

HEALTH & SAFETY POLICY

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1. DOCUMENTATION MASTER SHEET

Amendments to this Document are Detailed Below

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
01	26th July 2019	Updated Policy	1st August 2019	NB	SC
02	21 August 2020	Homeworkers & Infectious Disease policy added – Annual Review	28th August 2020	EC	MH
03	21st November 2022	CM/SW/MH review with amendments	1st February 2023	MH	ELT
04	December 2024	CM/MH Review	19 December 2024	CM/MH	**SLT**
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2. INTRODUCTORY NOTE FROM THE BOARD

The Board of Gloucester City Homes (GCH) regard the promotion of health and safety measures as a mutual objective for management and employees at all levels. It is therefore the company's policy to do all that is reasonably practicable to prevent personal injury and damage to property and to protect everyone from foreseeable work hazards including the public in so far as they encounter the company or its products.

GCH accepts it has a duty to make this a safe place to work or visit, and to seek to make sure that it responds quickly where improvements are needed to our policies or practices.

Whilst there are named lead people for Health and Safety in all areas of our work, we must all be mindful that health and safety is the responsibility off all of us. We have a duty of care for each other and those we come into contact within the business of the company's life so it's very important that any concerns or incidents are reported quickly.

A detailed series of individual policies sits within this document. You should discuss with your line manager what policies are specifically relevant to your role.

3. COMPLIANCE REVIEW

The Health and Safety policy of GCH shall be formally reviewed annually, or more frequently if required. This review shall cover all sections of the policy and shall ensure that:

- The responsibilities reflect the current staffing of the company.
- The arrangements remain unchanged.
- The safe working procedures are still applicable.

Additionally, the policy shall be reviewed as necessary to reflect any changes in legislation, appointments or working methods and materials used.

4. SAFETY MANAGEMENT SYSTEM

GCH shall undertake an annual review of the company's safety programme to ensure that the company and its employees are in compliance with the policy. This review shall check that:

- All the responsibilities allocated in the policy are understood and are being performed.
- The procedures set up in the policy are being complied with and remain effective.
- Records, as required within the procedures, are being adequately compiled and retained.
- All the necessary reports are being prepared and forwarded to the relevant persons within the company and the relevant enforcing authorities.
- The effectiveness of the policy is to reduce the likelihood of accidents, incidents; dangerous occurrences and ill health in the workplace are effective.
- Health and safety issues are being effectively raised, managed and addressed through the GCH Health and Safety Board

The results of the review shall be compiled into a report and shall include recommendations of the action(s) to be taken to rectify any non-compliance.

5. HEALTH AND SAFETY POLICY - STATEMENT OF INTENT

The Board of Gloucester City Homes (GCH) regard the promotion of Health and Safety measures as a mutual objective for management and employees at all levels. It is therefore this company's policy to do all that is reasonably practicable to prevent personal injury and damage to property and to protect everyone from foreseeable work hazards including the public in so far as they come into contact with the company or its operations.

In particular, the company has a responsibility to:

a) Provide and maintain safe and healthy working conditions taking account of any Statutory requirements.

b) Provide training and instruction to enable employees to perform their work safely and efficiently.

c) Make available all necessary safety devices and protective equipment including fire and emergency equipment and to maintain and supervise its use.

d) Maintain a constant and continuing interest in health and safety matters applicable to GCH activities and for its management to set an example in safe behaviour.

e) Provide safe access & egress.

f) Provide safe Plant & Equipment.

Employees have a duty to co-operate and support the operation of this policy by:

a) Working safely and efficiently.

b) Using the protective equipment provided, and by meeting statutory obligations.

c) Reporting to their supervisors/managers incidents that have led or may lead to injury or damage.

d) Adhering to company policies and procedures for securing a safe workplace.

e) Assisting in the investigation of accidents with the objective of introducing measures to prevent a recurrence of any accident/incident. The company health and safety policy will be kept constantly under review and will be modified and updated as circumstances and experience dictates.

Within the company the Chief Executive, Executive Directors & Directors are the principal duty holders and have responsibility for health and safety issues and identifying training needs. Issues in the implementation of the policy should be addressed in the first instance to theExecutive Director, Customer Experience or the Director of People, Culture and Communications.

The routine monitoring and review of health and safety issues will be undertaken by GCH management and at GCH Health and Safety Board. Where applicable, management will hold consultation with employees on matters which affect their health and safety, via notice boards, toolbox talks and direct communication.

This statement is to be displayed in a prominent position. A full copy of this policy is available on SharePoint for reference by personnel.

Guy Stenson
Chief Executive

January 2025

6. RESPONSIBILITIES

6.1 Organisation Chart

Health & Safety Reporting Structure



6.2 The Board

The GCH Board have the following responsibilities to ensure that:

- The Board accept that they have ultimate Health and Safety accountability and ensure their commitment to health and safety at all levels within the organisation.
- The company health and safety policy statement is signed each year by the Chief Executive and is prominently displayed, and that the health and safety management system is regularly reviewed.
- Set the strategic direction for health and safety within the organisation (ensuring that corporate risks are successfully managed).
- Own and understand key health and safety subjects the organisation faces.
- Ensure that sufficient resources (financial, people & equipment) are allocated for the management of Health and Safety.
- Integrate health and safety with other areas of the organisation (risk, remuneration, audit) and regularly discuss health and safety.
- Essential health and safety principals are embedded in the organisation, through strong and active leadership, staff involvement, assessment and review; Receive formal quarterly Health and Safety updates.

