



## Health and Safety Policy

Version 1

July 2016

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## Introduction

One Manchester was launched in 2015 when Eastlands Homes Partnership and City South Manchester Housing Trust merged. One Manchester owns and manages 12,500 homes in Manchester creating opportunities, transforming communities and changing lives.

## Who does this policy apply to?

All employees of the One Manchester Group of Companies (“the Group”).

The Health and Safety Policy comprises three elements:

- a statement section detailing how safety will be managed and that demonstrates the Group’s commitment to health and safety,
- an organisation section that details where responsibilities are allocated and how employees fit into the overall safety management system,
- an arrangements section that contains details of how specific activities and functions are managed.

The Health and Safety Policy is the primary policy for all One Manchester employees, which is supplemented by in-house secondary policies and internal procedures to meet the legal requirements of the Health and Safety at Work etc Act 1974 and to promote a healthy awareness of our working practices and environment.

A copy of this policy will be made available to all existing employees and given to all new employees as part of their induction training.

This policy does not form part of an employee’s contract of employment and may be amended at any time.

## Health & Safety Policy Statement

One Manchester recognises that health and safety management is central to its operations and is committed, as far as is reasonably practicable, to the health safety and wellbeing of all our employees, and all other persons who may be affected by our operations. This will be achieved through the implementation of a health and safety management system, which follows the principles of HSG65 "Successful Health and Safety Management". The Health and Safety Management System will ensure that the Group:-

- Has adequate controls in place to maintain a safe and healthy environment.
- Provides information, instruction, training and supervision to all employees.
- Provides and maintains safe plant, tools and equipment.
- Has adequate provision and professional resources to ensure that health and safety issues are correctly managed.
- Consults with all employees on matters affecting their health and safety.
- Reviews and revises this Policy at regular intervals.

One Manchester also pledges to maintain a compliance register ensuring adherence to all applicable Health and Safety Legislation and any other requirements that relate to the management of health and safety.

Board Members will monitor health and safety performance at Board meetings and when any specific issues arise and will ensure an action plan is in place to mitigate future risk. This includes specific biannual assurance reporting on Fire Safety, Gas, Electrical, Asbestos, Water Testing.

The Group Chief Executive is responsible for ensuring compliance with legislative requirements and the implementation of the Health and Safety Policy and will take the lead in ensuring the communication of health and safety duties throughout the Group, as well as ensuring that health and safety performance reports will be under scrutiny and discussed at each Board meeting.

The Executive Management Team will monitor health and safety performance monthly basis, undertake an annual management review to evaluate the Health and Safety Objectives for the Group and also develop strategies to manage the health and safety risks.

Group Heads of Service are responsible for ensuring adequate systems and resources are in place to ensure the delivery of this Policy, meet all legislative requirements and to ensure continuous improvement in health and safety performance.

All other Managers are responsible for the health, safety and wellbeing of those working within their area of operation and those who maybe affected by those activities.

All employees have the responsibility to protect their own health, safety and wellbeing, as well as that of others who may be affected by their activities. All employees must:-

- Not interfere with anything provided to safeguard their health and safety.
- Take reasonable care of their own health and safety.
- Report all health and safety concerns to management without delay.
- Support and co-operate fully with the implementation of this Policy.

We expect our supply chain, visitors and other interested parties to share this commitment by complying with our Policies and Procedures.

**SIGNED:**



**GROUP CHIEF EXECUTIVE**

Dave Power

**DATE:**

7 November 2018

## 1.1 Chief Executive's Introduction

The Executive Team and all of One Manchester care passionately about the Health, Safety and Welfare of our people and anybody who may be affected by our activities, whether they are front line operatives, office staff or members of the public who we come into contact with whilst undertaking our work.

Ultimate responsibility for this Policy lies with the Group Chief Executive of One Manchester, but specific duties are delegated to others according to their experience and training. The Board and Executive Team will ensure that this Policy is applied throughout the Group. Group Heads of Service and other management roles will ensure that the Health and Safety Policy is adopted by all employees, Contractors and visitors to any of the One Manchester locations.

### Your Health and Safety is Important to us

We are committed to ensure that we strive to protect you from occupational health and safety risks and we will also encourage and support you to look after your own safety and wellbeing. A healthy, fit and alert workforce is far more likely to stay safe, providing a sustainable foundation on which to continue growing the Group.

We are committed to continue driving the improvements in health and safety performance throughout the organisation and we will ensure our supply chain partners do the same within their own Groups.

To achieve improved performance we all need to demonstrate and share the same commitment. By working together and being mindful of others, we will be able to deliver a market leading standard of health and safety performance.

We will ensure our health and safety culture is maintained on a positive route, so in order to do this we will need your help and active participation in the Health and Safety Policy development.

### Everybody has a part to play to ensure Health and Safety standards are achieved and maintained

Should you witness any unsafe acts, we expect you to challenge those responsible and report the unsafe act to your line manager, an employee ambassador or a member of the health and safety team.

If work procedures or instructions are not being followed, managers need to know so that corrective actions can be put in place as soon as possible. The Group's health and safety management system will be changing over the coming months and we will need everyone's assistance to ensure any challenges identified whilst undertaking these changes are met as a team and overcome.

As the Group's Chief Executive I accept responsibility for ensuring that the Group complies with this Policy, which is subject to regular reviews, and I hope I can count on your full support and co-operation to help reach our goals.

**SIGNED:**



**GROUP CHIEF EXECUTIVE  
DATE:**

Dave Power  
7 November 2018

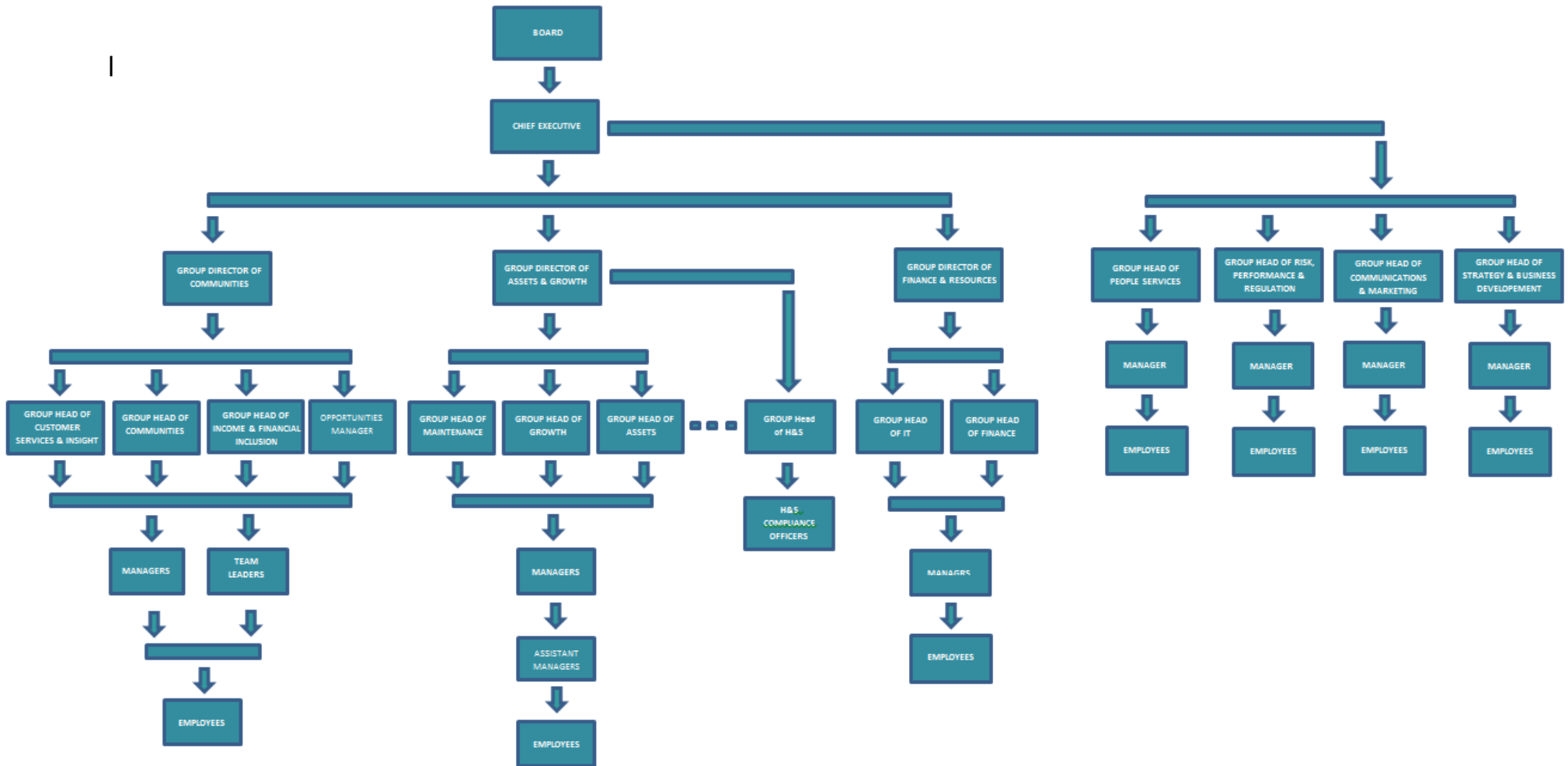
## 1.2 Key Commitment

The Group is committed to continual improvement in all aspects of the management of occupational health and safety as well as the prevention of injury and ill health.

