

policy



Health and Safety

Responsible Officer:	Chief Executive
Approved:	May 2020 by Board
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Policy Statement

Incommunities is committed to ensuring the health, safety and wellbeing for all our employees, so far as this is reasonably practicable and for the safety of the general public and visitors (authorised and unauthorised) who may be affected by our work activities.

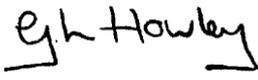
We shall undertake to discharge our statutory duties by:

- ✓ ensuring our health and safety management system as described in this policy is fully implemented
- ✓ making available all necessary resources for health, safety and compliance, both financial and practical
- ✓ ensuring hazards are identified and risk assessments and safe systems of work are implemented to minimise and control risks
- ✓ providing and maintaining a safe working environment, safe plant and equipment
- ✓ consulting and engaging with our employees on all matters relating to health, safety and welfare
- ✓ promoting awareness of health and safety and of good practice through effective communication of relevant information
- ✓ working with only approved contractors and suppliers
- ✓ preventing accidents and ill-health
- ✓ ensuring there is adequate information, instruction, supervision and training of employees to ensure that they are competent and can do their job safely
- ✓ making all colleagues aware of the health and safety policy

In order to implement this policy successfully each and every employee must take an active role and the Board expects all employees to co-operate fully and support the Executive Management Team in its efforts to create safe and healthy working conditions.

The effectiveness of this policy and arrangements will be reviewed as and when necessary, but at intervals not exceeding two years.

Signed:

signature: 

position: Chief Executive

signature: 

Chair of the Board

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1.0 Introduction

1.1 Our management systems for health & safety operate to ensure the safety of our staff, tenants and members of the public affected by Incommunities' activities. The policy statement confirms our commitment and intent to comply with all relevant health and safety law and legislative standards.

1.2 This policy aims to provide a clear overview of the organisational arrangements for Incommunities i.e. clearly state what roles and responsibilities people have. It applies to all Incommunities staff and buildings.

1.3 Incommunities Health and Safety policy consists of six parts:

- 1 - The Health and Safety Policy Statement, signed by the Chief Executive and Chair of the Board. The statement details the general commitments to health and safety and is at the front of this document.
- 2 – Health & Safety Responsibilities. This details the roles and responsibilities of all staff within the organisation and describes the overall process for managing health and safety.
- 3 – Specific health and safety arrangements and guidance that detail how individual areas of health and safety will be managed.
- 4 – Monitoring, Audit & Review
- 5 – Review mechanisms
- 6 – Associated Policies & Documents

2.0 Health and Safety Responsibilities

2.1 Board Responsibilities

The Board have individual and collective responsibility for overseeing the general implementation of the health and safety policy and procedures by the Chief Executive, Senior Leadership Team, managers and other advisors. In particular they will:

- Receive regular updates on the status of health, safety and property compliance in order to monitor performance and take appropriate action.
- Along with the Chief Executive / Assistant Chief Executive – Asset Management agree and set annual objectives.
- Encourage high standards of safety performance at all levels and the development of a good safety culture throughout the organisation
- Allocate sufficient human and financial resources to facilitate the full implementation of the health and safety policy
- Ensure that health and safety considerations are included at all levels of the decision-making process.
- Undertake relevant health and safety training and receive legal updates.

2.2 Audit & Risk Committee Responsibilities

The Audit & Risk Committee have responsibility for identifying and managing risk for all relevant Health & Safety practices across Incommunities' operations, which includes

both asset related and staffing. This includes taking appropriate action and escalating any matters of concern to the Board. They will;

- Oversee the approach to and monitor all Occupational Health & Safety and Property related compliance
- Review all policies, strategies and procedures in relation to Health & Safety / Property Compliance so that Incommunities' meets it's business objectives and delivers services successfully and safely

2.3 Chief Executive / Assistant Chief Executive – Asset Mgt Responsibilities

The Chief Executive is ultimately responsible for ensuring that the organisation meets its statutory duties with respect to health and safety at work.

