure they have the skills, knowledge, experience and organisational capability to fulfil their role under the CDM Regulations in a manner that secures health and safety of any person affected by the relevant project;
- Ensuring that a health and safety file for each project is established and retained by/on behalf of the Group as necessary;
- Ensuring the Principal Contractor produces a construction phase plan for each project prior to commencement of construction;
- For projects consisting of 30+ days' construction and 20+ workers on site/ construction to exceed 500 person days, notifying HSE prior to commencement of the construction phase;
- Ensuring safe access to and egress from construction sites; the site is made safe for workers (taking account of traffic routes, operation of equipment, fresh air, adequate lighting, welfare provisions and appropriate weather conditions) and is kept secure and in good order; and sufficient working space is made available to workers to enable them to carry out their work;
- Taking all practical steps to ensure stability of new or existing structures to prevent danger to any person;
- Ensuring that any demolition or dismantling works are planned and carried out in such a manner to prevent or minimise danger and documenting such arrangements;
- Ensuring that explosives are stored, transported and used safely and securely;
- Ensuring that all practical steps are taken to prevent danger to any person during excavations or in an area which has been excavated;
- Ensuring that sites are inspected and concerns are reported to the appropriate person; .
- Ensuring that energy distribution installations are suitably located periodically checked and clearly signed in order to prevent unauthorised access giving rise to danger;
- Taking steps to prevent harm by drowning, fire or asphyxiation;
- Ensuring suitable and appropriate fire safety procedures and emergency procedures are in place.

Risk assessments are in place for employees visiting construction sites. In particular these ensure that:

- The employee makes themselves known to the site supervisor on arrival and undergoes any site induction and training as required;
- Appropriate personal protective equipment is provided and worn on site at all times;
- Lone working procedures and devices are used appropriately at all times;
- No unattended sites or premises are entered unless assessed as safe to do so.
- Employees who regularly visit construction sites receive appropriate training.

The Director of Property and Development is responsible for ensuring ongoing review and compliance of site health and safety. The Director of Finance and Corporate Services is responsible for undertaking ad-hoc site audits to ensure this and also to seek best practice advice, where required.

6.4. Control of Contractors

Where contracts are to be awarded to third parties, the Director of Finance and Corporate Services in conjunction with procurement, responsible manager(s) and

technical specialist(s) will be part of the process for reviewing whether contractors are competent to carry out the tasks required and can demonstrate safe systems of work.

For tendered contracts the contractors will be evaluated at prequalification or tender stage to ensure that contractors are competent to carry out the task(s) required, and can demonstrate safe systems of work.

Where contracts are awarded under framework agreements the contractor's competence will be periodically reviewed based on risk assessment and review of their key performance indicators. Contractors who fail to meet the relevant health and safety performance requirements may be removed.

Where contractors are directly awarded contracts their competence will be evaluated prior to contract award.

Contractors who fail to meet the relevant health and safety performance criteria will not be considered for future tenders and their contracts can be terminated. This will be a procurement process with the involvement of internal technical specialists where appropriate.

6.5. Control of Substances Hazardous to Health (COSHH)

The Control of Substances Hazardous to Health Regulations 2002 (COSHH) covers the use of, and exposure to, substances (chemicals and preparations) in the workplace. The Regulations set out the framework for which the Group must assess, prevent or reduce exposure to any substances which present a risk to health and maintain the systems that have been set up to do this.

To fulfil duties imposed by the COSHH Regulations, the Group will ensure that as far as is reasonably practicable no work is carried out which is liable to expose any staff or others to a product, chemical or substance hazardous to health unless a suitable and sufficient risk assessment has been carried out.

Exposure to hazardous substances will either be eliminated, avoided or, where this is not reasonably practicable, adequately controlled. Measures introduced to control exposure will be maintained and tested to ensure their continued effectiveness. In the hierarchy of control measures, personal protective equipment will only be provided as a last resort in controlling exposure to substances. Information, instruction and training will be given to staff likely to be exposed to substances hazardous to health.

Any proposed purchase of hazardous chemicals or substances (that does not appear on the approved list of hazardous substances/chemicals) must be assessed in full by the relevant Manager.

A database of hazardous substances used will be held centrally by the Corporate Services Team. This will include an inventory, safety data sheets, and individual assessments.