The Board and Executive Team will ensure that Group complies with and continuously improves health and safety compliance as follows:-

COMPLIANCE	CONTINUAL IMPROVEMENT
<ul style="list-style-type: none"> <li>All work activities are undertaken in accordance with the Health and Safety at Work etc Act 1974, all applicable Regulations and Approved Codes of Practice as well as the requirements of HSG65 "Successful Health and Safety Management"</li> </ul>	<ul style="list-style-type: none"> <li>Annual objectives, targets and performance indicators are set, monitored and reviewed on a regular basis. They will also be used as a tool to drive improvement</li> </ul>
<ul style="list-style-type: none"> <li>Ensure the health, safety and welfare at work of all employees</li> </ul>	<ul style="list-style-type: none"> <li>Sufficient resources are available at all levels within the Group to implement this Policy using appropriate methods</li> </ul>
<ul style="list-style-type: none"> <li>Ensure the health, safety and welfare of those who could be affected by our work</li> </ul>	<ul style="list-style-type: none"> <li>This Policy is implemented, maintained and audited to stimulate a process of continual improvement</li> </ul>
<ul style="list-style-type: none"> <li>Provide, implement and maintain safe systems of work and control materials and substances likely to cause injury or ill health</li> </ul>	<ul style="list-style-type: none"> <li>The relevant parts of this Policy are communicated to all employees and that individuals are aware of their occupational health responsibilities</li> </ul>
<ul style="list-style-type: none"> <li>Provide information, instruction, training and supervision and provide a safe working environment.</li> </ul>	<ul style="list-style-type: none"> <li>This Policy is available to all employees on the Group's intranet, displayed on notice boards and revisions of the Policy will be notified to all employees</li> </ul>
<ul style="list-style-type: none"> <li>Provide safe access and egress to places of work and provide suitable and adequate welfare facilities</li> </ul>	<ul style="list-style-type: none"> <li>The Group's health and safety management system is monitored, developed and improved upon. It will be reviewed on a regular basis. Amendments may also be implemented as necessitated by legislative changes or when changes in best practice are identified</li> </ul>
<ul style="list-style-type: none"> <li>Consult with employees at all levels</li> </ul>	
<ul style="list-style-type: none"> <li>Provide effective emergency procedures</li> </ul>	
<ul style="list-style-type: none"> <li>Ensure an appropriate level of investigation into any incident with the intention of preventing reoccurrence</li> </ul>	

## 2. ORGANISATIONAL RESPONSIBILITIES



All Managers, irrespective of their specific specialist or areas of work and whether or not they manage individuals on a day to day basis are duty bound to manage health and safety irrespective of their individual role or specific job specification or title.

In practice the day to day responsibilities for the management of health and safety issues rests with the Group Chief Executive, the Executive Management Team and other Managers of employees including Assistant Managers and similar post holders.

The following section describes the systems in place for managing, consultation, communication, enforcement and the responsibilities at One Manchester for the management of health and safety.



## 2.1 All Employees (Inclusive of Supply Chain Operatives)

All employees should follow their own 10 point checklist as detailed below to ensure they comply with their own general duties and the requirements of this Policy:-

1. Understand and adopt this Health and Safety Policy and all specific rules, procedures and guidance notes which are designed to assist you in working safely.
2. Look after your own health and safety but don't forget about the people around you such as your work colleagues, visitors to One Manchester, members of the public and anyone else who you are likely to come into contact with.
3. Make yourself aware of the Policy for fire management, not only within the building you work at on a daily basis but also any other property, building, residential property within the company portfolio. Follow the signs and know who your Fire Marshals are.
4. Check the other signs around your place of work, know who your first aider is, where they can be found and what you should do if you have an accident whilst at work.
5. Only use work equipment that you are competent to use. Don't bring any work equipment in from home, or if you do ensure you contact the Safety Team to ensure it is assessed and classified safe to use.
6. A hazard is anything with a potential to cause harm. If you see any, first of all remove that hazard (if you can) so it doesn't cause you or anyone else harm, then tell your line manager what you have done. If you can't remove it then make sure it is safe and inform your line manager.
7. If you have an accident, report it immediately to your line manager or alternatively the Health and Safety Team.
8. Follow any information, instruction you may have had on health and safety. Remember its there to help you, not to hinder what you are doing.
9. Actively participate in any health and safety training you will receive. If you are not happy with the training you have received inform your line manager.
10. Maintain your own personal work space in a clean and tidy manner. This will help to reduce trip hazards and reduce the risk of fire in the workplace.

## 2.2 The Board

The Board will:-

- a) Ensure that the company has an appropriate written statement of Policy on health and safety and effective arrangements for the implementation of that Policy.
- b) Ensure that health and safety is resourced, risks managed and legal and best practice responsibilities discharged.
- c) Monitor the Group's health and safety performance at each Board meeting and at time to time when any specific issues arise.

## 2.3 Group Chief Executive

The Group Chief Executive will:-

- a) Ensure compliance with statutory requirements and the implementation of the Health and Safety Policy.
- b) Take the lead in ensuring the communication of health and safety duties throughout the Group and that health and safety performance reports will be under scrutiny and discussed at each Board meeting.
- c) Ensure adequate resources are available to ensure this Policy can be carried out. These resources will include people, finances, materials and equipment.
- d) Nominate a Director who will ensure that Health and Safety responsibilities are properly assigned in line with this Policy and are then understood and accepted by all staff. The Nominated Director for Health and Safety matters is the Group Director of Assets and Growth.

## 2.4 Directors

Directors will:-

- a) Assist the Group Chief Executive to comply with his duties both under this Policy and the general Duties of the Health and Safety at Work etc. Act 1974.
- b) Ensure that management decisions taken either individually or in Committee reflect the intentions of the Health and Safety Policy.
- c) Meet annually to review and set the Health and Safety Objectives for the Group and also develop strategies to manage the health and safety risks.
- d) Make sure their Line Managers are aware of their responsibilities in relation to this Policy and in accordance with legislation, approved codes of practice, guidance notes and safe systems of work.
- e) Consult with the Board in relation to Health and Safety matters that will affect One Manchester and the people within it.

- f) Encourage everyone within One Manchester to think safe, be visible to all employees and take a keen interest in Health and Safety matters.

## 2.5 Group Head of Health & Safety

The Group employs a full time Occupational Health and Safety Practitioner (Group Head of Health & Safety) who is responsible for setting standards, objectives and targets and monitoring health and safety risk management and the health and safety performance strategy of One Manchester.

The Group Head of Health and Safety will:-

- a) To act as the Groups lead competent person for all health and safety matters.
- b) To work proactively with managers to establish and maintain a system that promotes a culture of safe working practices across the Group.
- c) To provide direct management and leadership of Health and Safety across the Group.
- d) Advise the Executive Management Team (EMT) and Board on the implications of current and emerging health and safety legislation, which may affect the Group.
- e) Develop a strategy for implementation of the Group's Health and Safety Policy.
- f) Manage the Health and Safety Management System and the H&S Compliance Team.
- g) Monitor accident statistics, health and safety performance, the effectiveness of training and the results of audits and inspections.
- h) Assist management to undertake investigations where a significant incident has occurred. This may be an accident, material loss, equipment failure or anything else as identified by the Group.
- i) Maintain an informed, up to date and relevant central resource for health and safety information.
- j) Establish and maintain contacts with external enforcing authorities such as the Health and Safety Executive, Environmental Health Officers and the Environment Agency.

## 2.6 Safety Compliance Officer (H&S, Asbestos, Fire, R&M)

The Safety Compliance Officer(s) will:-

- a) Support Group Heads of Service, Managers and Assistant Managers by:-
  - Completing annual reviews of all risk assessments/written safe systems of work/ health and safety procedures offering advice of pragmatic control measures so far as reasonably practicable.
  - Reporting all accidents, incidents, dangerous occurrences and near misses and any defective equipment or unsafe practices.
  - Examining the cause of accidents and establishing safe working practices, safety training and codes of conduct.

- b) Undertake the administration of fire marshal training, first aid training and first aid supplies. Ensuring that each building has the necessary number of trained personnel at all times.
- c) Manage the asbestos, fire and water safety registers and associated action plans.
- d) Carry out compliance audits and inspections against management system standards and statutory requirements.

