

Tower  
Hamlets  
Homes

# Health & Safety Policy

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### Foreword

The Tower Hamlets Homes (THH) Health and Safety Policy has been produced to comply with Sections 2 and 3 of The Health and Safety at Work etc. Act 1974.

The document is divided into 4 parts.

**Part 1** consists of the 'Statement of Intent', in which THH and its Board recognises and accepts its responsibility as an 'employer' for ensuring the Health and Safety of its employees and others who may be affected by its work activities and / or undertaking.

**Part 2** identifies the responsibility for health and safety of Managers and individual employees at each level of the organisation.

**Part 3** lists the arrangements for implementing the Health and Safety Policy.

**Part 4** outlines the arrangements for reviewing the Health and Safety Policy and for monitoring health and safety performance.

### Part One – Policy Statement

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Tower Hamlets Homes (THH) is committed to the health, safety and welfare of its employees and residents. Our commitment to prevent injury and ill health is fundamental to achieving our organisational objectives. The Chief Executive has delegated the management of health and safety to the Director of Asset Management.

At THH, we:

- expect all staff to take personal ownership and responsibility for their own health and safety, and that of other members of staff and residents;
- ensure all our staff, including contractors and volunteers, are given the relevant information, tools and equipment they require to do their job whilst remaining safe;
- consult with staff on matters affecting their health and safety;
- seek to prevent accident and injury by ensuring health and safety is paramount in everything we do by promoting a genuine partnership and engagement with all staff through representation on the Health and Safety Forum to achieve an effective and practical safety culture.

Working together, Line Managers are required to implement this policy by assessing the level of risk for all work practices and ensuring that health and safety procedures are agreed and followed. The control of risk, as well as the monitoring and reviewing activities, will ensure we fully comply with our legal obligations and keep as safe as possible.

This policy statement is available to all staff in a variety of formats. Each year the policy will be reviewed and where required updated to ensure its content remains relevant, appropriate and effective for THH.

SIGNED:



DATE: 12<sup>th</sup> July 2016

**Susmita Sen - Chief Executive  
THH**

Note: To be displayed on all workplace notice boards alongside H&S Law Poster.

### 1.0 Board Statement

As an organisation, we are committed to the highest standards of health and safety. Tower Hamlets Homes (THH) are committed to ensuring that all our employees have:-

- A safe place of work
- Safe systems of work
- Information
- Instruction
- Training
- Supervision

Through a cyclical process of reviewing and auditing THH policies, organising, planning and implementation and measurement of performance, the company will constantly evaluate and improve the quality of the safety measures in place to protect not only its employees, but also its residents, contractors, and members of the public.

The health and safety provisions implemented within THH are underpinned by the company's safety culture. As such, The Board are committed to developing a culture which is supportive of health and safety, which considers health and safety to be an integral part of management and crucial to planning and delivering services in a best value framework. Health and Safety considerations are always factored into all Service Plans.

The essential principles that we adopt to deliver good health and safety performance are:

#### **Strong and active leadership from the top:**

- Visible, active commitment from the board;
- Establishing effective 'downward' communication systems and management structures;
- Integration of good health and safety management with business decisions.

#### **Worker involvement:**

- Engaging the workforce in the promotion and achievement of safe and healthy conditions;
- Effective 'upward' communication;
- Provision of high quality training.

#### **Assessment and review:**

- Identifying and managing health and safety risks;
- Accessing (and following) competent advice;
- Monitoring, reporting and reviewing performance.

### Part Two – Roles and Responsibilities

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#### 2.0 Chief Executive

The Chief Executive (CE) is responsible for making the Board's plans and intentions for health, safety and welfare clear to the whole organisation through a signed and dated statement of commitment which is reviewed annually.

The Chief Executive is dedicated to ensuring that:

- The leadership principles are understood by all Directors and acted upon to assure health and safety management is implemented throughout the whole organisation.
- Business decisions do not overlook the importance of good health and safety management and that adequate resources are assigned for such purposes.
- Management systems and practices are in place to effectively deliver health and safety with the aim of protecting people and ensuring that risks are dealt with sensibly, responsibly and proportionately.

#### 2.1 Directors

The Directors are accountable to the Chief Executive for ensuring that the health and safety organisation and management systems, overseen by the Directors, are clearly understood and that there is compliance with the policy and its operational arrangements.

This will involve a system of independent health and safety auditing to cover the integrated risk management approach, and ensure that any necessary changes are implemented. The Chief Executive will be made aware of any changes required to the overall arrangements, or of any known 'risk of failure' at corporate level.

The Directors will manage, implement, plan and monitor the policy arrangements throughout the organisation, including the adequate provision of resources. Any issues arising from these arrangements will be followed up in a timely manner.

#### 2.2 Director with Responsibilities for Health and Safety

The Director of Asset Management has been nominated by the Chief Executive to co-ordinate the Health, Safety and Risk Management systems within the organisation with particular emphasis on communicating health and safety information within the organisation.

### 2.3 Line Management

All Heads of Service, Managers and Team Leaders are responsible for the health and safety, competence and conduct of their employees. It is the Line Manager's responsibility to ensure this policy is implemented and brought to their attention.