Managers are responsible for ensuring the hazardous substances under their control have been assessed and that the assessment results are passed to the relevant person(s). Where required, managers will update the central data base of any changes.

6.6. Display Screen Equipment (DSE)

The Health and Safety (Display Screen Equipment) Regulations 1992 apply to all work with display screen equipment (DSE). The term display screen equipment not only incorporates the visual display unit (VDU) but the workstation e.g. desk, work surface, chair, input device, software, printer, etc. In addition to the VDU, ergonomic factors are considered such as lighting and layout.

The Group will take all reasonable steps for the health, safety and welfare of staff designed as “users” i.e. those who work with display screen equipment (DSE) for prolonged periods of time.

Initial assessments should be made at the commencement of employment and thereafter, will be reviewed if there is significant change in the individual user, the tasks they perform or the workstation.

Annual review of users will take place via self-assessment documentation or e-learning to identify potential issues and assistance will be provided by the People Team upon request by managers or members of staff.

DSE “users” are entitled to free eyesight tests and where corrective appliances are found to be necessary for VDU use, the Group provides reasonable payment up to a fixed amount to provide basic corrective appliances. Eyesight and basic corrective appliances are funded only where these are pre-authorised.

Staff will be given appropriate training and information about health and safety at the workstation, to enable the safe use of DSE.

When working from home, and in line with our Agile Working Policy, staff will need to carry out a DSE assessment to address the needs of working with DSE at home.

Tasks are designed in such a way that spells of concentrated viewing on VDU screens are spaced throughout a working day. Short regular breaks are encouraged from continuous screen or keyboard use.

6.7. Electricity at Work

Work on electrical equipment and systems can be hazardous and the Group will control any risks so far as is reasonably practicable.

Under the Electricity at Work Regulations 1989, the employer must assess the work activities which utilise electricity, or which may be affected by it, and to define all foreseeable associated risk. The Group will ensure that electrical equipment and systems are properly constructed, installed and maintained and that installations are suitable for the environment in which they are used.

All persons carrying out electrical work will be competent for the tasks assigned to them.

All staff have a responsibility to report obvious electrical hazards immediately to line management. This equipment must be withdrawn from service until repaired or replaced.

Portable Appliance Testing (PAT), Fixed Installation Testing (FIT) and Emergency Lighting testing will be undertaken by competent persons. Only a contractor appointed

by the Group will carry out maintenance and testing work involving electrical equipment.

- PAT (Portable Appliance Testing) will be undertaken on a three (3) year rolling cycle or risk based frequency;
- FIT (Fixed Installation Testing), also known as an Electrical Installation Condition Report (EICR) will be undertaken every five (5) years for all relevant premises;
- Emergency lighting shall be tested annually;

Records of testing will be maintained in appropriate log books on site and where relevant on the Asset Management System. Records will be available on request.

6.8. Fire Safety

The Fire (Scotland) Act 2005 requires all owners and occupiers of commercial premises to assess fire hazards in their workplace and apply appropriate controls to eliminate or adequately control those risks.

The Group approach to fire safety is primarily one of fire prevention and life preservation. Our Fire Safety Policy will provide detailed, systematic measures for fire safety management. The Group's responsibilities to meet the provisions of the Fire (Scotland) Act 2005 and the Fire Safety (Scotland) Regulations 2006 are set out in our Fire Safety Policy.

Adequate fire safety arrangements and precautions are in place. The Group has in place a fire risk assessment which will be reviewed annually, or when there is a significant change to the building or its use, in order that risks are controlled and fire safety arrangements are implemented.

Measures will be put in place in order that fire can be detected within a reasonable time frame and occupants alerted, ensuring that people who may be in the building can get out quickly and safely and they know what to do if there is a fire.

Staff and visitors with special needs will be offered a personal emergency evacuation plan (PEEP) which will be developed in consultation with the individual and team member. The Corporate Services Team will maintain a central register of all PEEP assessments and will ensure that these are reviewed at relevant intervals.

The Group will ensure there is adequate provision of maintained fire equipment.

It is a legal requirement that all staff receive suitable fire safety awareness training, they shall receive this upon commencement of employment and then three (3) yearly.

Staff have a duty to report any concerns in relation to fire safety to their line manager.

Nominated fire wardens are in place and are responsible for ensuring that all personnel, including visitors, have exited the building safely and made their way to designated assembly points.