## 2.7 Group Heads of Service

Group Heads of Service will:-

- a) Understand this Health and Safety Policy and ensure that adequate systems and resources are in place to support its implementation.
- b) Comply with legislative requirements, approved codes of practice, guidance notes and safe systems of work.
- c) Identify individual Managers with specific health and safety duties and responsibilities.
- d) Identify training and development needs within their area of control and ensure that adequate provisions for training are made.
- e) Review health and safety performance and ensure continuous improvement within their area of control.
- f) Include health and safety as agenda item at all regular meetings with their direct reports.
- g) Investigate any shortfalls in health and safety arrangements reported to them by an employee.
- h) Encourage everyone within One Manchester to think safe, be visible to all employees and take a keen interest in health and safety matters.

## 2.8 Managers

Managers will:-

- a) Understand this Health and Safety Policy and implement the arrangements at departmental level.
- b) Ensure the Policy is communicated to all their team members.
- c) Ensure that all hazards have been identified and suitable and sufficient Risk Assessments have been undertaken to ensure the hazards are controlled.
- d) Ensure that any established emergency procedures are communicated to all team members and they are aware of what to do in the event of an emergency.
- e) Ensure all new starters are inducted into the business and training needs analysis is undertaken as part of that induction to identify any training gaps.

- f) Identify training and development needs of their teams and provide adequate information, instruction and training to raise their team's awareness of Health and Safety within the workplace.
- g) Communicate and consult with their teams on health and safety issues and add health and safety to the agenda of any team meetings they hold.
- h) Undertake workplace inspections on a monthly basis to review health and safety behavioural compliance and to ensure that the working environment and equipment are safe and well maintained.
- i) Investigate all accidents affecting their team in accordance with the accident investigation procedure. Should the accident and near miss be significant then ensure the investigation is undertaken along with the Safety Compliance Officer and/or the Group Health & Safety Manager.
- j) Encourage everyone within One Manchester to think safe, be visible to all employees and take a keen interest in health and safety matters.

## 2.9 Assistant Managers

*(In service areas without Assistant Managers the Manager will take on this responsibility)*

Assistant Managers will:-

- a) Ensure that all employees have received induction training.
- b) Ensure that those under their supervision have received training appropriate to their needs and that safety considerations are integrated into this training.
- c) Make sure that all training is documented.
- d) Establish a programme of toolbox talks and ensures they are delivered to all team members in a timely manner.
- e) Ensure that Risk Assessments have been completed, reviewed annually and all safety provisions relating to the work have been discussed with the employees undertaking it.
- f) Nominate competent team members to monitor work equipment and machinery used in the workplace and ensure it is tested and inspected on a regular basis.
- g) Ensure that all their team members are aware of the location of the Health and Safety notice boards and liaise with the Safety Compliance Officer to ensure the notice boards are relevant and the information is up to date.
- h) Undertake workplace inspections on a weekly basis to review health and safety behavioural compliance and to ensure that the working environment and equipment are safe and well maintained.
- i) Support their Manager in the investigation of accidents or incidents.

- j) Ensure that all accidents, incidents, dangerous occurrences and near misses are reported on a Report Form and where the event falls under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
- k) it is reported to the Health and Safety Team so that they can notify the HSE.
- l) Encouraging everyone within One Manchester to think safe, be visible to all employees and take a keen interest in health and safety matters.

## 2.10 Company Appointed First Aiders

You should only administer first aid if you are trained to do so. If you are not trained and you are witness to an accident that requires the administration of first aid you should contact a first aider by the quickest possible means.

Company Appointed First Aiders will:-

- a) Ensure the area is safe before administering first aid.
- b) Provide first aid in accordance with their training whenever called upon.
- c) Ensure all accidents and incidents of which they have knowledge are reported in accordance with this Policy.
- d) Ensure that adequate and appropriate first aid materials are always available and replenished when used.

## 2.11 Fire Marshals

Fire Marshalls are located in each office building and in high-rise blocks this duty is the responsibility of the Caretaker. When Fire Marshals change the details will be published in the respective buildings.

Fire Marshals will be trained to undertake their duties and in the event of a fire you should follow their instructions. In the offices they will easily be identifiable with the high visibility waistcoat/jacket they will be wearing.

Fire Marshals will:-

- a) Check their area of responsibility each day for fire hazards.
- b) Identify and control any fire hazards such as:-
  - Wedged fire doors.
  - Blocked exits.
  - Fire equipment unavailable.
  - Missing fire exit and fire action signage.
- c) Stop and report any unsafe working activities undertaken by tenants, employees or contractors.

- d) Undertake a weekly recorded fire alarm, and if required emergency lighting checks of the building they are responsible for.
- e) Take part in a fire drill at least twice a year, and if required undertake a sweep of the areas they are responsible for.
- f) Support employees who require assistance with an evacuation or have a Protect in Place Plan (PIP).
- g) Supervise the evacuation procedure for the building.
- h) Liaise with the appropriate authorities (Fire, Police Ambulance).
- i) Manage tenants, employees or contractors at the Fire Assembly Points.
- j) Indicate to employees and visitors that it is safe to return to the building once the all clear has been given.
- k) After an evacuation, for whatever reason, i.e. Practices and false alarms, a report will be completed and a copy sent to the Health and Safety Team.
- l) In the event of the Fire Marshals being absent from an office a members of the office health and safety forum will act as the deputy and be responsible for sweeping the office in the event of an evacuation and liaising with the appropriate authorities (Fire, Police Ambulance).

## 2.12 Competent Advice

Group Heads of Service, Managers and Assistant Managers will obtain competent advice and guidance from the Health and Safety Team, i.e. Safety Compliance Officers and the Group Head of Health and Safety, which includes: -

- a) Health and safety legislative requirements.
- b) Health and safety audits and compliance Inspections.
- c) Investigation of accidents, incidents, dangerous occurrences, near misses and work related sickness absence.
- d) Provision of health and safety training and support as appropriate.
- e) Provision of advice and information when any new building, machine, system of work or chemical is proposed or an existing one is to be altered where there is potential for an increase in the risk.

The Health and Safety Team will also:

- f) Enforce, on behalf of the Group the parameters of this Policy where a situation is deemed to be of serious and imminent danger.
- g) Keep all concerned parties with current and future situations.

## 2.13 Health and Safety Representatives and Committees

The Group acknowledges the importance of employee involvement in health and safety matters and the importance of the positive role played by the Health and Safety Committee, Health and Safety Sub-committees and the Health and Safety Team. As such, the Group will provide the facilities and assistance that such representatives and committees might reasonably require in order to carry out their functions.

All employees will be consulted on health and safety issues by meetings and briefings conducted by line managers on a regular basis.

The Health and Safety Committee meeting will be chaired by the Group Head of Health and Safety and held on a quarterly basis to discuss strategic issues, legislative changes, training and organisation wide operational Health and Safety issues.

Attendees at the Health and Safety Committee meetings will be:

- The Group Head of Health and Safety
- The Group Director of Assets and Growth
- Board H&S Champion
- The Group Head of Assets
- The Chair (or deputy) from each office Sub-committee
- People Services Representatives
- Employee Ambassadors
- Union Representative

The Executive Management Team will nominate the Chair for each office Health and Safety Sub-committee. Where practicable the Chair will be a Head of Service / Senior Manager.

The Health and Safety Sub-committee meetings will be chaired by the Head of Service / Senior Manager based at that respective office and held on a monthly basis to discuss local health and safety issues and operate in a positive way, reinforcing safety culture and employee participation in the management of health and safety.

Attendees at the Health and Safety Subcommittee Meetings will be:-

- The Head of Service / Senior Manager based within the office.
- A nominated representative from each service area based within the office.
- An Employee Ambassador based at the office.
- Fire Warden and First Aider based at the office.
- Safety Representatives

Minutes from **all** meetings will be taken and circulated. A copy will also be placed on the Health and Safety Notice Board at each office.

The Group recognises the rights of safety representatives such as: -

- a) The right to inspect workplaces.
- b) Investigate accidents.
- c) To notify unsafe conditions in writing to management.



## 2.14 Information, instruction, training and advice

It is a requirement of Management that adequate information, instruction training and advice with regard to health and safety matters will be given to all employees inclusive of contract or agency workers.

Information will be communicated through:-

- a) Internal and external training courses, team briefings and toolbox talks, intranet.
- b) Health and Safety Committee meetings.
- c) The “public” computer drives.
- d) Risk Assessments and safe system of work procedures.
- e) Health, Safety & Compliance Team.
- f) Other means as necessary (for example, Fire Service, Environmental Health Officers, Health and Safety Executive, Environmental Agency, ROSPA, British Safety Council, IOSH and British Standards).

Records of information, instruction and training received by employees will be maintained on the individual’s personnel record.

## 2.15 Communication / Consultation

It is a requirement of Management that Health and Safety appears on the agenda at:-

- a) Management and team meetings.
- b) Regular meetings with the board.
- c) One to One sessions.

In addition, regular meetings with the Health and Safety Committee and Sub-committees will allow for open consultation and communication between management and employees.