Heads of Service, Managers and Team Leaders lead the planning and control of health and safety requirements based on the outcomes of risk assessments. Those relevant employees involved in the risk assessment process are responsible for managing all significant hazards and risks and ensuring that control measures are suitable and sufficient. A review of risk assessments and controls is carried out annually basis (or more frequently where necessary) and a record kept of workplace inspections. Inductions of new staff include an induction into the risk assessment process, precautions and procedures applicable to their job role, lone working and emergency procedures. Details of health and safety training identified will be submitted to HR for timely delivery. Risk assessments will be undertaken and brought to the attention of staff and suitably recorded.

Health and safety issues of a serious concern will be dealt with promptly and reported to the Health and Safety Manager for assistance and advice.

Heads of Service, Managers and Team Leaders involve staff in health and safety concerns and provide such information, instruction and training to enable them to carry out their duties efficiently, effectively and above all safely.

Heads of Service, Managers and Team Leaders are responsible for ensuring that all plant, workplace equipment and personal protective equipment provided, is 'fit for purpose'. Staff are trained in its effective use and all equipment is regularly inspected and maintained by a competent person, who retains all records of inspections.

### 2.4 Managers in Control of Premises

Where Managers have been delegated by the Chief Executive to be in control of a premise i.e. not managed by a third party (for example a Facilities Management Company), they are responsible for ensuring the management arrangements for the following: -

- Asbestos Register;
- First Aid;
- Fire – including maintaining and servicing of fire equipment, completion of Fire Risk Assessments etc;
- Procedures for action to be taken in the event of a fire, bomb alert or other emergency including regular testing, drills and record keeping;
- Prompt notification of defects to the premises or equipment;

- Servicing, maintenance and testing of equipment and/or installations to ensure compliance with the relevant statutory or regulatory requirements;
- Arrangements to supervise contractors working on site;
- Contractors are notified of any hazards associated with the work.

### **2.5 Employees**

We encourage all employees to be actively involved in health and safety issues whilst at work, through management, staff representatives and encourage active engagement with the Health and Safety Forum. Employees are responsible for their own health and safety and that of others who might be affected by their actions or omissions. Employees are to refrain from actions or inactivity which may endanger themselves or others.

Employees must co-operate with Management by working in accordance with the health and safety procedures, instructions and/or training received, especially in the use of equipment. They are not to undertake a task for which they have not been authorised and for which they are not adequately trained or competent.

Personal protective equipment (PPE) will be identified and provided for the personal protection of staff, it will be worn or used correctly and maintained in good condition at all times. Employees are not allowed to dispense with the use of PPE without the express permission of their Line Manager. Employees must bring to the attention of their Manager any perceived shortcomings in safety arrangements, any defects in equipment or other hazards or dangers immediately or as soon as it is safe to do so. Staff must co-operate in the investigation of accidents and incidents and ensure that they provide adequate and accurate details if they are required to do so. Any employee who intentionally or recklessly misuses anything supplied for health and safety will be subject to disciplinary procedures.

### **2.6 Competent Advice and Assistance**

The organisation employs a professionally qualified Health and Safety Manager to support and advise on health and safety issues. The post is accountable to both the Head of Service and the Director with responsibility for Health and Safety.

The THH Health and Safety Manager is responsible for providing a comprehensive safety advisory service to the Board, Chief Executive, Heads of Service, Senior Management Team and all other employees. This will include planning for health and safety in order to identify risk, set priorities and establish adequate performance standards in order to comply with safety legislation.

The THH Health and Safety Manager is responsible for developing the Health and Safety Policy and procedures in line with current health and safety legislation.

Other safety expertise is available within the organisation. Other specialist consultants may be employed from time to time in support of the organisation to deal with specific health and safety matters.

### **2.7 Information and Communication**

We regularly ensure that suitable and relevant information relating to health, safety and welfare is disseminated to staff and non-employees in a timely and appropriate manner.

Statutory and any other relevant notices are displayed throughout the workplace.

Health and Safety is a standing item on the agenda of all Team Meetings.

### **2.8 Consultation**

Any issues not resolved by line management are reported directly to the Health and Safety Manager. Where there is a particular concern of confidentiality, staff can make use of THH Whistle Blowing Policy.

The Health and Safety Forum comprises of representatives from every level of the organisation to develop, promote, monitor and amend management systems, by looking at the various key areas of health and safety. The Forum is chaired by the Chief Executive and is deputised by the Director with responsibility for health and safety.

Matters of an urgent health and safety concern are dealt with by a special meeting which can be called by any member of the forum.

THH recognise the valuable contribution that Trade Union Safety Representatives make in monitoring standards and we always support them in their role.

### **2.9 Health Surveillance**

We ensure that health monitoring is provided in compliance with statutory provisions, on a bi-annual basis and where deemed to benefit the health, safety and welfare of staff. This is a voluntary provision.

### **2.10 Emergency Procedures**

Emergency procedures are designed to give warning of imminent danger and to allow all personnel to move to a place of safety. Managers must ensure that all employees and any visitors are informed of, and are fully conversant with the appropriate emergency procedures at all times. Within each office, fire wardens will assist the premises manager, with evacuation procedures in accordance with fire emergency plans. Fire Wardens will be suitably trained and their names displayed throughout the workplace.