6.9. First Aid at Work

The Health and Safety (First Aid) Regulations 1981 require that companies make adequate provision for first aid in respect of all employees.

The Group recognises its legal duty to make sufficient provision for first aid to employees. As part of this the Group will provide information and training on first aid to staff, based on risk assessment, to ensure that statutory requirements and the needs of the Group are met.

Via the process of risk assessment, the Group will have sufficient provision for trained first aid persons and equipment where necessary. First aid provisions are assessed annually or where there is a relevant change in the workforce or in the hazards to which employees are exposed.

The Group has determined the requirements for qualified first-aiders or nominated appointed persons to coordinate any required response to injury or illness and to take charge of first aid arrangements. Included in these arrangements is the provision, where practical, for cover should the nominated individuals not be available.

First aiders will have successfully undergone a HSE certified 'First-aid at Work' course, with refresher training scheduled every 3 years. The first aiders will be predominantly office based, and be available to administer first aid should they be so required.

6.10. Gas Safety

There is a responsibility to ensure effective gas management is in place which ensures legal compliance. This system will include procurement, safe installation, inspection, maintenance and monitoring regimes with regards to gas systems within premises owned and managed by the Group.

Our Gas Safety Policy and procedural documentation provide specific requirements and further information.

6.11. Health and safety Induction, Instruction and Training

Legislation does not specify the level of training that must be provided but stipulates that, in general, employees must be competent to perform their tasks and able to carry out their work safely without posing a risk to themselves or any others who could be affected by their work activities. The Group is committed to ensuring that all staff understand the principles of health and safety and the practical effects of its requirements. The Group ensures that training needs are assessed and the necessary training provided.

All staff will receive a formal induction to the Group as part of the commitment to the health and safety of staff. This induction covers health and safety information as undernoted:

- Where staff can find health and safety support, guidance and advice;
- Overview of the health and safety management systems in place and the specific procedures.
- Awareness that legally all accidents, incidents and near misses must be reported by staff; and
- Staff must report any serious risk to health and safety to a manager as soon as possible.

Employees training requirements are determined by their role. Training is provided as soon as possible once employment starts and a schedule kept of this and any refresher training provided.

Training helps to ensure the competency of management and key personnel. Where specialist training is required competent, accredited external providers will be appointed.

All employees have a legal responsibility to cooperate with proposed training so that the Group's objectives are met. Employees will attend training courses when requested and must put into practice any new instruction or guidelines provided. Employees will follow any revised working procedures once they have been given the appropriate information, instruction and training.

6.12. Homeworking

The Group recognise that most of the work that staff would undertake at home is based around work on a computer, tablet and telephone/mobile phone, and as such not considered high risk.

However, the Health and Safety at Work Act 1974 places a duty on employers, self-employed people and employees when acting in the course of their employment whether at home, in the office or in our communities.

The Group recognise that there is a duty to protect the health, safety and welfare of our employees, including as part of our agile working arrangements.

In order to ensure this duty is fully met, all employees must complete a home worker self-assessment and all associated mandatory training modules, as identified by the Group.

6.13. Infection Prevention and Control

The Group recognises the benefits of controlling possible rates of transmission of infections in the workplace to all staff, customers and service users. This will be addressed through all staff adopting appropriate precautions, consistently and responsibly in their day-to-day practices and in line with current NHS and Public Health Scotland Guidelines.

The precautions should help reduce or prevent the spread of the majority of infections, particularly blood borne pathogens and viruses, such as Hepatitis B, Hepatitis C, Coronavirus and Human Immunodeficiency Virus (HIV) as well as bacterial infections such as MRSA.

The Group recognises that some staff will encounter sharps (needles) in the course of their normal work activities. To minimise the risk of sharps injury staff will be provided, based on their job role, with:

- Training on the avoidance of sharps, and;
- Training on the safe collection and disposal of used sharps;

6.14. Legionella

The Group recognises the risk of infection from Legionella bacteria and will take all reasonable steps to implement an appropriate health and safety management system

for water systems within premises to ensure that the necessary measures to prevent, or adequately control, the risk from exposure to Legionella bacteria.

The management system for Legionella will:

- Identify hazards and assess sources of risk – this includes checking whether conditions are present which will encourage bacteria to multiply, if there is a means of creating and disseminating breathable droplets, and if there are susceptible people who may be exposed to contaminated aerosols;
- Prepare a scheme for preventing or controlling the risk;
- Implement, manage and monitor precautions; and
- Keep records of the precautions on an appropriate asset management register, including on our asset management system.