Day to day communications will be by way of meetings, tool box talks, intranet, normal management channels, and the Health and Safety Team.

Group Heads of Services, Managers and Assistant Managers all ensure that all in their charge know that they must send promptly all reports concerning accidents, incidents, near misses, dangerous occurrences, ill health, violence and emergency situations to their individual line Manager at the earliest opportunity, who will inform administration and others as required.

Where specific laws require specialist communication (CDM, Asbestos, Planning, etc.) a competent person shall undertake that communication. Where the enforcing authorities are concerned, only the Group Head of Health and Safety or a Group Director shall communicate on behalf of One Manchester.

Serious accidents / incidents and visits by Health and Safety Executive, Environmental Agency, Environmental Health Officers or other Inspectors should be notified promptly via the most senior person present to the Group Head of Health and Safety and a Group Director.

Where the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) applies, forms should be completed and sent to the Health and Safety Executive within the specified time limits by the Health and Safety Team.

If the Health & Safety Executive and / or similar enforcing bodies are needed for any reason, they should be contacted via the Group Head of Health and Safety.

Employees have the right to communicate with the enforcing authorities irrespective. However management maintain the right to request that where an employee feels the need to contact an enforcing authority they should firstly exhaust the normal communication channels and, where it is reasonable to do so, keep management updated.

Additionally senior management offer their services, in confidence, to all employees to address issues internally, before they need to be addressed via external areas.

## **2.16 Enforcement of Laws, Rules and the Policy**

**All** employees are responsible for enforcement of this Policy.

Any employees who are prosecuted by an enforcing authority for offences against Health and Safety law may also face disciplinary action.

The Health and Safety Team has authority to cease or suspended work activities immediately should they believe that there is serious danger.

Contractors, sub-contractors and others working for and with the Group are responsible for managing their own Health and Safety and must adhere to the requirements of this Policy and their own Policies.

One Manchester representatives who commission others to carry out work or supply services are responsible for ensuring that they have been assessed and approved under the Control of Contractors Procedure and that they comply with all conditions in any contract terms and conditions, the law and this Policy.

### 3. ARRANGEMENTS

This is an overview only of the health and safety arrangements in place at One Manchester. In-depth safe working procedures are found on the One Net intranet site.

#### 3.1 Health and Safety Induction

All new employees, whether they are full-time, part-time, work experience, work placement or volunteers will be provided with sufficient health and safety information, instruction and training to ensure that they are aware of the hazards in the workplace and know what safe working procedures to follow to reduce the risk of injury or work related ill health, to themselves and others.

Managers and Assistant Managers will ensure that new employees receive a health and safety induction, which covers emergencies such as fire or injury on the first day of work and other health and safety information and training pertinent to their role within the first week of employment.

The Health and Safety Team is responsible for designing the health and safety induction training material and for ensuring it remains up to date and reflects current Group policies and legislation.

Health and safety induction training will be recorded using a checklist, which is signed and dated by the new employee and the person undertaking the induction. Training records will be maintained by People Services within the employees electronic files.

#### 3.2 Risk Assessment

It is the Policy of the Group to comply with the Management of Health and Safety at Work Regulations.

Group Heads of Service and Managers will ensure that Risk Assessments are undertaken as appropriate and as required by any specific law that applies to One Manchester, which will include but is not limited to:-

- a) Asbestos
- b) Manual Handling
- c) COSHH
- d) Work at Height
- e) Electricity
- f) Display Screen Equipment
- g) Fire
- h) Gas
- i) First aid
- j) Water Safety

Appropriate information on risks and control measures will be presented in a comprehensible way to all employees or Contractors who are providing One Manchester with a service.

All Risk Assessments will be reviewed on a regular basis or sooner if circumstances change. Risk Assessment support for Group Heads of Service, Managers and Assistant Managers can be obtained from the Health and Safety Team.

### 3.3 Written Safe Systems of Work

Group Heads of Services and Managers will ensure that: -

- a) Risk Assessments shall form the primary documents from which written systems of work will be created.
- b) There is a written safe system of work in place for all operational work tasks.
- c) Written safe systems of work are updated as necessary.

### 3.4 Permit to Work

Group Heads of Service and Managers with operational responsibilities will ensure that a Permit to Work is issued as part of a written safe system of work to provide a formal safety control system aimed at prevention of accidents, damage to property and damage to products, when foreseeably hazardous works are undertaken.

Examples include:-

- Excavating where there are underground services
- Work on plant when guards have been removed
- Work on electrical installations
- Entry into rooms which have been fumigated
- Entry into any confined space
- Hot work, welding or use of any tools in areas where there are flammable liquids, gases or dust
- Breaking flanges or opening valves of pipe work
- Work on flues to ensure any live appliances are disconnected
- Drilling through any compartmentation in high-rise blocks

### 3.5 Contractors and Contracts for Services

It is the Policy of the Group to comply with the Construction Design Management Regulations. (CDM)

Group Heads of Service and Managers will ensure that: -

- a) Only Contractors are used that have been assessed and approved under the Control of Contractors Procedure and that they comply with all conditions in any contract terms and conditions, the law and this Policy.
- b) Tasks performed by Contractors or others on their behalf are conducted in ways which do not endanger any persons and that their acts or omissions do not contaminate the environment.
- c) Adequate Health and Safety information is provided to Contractors.
- d) Contractors are competent to do the work for which they have been engaged.

- e) Contractor's activities are monitored to certify that the Health and Safety standards are being maintained and are equivalent to those of One Manchester.
- f) Wherever One Manchester acts as the Client for 'Notifiable' civil works it will appoint a competent CDM Designer or similar post as the law indicates. This person will be responsible for those works in accordance with the regulations concerned and health and safety issues will be managed through the pre-construction and post works health and safety plans / files.

### 3.6 Employees Working on Customer Sites and Customers Responsibilities

It is the Policy of the Group to ensure that all employees who work on a customers site are informed of all the inherent hazards, the control measures and that they are competent and able to carry out the work unsupervised, if necessary.

All Customers who engage One Manchester to provide a service are responsible for:-

- a) Supplying adequate health and safety information before any work starts, i.e. site rules, risk assessments, asbestos survey reports, fire risk assessments, gas and electricity inspection certificates.
- b) If certain health and safety information cannot be provided by the customer due to the age / condition of the customer's site (i.e. asbestos survey report, gas and electricity inspection certificates) then One Manchester may be asked to provide this on behalf of the customer, if this is requested then One Manchester does not take on the responsibility for on going management, monitoring and periodic inspection and testing.
- c) Nominating a representative to act as the contact between the customer (client) and One Manchester (Contractor).
- d) Arranging regular Client and Contractor meetings to monitor the progress of the contract.

Managers and Assistant Managers will ensure that:-

- a) The Customer's Health and Safety information is reviewed to ensure that it is safe for work to start.
- b) Employee(s) undertaking the work have been informed about the health and safety information provided by the customer and they are competent to carry out the work.
- c) All meetings requested by the customer (client) are attended.
- d) All equipment taken on site is in good condition, complies with the relevant statutory requirements and is used safely.

### 3.7 Equipment

It is the Policy of the Group to comply with the Provision and Use of Work Equipment Regulations and Lifting Operations and Lifting Equipment Regulations.

The Procurement Team will ensure that:-

- a) All new equipment will conform to European Regulations; it will be suitable for the purpose and be maintained as required by law.
- b) Employees will receive adequate information, instruction, training and supervision in the use of all new equipment.

The Group expects that where a third party provides new equipment a suitably qualified 'competent person' will have previously checked it.

Any hired tools and equipment should be hired under the Construction Plant Hire Association rules (CPA). Therefore the items should come with a test certificate indicating the last thorough test and examination of the piece of equipment being hired. This certificate should be retained by the procurement department for future auditing purposes.

Managers and Assistant Managers will ensure that:-

- a) No procured equipment shall be brought into use until it has been checked beforehand and where necessary calibrated to the manufacturers instructions.
- b) No safety critical parts of equipment shall be tampered with.
- c) Planned Maintenance systems for all equipment will be installed, maintained and written records kept.
- d) Defective equipment will be taken out of use immediately and quarantined to ensure it is not used until repaired or replaced.
- e) High pressure system (boilers and compressors) and lifting equipment, both passenger carrying and on plant, will be subject to a 'Scheme of Examination' as specified by the Group's Insurers, legislative requirements and best practice.
- f) Equipment supplied by Contractors, of whatever type and not just construction activities, complies with legislative requirements and best practice.
- g) Abrasive wheels are only mounted by trained and competent employees.
- h) Employees only use any personal protective equipment or work equipment that is deemed necessary as a result of the Risk Assessment.

### 3.8 Electricity / Gas

It is the Policy of the Group to comply with the Electricity at Work Regulations, Building Regulations and the Gas Safety (Installation and Use) Regulations.