6.3 Chief Executive (CE)

The Chief Executive of GCH is ultimately responsible for ensuring Health & Safety within the organisation has the following responsibilities to ensure that:

- They accept they have ultimate responsibility for Health & Safety and ensure that all levels management have a positive approach to safety and that health and safety arrangements are being applied effectively.
- The health and safety policy is developed, communicated, implemented, and monitored as required.
- Suitable and sufficient resources (funds, people and equipment) are available to meet the health and safety requirements of GCH Health and Safety Policy.
- The workplace is maintained to the statutory standards of health, safety and welfare.
- Health and safety reports are sent to the Board.
- Ensure board members receive induction training on commencement of their post.
- Ensure successful implementation of health and safety through upward and downward communication
- Health and Safety Board is an effective means of to raise, manage and mitigate health and safety risks to GCH.

6.4 Directors

The Directors, as appointed by GCH are responsible for and will ensure that:

- Suitable and sufficient resources (funds, people and equipment) are allocated appropriately to meet the health and safety requirements of this policy.
- ELT recognises its role in providing health and safety leadership in the organisation and to engage the active participation of workers in improving health and safety through continuous improvement.
- Implementation of this policy within their departments, with responsibility being delegated to heads of service/managers/supervisors for the co-ordination, monitoring and communication within the workforce.
- Liaison takes place with the Executive Director of Customer Experience to ensure that policies and procedures are in place to manage hazards and the necessary control measures are implemented for their department
- An effective training programme is established to ensure that all levels of employees are suitably trained and competent to carry out their role/duties.
- Health and safety objectives are set, and their achievement are measured and reported in management reviews.
- They encourage managers and employees to raise health and safety concerns and will ensure these are brought to the health and safety management board for review and discussion.

6.5 Executive Director of Customer Experience

The Executive Director of Customer Experience is appointed as the lead for Health & Safety Management on behalf GCH, supported by the Director of People, Culture and Communications, and will have the following responsibilities:

- Named individual responsible for customer safety with the regulator of social housing

- Chair of H&S Board.
- Appointing suitable resource to provide health and safety advice and guidance.
- Ensure the company statement for health and safety is displayed in a prominent area and that employees are familiar with the requirements of the health and safety policy and procedures.
- Provide quarterly health and safety updates to the CE/ELT/SLT/Board.
- Ensure the GCH Health & Safety policy is implemented across GCH and is kept current and updated with changes to legislation.
- Implement health and safety requirements and promote a positive safety culture within GCH.
- Monitor the health and safety standards in conjunction with the other Directors and report any shortfalls to ELT and ultimately the board.
- Work closely and advise ELT/(SLT), Directors/Managers/Supervisors on health and safety matters including legislation and best practice.
- Review organisational health and safety policies and procedures for effectiveness, relevance and introduce new policies (where required) with Heads of Service, Managers and Supervisors.
- The uptake of safe actions through making personal interventions in circumstances where the principles of the policy are not being followed.
- The accident procedure for recording, reporting and investigation of injuries, diseases and dangerous occurrences is complied with and to inform Senior Management of the conclusions from such activities.
- Attend meetings as required.
- Ensure that adequate resources are available where applicable to deliver effective health and safety standards within GCH.
- Ensure that regular internal safety audits to ensure compliance with legal requirements, policy and corporate standards.
- Ensure that an appropriate disciplinary system exists to discipline employees who contravene the relevant statutory provisions or the requirements of the GCH safety policy and procedures.

6.6 Directors/Manager's/Supervisors

- Directors/Manager's/Supervisors as appointed by GCH will have the following responsibilities and will ensure that:
- They understand their responsibilities under this policy, its application to their service and that all health and safety rules are followed.
- Ensure employees under their control is aware of their responsibilities as regards health and safety and consult with these employees on all matters affecting their safety.
- All external contractors undertaking work for GCH are fully aware of and can satisfy their responsibilities regarding health, safety and welfare and are aware of any restrictions affecting their operations.
- Provide suitable and adequate information, instruction, and supervision to employees.
- Ensure this policy is implemented and communicated to all employees.
- Communicate health and safety matters to their team and, encourage them to report hazards and raise health and safety concerns with their line managers.
- Where necessary, written instructions are provided through risk management and Safe Systems of Work (SSOW) to establish working methods and explain the sequence of operations to outline potential hazards and support the implementation of suitable risk control measures.

- Ensure that Risk Assessments and Safe Systems of Work (SSOW) are created and implemented within their areas of responsibilities within GCH and that they are recorded, and the results are disseminated to all employees under their control as appropriate.
- Ensure that equipment is maintained in a safe condition and has the statutory certificates of inspection or examination.
- Adequate supervision of employees is provided to ensure that they are working safely and where applicable increased supervision is provided for vulnerable groups.
- Liaise with the Executive Director of Customer Experience and Director of People, Culture and Communications to ensure that the necessary health and safety training requirements are identified for all employees under their control and that their employees are competent to undertake their work in a safe manner.
- All Incidents (accidents/near misses) are reported and recorded in accordance with GCH procedures and were required an investigation is undertaken to identify the causation factors to prevent a reoccurrence of the incident and investigation are reported to their Line Manager.
- Ensure that the company health and safety procedures for all RIDDOR reportable injuries, diseases and dangerous occurrences are reported following the correct reporting procedures.
- Ensure all hazardous substances are stored, transported, handled and used in accordance with manufacturers' instructions and established rules and procedures.
- Where required ensure, Personal/Respiratory Protective Equipment (P/RPE) is face fitted, available, maintained and identified employees are aware of its correct use, storage, and procedures for replacement.
- Ensure that fire-fighting equipment is maintained and inspected; fire exits are kept clear and fire drill practices are organised and recorded at least annually.