### 2.11 First Aid

There are sufficient numbers of suitably trained and qualified first aid personnel, equipment and facilities to deal with minor accidents and emergencies at the workplace. Names of First Aiders are displayed throughout the workplace in a prominent position. Premises Managers must ensure cover is adequate and maintained, especially during periods of absence.

### 2.12 Hazard Management

Health and safety management is subjected to continuous improvement by involving staff and enabling them to bring into the realm of improvement, their own operational experience. Inexperienced staff require closer supervision, training and monitoring until they are deemed to be fully competent. This is particularly important for trade staff and lone working.

### 2.13 Management System

The key elements of the management system are displayed on the Managing for Health and Safety diagram which follows;

#### Plan

- **Determine the policy**
- **Plan for implementation**
- Seeking to fulfil all legal requirements by providing clear direction and continuous improvement, developing people and reducing losses.

#### Do

- **Profile risks**
- **Organise for health and safety**
- **Implement the plan**
- Developing an effective management structure and organisational arrangements for delivering policy, involving staff in effective communication and training, underpinned by participation

#### Check

- **Measure performance**
- **Monitor before events**
- **Investigate after events**
- Actively checking performance against agreed standards and monitoring longer term objectives. Examining control failures and identifying underlying causes.

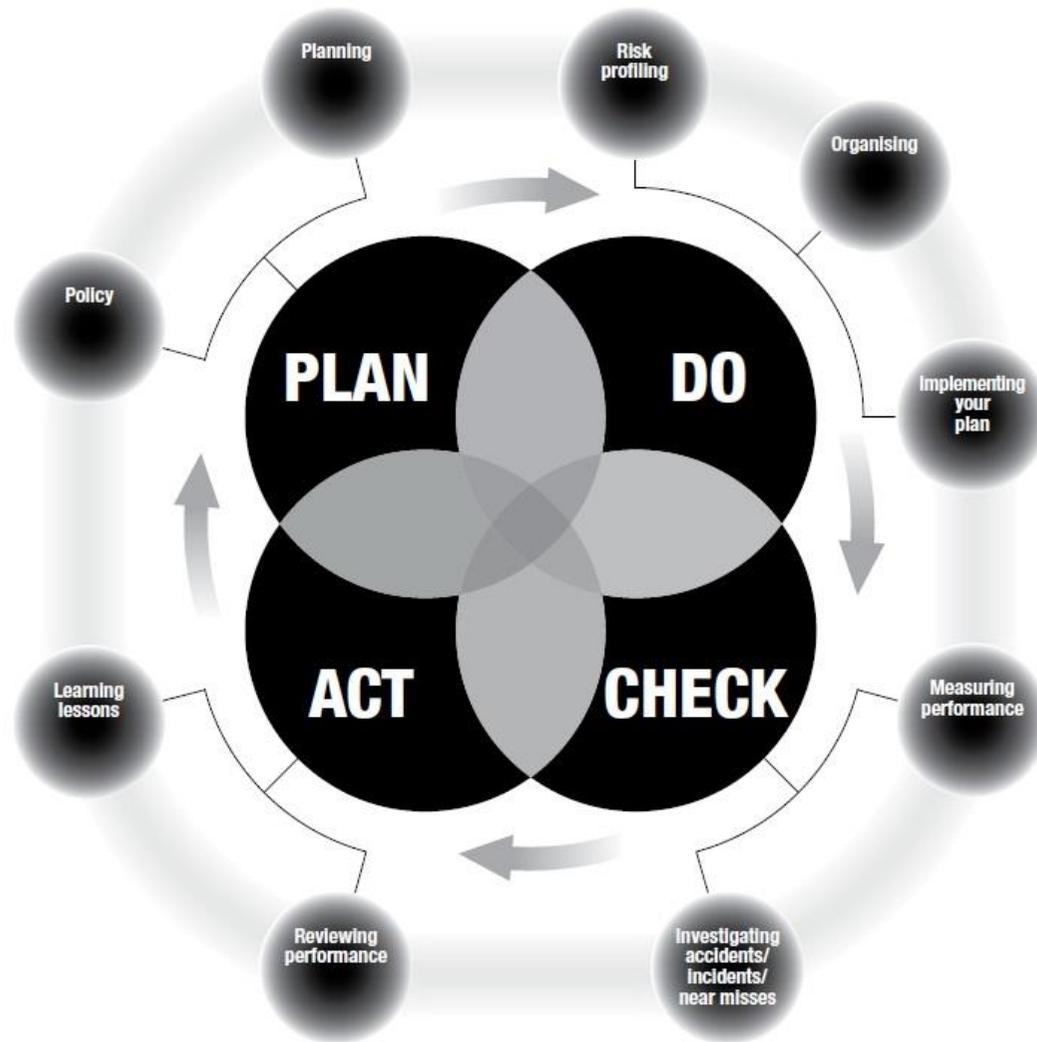
### Act

- **Review performance**
- **Act on lessons learned**
- A systematic review of performance based on data from monitoring, audits of whole systems and accident/incident investigations, forming a basis for self-regulation and compliance with legislation.