Managers and Assistant Managers will ensure that: -

- a) All gas and electrical supplies, portable or otherwise, within their area of control is maintained in a managed and safe condition.
- b) All gas and electrical supply systems are to be regularly inspected by a competent engineer inline with statutory requirements and these checks are recorded.
- c) Adequate safe systems of work procedures are maintained.
- d) Defective equipment will be taken out of use immediately and quarantined to ensure it is not used until repaired or replaced.
- e) Externally operated electrical equipment shall be 110 volts or less (double insulated) and supplied through a Residual Current Device (RCD).
- f) All electrical equipment shall be PAT tested before it is used at work and will be PAT tested on an on going basis based on industry guidance.
- g) Only appointed and competent employees will maintain or work with electrical or gas systems on site after following the required isolation procedures.
- h) All employees, Contractors and others as appropriate will inspect their equipment before use and report any fault to their line manager.
- i) All gas and electrical supply systems shall be adequately marked and employees shall be instructed in the emergency deactivation procedure and isolation of such systems.
- j) Portable gas and other gas supplies shall be appropriately secure, stored and segregated from other substances and people in accordance with fire regulations.

### 3.9 Fleet Vehicles and Plant

It is the Policy of the Group to comply with the Road Traffic Act and The Provision and Use of Work Equipment Regulations.

Managers and Assistant Managers will ensure that: -

- a) No employee shall drive or operate any company owned or hired vehicles / plant unless they have been assessed and authorised by an appropriate competent examiner or other appropriate person, to drive the type of road transport vehicles or plant involved.
- b) Records are kept of such assessments and licences.
- c) Drivers or operators must check and record on a daily basis that their road transport or plant and any trailers or other attachments are in a roadworthy condition before driving or being used.

- d) Any defects found will be reported in writing on an incident form provided by One Manchester. Road transport vehicles and plant that are not road-worthy shall be taken out of commission immediately.
- e) The maximum speed limit (5 mph) for all vehicles entering or leaving site is complied with.
- f) Any reversing manoeuvres on site shall be carried out in a safe and controlled manner. A trained and competent reversing assistant must be used for category C vehicles (over 7.5 tonnes).
- g) The operation of road transport or plant are separated from pedestrians where it is reasonably practicable to do so and all roadways and footpaths shall be adequately maintained, lit and signed in accordance with the “Street Works” regulations.
- h) The Environmental Manager will undertake an annual licence review with the DVLA of all company owned or hired vehicles drivers and report any concerns with the driver’s line manager.
- i) Employees who use company owned, hired, leased or privately owned vehicles on company business report to line management any crash or collision, driving ban, driving offence, proceedings, convictions or medical condition that may impact on their legal entitlement to drive.
- j) Employees who use privately owned vehicles on company business sign the Grey Fleet Policy declaration form and on an annual basis upload a copy of their driving licence, insurance, MOT (if vehicle is over 3 years old) to the HR self service system “Cascade”.

### **3.10 Control of Substances Hazardous to Health (COSHH)**

It is the Policy of the Group to comply with the Control of Substances Hazardous to Health (COSHH) Regulations and the Hazardous Waste Regulations where they apply.

Managers and Assistant Managers will ensure that: --










- a) A COSHH Risk Assessment will be conducted for all work involving exposure to hazardous substances. The assessment will be based on manufacturers and suppliers health and safety substance data sheets and knowledge of the work process. The assessment will be in writing and a copy held by the employees who use the substance and with the Health and Safety Team.
- b) COSHH assessments will be held as close to the hazardous substance as practicable. All employees who will come into contact with hazardous substances will be adequately trained and informed of the health and safety issues relating to that type of work.
- c) Control of exposure to hazardous substances is the lowest level that it is reasonably practicable to do so.
- d) Written safe systems of work are created where they are required and appropriate.
- e) Suitable precautions are put in place to protect employees / environment against hazards that shall include but not be limited to: -



- Procuring safer products
  - Isolation of a person/the environment from a hazardous product
  - Instruction and training
  - Creation of a safe use and disposal procedure
  - Use of PPE / RPE
  - Designing/working differently
- f) The COSHH procedures are monitoring to ensure they are being complied with.
- g) Substances are disposed of in accordance to environmental legislation with recycling as the prime option.
- h) COSHH assessments are reviewed periodically.
- i) Procurement and the Health and Safety Team are informed of any new substances requiring assessment before use.

### 3.11 Identification of COSHH Substances

Substances used in offices or cleaning materials used on sites are easily recognisable with a symbol indicating the risk they could potentially cause users. COSHH symbols will include:-

 Dangerous to the environment	 Toxic	 Gas under pressure
 Corrosive	 Explosive	 Flammable
 Caution – used for less serious health hazards like skin irritation	 Oxidising	 Longer term health hazards such as carcinogenicity

Further information can be gained from the Health and Safety Team.

### 3.12 Flammable Liquids & Explosive Atmospheres

It is the Policy of the Group to comply with Dangerous Substances & Explosive Atmospheres Regulations.

Managers and Assistant Managers will ensure that: -

- a) Flammable liquids must only be stored in an approved metal or plastic container. This must be kept secure in stores or vehicles when not in use.
- b) No smoking or bonfires are permitted within 20m of fuel or flammable liquid.
- c) The storage of flammable liquids must be secure, adequately ventilated and clearly signed. All storage areas are subject to an annual Risk Assessment review.
- d) Controls are in place to reduce the effects of any incidents involving dangerous substances.
- e) Plans are prepared and procedures to deal with accidents, incidents and emergencies involving dangerous substances.
- f) Employees are properly informed about and trained to control or deal with the risks from the dangerous substances.
- g) Employees wear all necessary Personal Protective Equipment (PPE) as defined in the Risk Assessment and Safe System of Work before commencing any works.

### 3.13 Pesticides

It is the Policy of the Group to comply with the Control of Pesticides Regulations.

Managers and Assistant Managers will ensure that:-

- a) Any employee supervising, mixing, applying pesticides or disposing of pesticide containers must hold the relevant Nation Proficiency Test Council (NPTC) competence certificate in the Use of Pesticides.
- b) The storage of pesticides must be secure, adequately ventilated and clearly signed. All storage areas are subject to an annual Risk Assessment review.
- c) The storage of pesticides does not exceed the threshold limit of 200kg, after which a Storekeeper's Certificate is a requirement.
- d) All pesticides must be used by authorised employees as directed by the manufacturer, supplier and container label.
- e) Employees to wear all necessary Personal Protective Equipment (PPE) as defined in the Risk Assessment and the safe system of work procedure before commencing any works.

### 3.14 Biological Hazards

Biological Hazards, also known as biohazards, refer to biological substances that pose a threat to the health of living organisms, primarily that of humans. This can include human and medical waste or samples of a microorganism, virus or toxin that can affect human health.

There are a number of naturally occurring biohazards, which can cause serious problems to health should they be inhaled, ingested or inhaled. Examples include: plant saps (hogweed, staghorn Sumac), fungal spores, blue green algae, animal faeces, leptospirosis (weils disease), legionella.

There are a number of other Biohazards, which can cause serious problems to health should they be, ingested or enter the body directly via an skin abrasion, cut or hypodermic needle. Examples include: HIV, hepatitis B, hepatitis C.

Managers and Assistant Managers will ensure that:-

- a) Biohazards are considered whilst undertaking Risk Assessments (including void cleaning and fly tipped waste) and suitable precautions including specialist personal protective equipment (PPE) is used as a control measure to protect employees against all the biohazards identified.
- b) Employees are aware that they are not to move or handle hypodermic syringes / sharps, condoms, disposable nappies or other potentially contaminated biohazards where there is a risk of cross infection.
- c) The area where the biohazards have been found is quarantined and reported to line management.
- d) Line Management can only authorise clean up work where biohazards are present if the employees are suitably equipped and trained to do so.
- e) Attention must be paid by employees to prevent biohazards being transferred via clothing or tools to employee's homes, vehicles or other premises.
- f) Waters systems are assessed, maintained and monitored to reduce the risks from legionella bacteria.

Employees **MUST NOT** proceed unless they feel it is safe to do so – if employees are unsure they must contact their line manager or the Health and safety Team for guidance.

Remember that tipped items may be stolen, if the items look to be of value, inform your line manager who should contact the police for assistance. **IF IN DOUBT** do not proceed.

### 3.15 Physical Agents (noise, vibration, radiation)

It is the Policy of the Group to comply with the Noise at Work Regulations and the Control of Vibration at Work Regulations by not exposing employees to levels that exceed legal limits.

Managers and Assistant Managers will ensure that: -

- a) Adequate procedures are in place whereby all equipment (mobile or stationary) that emits high noise / vibration is identified, risk assessed and practical reduction measures put in place to reduce the levels to as low as is reasonably practicable.
- b) Appropriate signage and or information to be communicated to employees or others regarding the risks associated with high noise / vibration levels.
- c) Employees and visitors working in / visiting a designated noise area must wear suitable hearing protection.
- d) Employees exposed to noise and vibration which falls within the legislative parameters of the Regulations will be involved in a health surveillance programme.
- e) Adequate PPE and / or other adequate clothing will be provided to employees to protect them from harmful non-ionising (UV) radiation.
- f) Adequate training and information will be provided to all those affected or who are likely to be affected by noise, vibration or non-ionising (UV) radiation.