6.7 Director of People, Culture and Communications

Director of People, Culture and Communications, as appointed by GCH will have the following responsibilities and will ensure that:

- They understand their responsibilities under this policy and its application to their service area and that all health and safety rules are followed.
- Ensure employee under their line management are aware of their responsibilities as regards health and safety and will consult with these employees on all matters affecting their safety.
- Provide suitable and adequate information, instruction and supervision to employees.
- Ensure this policy is implemented and communicated to all employees.
- Communicate health and safety matters to their team and organisation, encouraged to report hazards and raise health and safety concerns with their line manager.
- Where necessary, written instructions are provided through risk management and SSoW to establish working methods and explain the sequence of operations to outline potential hazards and implementation of suitable risk controls.
- Ensure that Risk Assessments and Safe Systems of Work (SSOW) are created and implemented within their areas of responsibilities within GCH and that they are recorded, and the results are disseminated to the relevant employees.
- Ensure that when identified employees who require support from Occupational Health, that this is arranged, and all recommendations followed.
- Review company accident/incident statistics and produce a report to the Executive Director of Customer Experience.

- Ensure that adequate resources are available for the provision of all identified safety training and that it is allocated to the appropriate manager.

6.8 Employees

All employees of GCH are to ensure that they:

- Take reasonable care of their own health and safety and that of others and to work in a way not to endanger themselves or other persons through their acts or omissions.
- Have read and understood the requirements of GCH Health & Safety Policy and Procedures and raise concerns where they don't understand any responsibilities or requirements and to raise these concerns with their line manager.
- To always follow GCH Health and Safety Policy and Procedures requirements and to report any areas where these cannot be followed to their line manager immediately.
- Co-operate with the organisation on all aspects of health, safety, and welfare.
- Avoid improvisation and only use the correct equipment for the task.
- Don't operate any equipment unless they have been fully trained and instructed to do so.
- Attend health and safety training courses (where required).
- Report all defective equipment and materials, or any obvious health and safety hazards.
- Use the correct PPE provided and dress sensibly and safely for their working environment or occupation.
- Don't misuse or abuse anything provided under a statutory requirement in the interests of health and safety (including PPE).
- Refrain from horseplay and follow all health and safety rules.
- Report all incidents (accidents and near misses) so that action can be taken to prevent a recurrence.
- Inform their line manager of any change to their state of health (either temporary or permanent) which might affect their ability to perform their role or perform any particular task(s).

7. POLICIES IN OUTLINE

This section outlines the policy and approach to health and safety. Each policy is expanded into a management system via a risk assessment and is included on SharePoint under the policy library

7.1 ACCIDENT/INCIDENT REPORTING AND INVESTIGATION

It is the policy of GCH that all incidents and near misses, whether they result in injury or not, must be reported to the line manager, a HR representative and to the Cascade reporting system as soon as possible following this incident. Where accidents are of a serious nature, the Executive Director of Customer Experience or their nominated deputy should also be informed. Information should be provided for investigation purposes and, where necessary, for notifying the appropriate authority as required by the regulations. All Health and Safety incidents will be reported and reviewed at Health and Safety Board for identified themes and lessons learned.

The regulations stipulate the circumstances under which the enforcing authority must be notified immediately by the responsible person (normally by telephone) and a written report submitted using F2508 within 15 days of the occurrence, these are:

- Death at work.
- Major injury at work.
- A person not at work (member of the public) is injured by a company employee and requires hospital treatment.
- Dangerous occurrence.

Where an employee of the company is unable to return to normal duties because of an injury sustained during work for a period of more than seven consecutive days, the responsible person will, as soon as practicable, but within 15 days, send a report to the enforcing authorities.

Where an employee suffers from an occupational disease it must be reported forthwith to the enforcing authority on the form F2508A. The disease must only be reported if the responsible person has received a written statement of diagnosis from the employee by a medical practitioner.

Records of accidents and injuries will be kept for 3 years from the date it was made. Extracts of the records will be sent to the enforcing authority if and when requested.

Source: ***Reporting of Injuries, Diseases and Dangerous Occurrences Regulations***

7.2 ASBESTOS

The Policy of GCH that none of its staff are put into a position where potential dangers from asbestos or asbestos containing materials (ACM's) that could jeopardise their future wellbeing. Any employee who suspects that asbestos may be present whilst undertaking works must stop immediately and report the matter to their line manager.

GCH are duty bound by law to make known the presence of asbestos within their property and inform the external contractors before any work commences. Failure to inform the contractor will result in the work being suspended until the area is made safe and the asbestos removed.

GCH will ensure that all site staff will have completed asbestos awareness training where appropriate.

Failure to follow the above Policy may result in disciplinary action being taken against those concerned and in severe cases prosecution in a Court of Law.

Source: ***Control of Asbestos Regulations***

7.3 BULLYING AND VIOLENCE

GCH are aware of their obligations under Section 2 of the Health and Safety at Work etc. Act which requires us to provide a safe and healthy working environment, and this includes protection from

bullying, harassment, or violence at work. The Management of Health and Safety at Work Regulations also imposes an obligation on GCH to ensure that we have control measures in place to reduce the risk of bullying, harassment or violence so far as is reasonably practicable.