Our Legionella Management Policy and procedural documentation provide specific requirements and further information.

6.15. Lone Working

The Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, and the Workplace (Health, Safety and Welfare) Regulations 1992, places obligations on the Group to consider the risks to employees who undertake lone working.

The Group recognises that lone workers can at times face particular difficulties and will as such not require staff to work alone where a risk assessment considers there is an unacceptable risk, and will make arrangements to ensure that all lone workers are appropriately trained.

In addition lone working procedures will be developed in accordance with risk assessments and managers must implement and monitor those procedures with their staff group as meets the needs of their activities.

Where a communication device, linked to a remote monitoring centre, is issued to an employee this must be used at all times when lone working.

If an employee feels threatened or they experience challenging behaviour whilst working alone, they can contact the emergency services/remote centre for immediate assistance. However, at all times the health and safety of the employee is of primary concern and they are required to remove themselves from the situation as soon as possible.

All staff will be provided with information and instruction with regards to lone working procedures during induction and through health and safety awareness training.

6.16. Manual Handling

The Manual Handling Operations Regulations 1992 apply to all of the Group's work activities. Poor manual handling can result in injuries such as strains, sprains, cuts or crush type injuries. To reduce the risk of injury, manual handling operations are assessed for all activities and for any loads other than those which are clearly not significant.

In consideration of their needs, additional measures are taken to secure the safety of trainees, young employees (under eighteen years old) and pregnant or nursing mothers. This includes reassessing and modifying manual handling risk assessments where necessary.

Manual handling activities are assessed through a risk assessment. Where manual handling operations are identified as having a significant risk, the controls and results of the assessment are recorded.

6.17. New and Expectant Mothers

The Management of Health and Safety at Work Regulations 1999 and the Maternity and Parental Leave Regulations 1999 apply to any of the Group's employees who are pregnant, breast feeding or who have given birth within the last six months. The Workplace (Health, Safety and Welfare) Regulations 1992 require that rest facilities are provided for new or expectant mothers.

The Group recognises the requirements of pregnant and nursing mothers, and additional risk assessments are made when an employee notifies that they are pregnant. Any identified additional controls are applied for the duration of the pregnancy and for six months after the birth.

As required by law, where additional risks to pregnant women and nursing mothers cannot reasonably be reduced, alternative work is found (with no loss of terms or conditions), or authorised paid leave provided if alternative work is not available.

6.18. Occupational Health and Wellbeing

The Group recognises the importance of good staff health in relation to both work performance and fulfilling active life outside of work.

Preventing or reducing work related ill health and stress ensures staff do not experience physical or mental injury or harm as a direct result of work activities and the Group will comply with legal requirements.

A comprehensive occupational health service and employee assistance programme is available to all Group staff.

6.19. Personal Protective Equipment (PPE)

The Personal Protective Equipment at Work (Amendment) Regulations 2022, places obligations on the Group to ensure that suitable PPE is provided to employees who may be exposed to a risk to their health and safety while at work. The Regulations now also extend to limb workers.

The Group will provide suitable and sufficient PPE where risks cannot be removed or adequately controlled by other means. It is introduced as a last resort; the Group is committed to reducing risk by alternative means so far as is reasonably practicable.

PPE purchased by the Group will comply with the appropriate British/European standards.

When PPE is to be provided as a control measure, the Group will, in consultation with staff:

- Carry out an assessment to determine what risks exist and therefore what PPE is required;
- Provide storage/training and maintenance of PPE; it will also replace PPE, which has been provided as a control measure, as necessary;
- PPE will be suitable for the activities and environments and will be compatible with other items of PPE not impairing the intended/inherent effectiveness of all PPE items.

Requirements for PPE are based on evaluation of risk and on job role.

All PPE will be formally checked annually and the Corporate Services Team will prompt you into completing a checklist. A register of all PPE, together with details of servicing, issue to personnel, repairs etc. will be kept on file by the Health and Safety Administrator.

6.20. Risk Assessment

The Group has identified health and safety hazards relevant to the business, assessed the risk and recognise the importance and requirement for control measures to eliminate or reduce the risk of incident, injury or ill health occurring.

The information with regards to appropriate procedures and control measures are contained in relevant guidance documents and risk assessments.