The Chief Executive has delegated day-to-day responsibility for Health & Safety matters to the Assistant Chief Executive - Asset Management who is responsible for day to day compliance with Health & Safety law. Through the Assistant Chief Executive – Asset Management, the Chief Executive will ensure that:

- They agree and set annual objectives along with the Board
- They provide regular updates to the Board and advise them of any urgent matters and significant concerns
- This policy and the health and safety management system it describes is fully resourced and implemented to ensure that as a minimum, legal compliance is achieved
- The Senior Leadership Team gives due consideration to its responsibilities under health and safety legislation
- Premises used by employees and members of the public are safe and do not present a significant hazard to users or occupants
- Formal arrangements for consultation, discussion and the communication of health and safety issues are in place that will involve all levels of Incommunities
- Undertake relevant health and safety training and receive legal updates commensurate with their role

2.4 Directors and Heads of Service

Each Director / Head of Service will be responsible for the effective implementation of the health and safety policy within their respective area of responsibility. They will:

- Keep themselves informed of health and safety in their area of responsibility
- Ensure that roles and responsibilities for health and safety are clearly defined, if needs be this should be documented within the job description
- Ensure sufficient resources, time and effort is dedicated to health and safety, proportionate to the level of risk
- Ensure annual aims and objectives are set for health and safety
- Ensure that there are regular meetings, effective communication and engagement with staff and trade unions on health and safety matters
- Ensure that all employees are aware of the health and safety arrangements,

- including the risks and safe systems of work relevant to them
- Ensure that there are processes in place for monitoring health and safety performance. This includes accident investigation as well as inspections and audits
- Ensure any identified shortcomings and actions from accident investigations are addressed
- Ensure that suitable and sufficient risk assessments are carried out in their areas of responsibility and that safe systems of work are developed to adequately control the risk.
- Ensure that plant, tools, & equipment purchased for use at work are safe, adequately maintained and comply to relevant standards.
- Ensure that staff receive regular and appropriate information, instruction training and supervision to enable work to be carried out safely.
- Ensure any contractors are vetted and approved by the Safety and compliance team prior to appointment
- Raise concerns with EMT
- Undertake relevant health and safety training and receive legal updates commensurate with their role

2.5 Director of Organisational Development

In addition to the duties placed on all Directors of the company, the Director of Organisational Development is responsible for making sure individuals' personal records are kept up to date and that a suitable training programme is maintained that addresses the needs of employees at all levels. Detailed responsibilities for health and safety include:

- co-ordinate a safety training programme for all levels of employees and consult widely to ensure the effectiveness and relevance of this training
- liaise with the occupational health service, in conjunction with the Head of Safety & Compliance, where necessary in the interest of the health and welfare of employees
- make sure employees returning from illness or accident are interviewed by their immediate manager and any measures required are actioned; and
- make sure that an adequate risk assessment is carried out for any young persons engaged on work experience before work starts and that the risk assessment is copied to the young person's parent, guardian or school as required

2.6 Director of Legal & Governance

In addition to the duties placed on all Directors of the company, the Director of Legal & Governance is accountable to the Chief Executive and Board for providing legal advice in the interpretation of legislation, statutes and guidelines in respect of compliance with Health & Safety legislation.

2.7 Managers

Staff who manage, supervise or have responsibility for employees, trainees, or members of the public, are accountable for the health and safety of their work area.

They will:

- Work with their line manager to achieve the health and safety aims and objectives for their area
- Manage the day-to-day health and safety requirements of the work within their own area of control
- Ensure appropriate discussion and engagement with staff and trade unions take place
- Ensure a list of tasks requiring risk assessment is drawn up, regularly reviewed and processes are in place for undertaking the risk assessments required
- Ensure that any actions and safe systems of work required to carry out work in a safe manner are implemented
- Ensure that plant, tools, & equipment purchased for use at work are safe, adequately maintained and comply to relevant standards
- Ensure that employees under their day-to-day control are given appropriate information, instruction, training and supervision to secure their health and safety. Particular attention needs to be paid to new or young employees who may be unaware of the risks of the work they are asked to perform
- Ensure that appropriate monitoring takes place such as: premise inspections, spot checks, paperwork checks, hazard spotting, and review of accidents, incidents and near misses
- Ensure that any trends / lessons learnt from the monitoring is acted upon and shared as appropriate
- Ensure any contractors used have been appointed and vetted by the Safety and compliance team prior to appointment
- Raise concerns with their manager / Director
- Ensure that all levels of employee are aware of their responsibilities under the policy and procedures
- Undertake relevant health and safety training commensurate with their role