### 2.14 Training

The health & safety training offer for staff is reviewed annually to ensure the range and content of courses are appropriate to the needs of the organisation and up-to-date with changes in legislation and regulations. Feedback from previous courses and accidents and incidents throughout the year inform this review.

All health and safety training is notified to HR to ensure company records are managed and maintained correctly, including refresher briefings. Training delivery is regularly evaluated for content, quality and value for money.



HSG 65 Version 3: Managing for Health & Safety

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Organisation Chart to be included here

### **Part 3 – Arrangements for Implementing the Health and Safety Policy**

#### **3.0 Health & Safety Toolkit**

As a means of fulfilling its obligations THH has produced, in consultation with trade unions, concerned parties and staff, related procedures and codes of safe working practice covering all groups of employees which set out in more detail arrangements for complying with the necessary regulation and/or statutory duties.

The local codes of practice do not replace or supersede any Regulation, Approved Code of Practice or Guidance issued by the Health and Safety Executive. These Codes of Safe Working Practices are devised in line with regulations and guidance for specific risk areas.

Listed below are the Local Codes of Practice that are available for staff with duties that may require them. Employees must follow these codes in conjunction with other relevant documents/guidance. If there are any issues identified where the code may fall short then these concerns should be immediately relayed to Management and in turn the Health and Safety Manager.

- ◆ Accident/Incident Guidance
- ◆ Asbestos Policy
- ◆ Code of practice for works in occupied buildings (LBTH).
- ◆ Control of Substances Hazardous to Health (COSHH) Procedure
- ◆ CDM2007/2015 Procedure Manual
- ◆ Display Screen Equipment assessment checklist (online).
- ◆ Electricity code of practice
- ◆ Fire risk assessment for small premises
- ◆ Fire Safety Procedure
- ◆ Fire Risk Assessment Template for residential blocks
- ◆ Gas safety policy
- ◆ Health & safety audit checklist
- ◆ Legionella Policy/Action Plan
- ◆ Lone working guidance
- ◆ Protocol for communicating health & safety information
- ◆ Provision and User of Work Equipment Checklist
- ◆ Reporting and investigating accidents at work
- ◆ Risk Assessment guidelines
- ◆ Risk Assessment for New or Expectant Mothers
- ◆ Terms of Reference for the Health and Safety Forum
- ◆ Violence at work
- ◆ Work at Height Procedure
- ◆ Work Related Stress

These supporting policies and procedures are available to staff on the intranet or upon request from the THH Health & Safety Team.

### 3.1 Accident Reporting and Investigation

An accident is an unplanned event that results in an injury of a person/s at work. The procedures set out in this document apply to any accident occurring, whether the injured person is an employee or not. All work-place accidents resulting in personal injury must be recorded via the Accident Incident Report Line (029 2026 6784) this is then automatically reported on to the Health and Safety Manager and the staff member's manager where appropriate.

If any injury renders the person unable to make a telephone report this should be completed by a witness or colleague who is able to give an account of the incident on their behalf. Employees who are absent from work because of injury must keep the organisation informed of their progress, on a daily basis via their manager.

Any other person involved in an accident or near miss must report the incident immediately to the person in charge at the time. All 'near misses' – incidents that could have resulted in injury must similarly be reported via the Accident Incident Report Line as soon as possible, so as to investigate the cause and prevent a recurrence, this may ultimately include informing the Health and Safety Executive (HSE). The Health and Safety Manager will advise and report accordingly.

The Accident Incident Report will prompt the sending of an investigation form to the line manager. This form is to be completed for all accidents, by the injured person's line manager, and then passed onto the Health and Safety Manager.

### 3.2 Advice to Injured Persons

Notice of any accident to your line manager is automated and occurs as the report is completed via the accident incident report line. We will retain accident reports for three years. The injured person has this time in which to make a claim against the liability insurance cover, if they believe they have a justifiable case for compensation. In some cases of bullying the manager may not receive a notification of the report.

### 3.3 Alcohol and Drugs

In most circumstances, the use of alcohol is not appropriate in the workplace. Drug abuse can be a criminal offence as well as a serious risk to health and safety. The effects of alcohol or drugs at work can create serious health and safety risks. Therefore, the following rules must be adhered to:

- Do not come to work under the influence of alcohol or drugs.
- Do not consume alcohol on the premises of the business without the prior approval of management.
- Do not bring non-prescribed drugs onto the company's premises.
- Check with your doctor or pharmacist about the side effects of prescribed medications.

Offer support and advice to colleagues who you suspect of suffering from alcohol or drug abuse. Do not "protect" them by keeping silent and, if it seems likely they will cause harm to themselves or to others, it is your duty to whistle blow. Ask for assistance if you feel that matters are beyond your own control.

### **3.4 Asbestos**

Asbestos is a hazardous fibrous material, which has been used widely throughout the building and construction industry, mainly because of its excellent 'fire resistant' properties. The material has usually been used by mixing it with other materials, which are commonly referred to as Asbestos Containing Materials (ACMs). There are varieties of the material and these cannot be easily distinguished, except by an expert, using specialist equipment.