Risk assessments will be conducted for activities, for all job profiles and these will be reviewed on an ongoing basis.

The Group risk assessment process will involve management, staff and health and safety representatives and is aimed at providing effective control measures for significant hazards.

6.21. Safety Signs and Signals

All safety signs and safety signals used within the Group will comply with The Health and Safety (Signs and Signals) Regulations 1996.

Appropriate safety and/or warning signs must be provided and maintained especially where risks identified by risk assessment cannot be controlled by other means. Comprehensive and relevant information, together with instruction and training relating to safety signs will be provided to staff.

6.22. Security Threats

A security and emergency evacuation strategy, taking security threats into account, is in place for our office premises. Information and guidance on specific plans and arrangements can be found in the business continuity plans. These are tested and maintained on an annual basis.

All managers are responsible for the security of the building which should include arrangements for bomb threats, fires, intruders, and other potential security issues.

6.23. Smoke Free Workplace

Our office is a smoke free workplace. This guarantees staff the right to work in air free of tobacco smoke. The requirements of the Management of Health and Safety at Work Regulations 1999 and the Workplace (Health, Safety and Welfare) Regulation's also place stringent requirements on employers to assess risks and make sure that non-smokers are protected from the dangers of tobacco smoke whilst at work.

The Smoking, Health and Social Care (Scotland) Act and the Prohibition of Smoking in Certain Premises (Scotland) Regulation's prevent staff, customers and visitors from smoking in wholly or substantially enclosed premises.

Executive Team, People Team and Managers will be responsible for enforcing a smoke free workplace within their respective areas. It is the responsibility of all staff to comply with this.

6.24. Transport Safety

The Group has a responsibility to manage the risks encountered by staff while driving as part of their duties. This applies to anyone who drives on behalf of the Group, whether they are employed directly or indirectly, including staff using their own private vehicles for business to staff operating dedicated work vehicles.

Managing workplace transport safety usually involves controlling a wide range of linked areas including vehicle safety, driving, loading/unloading, a person's competence, reversing, etc. The People Team will provide and maintain information/insurance/instruction and training as required.

Refer to the Motor Vehicle and Transport Policies for further information.

6.25. Violence at Work

The Group does not accept that it is part of any member of staff's duty to be subjected to verbal abuse, threats, harassment on social media or physical assault.

When and if such abuse is experienced by staff, the Group will provide personal support and guidance as is necessary to the staff to ensure that the effect of such abuse is minimised.

The Group provides a range of services to the communities in which we operate with the expectation that our staff will be treated with courtesy and respect.

Where a staff member is the victim of verbal abuse, harassment, threats or physical assault delivered by a member of the public or a fellow member of staff, appropriate action will be implemented against the offender(s) as outlined within the relevant Expected Behaviours Policy. It should be made clear to all customers, service users and clients that violence and aggressive behaviour is unacceptable and will not be tolerated.

Staff are required to report to their manager incidents of violent, threatening or abusive behaviour to which they have been subjected.

6.26. Working at Height

The Group recognises the significant risks to health and safety presented by all work at height.

In line with the hierarchy of controls set out in the Work at Height Regulations 2005 any working at height will be avoided where possible. Work equipment or other measures to prevent falls designed to minimise assistance and consequences will be in place following risk assessment.

Managers must ensure a risk assessment for working at height is carried out, that any work at height is properly planned, appropriately supervised and carried out in as safe a way as is reasonably practicable. All parts of the risk assessment/control measures must be communicated to staff with all appropriate training and instruction provided.

All equipment/machinery and PPE provided for working at height purposes/activities will be subject to relevant maintenance and service in accordance with regulatory guidance.

6.27. Work Equipment

The Provision and Use of Work Equipment Regulations 1998 (PUWER) stipulates that all work equipment must be safe to use, operators trained in its use and such equipment must be adequately maintained and inspected. PUWER defines work equipment as including 'any machinery, appliances, apparatus, tools or installations for use at work'.

Managers will be required to provide the necessary information, instruction and training to staff under their supervision, in order that equipment is suitable for the purpose of use and information on how it should be safely used provided.

A schedule of examinations, regular maintenance, inspections and testing, depending on the type of equipment, frequency of use, conditions of use, etc. is in place. These will be carried out by competent, accredited contractors to ensure work equipment is maintained in an efficient state, in efficient working order, and in good repair, with records maintained and monitored to ensure compliance.