Employees will ensure that: -

- a) They will attend appointments as part of the Occupational Health Surveillance programme.
- b) Inform line managers when symptoms associated with noise, vibration or non-ionising (UV) radiation exposure become apparent.

### **3.16 Personal Protective Equipment**

It is the Policy of the Group to comply with the Personal Protective Equipment at Work Regulations.

Where there is exposure to a hazard, which cannot reasonably be prevented or controlled by any other means, Managers and Assistant Managers will provide employees and visitors, where appropriate, with suitable personal protective equipment (PPE) and if required give training in its use / maintenance.

Managers and Assistant Managers will ensure that: -

- a) Personal protective Equipment (PPE) and Respiratory Protective Equipment (RPE) provided is suitable for the task being undertaken, taking into account such factors as compatibility with other equipment, legal requirements and the individuals concerned.
- b) Employees and visitors must wear / use and take care of any PPE / RPE they are provided with.
- c) Employees issued with PPE / RPE inspect their own equipment and management will monitor that records are being kept.
- d) Face fit testing will be undertaken for RPE.

Employees will ensure that: -

- a) PPE / RPE is used as trained.
- b) They take care of any PPE / RPE issued.

- c) All damage to PPE /RPE is reported.
- d) When necessary they request replacement PPE / RPE.

### 3.17 Fire Safety, Precautions and Emergency Arrangements

It is the Policy of the Group to comply with the Housing Act and the Regulatory Reform (Fire Safety) Order.

Managers and Assistant Managers will ensure that: -

- a) A fire Risk Assessment will be undertaken for each place of work by a competent person and the preventative measures identified within the assessment have been completed.
- b) Adequate warning devices, signs, information, fire extinguishers, fire exits, escape routes and fire drill procedures will be in place as detailed in the fire Risk Assessment.
- c) They manage employees who require assistance with an evacuation or have a protect in place plan (PIP).
- d) Employees will **NOT** fight fire unless it is safe to do so, are competent, and have been trained to operate fire fighting equipment.
- e) Fire equipment will be maintained and records kept as appropriate such as:-
  - Fire doors, smoke detectors, alarm systems, fire fighting equipment, keeping work area / store clean / clear of combustible materials.
- f) There is a nominated Fire Marshal for the department / building.
- g) Weekly fire alarm tests to be undertaken.
- h) A fire drill will be undertaken at least twice a year.
- i) Fire log/records will be completed and kept (records of fire drills and weekly tests).
- j) All works vehicles are equipped with fire extinguishers.
- k) A competent person will annually check all vehicle and office extinguishers.
- l) Defective equipment will be immediately replaced.
- m) Fire exits are maintained free from any obstruction and any fire extinguishers are not used to prop open doors, especially fire doors.
- n) Fire extinguishers are not to be moved from their designated points, which have been identified on the fire Risk Assessment as being the correct ones for dealing with specific fire risks. I.e. water to extinguish a paper fire, CO<sup>2</sup> for electrical fires.

Employees will ensure that: -

- a) They follow the instruction local to their work environment. If employees work in multiple buildings / offices they are to ensure that they are aware of all the fire procedures, which may differ.
- b) Follow good housekeeping standards.
- c) On discovering a fire they activate the fire alarm and warn others.
- d) Exit by the nearest available fire exit.
- e) If they have visitors they are escorted to the assembly point.
- f) They do not use the lifts during a fire evacuation.
- g) They do not stop and collect any personal belongings during a fire evacuation.
- h) They remain in the assembly point until the Fire Marshal checks all names off the list; and if there has been a fire a member of the fire service has allowed the building / offices to be re-entered.

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

It is the Policy of the Group to comply with the Health and Safety (Display Screen Equipment) Regulations.

Managers and Assistant Managers will ensure that: -

- a) All DSE users complete a workstations assessment on a regular basis or if their DSE workstation changes.
- b) Completed workstations assessments are to be passed to the Health and Safety Team who will recommend any additional control measures that may be required. If significant changes are required then the Occupational Health provider will be contacted to undertake a specific ergonomic assessment and issue a management report with recommendations.

Employees classed as DSE users within the scope of the Health and Safety (Display Screen Equipment) Regulations are entitled to an annual eye test the cost of which will be reimbursed by our healthcare cash plan provider, currently Medicash. If the employee requires DSE prescription glasses, the cost will be reimbursed by Medicash up to the value of £50.

### **3.19 New or Expectant Mothers**

When an employee notifies One Manchester (in writing) that she is an expectant mother, a Risk Assessment of her work activities will be undertaken to comply with the Management Regulations and the New/Expectant Mothers Directive.

Managers and Assistant Managers will ensure that: -

- a) A Risk Assessment is undertaken to identify and control additional hazards and risks likely to be experienced by a pregnant employee and to enable suitable and sufficient risk control measures for the health and safety of the employee and her unborn child.
- b) A further assessment is completed upon return to work or in the event of the pregnancy being interrupted.

### 3.20 Violence to Employees and Others

The Group is committed to reduce the risk of violence to employees in the course of their work.

Managers and Assistant Managers will ensure that: -

- a) A Risk Assessment is undertaken to identify and control the risk of violence as far as is reasonably practicable.
- b) Appropriate training will be provided to employees where the need has been identified.
- c) Following an assault on an employee they are referred to Occupational health / counselling via People Services to ensure that they undergo a debrief and a physical assessment, which includes the documentation of any injuries and access to appropriate post-incident support.

Employees will ensure that: -

- a) They report immediately all violence, verbal abuse or threatening behaviour they have experienced in the course of their employment so an investigation can be undertaken and support offered in line with the Group's policies.

All instances of violence, verbal abuse or threatening behaviour will be recorded on an Accident / Incident Form, investigated by the employee's line manager and passed to the Health and Safety Team for recording and trend analysis.

### 3.21 First Aid

It is the Policy of the Group to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

An accident is **ANY** unplanned event and includes 'near miss' incidents even if no injury has resulted, or where there is no damage to property or equipment whether owned by the company or others. Reporting and recording non-injury incidents and near misses will prevent accidents occurring in the future.

Managers and Assistant Managers will ensure that: -

- a) A Risk Assessment is completed to identify and control first aid arrangements.
- b) There is the correct number of trained first aiders and appointed persons within the areas under their control.
- c) First Aiders and appointed persons are retrained every 3 years.

- d) There is an adequate amount of first aid supplies / equipment is available within the areas under their control (i.e. Offices and work maintenance vehicles).

### 3.22 Reporting and Investigation

It is the Policy of the Group to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

Managers and Assistant Managers will ensure that: -

- a) All accidents, incidents, hazards, dangerous occurrences or near misses involving an employee, contractor or visitor caused through a work related activity are reported as soon as possible.
- b) They will investigate the accidents, incidents, hazards, dangerous occurrences or near misses to discover the causes with the involvement of the Health and Safety Team where necessary.
- c) A RIDDOR notification form, (if required) is completed and reported to the Health and Safety Executive (HSE) by the Health and Safety Team within the mandatory reporting period.

Employees will ensure that: -

- a) They report any accidents, incidents, hazards, dangerous occurrences or near misses to their line manager at the earliest possible opportunity.

The details contained within the accident report are Confidential and will be held securely by the Health and Safety Team.

### 3.23 Occupational Health

It is the Group's intention to adopt and maintain a proactive model of health care, with the emphasis on the prevention of ill health rather than individual problem solving. The objective is to ensure that risks to employees' health from work activities are properly controlled.

To do this, and in accordance with the Health and Safety Executive's vision for an occupational health strategy for Great Britain, Managers and Assistant Managers will ensure that: -

- a) Employees have access to sound advice on occupational health that is appropriate to the needs identified.
- b) Where it is legally required (i.e. noise, vibration) or where the Risk Assessment indicates the need, employee health surveillance is undertaken, inclusive of pre-employment and on going screening.
- c) In cases of long term absence where a prognosis for a return to work is unclear or cannot be established or in cases where consent to obtain a medical report is not given, employees will be referred for occupational health advice. People Services will complete an occupational health referral and provide any supporting information.
- d) Employees are notified in due time of Occupational Health surveillance or health referral appointments and that the employee attends.



- e) All actions or reasonable adjustments recommended within the Occupational Health reports are complied with and systems / processes are put in place for assisting employees to return to (and remain in) work following injury or ill health events.
- f) Copies of the Occupational Health reports are sent to the employee and People Services.

### 3.24 Employee Welfare

The Group recognises that employee welfare and health promotion is also an essential part of the People Strategy and so aims to develop and implement methods of promoting important health messages, i.e. addressing issues related to lifestyle or other health risks.