Details of the Asbestos Policy which sets out the framework for compliance and arrangements to manage the risks, including the protection of personnel can be found on the intranet. No member of staff is allowed to work in areas where ACMs are likely or found, without the necessary awareness training and information. It is therefore essential that staff are aware of and consult the relevant Asbestos Register before working on a property or other building owned by THH or any other client.

Asbestos work will be planned and carried out by licensed contractor under strict approval. The main concern is to prevent personal exposure (e.g. inhalation) of asbestos fibres. Awareness of where to find ACMs, assessing the condition, protective measures and working safely, are the essential issues of control, which require careful survey sampling, testing and planning by competent persons. All records of work must be retained in order to update the Asbestos Register.

Staff or contractors who are in any doubt about what action to take regarding this hazardous material must report their concerns directly to management. The Health and Safety Manager is available to give further advice and guidance on the identification, safe handling and removal of asbestos materials.

### **3.5 Confined Spaces**

Repairs, maintenance and surveys will at times necessitate access to confined spaces such as lofts, attics, basements, stores and inspection chambers etc. Staff must remain alert to the possibility of oxygen depletion in areas that may have been poorly vented over a lengthy period when initially accessed and allow a short period of time for the air to recover its balance, before entering. Fumes are another possibility and any such indication must be considered as hazardous for the purposes of personal protection, until the issue is fully tested and clarified. Attention must be paid to dealing with poorly lit environments and providing appropriate boarding for moving about on fragile surfaces. Staff are to be fully supported by management and where

there are risk concerns, more experienced supervision is to be employed to ensure controls are appropriate. Under no circumstances are staff knowingly to attempt to enter or work in a confined space area that presents a significant risk, such work must only be carried out by a competent and approved specialist contractor.

### **3.6 Control of Contractors**

The organisation is committed to employing only competent contractors. Before starting work, every contractor will demonstrate that they are effectively organised and competent in terms of health and safety, including the use of risk assessments and method statements as appropriate. In working with contractors there will be a clearly defined point of contact for dealing with health and safety matters. For works contracts, the requirements of the overarching Construction (Design and Management) Regulations 2015, are to be clearly written into the documentation where appropriate. The contractor's employees must be competent in health and safety, and where applicable, evidence is to be provided from training records or Construction Skills Certification Scheme (CSCS) card details etc.

### **3.7 Display Screen Equipment (DSE)**

Staff must be aware that problems can develop if they do not pay attention to how they set-up and use their workstation. Any symptoms of discomfort or ill health should be reported to management in the first instance. If electrical components are exposed or damaged in any way, such matters must be referred immediately to the ICT Helpdesk.

DSE and its use is regulated, which requires that all 'user' workstations are assessed at the initial set-up, and reviewed if changes to the office environment, workstation furniture or IT equipment are made. They are also subject to an annual review and records are to be maintained. Managers will ensure that departmental staff carry out these self assessments. The link to the self-assessment system is available on the intranet. This is self explanatory and covers all the issues regarding a DSE workstation, including furniture and the working environment.

The funding of eyesight testing is accessed via a web link by HR, the link to this can be found on the intranet. Where it is found that glasses are necessary, specifically for DSE use (eg middle vision), a contribution will be made by the organisation. The purpose of a break from DSE work is to prevent the onset of fatigue and relieve eye strain. Changes of activity and breaks should be incorporated into the working day. Where possible, users should be given the discretion to decide the timing and extent of off-screen tasks. Any employee who believes that his or her DSE workload does not permit adequate breaks should bring this to the attention of management.

### **3.8 Electricity at Work**

All work on electrical equipment can be hazardous, and can prove fatal. Only skilled, competent electricians are to deal with electrical issues. Fixed wiring testing will be carried out every 5 years, with the inspection and testing of portable and transportable equipment, as frequently as legislation and subsequent guidance requires. Employees are to report faults on electrical equipment immediately; they must not use or continue to use faulty equipment. They are not to carry out repairs unless properly authorised to do so.

### **3.9 Fire and Evacuation Procedures**

All non-domestic or common parts of property owned or occupied by THH must have a valid Fire Risk Assessment (FRA) in place and a 'Responsible Person' appointed in writing to manage the premises for fire safety reasons - to co-ordinate plans and procedures for the safe evacuation of all personnel.

The Fire Safety Procedure which sets out the framework for compliance and arrangements for delivering fire risk assessments (including roles and responsibilities) for the common parts of the residential blocks is available on the intranet.

Within THH office and work spaces the required 'Fire Action' instructions for all personnel are to be posted on the walls near to fire exits and all staff must be made aware and periodically reminded to read this information. Staff must receive periodic training so that they remain fully aware of what to do in the case of a fire emergency.

Fire installations and safety equipment located within office accommodation including their maintenance are the remit of LBTH Facilities Management or THH Accommodation and any concerns or enquiries of this nature must be directed to this team. For Residential blocks fire installations and safety equipment, including their maintenance are the remit of Investment directorate (THH).

Fire plans are to include the use of trained fire wardens who will be responsible for ensuring that the premises are fully cleared of all occupants, before reporting to the co-ordinator at the appointed assembly point. Names of fire wardens should be displayed in prominent positions around the premises.