A register of all equipment that requires to be maintained is held by the Health and Safety Administrator. Alongside registers, details of all inspections, maintenance and tests are held and appropriate certificates and records retained.

6.28. Workplace Welfare

The Workplace (Health, Safety and Welfare) Regulations 1992 places a duty on the Group to ensure that any workplace under its control complies with the Regulations. This is achieved by ensuring that monthly inspections are carried out to establish that welfare arrangements are adequate. Any issues that cannot be immediately resolved are reported to the Health and Safety Operational Group for discussion and, where required, assisted to the appropriate person with an agreed timescale for completion. Any outstanding action is documented and reviewed at the next meeting.

The following details the main requirements of the Workplace Regulations and are taken into account when completing monthly inspections:

- Adequate maintenance of the workplace, systems, equipment, etc. (e.g. kept in a clean state and in good working order);
- All indoor workplaces sufficiently ventilated by a source of fresh or purified air. Ventilation systems in high risk areas must be fitted with a failure warning alarm, where necessary for health and safety;

- Reasonable temperatures to be maintained in all indoor work places (normally 16oC minimum or 13oC where work involves strenuous physical effort – note there is no legal maximum temperature). All heaters or cooling systems supplied will not produce noxious fumes. Thermometers will be placed in appropriate locations;
- Adequate lighting will be provided. Where practical this will be natural light. Emergency lighting will be provided to ensure health and safety in the event of an emergency e.g. where lighting failure creates a particular risk of danger such as on emergency exit stairwells;
- Workplaces, and all contents, will be kept clean. Where required, it must be possible to clean the floors, ceilings and walls. Rubbish will not accumulate;
- All work rooms will have sufficient space to ensure health and safety – 11 cubic metres per person is considered suitable taking into account fixtures and fittings;
- All workstations to be suitable for their purpose. If the majority of the task can be completed whilst sitting, suitable chairs or other seating will be provided. Outdoor workstations must allow fast, emergency evacuation or rescue, prevent the risk of slipping or tripping, and protect the employee against adverse weather conditions;
- Floors and other surfaces used as a traffic route will be made of a suitable material and kept clear of slip and trip hazards. There will be adequate drainage;
- Measures are taken to prevent people falling from heights or being hit by falling objects. Where practical, measures will not rely on the provision of personal protective equipment or information, instruction and training. Where these risks exist, warning signs will be displayed;
- Clear panels in doors and gates, etc. will be made of safety glass or another safety material and will be marked so that people can tell there is a barrier;
- Windows that can be opened will be able to be opened, closed, etc. safely. Open windows will not create a risk to safety and it will be possible to clean such windows safely;
- Workplaces will be arranged to ensure that vehicles and people can move around safely. Traffic routes will be in a suitable location and fit for purpose, have adequate signage, and where appropriate, segregation where people and vehicles share the route;
- Suitable sanitary conveniences and washing facilities are provided. They are well ventilated, cleaned and maintained. There are separate facilities for men and women except where the room is lockable;
- Drinking water is supplied at easy to access locations. The water is wholesome and appropriate signage used to highlight that it is drinking water;
- There is suitable storage for work clothes and personal clothes at a location that provides security for personal clothes, and separate work clothes where necessary for health and safety e.g. where work clothes are contaminated. Where there is a requirement to change into work clothes, adequate changing facilities will be provided that allows for men and women to change separately;
- Suitable rest facilities in an easily accessible location, is provided;
- Smoking is prevented within the workplace;
- Pregnant and breastfeeding workers will be provided with suitable rest facilities; and
- Suitable eating facilities will be provided in rest areas to avoid contamination. There are suitable facilities provided to consume food.

6.29. Employee Consultation and Communication

The Health and Safety (Consultation with Employees) Regulations 1996 covers the duty of employers to consult employees in good time on matters which could affect their health and safety and specifically:

- Measures introduced which may affect their health and safety, including the introduction of new technology;
- Arrangements for appointing competent persons to assist with health and safety;
- Information which should be passed to employees as required by various legislation (such as hazards and controls as identified by risk assessments).

The Group holds quarterly meetings of the Health and Safety Operational Group where the management of health and safety across all areas of the Group's business is discussed..

Meetings of the Health and Safety Operational Group are minuted and, where necessary, actions recorded. A note of any pertinent actions or changes are distributed to all employees and a report provided to the Board on the outputs from this group, including core health and safety performance data.