2.8 All Employees, including consultants, temporary staff, agency, trainees and apprentices must:

- comply with safety rules and procedures at all times whilst at work and conduct themselves in such a manner so that they, or other people, are not put at risk by their activities
- co-operate with supervisors and managers on all matters affecting health and safety at work
- report any hazard, defect, unsafe working practices or unsafe behaviours that may affect safety, health or welfare to their supervisor or manager immediately
- wear the necessary protective clothing or use safety equipment provided by management. Employees may face disciplinary action for misusing or failing to use safety equipment correctly
- only use machinery/equipment for which they have been fully instructed and trained
- report all accidents and incidents occurring in their area of work to their manager/supervisor immediately and follow the accident/incident reporting procedure

- attend any health, safety and compliance training, toolbox talks, e-Learning as required by the organisation
- attend any health surveillance and any other occupational health appointments as deemed appropriate and necessary for the purposes of health, safety and wellbeing

2.9 Head of Safety & Compliance

The Head of Safety and Compliance will be the Health and Safety Competent Person for the organisation. Along with members of the Safety and Compliance team they will:

- Provide expertise, guidance and support to all managers and colleagues across the business on all aspects of occupational health and safety and property compliance safety.
- Support and assist managers to develop local risk assessments, health and safety guidance and safety procedures.
- Oversee and manage the accident, incident, occupational ill-health reporting and investigation procedure, this includes the production of statistical information.
- Ensure that statutory reports (e.g. RIDDOR) are reported to the Health and Safety Executive and any other enforcement agencies and act as the point of contact for such agencies.
- Co-ordinate employee health screening (e.g. for HAVS and dermatitis) with managers and the Employee Health and Wellbeing Service.
- Monitor and report on the organisations health and safety performance. This includes undertaking regular audits and inspections
- Provide health and safety information for Executive Management Team and the Board.
- Ensure that the organisation is aware of and responds to emerging legislative requirements and developments in best practice.
- Attend local health and safety committees
- Provision of written guidance documents includes policies, generic risk assessments.
- Provision of briefings and training.
- Assess and vet contractors suitability and maintain an approved list of contractors that have met our health and safety requirements
- Have the power to stop any work activity which in their opinion involves a risk of major injury to persons.

2.10 Contractors

Contractors have duties to comply with current legislation and ensure their employees and others are not affected by their activity. They must:

- Provide risk assessments and method statements for the activities they carry out.
- Wear and use any PPE, tools and equipment in accordance with the safe system of work.
- Comply with our policy and procedures.
- Stop work if they feel work activity carried out is unsafe and advise us immediately.

- Carry out all work safely, in line with current legislation, and take into account the health and safety of others on the premises and the general public.
- Report accidents and damage immediately to their Incommunities contact. Also report incidents, hazards, near misses and any concerns they have regarding health & safety.
- Contractors who are not working safely or who fail to abide by the health and safety policy and procedures will be removed from the premises.
- Any materials or substances brought onto the premises will be used and stored in line with current legislation and the COSHH (Control of Substances Hazardous to Health) regulations.
- All machinery and equipment brought onto the premises must be in good working order, maintained and serviced in accordance with the manufacturer's requirements. Inspection and testing records and certificates available for checking.
- Supply and use power tools, which are electrically safe through reduced voltage (110 volts) or are used in conjunction with a safe residual circuit device. All transformers, generators, extension leads, plugs and sockets must be for industrial use; equipment will be tested in accordance with the Electricity at Work Regulations 1989.
- Keep workplace tidy and remove rubbish and waste materials on a regular basis.
- Attend any inductions as required, comply with site rules and any reasonable instructions given by a member of Incommunities staff.
- Comply with the contents of the Construction Phase Plan.
- Contractors wishing to further sub-let their works must obtain approval from Incommunities.

2.11 Consultation with Employees and Trade Union safety representatives

Incommunities acknowledges the importance of employee involvement in health and safety matters and the importance of the positive role played by safety representatives.

All employees will be consulted on health and safety issues by meetings and briefings conducted by line managers. There is a regular provision for elected Trade Union Health and Safety Representatives to meet and work with management representatives.

Health and Safety Representatives are required to give the organisation reasonable notice of their intention to carry out inspections, to provide written reports following such inspections and to follow the organisation's procedure when disputes over health and safety issues arise.