The 'Responsible Person' is to ensure that all scheduled checks and testing of the fire alarm system are carried out and recorded in the appropriate log book provided. The fire plan is to be fully tested and assessed by a minimum of two practices per year and staff are expected to fully cooperate. In the event of a fire, staff must never re-enter the premises until informed it is safe to do so by the person in charge at the time.

### **3.10 First Aid**

Premises Managers and/or Managers in control of Premises are to ensure sufficient numbers of trained First Aiders are available to assist injured and ill staff in an emergency. First Aid Boxes are located around the premises and checked on a monthly basis by a nominated First Aider. First Aid supplies in general can be obtained from Facilities Management staff and/or the Manager in charge of the premises.

### **3.11 Gas Safety**

The Gas Safety (Installation and Use) regulations apply to all premises used for domestic, residential or sleeping accommodation and therefore place a Landlord responsibility of THH to fulfil the requirements placed upon it.

THH will insure that all gas appliances will be inspected / tested in accordance with the above regulations and the work will be carried out by a competent, qualified contractor.

### **3.12 Hazard Reporting**

All staff are encouraged to report hazards. Each hazard found requires a determined response and follow-up, such matters must therefore be reported immediately to the relevant department and at least a line manager. Any relevant support service, such as Health and Safety, Facilities Management and Insurance, are to be made aware of the relevant details at the earliest opportunity.

### **3.13 Hazardous Substances**

Managers must ensure that exposure of staff to hazardous substances is minimised and where appropriate, controlled. The safest way to control is by the use of an approved list of substances. Hazardous substances are usually the subject of warnings on the container labels and packaging. If staff are in any doubt about what they are handling or about to use, they must ask for safety information or advice from management. Staff are expected to use substances for their intended purpose only and must fully understand what they are dealing with, before they proceed.

Control of Substances Hazardous to Health (COSHH) assessments must be carried out on all work activities involving exposure to hazardous substances, where there is a clear concern about a product and/or conditions that may heighten the risk (e.g. a lack of ventilation etc). Suppliers have a duty to supply data sheet at the point of purchase. If in doubt, ask for the information before use.

### **3.14 Induction Training**

All employees (permanent and temporary) receive health and safety training as part of their commencing work, as part of the induction process. The training will include an overview of the organisations leadership and

commitment to health and safety and the content of the Health and Safety Policy.

Induction procedure forms relating to health and safety for Agency Staff and Work Experience Placements are available on the intranet. These must be completed by the relevant Line Manager and returned to HR.

### **3.15 Lone Working**

Situations arise where it is not always possible to define every hazard associated with lone working. When there is a dangerous occurrence that increases risk, staff are expected to withdraw from the incident, contact a supervisor and report the details.

It is essential that all staff whose jobs involve lone working are familiar with the hazards, understand the risks and use the systems, procedures and guidance provided by their respective departments, which will also involve training.

### **3.16 Manual Handling**

Statistics show that manual handling is one of the most common causes of absence through injury at the workplace. More than one third of lost time accidents are caused in this way. Poor posture, wrong lifting and carrying techniques can result in discomfort and increase the risk of injury. In extreme circumstances, these injuries may cause permanent ill health. Lifting aids (eg trolley or barrow) should always be used where required and provided. Complex, repetitive tasks should be subjected to a specific risk assessment.

### **3.17 New and Expectant Mothers**

The organisation will take all reasonable steps to safeguard the health, safety and welfare of new or expectant mothers, and their unborn child. Special risk assessments will be carried out in circumstances where; women are pregnant, have given birth within the last six months or are breast feeding.

Expectant mothers must inform HR in writing, that they are pregnant. Managers will ensure that they regularly monitor the work undertaken by new or expectant mothers, especially during the term of pregnancy, in order to continually assess the individual's ability to work safely and without risk. Any changes will necessitate a formal review of the risk assessment.

### **3.18 Occupational Health**

The prevention of ill health arising from work place activity is both a management responsibility and staff priority.

There are two important considerations:

- The effects of work on health
- The effects of health on the capacity to work.

Voluntary bi-annual well-being health checks are provided to support staff, some of whom may have difficulties arising from the workplace and lifestyle issues.

### **3.19 Office Safety and Welfare**

Attention to housekeeping is essential and the correct use of waste bins and removal of large items of combustible materials from the premises are important in maintaining a fire-free zone. Floors are cleaned on a regular basis and waste bins are to be emptied daily.

Every effort should be made by staff to keep walkways clear of obstacles, to store articles in designated places, to tidy work areas and ensure that there are no trailing cables. Any defects in office furniture are to be reported to the premises management.

Office machinery is designed to be used safely by all staff generally. It is not to be used where guards are damaged or missing. Jams or stoppages should only be cleared by trained, competent staff. When using shredders, loose clothing and hair must be kept clear of any moving parts at all times. Staff should avoid the glare of photocopiers by ensuring the lid remains down.

Suitable and sufficient washing and sanitary conveniences are provided for staff and these are to be kept tidy at all times. They are regularly cleaned and subject to inspection. Any problems are to be reported to the Facilities Manager or the person with responsibility for the Premises.

Self catering facilities are generally provided in designated kitchen areas. All electrical catering equipment is the responsibility of Premises Manager and will be PAT tested annually.