Bullying, harassment, or violence at work will be dealt with in line with GCH's Bullying and Harassment, Grievance and where necessary, disciplinary procedures and may be classed as gross misconduct. Harassment, bullying or using violent behaviour will not be tolerated. Anyone found to be guilty of bullying, harassing or is using violent behaviour towards another employee faces disciplinary action being taken against them in accordance with the company's policy. Employees who feel that they are being bullied or harassed need to report it to one of the management team so that steps can be taken to stop it.

Bullying, harassment, and violence are considered to be:

a) Persistent, offensive, abusive, intimidating, or insulting behaviour.

b) Abuse of power or unfair penal sanctions which makes the recipient feel upset, threatened, humiliated or vulnerable, which undermines their self-confidence, and which may cause them to suffer stress.

Support will be given to those employees who are the victim of harassment and workplace violence. Training in conflict management will be provided to those employees who are considered to be most at risk, to enable them to deal with the risks of harassment and violence.

Source: ***Management of Health and Safety at Work Regulations***

7.4 CDM

In compliance with the Construction (Design and Management) Regulations, GCH undertakes to act as a reasonable and competent party when fulfilling its role under the regulations and to co-operate with other duty holders so far as is reasonably practicable.

Source: ***The Construction (Design and Management) Regulations***

7.5 COMMUNICATIONS

Regarding promotion of health and safety measures and mutual objective for both management and employees at all levels are in place. It is therefore the company's policy to consult with all personnel to ensure all foreseeable work hazards are highlighted; this will be achieved by mutual input from all personnel.

The Management of GCH will consult with employees on health and safety matters as it can be very important in creating and maintaining a safe and healthy working environment. By consulting with employees, management should be able to motivate the staff and make them more aware of health and safety issues. The business should become more efficient and reduce the risk of accidents and work-related illnesses.

Consultation involves employers not only giving information to employees but also listening to and taking account of what employees say before they make any health and safety decisions. The GCH Health and Safety Board and the Colleague Voice group are forums which such consultation may take place.

If a decision involving work equipment, processes or organisation could affect the health and safety of employees, Management will allow time to give the employees or their representatives information about what is proposed. Management will also give the employees or their representatives the chance to express their views.

In view of this consultation, Management will consider these views before they reach a decision.

Source: ***Management of Health and Safety at Work Regulations***

7.6 COMPETENCY AND TRAINING

GCH will ensure all its staff are suitably trained and competent to carry out their duties.

All employees are inducted in the contents of this policy with particular emphasis on their personal responsibilities. All new employees also receive basic induction training on general health and safety matters, including: their legal duties, as set down in both criminal and civil law to include:

- Where to source risk assessments
- Arrangements for first aid
- Fire, evacuation drills and other relevant emergency procedures
- Expected standards of behaviour and housekeeping
- How to report accidents, incidents and 'near-misses'
- How to report unsafe conditions or other safety concerns
- Any special hazards and control arrangements affecting the workplace.

Where an individual takes on specific health and safety responsibilities, they will receive relevant health and safety training in their responsibilities, for example this applies to directors, managers, and supervisors, and specific training for specialist roles such as fire marshals and first aiders.

GCH also provide specific training for those undertaking lifting tasks, and those using ladders or stepladders, Training will also be provided at the introduction of new equipment, new technology or work procedures. Young workers i.e., those under 18 years old, will receive additional training and supervision as required, according to the outcome of an individual assessment.

Source: ***Management of Health and Safety at Work Regulations***

7.7 CONTRACTORS

It is the policy of GCH that when it requires work to be completed by sub-contractors it will ensure that these sub-contractors are vetted and has all the relevant Health & Safety Management system in place. GCH will also ensure that all sub-contractors will have completed any relevant permit to work risk assessment and any other relevant documentation prior to starting any work.

Source: ***The Construction (Design and Management) Regulations***

7.8 CONFINED SPACES

The health, safety and welfare of all employees is of prime importance to GCH. As is the health and safety of anyone else affected directly by the company's operations.

It is GCH policy that where work that is identified as confined spaces, GCH will comply with the requirements of the Confined Spaces Regulations and ensure that all risks have been accounted in accordance with the regulations.

Source: ***Confined Spaces Regulation's***

7.9 DRIVING

It is the policy of GCH that all company staff that are required to drive company vehicles are assessed regularly and where necessary instruction and training is provided to drive these vehicles.

GCH shall also ensure that all drivers hold the appropriate driving licences and are fit to drive, all drivers' licences will be reviewed on an annual basis or when a driver commits a driving offence.

GCH will ensure arrangements are in place for the safe reversing of vehicles, unloading and loading operations and have arrangements in place to prevent persons falling from vehicles or any other loading areas within GCH control.

Inform, instruct, and train employees regarding safe movement of vehicles on site and provide safe procedures for the loading and unloading of vehicles.

Company drivers must immediately inform the management of any driving offences/endorsements they receive weather it's in a company or private vehicle.

The use of hand-held devices is strictly banned when driving a company vehicle.

Source: ***The Management of Health & Safety at Work Regulations***

7.10 DRUGS AND ALCOHOL

To assist in the safe performance of our duties, GCH operates a **no drugs** policy in the workplace. Regarding alcohol GCH will not tolerate any abuse of alcohol; staff found to be under the influence of alcohol or drugs will be dealt with under the company disciplinary procedures.