Employees are also encouraged to raise issues or queries relating to their health and safety with their line manager who ensures appropriate action is taken or relayed to the Health and Safety Operational Group for consideration.

Designated health and safety areas are available on all notice boards. This ensures that all relevant information is readily accessible and visible. These notices are maintained and kept current by the People Team and contain:

- A signed and dated health and safety policy statement;
- A completed health and safety law poster;
- Fire evacuation notices;
- First aid requirements;
- Copies of liability insurance certificates;
- General health and safety direction and advice including significant findings of risk assessments.

Where notice boards are not available, information is provided to employees using individual handouts, leaflets or booklets or made available electronically through the Group's SharePoint site.

6.30. Tenant and Resident Safety Requirements

The Group recognises the growing importance of ensuring its practices in relation to the management and maintenance of its residential properties and estates, satisfactorily meets legislative, regulatory and best practice in meeting tenant and resident safety requirements and has a suite of specific tenant safety policies and procedures.

These include policies and procedures on the management and maintenance of:

- Asbestos
- Water service management and legionella
- Electrical safety
- Lifts
- Fire and fire prevention
- Gas Safety
- Damp and Mould

As part of its legal responsibilities and scrutiny arrangements, the Group will ensure that its governing body is provided with regular information, in order that it can satisfy itself and have the appropriate assurances that the Group is meeting its legal duties on tenant and resident safety. These include assurances and systems that ensure that the Group will take prompt action to address any non-compliance.

The Group will maintain and establish all management and maintenance business systems required to fulfil these obligations and ensure compliance with legal, regulatory and best practice requirements. This will include all appropriate policies and procedures.

6.31. Health and Safety Control Manual

The Group Health and Safety Control Manual forms the basis for the ongoing management and control of health and safety. The details within the Health and Safety Control Manual describe requirements under law to which the Group will comply. These responsibilities are shared amongst the Executive Team and Managers across the Group.

The Group has developed a number of safe working procedures/guidance documents and associated risk assessments covering specific work activities.

The Health and Safety Control Manual will be updated as required and at periods of not more than 3 years to ensure legal compliance and changes in work practices. These documents shall be made available in the Health and Safety Control Manual and electronically to all persons employed by the Group.

7. Health and Safety Monitoring

7.1. Health and Safety Operational Group

The Health and Safety Operational Group is responsible for oversight of all health and safety matters across the Group reporting to the Board of both CVHA and CVPS. The remit of the Health and Safety Operational Group is approved by the Board of CVHA.

The Group Health and Safety Operational Group will meet on a quarterly basis. It will consist of Directors/senior managers supported by technical personnel and will be chaired by the Chief Executive.

The Group has a defined remit and this can be summarised as follows:

- To consider the Group Health and Safety Policy and associated management arrangements and procedures;
- To monitor the implementation of the Group Health and Safety Policy and associated management arrangements and procedures;
- To review the Group Health and Safety Policy to comply with new legislation and changes to the Group, and otherwise annually;
- To develop, manage and review the strategic health and safety risks experienced by the Group;
- To review management information in relation to accident and incident statistics including near misses to identify trends and establish action plans to address them;
- To review the outcomes of Health and Safety audit reports and monitor completion of audit actions. This will be on a quarterly basis and as and when required; and

- To review Health and Safety performance across the Group and report performance to Executive Team, Group and subsidiary boards. This will be on a quarterly basis or as and when required.

7.2. Assurance

A continuing process in the effective monitoring of the Group's health and safety management system ethos is the requirement that the performance of the health and safety management system operated by the Group confirms effective statutory compliance and the continuing health, safety and wellbeing of our staff.

Health and safety audits will be conducted by external competent personnel as required. Outcomes of the audits will be sent to the Director of Finance and Corporate Services and detailed recommendations made. Once the Executive Team has accepted the audit recommendations, an action plan with realistic targets will be developed. The Group Health and Safety Operational Group will monitor completion of audit actions. These actions will be reported to the Audit Committee who will have oversight of actions.