Staff must read and comply with all safety instructions relating to the equipment. Plugs or other electrical equipment must not be touched whilst hands are wet or when equipment is in contact with a wet surface. Kitchen areas are to be left in a clean and tidy condition; spillages are to be cleaned immediately to protect others from slips and falls.

### **3.20 Personal Protective Equipment (PPE)**

The organisation will provide the appropriate PPE when the risk presented by a work activity cannot be adequately removed or controlled by any other means. Where appropriate, staff are trained in its correct use and issues associated with its care and protective qualities made clear.

Managers must ensure consideration is given to the safe and correct use, storage, maintenance, cleaning and that all PPE is kept in good repair. PPE will be replaced when the need arises. They must ensure that where two (or more) items of PPE are used simultaneously, these are compatible and function correctly.

Staff must co-operate and wear any PPE supplied as instructed by management and only use it in accordance with manufacturer's instructions plus any specific training provided. Where a problem arises in its use, staff are to inform management immediately.

Staff are to ensure that protective clothing fits correctly when adjusted so that it is comfortable when worn whilst working. They are to store, clean, repair and maintain PPE correctly. Any items which have been damaged and are no longer serviceable will be replaced by the organisation. Damaged items of PPE are to be replaced at no cost to the staff member involved. Any suspected negligence should be investigated by management.

Agency/temporary workers are considered to be the employees of their Agency and will normally be provided with PPE by them e.g. safety shoes and trousers. However, THH may provide other items of PPE such as gloves and goggles.

### **3.21 Project Work**

All construction operational tasks are to commence only after the design and planning stages are completed. A careful assessment of the safety aspects of construction work is always to be carried out at design stage or earlier if possible.

The project team, including the Contracts (Site) Manager are responsible for identifying the hazards and risks of the works and recording them as a project specific risk assessment. This document must be made available on site, including amendments and a copy retained in the project file. Where tasks are of a generic nature to the construction trades, then work can safely be entrusted to competent site personnel, but where there are access problems or specific risks, these must be assessed and planned before commencement.

Other tasks will only be carried out after a decision on safety controls has been agreed by the project team. This may involve producing method statements for more complex work, ensuring there is clarity of the construction process and any additional resources are procured as soon as is practically possible

The Construction (Design and Management) Regulations 2015 (CDM2015) set out the specific responsibilities of duty holders. CDM2015 applies to all construction works with further requirements on projects that last 30 days or 500 person days. These duties ensure that any works that fall within the scope of these regulations are undertaken in accordance with the requirements of CDM2015.

The duty holders should ensure that they comply with their duties and the procedures as set out in the Construction Design and Management [CDM] procedure manual.

Normal training will be undertaken so that persons who have such duties under the regulations will be made aware of these to avoid any non compliance.

### **3.22 Risk Assessments**

The most basic form of risk assessment is where staff are expected and able to competently assess hazards and risks dynamically, without making a written statement. Involving staff in discussing the risks and concerns they have is crucial to developing 'ownership' and agreeing sensible precautions. Risk assessment should be 'fit for purpose'. The purpose of the assessment is to identify hazards and evaluate the risks both to staff and to any other person who may be affected by these activities. Effective control measures can then be put into place to ensure a reasonable level of safety. Risk assessments are to be suitable and sufficient, focusing on significant manageable risks, not trivial issues.

Control measures should be clear and easily understood by staff who are required to use them. Written procedures, including method statements, should be prepared for more complex work. Reference to HSE guidance information will also help to keep staff suitably informed.

### **3.23 Servicing and Maintenance Activities**

THH ensure that the servicing and maintenance of items within the Housing stock that it manages is inspected / tested in accordance with the relevant regulations and the work carried out by a competent, qualified contractor. These activities will include servicing and maintenance of gas installations, lifts, emergency lighting, dry risers, and equipment provided in the case of fire etc. These activities will be coordinated by Investment Services who will ensure that all relevant documentation and certification is available.

### **3.24 Smoking**

A 'NO SMOKING POLICY' has been implemented in all offices, sites of operation and vehicles. The appropriate signage is on display in these locations and areas, as required by law. It is therefore a condition of service that all employees conform with the policy decision that bans smoking. This decision is made in the interests of the health, safety and welfare of all staff and in compliance with UK law.

As a caring employer, THH encourages staff to refrain from smoking altogether - no smoking programmes are available and interested staff should approach the HR team for further information or advice.

### **3.25 Stress**

The management of organisational or work-related stress requires a broad based approach, to prevention and treatment. Where stress occurs it needs to be recognised as a real concern and not a weakness of the individual's personality.

The organisation endeavours to identify all work-related stress factors and reduce these as far as is reasonably practicable, whilst creating a working environment in which all employees have the confidence to seek help for and discuss, any work-related problem they may have. Counselling is provided by the organisation. The aim of the programme is to offer free, professional, specialist and confidential advice and support on areas that can commonly cause anxiety and stress in people's lives.

Full details are available from the HR Team. Managers should point concerned employees in this direction and only inform HR if the individual personally requests additional assistance.

### **3.26 Vehicles and Driving**

Staff are reminded that driving on the roads at work is a hazardous activity. All drivers whether they are in possession of a company vehicle, essential or casual car users must abide by the relevant driving policies. They must also abide by any subsequent departmental procedures at all times; complying with the Highway Code and all traffic law.