It is the policy of GCH that non-prescription drugs will not be tolerated on any sites. Anyone who is working on behalf of GCH who presents themselves for work under, or apparently under the influence of non-prescription drugs or alcohol will not be permitted to work and will be dealt with under the company disciplinary procedures.

Any member of staff that considers a colleague or members of staff that they believe is under the influence of drugs or alcohol should report this immediately to their direct manager immediately.

Drugs prescribed by a medical practitioner or chemist may still affect safety performance and the employee's must notify their direct supervisor or manager immediately; under no circumstances should a member of staff be allowed to work if prescription drugs affect their performance or ability to full fill their role

Possession of or dealing in illegal substances will be immediately reported to the police in all cases.

Useful links:
Alcoholics Anonymous
Tel 0845 769 7555
www.alcoholics-anonymous.org.uk
ACAD
(Advice and Counselling on Alcohol and Drugs)
www.acad.org.uk
FRANK
Tel 0800 776 600 (24 hours)
www.talktofrank.com
NHS
(Information and advice from the National Health Service)
www.nhs.uk

Source: ***Management of Health and Safety at Work Regulations***

7.11 DISPLAY SCREEN EQUIPMENT AND LAPTOPS

It is the policy of GCH that all staff who are required to operate computer equipment including laptops and mobile devices must familiarise themselves with the contents of the relevant risk assessments.

All workstations that are provided with visual display screen equipment are risk assessed via a DSE assessment by the individual via Cascade and the results are recorded and retained by GCH. Where employees require a new DSE check due to time or change in equipment, the individual should carry this out via Cascade. It is each employee's responsibility to ensure an up to date DSE review has been completed.

Source: ***Display Screen Equipment Regulations***

7.12 ELECTRICITY

It is the policy of GCH to identify the risks to people from electricity and manage those risks in accordance with current safety legislation and guidance.

GCH are committed to maintaining a register of all portable electrical appliances used by GCH and ensure that a competent person inspects and, where required, tests all such equipment at intervals identified in the risk assessment.

Prohibit personal portable electrical appliances from being brought into our premises/sites unless prior approval has been given and a competent person has inspected the equipment.

Provide instruction to users of portable electrical appliances so that they are aware of the hazards and can spot visible defects prior to use.

Inform staff that they must not carry out any electrical fault finding or repairs unless trained and authorised to do so.

Ensure that all staff and sub-contractors are aware of the need to stop using portable electrical appliances if problems are encountered and report any defects immediately.

Isolate or take out of service any faulty electrical equipment.

Test electrical appliances following repair and prior to reinstating their use.

Provide emergency and first aid procedures to cover the actions to be taken in the event of electric shock or burns.

Take all reasonable precautions to ensure that any hired electrical equipment is safe to use and been tested.

Source: ***Electricity at Work Regulations***

7.13 EMERGENCY PROCEDURES

GCH fully understands that it is required to ensure the safety of all employees, visitors and contractors who work or visit GCH offices or properties. It is the policy of GCH that it will create suitable emergency procedures and ensure they are understood by all company employees, visitors and contractors.

Source: ***Management of Health and Safety at Work Regulations***

7.14 EVENTS

GCH shall ensure that all company events are organised to ensure that the health, safety and welfare of all staff, visitors and contractors have been accounted for in accordance with the relevant regulations appropriate to the event.

Source: ***Management of Health and Safety at Work Regulations***

7.15 FIRE PREVENTION

It is the policy of GCH that it shall ensure that none of its undertakings or services used creates or increases the risk of fire and that all fire exits, and routes will be kept clear and free from obstruction any waste that is produced is removed from the premises to reduce the risk of fire.

GCH will ensure that all its activities aim to prevent the risk of fire.

Source: ***Regulatory Reform (Fire Safety) Order (RRFSO)***

7.16 FIRST AID

It is the policy of GCH that it will ensure that a full assessment of the first aid needs will be undertaken and ensure all staff and contractors are informed of the first aid arrangements for their area of work and of the locations of first aid boxes which will be indicated by the appropriate signage, adequately stocked and appropriate for rendering of first aid in line with the consequences identified in the risk assessments.

All accidents, including injuries requiring first aid, will be recorded via Cascade (GCH's accident book system) and reported back to the HR team, Line Manager and where necessary, the Executive Director of Customer Experience or Director of People, Culture and Communications.

Source: ***Health and Safety (First Aid) Regulations***

7.17 GAS SAFETY

It is the policy of GCH that it will ensure that all activities that include working with gas that it will comply with the requirements of the Gas Safety Installation and Use Regulations.

Source: ***Gas Safety (Installation and Use) (Amendment) Regulations***

7.18 HEALTH SURVEILLANCE

It is the policy of GCH that it will ensure that all staff who are at risk from workplace injuries or ill-health through the activities associated with their role will undergo the relevant health surveillance as advised by the appropriate Occupational Health Service, this includes inoculations, health checks, health surveillance, health promotion and absence management.

Source: ***Management of Health and Safety at Work Regulations***

7.19 HAZARDOUS SUBSTANCES (COSHH)

Hazardous substances encompass all those substances - liquid, solid, gaseous or biological, that may pose a hazard to health.

It is the policy of GCH that a risk assessment of any substance that is used with regard to the health risks imposed on the user and others will be raised. Where possible, a hazardous substance will be substituted by another less harmful, substance. Assessments made under the regulations for controlling hazardous substances will be recorded and retained for future reference under GCH COSHH register. The procedure for making such assessments can be found in the procedures section of this policy.