It is foreseeable that any employee who is directly, or indirectly, involved in an unpleasant work-related event may be left shocked, upset, stressed or traumatised. In such situations, management will ensure professional support will be available from immediate colleagues and line managers.

Managers and Assistant Managers will ensure that: -

- a) Welfare provisions are provided and made available to all employees including office based or mobile workers.
- b) The suitability of welfare and hygiene provisions are checked on a regular basis to ensure welfare is adequate and maintained.
- c) All workplaces, including controlled Contractors, will have suitable welfare facilities and these will be maintained as appropriate.
- d) Occupational health and lifestyle campaigns are used to promote the wellbeing of employees.
- e) A Risk Assessment is undertaken to identify and control work related stress.
- f) There is good communication between management and employees, particularly where there are Group and procedural changes.
- g) Employees are fully trained to discharge their duties and provided with meaningful developmental opportunities.
- h) Workloads, working hours and overtime are monitored to ensure that employees are not overworking.
- i) Holiday requests are monitored to ensure that employees are taking their full entitlement.
- j) Bullying and harassment is not tolerated.
- k) They are vigilant and offer additional support to employees who are experiencing stress outside work. I.e. bereavement or separation.
- l) Where necessary they obtain competent support via People Services or the Health and Safety Team.

Employees will ensure that: -

- a) They keep welfare facilities in a good condition and will report deficiencies to their line management at the earliest opportunity.
- b) Communicate with their line manager or People Services if they believe that they are experiencing work related stress.

### 3.25 Employees Working Away from the Office and Lone Working

The Group recognises that employees may need to work at other sites, which can involve working alone. Working alone is not in itself against the law and it will often be safe to do so. However, the law requires the company to consider carefully and then deal with any health and safety risks for people working alone so far as reasonably practicable.

Lone working is part of the everyday tasks of certain employees working for the Group. People who could work alone include, but are not limited to:-

- Caretakers
- Neighbourhood officers
- Financial Inclusion Team Members
- Regeneration Team Members
- Maintenance Operatives

Managers and Assistant Managers will ensure that: -

- a) They identify all employees likely to work regularly in isolation from their colleagues or direct supervision.
- b) Increase employee awareness of safety issues relating to lone working.
- c) A Risk Assessment is undertaken to identify and control lone working issues, If for any reason the risks remain high once a Risk Assessment has been completed, the task is not to be undertaken by a lone worker and other options are to take precedence i.e. work in pairs, arrange for tenants to come to office.
- d) There is an escalation process to follow in case a lone worker fails to respond, which includes out of hours working and covers contact details for the site the employee is working, next of kin and the emergency services.
- e) Having assessed the risks, to decide whether lone working is reasonable or not in these situations.
- f) If lone working is considered reasonable, ensure that suitable precautions are in place, such as:
  - Lone worker monitoring devices
  - Mobile telephones/radios
  - Giving information on known risks
  - Personal alarms
- g) All employees that work alone are made aware of the lone working procedure.
- h) They support staff who are victims of violence and aggression through the staff counselling service and in line with the organisational policy.

- i) They review the daily email report for the previous 24 hour period, which show the staff who have been on call outs.
- j) They review lone work device usage reports and challenge employee behaviours if the reports show that the employees have not been using their devices whilst lone working.

Employees will ensure that: -

- a) When working away from the office they will consult with local management for an induction i.e. fire rules.
- b) They check if there are any warning indicators for the tenants to be visited on the housing management system and follow the advice given.
- c) When dealing with the public, i.e. applicants for housing or tenants, identity badges will be worn at all times.
- d) If the employee is identified as a lone worker a fully charged lone working monitoring device and a company mobile phone is to be carried at all times.
- e) Office based Outlook diaries are to be kept up to date to show daily movements / locations.
- f) They don't carry expensive equipment with them, i.e. iPad, laptop, handbags, unless it is absolutely necessary. If these items have to be taken and the lone worker is confronted by a perpetrator, the lone worker should simply hand over the items and leave the area, reporting the issue to their Line Manager and IT on return to the office.
- g) If for any reason they feel that they are in an unsafe situation, they are to stop what they are doing and return to the office and discuss the issues with their line manager. If threatened the employee is to use the "SOS" function on the lone worker monitoring device. It is the employee who makes this decision at the time.
- h) All instances of violence, verbal abuse or threatening behaviour will be recorded on an Accident / Incident Form, investigated by the employee's line manager and passed to the Health and Safety Team for recording and trend analysis.

### 3.26 Working at Height

It is the Policy of the Group to comply with the Work at Height Regulations (WAHR).

Wherever possible the 'Risk of Falling' should be eliminated and where this is not possible it should be reduced by using a Risk Assessment to identify and control the most suitable and safest means of working at height that considers the working conditions, distance and consequences of a fall, duration and frequency of use and training requirements.

Managers and Assistant Managers will ensure that: -

- a) A Risk Assessment is undertaken to identify and control working at height, which considers the hierarchy of controls within the regulations.
  - **Avoid** work at height where it's *reasonably practicable* to do so.

- Where work at height cannot be easily avoided, **Prevent** falls using either an existing place of work that is already safe or the right type of equipment.
  - **Minimise** the distance and consequences of a fall, by using the right type of equipment where the risk cannot be eliminated.
- b) All working at height is planned and organised.
  - c) Only trained and competent employees are to undertake working at height activities and training is updated as appropriate.
  - d) No working at height is to be undertaken on a roof (flat or pitched) until the risks from a fall from height, a fall through a fragile surface and the risks from falling objects are properly controlled.
  - e) Work site compliance inspections should be undertaken on a frequent basis to ensure that employees are complying with the control measures identified on the Risk Assessments and any associated safe systems of work procedures.
- a) Only trained and competent employees are to undertake working at height activities who are supplied with appropriate information / instruction / supervision;
  - b) Appropriate controls are in place to prevent falls and falling objects from height in line with the hierarchy of controls specified by the Regulations and this procedure;
  - c) No working at height is to be undertaken on a roof (flat or pitched) by employees until the risks from a fall from height, a fall through a fragile surface and the risks from falling objects are properly controlled;
  - d) Work site compliance inspections should be undertaken on a frequent basis to ensure that employees are complying with the control measures identified on the Risk Assessment and any safe systems of work;
  - e) They intervene if any work at height activity is observed where there is a risk of serious and imminent danger, either to the person carrying out the activity or others.

Employees will ensure that:

- a) They only carry out work at height if there is a Risk Assessment in place.
- b) They only carry out work at height activities if they have received appropriate training.
- c) They only use ladders/stepladders if:-
  - the Risk Assessment deems them suitable for the task;
  - the work is of a short duration (less than 30 minutes);
  - the work is of a light nature; (handling material less than 10kg)
  - the environment means ladders or stepladders can be used in a safe manner.
- d) They intervene if any work at height activity is observed where there is a risk of serious and imminent danger, either to the person carrying out the activity or others.

### 3.27 Manual Handling

It is the Policy of the Group to comply with the Manual Handling Regulations. Manual handling involves any activity that requires the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move or hold an object.

The following hierarchy of control is established by the Regulations:-

- Avoid hazardous manual handling operations so far as is reasonably practicable.
- Risk assess any hazardous manual handling operations that cannot be avoided.
- Reduce the risk of injury so far as is reasonably practicable.

Managers and Assistant Managers will ensure that: -

- a) A pro forma Risk Assessment is undertaken for manual handling operations that cannot be avoided to identify and control the risks.
- b) Where this is not reasonably practicable to eliminate manual handling, other control measures will be implemented to ensure manual handling is reduced as far as reasonably practicable. This may include additional non-mechanical aids, such as trolleys.
- c) Adequate information and training is provided to employees carrying out manual handling activities, which is updated as appropriate.
- d) Special arrangements are made, where necessary, for employees with health conditions that could be adversely affected by manual handling operations.
- e) Any injuries or incidents relating to manual handling are reported to the Health and Safety Team.

Employees will ensure that: -

- a) They make use of any lifting equipment provided as a result of the manual handling assessment.
- b) They only manually lift, carry, push and pull equipment / items where there is no reasonably practicable means to do otherwise and providing they have been trained and the equipment / items are within their own personal capabilities.
- c) Unless trained to do so, employees should not use equipment specifically intended for the lifting of people. I.e. Evac chair.

### 3.28 Health and Safety Training

The Group recognises that training is an important element to achieving competence, not least in the area of Health and Safety, and suitable and adequate training contributes towards the overall safety culture of the Group and is therefore needed at all levels.

In providing health and safety training the Group seeks to achieve the following objectives:-

- To encourage a culture of ongoing development and raise awareness of the importance of good health and safety management.
- To reduce potential problems (i.e. injuries, ill health, damage or loss), which may arise due to unsafe working conditions and practices.
- To meet the requirements of health and safety legislation.

It is the Group's belief that these objectives provide the overall aim of achieving and maintaining the highest possible standards of health and safety, thus ensuring the health and wellbeing of employees, contractors, visitors and members of the public.