All drivers must retain a personal copy of any relevant documentation in their vehicle and have signed a declaration where applicable. Staff are reminded that smoking in a company vehicle and the use of a mobile phone whilst driving a vehicle is strictly banned.

### **3.27 Violence to Staff**

Violence to staff is not to be tolerated. Everybody who works for the organisation can be assured that THH will take every reasonable action to protect and support anybody who is threatened, abused or physically assaulted in the course of their duties and appropriate action will be taken against known perpetrators. Managers are to give proper consideration to situations where staff may be at risk and ensure that procedures are in place for their personal safety and protection, as far as is reasonably practicable. This may include closer supervision, working with a colleague or as a team and/or the use of protective monitoring systems, similar to those for lone working.

### **3.28 Visitors**

Where practicable, staff are to ascertain any special arrangements required by visitors before their arrival. This may include assessing the risk of bringing special vehicles, machinery or substances on to premises. On arrival visitors must report to reception to book-in and be met by a responsible person - they must also sign-out when they finally leave the premises. Visitors should be made aware of any hazards or risks they may be exposed to whilst on site

including the emergency procedures. The responsible person must ascertain from visitors any hazards and risks to themselves or others arising from any on-site activities – appropriate supervision may also need to be considered. Any concerns should be directed to Facilities Manager in the first instance.

No children may enter the premises without the permission of an authorised person. When permission is granted a responsible person must accompany the children at all times.

### **3.29 Working at Height**

Where work at height cannot be avoided, it must initially be subject to a risk assessment. Close attention must always be paid to preventing falls (e.g. guards/crawling boards) and to minimise fall distances (e.g. nets or mats). Particular care is to be taken if accessing or working on or around fragile roofing and to prevent falling objects. Where there is concern for others being injured below, such areas are to be zoned off with warning signs and kept clear at all times, to avoid any conflict of interests and potential incidents.

More complex tasks require a proper consideration of all aspects of the work, including any temporary works, which must be supported by a suitable method statement, before work proceeds. In all cases, staff must be carefully selected and suited for work at height, ensuring they are properly trained and competent for the work in hand. Planning of work at height is to be carried out by an experienced competent supervisor and involves careful consideration of all areas and issues. Inspections provide the basis of ongoing safety and daily work is not to commence without the site/area being fully checked over by the competent person on site and any issues rectified before work proceeds.

### **3.30 Young Persons**

Young persons and children in particular are acknowledged as being at risk of accidents at work, due to their lack of work place knowledge and inexperience. Their participation and involvement in the work place requires close and special supervision. All requests, including full details of the individual/s are to be reported to HR.

Young persons are defined as less than 18 years and deemed to be more prone to accidents. The risks to which they are exposed must be formally assessed with due consideration for their age and lack of experience. Generic assessments are often suitable, but they must be reviewed to ensure that they are sufficient. Children, defined as of compulsory school age, up to 16 years, are to be wholly protected and supervised at all times. Parents and guardians of children will be advised by HR of a personalised risk assessment and the precautions to be taken.

All work experience persons and children are to be given a health and safety briefing, a copy of the risk assessment (with their name on it) and instructed in the contents prior to reporting to the work area. The names of the relevant manager and staff member supervising are also to appear on the risk assessment sheet.

**End Notes:**

**a. Staff who do not have direct access to the intranet website should request information from their line manager, a staff representative or the H&S Team.**

**b. A copy of this policy is to be accessible to all staff, which in some instances will include it being displayed on appropriate notice boards**

### **Part 4 – Arrangements for Monitoring Standards of Compliance and Review Procedures**

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- THH Health and Safety Forum will monitor the health and safety performance of the organisation against health and safety performance standards.
- The Health and Safety Manager will provide reports to the EMT on the effectiveness of health and safety arrangements and progress made to implement the Health and Safety Policy.
- The Health and Safety Manager will provide cyclical reports to the EMT on accidents and incidents that have been notified in to order identify trends or specific risk areas and make comparisons with accident rates in similar risk environments.
- The Health and Safety Forum will monitor the implementation and operation of the organisations health and safety arrangements by establishing Key Performance Indicators for health and safety for the activities affecting staff and residents.
- The Chief Executive will identify a Director to oversee the annual review of the Safety Policy, in order to assess whether the arrangements detailed are operating effectively. The Health and Safety Policy will be re-printed biannually.
- Heads of Service, Managers and Team Leaders, in conjunction with the Health and Safety Manager, will regularly review risk assessments, in order to evaluate the effectiveness of the control measures specified.
- Managers and Team Leaders will carry out routine regular [normally weekly] visual examinations of the workplace or work areas under their control and arrange for formal inspections of the workplace to take place-arranged with the Health and Safety Manager and appointed Trade Union Representatives.
- The Health and Safety Manager will undertake inspections and conduct safety-sampling exercises.
- Accident and incidents will be investigated by line managers /supervisors, in order to identify measures to prevent recurrence.
- Trade Union appointed safety representatives will be consulted and encouraged to contribute towards the monitoring of Health and Safety performance, including the inspection of work activities.

# Health and Safety Policy 2016