Source: ***Control of Substances Hazardous to Health Regulations***

7.20 HOME WORKING

It is the policy of GCH that all staff who are working from home must adhere to the detailed procedure on home working and DSE assessments as set out in the GCH Health and Safety Procedures.

Employees and GCH are responsible for ensuring a safe working environment when working from home. As employees are the individuals working form their home environment on a daily basis, they must ensure any concerns in relation to their workspace or the working from home arrangement is raised with their line manager. .

Source: ***Management of Health and Safety at Work Regulations & DSE Regulations***

7.21 HOT WORKS

Hot work has the potential to cause fire and in addition causes nuisance fire alarms. Hot work can also be a cause of rapid-fire spread.

It is the policy of GCH that where reasonably practicable, GCH will eliminate the need for hot works by choosing alternative methods of work. The appropriate line manager will therefore evaluate the need to perform hot work.

A risk assessment and safe system of work **must be written** prior to any hot work-taking place. Workers must be competent, and it must be confirmed that they have received training in the safe method of work.

Suitable means of extinguishing a fire must be identified and provided as assessed within the task specific risk assessment together with fire watches as appropriate to check for smouldering within the area of work or adjacent areas.

A Hot works permit **must be issued for any hot work-taking place**. Persons with responsibility to issue a permit must ensure that the hot-work permit is prepared and managed by a competent person.

The Operational Supervisor/Manager or their appointed competent person MUST inspect the area of hot works one hour, and 3 hours after cessation of works to ensure no risk of the spread of fire or smoldering is apparent. If suspected that a fire is in progress or may occur during or after hot works have ceased, the alarm MUST be raised to ensure the safety of everyone at GCH.

No Hot Works can be carried out without the express permission of GCH.

Source: ***Regulatory Reform (Fire Safety) Order (RRFSO)***

7.22 HOUSING HEALTH AND SAFETY RATING SYSTEM

The housing health and safety rating system (HHSRS) is a risk-based evaluation tool to help landlords identify and protect against potential risks and hazards to health and safety from deficiencies identified in a dwelling. It was introduced under the Housing Act 2004 and applies to residential properties in England and Wales.

It is the policy of GCH that it will ensure that the requirements of the Housing Health and Rating System guidance for landlords will be applied to all its properties.

Source: ***Housing Act***

7.23 HOUSEKEEPING

Good housekeeping can prevent accidents

It is the policy of GCH that all work areas MUST be kept clean and tidy. All staff and contractors must use the appropriate waste bins, NOT OBSTRUCT gangways or fire exits. Not store boxes, bags, files etc. on top of cupboards as falling objects may cause injury.

Source: ***Management of Health and Safety at Work Regulations***

7.24 INFECTIOUS DISEASE

It is the policy of GCH that it will establish and promote the prevention and control of infectious diseases and their spread within the company for its staff, contractors, and visitors with the principles of infection prevention and provide suitable control practices.

Source: ***Management of Health and Safety at Work Regulations***

7.25 LEGIONELLA & WATER HYGIENE

It is the policy of GCH that it will ensure that it will complies with the requirements of the Approve Code of Practice – Control of Legionella Bactria in water systems (L8) and will take all reasonable steps to identify, prevent and minimise legionnaire's disease within all of its properties and sites.

Source: ***The control of Legionella Bacteria in Water Systems ACOP (L8)***

7.26 LIFTING OPERATIONS

It is the policy of GCH that it will ensure that all operations identified under the current Lifting Operations and Lifting Equipment Regulations (LOLER) and will be managed in accordance with these regulations at all times.

Source: ***Lifting Operations and Lifting Equipment Regulations (LOLER)***

7.27 LONE WORKERS

It is the policy of GCH that where an employee or sub-contractor is required to work alone; that the company will ensure that a suitable and sufficient risk assessment will be carried to identify where alternative methods of completing the task can be explored. A full summary of the actions to be undertaken by those lone working and those supervising lone workers is provided in the Health and Safety Procedures.

Should lone working be unavoidable then the company lone working procedures are to be followed through the relevant risk assessment of that activity.

As a result of the risk assessments GCH will have informed staff that the certain tasks may not be undertaken as a lone worker.

Source: ***Management of Health and Safety at Work Regulations***

7.28 MANUAL HANDLING OPERATIONS

It is the policy of GCH that in accordance with the regulations for manual handling, it will endeavour to avoid the need to undertake manual handling operations to avoid the risk of injury. If this is not reasonably practicable then a suitable and sufficient assessment of the task must be conducted by a competent person to identify the appropriate measures to reduce the risk to the lowest level that is reasonably practicable. This risk assessment will be covered within the risk assessment specific to the team and their activities.

Assessment will be recorded and reviewed regularly (at least annually) and if no longer valid, or there is significant change in the matter to which it relates then they will be updated in accordance with current requirements.

New and expectant mothers, those with health conditions that place them at additional injury risk, and workers below the age of 18, are generally prohibited from carrying out manual handling activities. Where an individual in these categories, has duties which would ordinarily involve manual handling, their line manager is responsible for ensuring that they are not permitted to continue with these duties until the risks have been assessed.

Records of manual handling assessments must be assessed at least annually within the relevant team risk assessment, or more frequently if conditions change and retained for at least 5 years. Master copies are retained by the GCH.

Source: ***Manual Handling Operations Regulations***

7.29 NEW AND EXPECTANT MOTHERS

It is the policy of GCH that once an expectant mother has informed GCH of their pregnancy they carry out a specific risk assessment on the working environment for new and expectant mother. The details of this and requirements for expectant mothers and their line manager are set out in the maternity policy and procedure.