All health and safety training principles are reflected in the following systematic approach:-

- 1) The identification of health and safety training needs
- 2) Delivery of health and safety training
- 3) Health and safety training records
- 4) Monitoring
- 5) Refresher training

#### 1) The identification of health and safety training needs

All health and safety training requirements are identified and tailored to meet the specific needs and requirements of the business area after consultation between the manager of the business area, People Services Trainer, the Health and Safety Team and where necessary the employees.

Specific attention will be given to:-

- Basic health and safety "duty of care"
- Fire safety
- First aid
- Accident and near miss reporting
- Housekeeping
- Manual handling
- COSHH
- Working at height
- Safe use of equipment / machinery
- Display screen equipment (DSE)
- Personal protective equipment (PPE)

#### 2) Delivery of health and safety training

General health and Safety training will be delivered either by the in-house Health or Safety Team or by external consultants/providers based on business and operational needs.

A blended learning approach to health and safety training will be applied: face to face, e-learning, PowerPoint presentations, DVD films etc, will be used to ensure that training is informative and

interesting. Where necessary additional learning tools will be provided for employees with learning difficulties or whose first language is not English.

### 3) Health and Safety Training Records

All employees will sign and date the company training records, which will be maintained by People Services within the employees electronic files on Cascade.

Competency Certificates will be issued to employees on successful completion of health and safety training courses and these will also be uploaded the employees' electronic files on Cascade.

### 4) Monitoring

Standards and quality of work performed and methods employed will be constantly monitored through management inspections, audits and course evaluation forms. Appraisals are also utilised as a forum for identifying future health and safety training and retraining needs of employees.

### 5) Refresher training

Employees will receive regular refresher training to ensure that they are kept up to date with any changes in legislation and best practice as well as updating their skills.

In some cases the required frequency for refresher training is determined by legislation, the certification expiry date and in other cases the standard has been set by the business area.

Managers and Assistant Managers will ensure that: -

- a) All new employees receive adequate health and safety induction training.
- b) Procedures are in place to identify individual employee health and safety training needs, which links to the competence requirements for each role identified on the training matrix maintained by People Services and the Health and Safety Team.
- c) Employees receive regular refresher training.
- d) Training providers are competent to provide such training and training needs are included within the risk assessment process.
- e) If 'Young Persons' (16-18 years of age) or 'children' (younger than 16 years of age) are permitted to be in the workplace for reasons such as work experience or a work placement, an individual Risk Assessment must be completed to determine whether the placement is suitable and the level of instruction, supervision and training required.

## 3.30 Diversity and Reasonable Adjustments

The Group recognises the diversity of its workforce and the environment in which it operates.

Group Heads of Service and Managers shall ensure that:-

- a) Appropriate systems are in place to account for such diversity.
- b) Employees that require reasonable adjustments to be undertaken to allow them to carry out their work shall be adequately informed, managed and supported.

- c) Diversity is addressed within the Risk Assessment process.

### 3.31 Procurement

The Group recognises the importance of health and safety management as part of the procurement process and subsequent on-going contract management.

Group Heads of Service and Managers will ensure that:-

- a) Only Contractors and suppliers are used that have been assessed and approved as part of the procurement process and that they comply with all conditions in any contract terms and conditions, the law and this Policy.
- b) Procurement needs are considered within the Risk Assessment process for any new goods or services.
- c) Procedures are in place whereby the procurement of goods or services conforms to current Health and Safety best practice standards.
- d) Noise, vibration and emission information along with manufacturer substance 'data sheets' and 'certificates of conformance', where applicable, will be obtained and acted upon.

### 3.32 Drugs and Alcohol

It is the Policy of the Group that the possession or consumption of alcohol or non-prescription drugs is strictly forbidden whilst at work.

Managers and Assistant Managers will ensure that: -

- a) They are aware of the effects of drug, alcohol and substance misuse and be alert to and monitor changes in work performance and attendance, sickness and accident patterns of their direct reports.
- b) They take appropriate and early intervention where potential alcohol or drug misuse has been identified.
- c) An employee who is suspected to be under the influence of alcohol or non-prescription drugs will not be allowed to start / continue to work and can be asked to submit a saliva and breath sample in line with the Drug and Alcohol Policy.
- d) They seek appropriate advice from People Services.

Employees are required to attend work in a manner in which they are capable of performing their roles, and without causing danger to themselves or others.

Employees will ensure that: -

- a) They urge colleagues to seek help if they have a drug, alcohol or other substance misuse related problem.



- b) Help is requested from Line Managers, People Services or an outside agency, if they are worried about their own illness related to alcohol or drugs to ensure, where possible, support and help with treatment can be offered.
- c) They disclose to their Line Manager before they start work about any prescribed medication which could have side effects, which may affect their ability to work safely.
- d) No alcohol or non-prescribed drugs is supplied to others or stored in the workplace.
- e) No alcohol or non-prescribed drugs are to be consumed or any other substance abused in the workplace.

All matters concerning alcohol and drugs shall be treated as confidential, which also includes bringing to the attention of management concerns with colleagues over drug and alcohol misuse in the workplace.

### **3.33 Communication Equipment**

In the UK it is an offence for a driver to use any hand-held device for speaking or listening to a phone call, sending or receiving text messages or other images or for interactively accessing any other sort of data whilst sitting in their vehicle with the engine on.

The Group recognises its responsibility as an employer to ensure the safety of its employees and, therefore, has adopted the following rules with regard to mobile phones when employees are driving workplace transport or their own vehicle on company business.

- a) Mobile phones and other devices may not be used whilst driving a vehicle including those fitted with a hands free attachment. This is for the safety of all road users/pedestrians and to ensure OM drivers are not distracted whilst driving.
- b) Employees should not take incoming calls by hand and use voice mail facilities.
- c) Employees must park (with the engine turned off) safely and legally before making or taking telephone calls by hand.

### **3.34 Control of Asbestos**

It is the Policy of the Group to comply with the Control of Asbestos Regulations. As a central point of contact the Health and Safety Team will ensure that responsibilities of the Duty Holder are undertaken.

Managers and Assistant Managers will ensure that: -

- a) An asbestos assessment / register is undertaken for all non-domestic properties, which includes suspected asbestos containing materials (ACM's) and also any historical information on previous remedial works undertaken.
- b) The asbestos assessment / register is held in a central and accessible location and this information shall be subject to a periodic review, which if necessary shall include inspections of ACM's remaining in-situ.

- c) An asbestos management plan will be developed and will state what steps will be taken to manage the risk from known or suspected ACM's, which may include removal or encapsulation and on-going monitoring.
- d) Removal or remedial work of non licensable ACM's shall only be undertaken by employees who have been appropriately trained by a UKAS accredited training provider and deemed competent to do so.
- e) Removal or remedial work of licensable ACM's shall only be undertaken by a specialist contractor competent to do so with a license issued by the Health and Safety Executive.
- f) Information from the asbestos assessment / register is to made available to all employees, consultants and Contractors appointed to undertake projects, including maintenance contracts or any works, and any other persons (including emergency services) that may be undertaking activities, which may have an impact on identified or suspected ACM's
- g) Adequate information, instruction and training will be provided to all employees who are involved in works where there is a risk that they could disturb ACM's, which is updated as appropriate.

Employees will ensure that: -

- a) They treat all asbestos types equally, ensuring that no ACMs are removed or worked on by One Manchester employees, including non-licensable materials unless programmed works by trained operatives.
- b) Removal or remedial work of non licensable ACM's shall only be undertaken by those employees who have been appropriately trained by a UKAS accredited training provider and deemed competent to do so.
- c) All asbestos information received is reviewed and understood prior to commencing any activities.
- d) They avoid damaging any potential asbestos containing materials whilst undertaking their day to day activities.
- e) They report any defects or possible damage to ACM's to their line manager.

### 3.35 Street Works

It is the Policy of the Group to comply with the Highways Act, Street Works Act, Safety at Street Works and Road Works (Code of Practice) and associated laws and codes of practice.

Managers and Assistant Managers will ensure that: -

- a) The 'Traffic Signs Manual (commonly known as Chapter '8') Parts 1 and 2 shall be adhered to whilst working on the public highway / footpaths in areas where the Group has legal responsibility to maintain.
- b) Employees or Contractors conducting street works have been trained to Chapter 8, which is updated as appropriate.

### 3.36 Updating this Policy

This Policy will be regularly monitored to ensure that the objectives stated herein are achieved. It will be reviewed and, if necessary, revised in the light of legislation or organisational changes. This Policy supersedes any previous Policy.

The Policy review date is one (1) year from the change history date below.

### 3.37 Change history

Version no	Date	Change made by	Brief details of change
1	07/11/2016	Paul Williams	First Draft
2	06/11/2017	Paul Williams	Annual Review
3	31/10/2018	Paul Williams	Annual review and updated following management structure changes