8. Notifiable Events and significant performance failure

8.1. Employees responsible for work that falls under the scope of this policy must be aware of the Scottish Housing Regulator's (SHR) Notifiable Events guidance which requires housing providers to notify the SHR of events that might occur in relation to a breach of this policy such as:

- Any incident involving the Health and Safety Executive or a serious threat to tenant safety; or where a regulatory or statutory authority, or insurance provider, has advised the RSL of concerns for example the Fire Brigade, etc;
- Serious accidental injury to, or the death of a tenant in their home or communal areas:
 - where there has been a service failure by the RSL; or
 - where there has been a failure, or perceived failure, in how the RSL has assessed and managed risk; or
 - which could potentially affect other tenants' confidence in the RSL or the RSL's reputation.
- Major failure of key service delivery arrangements (for example, repairs cannot be carried out because a contractor goes into liquidation);
- Any significant natural disaster for example, fire, flood or building collapse which affects the RSL's normal business;
- Serious or significant adverse media reports or social media interaction, which could potentially affect tenants' confidence in the RSL or that is damaging to the reputation of the RSL;
- Default or financial difficulties of major suppliers or service provider.

8.2. Significant performance failures must also be notified to the SHR. A significant performance failure is a consistent and repeated failure to provide adequate levels of service to tenants as set out in the Scottish Social Housing Charter or as agreed otherwise with tenants. Examples include:

- Consistently not doing repairs when they should be done.

- Putting tenants at risk, for example by not carrying out gas safety checks on time.

8.3. Where a potential notifiable event or significant performance failure occurs, employees should immediately make their service Director aware.

9. Legislation

9.1. The following provides links to all the major health and safety legislation in force and referenced within this policy:

The Health and Safety at Work etc. Act 1974

<http://www.legislation.gov.uk/ukpga/1974/37>

The Management of Health and Safety at Work Regulations 1999

http://www.legislation.gov.uk/uksi/1999/3242/pdfs/uksi_19993242_en.pdf

The Workplace (Health, Safety and Welfare) Regulations 1992

<http://www.legislation.gov.uk/uksi/1992/3004/contents/made>

The Provision and Use of Work Equipment Regulations 1998 (PUWER)

<http://www.legislation.gov.uk/uksi/1998/2306/made>

The Electricity at Work Regulations 1989

<http://www.legislation.gov.uk/uksi/1989/635/made/data.pdf>

The Manual Handling Operations Regulations 1992

<http://www.legislation.gov.uk/uksi/1992/2793/regulation/4/made>

The Control of Substances Hazardous to Health Regulations 2002 (COSHH)

<http://www.legislation.gov.uk/uksi/2002/2677/regulation/7/made>

The Health and Safety (First-Aid) Regulations 1981

<http://www.legislation.gov.uk/uksi/1981/917/made/data.pdf>

The Maternity and Parental Leave etc. Regulations 1999

<http://www.legislation.gov.uk/uksi/1999/3312/regulation/10/made>

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

http://www.legislation.gov.uk/uksi/2013/1471/pdfs/uksi_20131471_en.pdf

The Fire (Scotland) Act 2005

http://www.legislation.gov.uk/asp/2005/5/pdfs/asp_20050005_en.pdf

Work at Height Regulations 2005

<http://www.legislation.gov.uk/uksi/2005/735/contents/made>

The Health and Safety (Consultation with Employees) Regulations 1996

<http://www.legislation.gov.uk/uksi/1996/1513/made>

Construction (Design and Management) Regulations 2015

<http://www.legislation.gov.uk/uksi/2015/51/contents/made>

Gas Safety (Installation and Use) Regulations 1998
<http://www.legislation.gov.uk/uksi/1998/245>

Personal Protective Equipment at Work (Amendment) Regulations 2022
[The Personal Protective Equipment at Work \(Amendment\) Regulations 2022 \(legislation.gov.uk\)](http://www.legislation.gov.uk/uksi/2022/111)

10. Policy Review

- 10.1. This policy shall be reviewed annually however regular reviews will be considered where, for example, there is a need to respond to new legislation/policy guidance. Reviews will consider legislative, performance standard, good practice and organisational changes.
- 10.2. The Group will publish this policy on our staff SharePoint site and on our website. A hard copy is also available on request. Customers may also request a copy of the policy in order formats and community languages.

Policy Change History

| Version No: | Substantive Change | Author of Change | Approval | Date | Website |
|-------------|--|----------------------------|----------|----------|---------|
| 1.0 | Full rewrite prepared in line with the HSE guidance. | L Beresford and N Macholla | Board | 26/08/24 | Y |
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