Source: ***Management of Health and Safety at Work Regulations***

7.30 NOISE

It is the policy of GCH that it will put in place measures to protect all employees from the risks of Noise Induced hearing loss or other related illnesses, which can be caused by exposure to excessive noise.

These measures will Include:

- Assessing the risks from noise exposure
- Taking measures to reduce noise exposure where a risk assessment shows that this is necessary
- Ensuring the level of noise generated is taken into account when a new piece of equipment is purchased or hired
- Providing hearing protection where necessary if risks cannot be adequately reduced by other means.
- Providing training and information for employees on the risks from noise and the measures in place to reduce these
- Providing health surveillance where the risk assessment shows that this is appropriate.

Source: ***The Control of Noise at Work Regulations***

7.31 OFFICE SAFETY

It is the policy of GCH to ensure that all offices within the company will have a suitable and sufficient risk assessment carried out and all staff will be trained and supervised in accordance with the risk assessment findings.

Source: ***Management of Health and Safety at Work Regulations***

7.32 PERSONAL PROTECTIVE EQUIPMENT (PPE)

Personal protective equipment means all equipment, including accessories, additions and clothing used as weather protection, which is intended to be worn or held by a person at work to protect that person against one or more risks to health or safety.

It is the policy of GCH that suitable and sufficient personal protective equipment (PPE) is to be worn where risk assessment has shown a significant risk to their health or safety while at work.

Employees are supplied, free of charge, with any PPE identified as a required risk control measure as identified within specific task Risk Assessments.

Employees who are required to use or wear PPE are provided with training on the circumstances in which it is used, the hazards against it will give protection, the importance of correct use, how to wear it to obtain the right protection and any limitations of the equipment. The training also includes how to inspect, clean, maintain and store the equipment and how to report defects and obtain replacements.

All employees will wear the appropriate PPE requirements as stipulated by the company.

Source: ***Personal Protective Equipment at Work Regulations***

7.33 RESPRIABLE/INHALABLE DUST

It is the policy of GCH that it shall take appropriate measures to protect employees, and contractors who may be exposed to respirable or inhalable dusts that are generated out of, or are used in connection with, any activity under the control of the company to ensure that their health does become affected.

Suitable RPE will be identified and provided to all employees where the risk assessment deems it the most suitable control measure.

Source: ***Control of substances hazardous to health***

7.34 RISK ASSESSMENT

It is the policy of GCH that all activities carried out on behalf of the company will be risk assessed and suitable and sufficient control methods will be identified using the agreed company standard template; all risk assessments compiled will be subject to review annually or earlier if any changes occur.

If any staff member or sub-contractor suspects that the assessment is no longer valid, or if there has been a significant change in the matters to which the assessment relates, they must report this to their line manager immediately.

Source: ***Management of Health and Safety at Work Regulations***

7.35 SAFETY INSPECTIONS AND AUDITS

Progressive improvement in health and safety can only be achieved through the constant development of policy, approaches to implementation and techniques of risk control.

It is the policy of GCH that a systematic inspection and audits of all safety arrangements will be carried out on a regular basis.

Regular inspections of work sites will be carried out at a frequency commensurate with the level of risk imposed by the activity within that area.

GCH will conduct an annual audit of its safety management system.

Source: ***Management of Health and Safety at Work Regulations***

7.36 SAFETY SIGNS AND SIGNALS

It is the policy of GCH that it shall use and maintain all necessary safety signs where there is a significant risk to health and safety that has not been avoided or controlled by other means, and where the use of a sign can help reduce the risk, such signs will be installed.

Source: ***Health and Safety (Safety Signs and Signals) Regulations***

7.37 SHARPS

GCH accepts that there is a risk of its staff or contractors coming into contact with contaminated sharps (drug needles etc) whilst going about their daily duties. GCH will ensure that staff will receive appropriate training, sharp kits/bins will be provided where a risk is identified. All sharp bins will be disposed of utilising an approve contractor.

Source: ***Management of Health and Safety at Work Regulations***

7.38 SMOKING & VAPING

It is the policy of GCH that all workplaces are smoke-free, as everyone has a right to work in a smoke and vaping free environment.

Smoking and vaping are prohibited in all enclosed and substantially enclosed premises. This includes any company vehicles.

This policy applies to all employees, managers, consultants, contractors, and visitors.

Source ***Smoke-free (Premises and Enforcement) Regulations***
Smoke-free (Signs) Regulations

7.39 MENTAL HEALTH

It is the policy of GCH that it will establish, promote and maintain the mental health and wellbeing of all staff and management through workplace practices, and encourage all staff to take responsibility for their own mental health and wellbeing.

GCH believes that the mental health and wellbeing of its staff and contractors is key to organisational success and sustainability. We will aim to achieve the following:

- To build and maintain a workplace environment and culture that supports mental health and wellbeing and prevents discrimination (including bullying and harassment).
- To increase employee knowledge and awareness of mental health and wellbeing issues and behaviours.
- To reduce stigma around depression and anxiety in the workplace.
- To facilitate employee's active participation in a range of initiatives that support mental health and wellbeing.

Our full approach to Health and Wellbeing is set out in the GCH Health and Wellbeing Policy.

Source: ***Mental Health Act***

7.40 VISITORS

It is the policy of GCH that all visitors attending site will receive a suitable safety briefing appropriate to the nature of their visit prior to entering any company areas.

Visitors must sign in and out of GCH and will be under the supervision of one of its members of staff who will assist them in remaining safe during their visit.

Contractors undertaking work within the premises will be subject to GCH contractor control arrangements. It is an GCH requirement that visitors sign in / out, as the visitor register forms an essential part of the roll call during an emergency evacuation.

Source: ***Management of Health and Safety at Work Regulations***

7.41 VIBRATION (HAVS)

It is the policy of GCH that any work that includes the use of vibrating tools that staff will be trained and monitored in accordance with the relevant regulations.

Source: ***Control of Vibration at Work Regulations***

7.42 WORK EQUIPMENT (POWER)

It is the policy of GCH that all work equipment used in the course of company activities, whether provided by the company, on lease or loan from another company, or belonging to individuals, should be safe for use, suitable for the task and properly maintained in accordance with the manufacturers/supplier's instructions and at intervals set by this company.

Work equipment means any machinery, appliance, apparatus or tool and any assembly of components which, to achieve a common end, are arranged and controlled so that they function.

All personnel who use work equipment, and those who supervise them, will have available to them adequate health and safety information and, where appropriate written instructions in the safe use of that equipment.

All staff who use work equipment, and those who supervise them, will receive adequate training for purposes of health and safety, including training in the methods which may be adopted when using the work equipment, any risk which may be generated by that use and the precautions to be taken.

Where there is a specific risk associated with the use, repair, modification, maintenance or servicing of any equipment, only those personnel specifically trained and authorised will be permitted to carry out such operations.

All machinery will be fitted with the appropriate guarding and other safety devices required to reduce the risk to the lowest practicable level, and only those personnel specifically trained and authorised will be permitted to use that equipment. Where applicable, manufacturers, and/or suppliers of work, equipment to this company, will be approached by management to supply pertinent safety instruction and information relating to the work equipment's function and safe usage.

Source: ***Provision and Use of Work Equipment Regulations***

7.43 WORKING AT HEIGHT POLICY

It is the policy of GCH that all work at height tasks will be avoid where possible. Where work at height is required, it will be sufficiently assessed and adequately supervised and controlled using trained and competent personnel and safe systems of work.

GCH staff and contractors shall ensure that work at height is not carried out when it is reasonably practicable to carry the work out safely other than at height (e.g., the assembly of components should be done at ground level). When carrying out any work at height, it is essential to provide a safe place of work with safe access to and egress from the place of work.

All working platforms, ladders, scaffolds, etc will be safe for use, kept as clear and clean as possible to prevent slips and trips and be subject to regular inspection.

GCH and any contractors shall take suitable and sufficient measures to prevent, so far as is reasonably practicable, any person falling a distance liable to cause injury (e.g., by the use of

guard rails). When necessary, take suitable and sufficient measures to minimize the distance and consequences of a fall (e.g., by the use of safety nets). In planning for working at height ensuring that the most suitable equipment is used giving preference to collective protection over and above individual protection wherever possible.

Where work involves difficult access or work at heights which cannot be carried out safely from ladders or steps, special access arrangements will be made which may include the use of podiums/ tower scaffolding erected by a PASMA trained person/ the use of cherry pickers by RTITB or IPAF qualified operators.

Window cleaning contractors are required to submit risk assessments and method statements to demonstrate that the risks of falls from height are adequately controlled. Their work will be monitored periodically to ensure that they are applying the safe methods of work submitted. GCH as the landlord arranges window cleaning and has responsibility for ensuring the safety of all staff and contractors. Window cleaning undertaken from inside the building, gives rise to a risk of falls, therefore contractors are required to use safety harnesses connected via lifelines and shock absorbers to safe structures.

Eyebolts must be routinely tested by our competent inspector.

Appointed contractors who work at height on GCH premises must ensure that their Safety harnesses and lines are also subject to regular inspection and a record will be kept by GCH.

Running line systems must be routinely tested and inspected with records provided to GCH.

Source: ***Work at Height Regulations***

7.44 YOUNG PERSONS

Bringing new people in is important in the long-term development of the GCH. However, their lack of maturity means that we must take greater care for their health & safety. They may not have the same physical strength or the appreciation of hazard and risk.

A 'Young Person' is defined as someone who is old enough to have left compulsory education but not yet reached 18 years.

GCH will ensure special attention will be given to the following:

- Design and implementation of safe systems at work.
- The important values of safe places of work, including the working environment e.g., adequate lighting.
- Safe use of equipment.
- Safe handling, storage and transport of materials.
- Proper use of protective clothing and equipment as supplied and made available.

All new employees will be issued with a Company Safety Policy and instructed on their and the Company's responsibilities as soon as is reasonably practical.

This will involve consultation with the young person's parents, guardians or education establishment. It is intended that all such training should not solely be confined to the Company's and the employees' statutory obligations but demonstrate the benefits of accident prevention techniques for all concerned.

A Young Person's Risk Assessment **must be carried out** before any work is undertaken by the individual directly employed, a volunteer or work experience placement identifying the additional instruction, training & supervision required to mitigate all risks identified as well as controls required to ensure that the young person is safe at all times.

Prior to the introduction of new equipment for use during the Company's operations, the operator will have received adequate training and instruction to deem that person competent.

Young persons must not be exposed to hazardous substances, the use of dangerous machinery, work involving hazardous exposure to noise or vibration,

No person under the age of 18 shall operate any type of power-driven machinery, unless for the purpose of training or is under the direct supervision of a competent person.

Source: ***Management of Health and Safety at Work Regulations***

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