The Corporate Health and Safety Committee chaired by the Assistant Chief Executive – Asset Management or their representative has been established to engage representatives of both management and recognised trade union representatives. The committee will develop and implement measures to ensure the health and safety at work of employees and of customers who are affected by our activities. The committee will monitor the health and safety performance of any organisations engaged to carry out work on our behalf.

The committee will meet a minimum of four times a year to discuss and make recommendations on strategic health and safety issues to management. Information from this meeting will be circulated throughout the organisation through the Intranet / Workplace facebook and form part of team briefing / newsletters where appropriate.

3.0 Health & Safety Arrangements

3.1 General Arrangements

Regulation 5 of the Management of Health and Safety at Work Regulations requires that the organisation makes and implements appropriate arrangements for health and safety i.e. implement a Health and Safety Management System (HSMS).

The HSMS should include the effective planning, organisation, control, monitoring and review of preventative and protective measures and is shown as follows:

Plan, Do, Check, Act	Conventional health and safety management	Process safety
Plan	Determine your policy/Plan for implementation	Define and communicate acceptable performance and resources needed
Do	Profile risks/Organise for health and safety/Implement your plan	Identify and assess risks/Identify controls/Record and maintain process safety knowledge
		Implement and manage control measures
Check	Measure performance (monitor before events, investigate after events)	Measure and review performance/Learn from measurements and findings of investigations
Act	Review performance/Act on lessons learned	

This policy details the organisation, responsibilities and arrangements in place to deliver health and safety. The health and safety policy in itself will not produce a ‘health and safety culture’. Incommunities recognises that its ambition to achieve a positive ‘health and safety culture’ can only be achieved through the active involvement of all employees and by a commitment from managers to consciously promote health, safety and welfare.

This culture can be developed by using the Health & Safety Executive’s ‘HSG65 Managing for health and safety’ guide. The guidance explains the Plan, Do, Check, Act approach and shows how it can help you achieve a balance between the systems and behavioural aspects of management. It also treats health and safety management as an integral part of good management, rather than a stand alone system.

3.2 Management

All health and safety arrangements adopted by Incommunities will be supported by safety management guides, operational procedures, working instructions, codes of practice, method statements and/or guidance material. Such information is communicated to employees in a number of ways. These include any one, or

combination of, the following:

- Formal issue of written work instructions, safe operating procedures and guidance notes
- Training courses / e-learning
- Team meetings / focus groups
- One to One meetings
- On site supervision (toolbox talks)
- Newsletters, bulletins, circulars
- Posters, notices
- Safety / Fleet Handbook
- Development reviews / appraisals
- Advice and guidance from Head of Safety & Compliance or Health & Safety Advisor
- Intranet / Workplace facebook

3.3 Risk Assessments and Safe systems of Work

The Management of Health and Safety at Work Regulations lays out the requirements to undertake suitable and sufficient risk assessments. Incommunities will review work activities across the business to determine where hazards exists and which tasks / job roles require risk assessing.

Controls will be implemented to reduce the risk to the lowest level possible and where appropriate safe systems of work will be developed.

The hierarchy of control principal will be followed to ensure the safest options are considered first, such as eliminate the need to do the task a certain way. An example of this is where window cleaners now use reach systems rather than ladders.

Where this is not feasible other options are considered such as engineering measures or mechanical aids to help with manual handling. Last on the hierarchy of control is PPE. The reason for this is that PPE only protects the individual and only protects them if they know how to wear the PPE correctly.

It is not appropriate in every situation and for every type of risk assessment, but where possible risk assessments should be completed using a team approach, including the staff who undertake the role, the Trade Unions and led by a supervisor or manager. Completed risk assessments must be dated and signed, together with a review date, by the line manager / person undertaking.

Risk assessments will be reviewed in the light of significant change, an adverse incident, or on an annual basis. This will involve either a revised assessment or notation to indicate the date of an annual review and who completed it.

The significant findings of the risk assessments and how these will be managed must be brought to the attention of staff.

3.4 Accident Near Misses, Reportable Diseases and Dangerous Occurrences

Management will ensure that all accidents, incidents, hazards, near misses, reportable diseases and dangerous occurrences (collectively known as Accidents and Incidents) are reported and fully investigated so that lessons are learnt and shared throughout the organisation if appropriate.

In the first instance any accident/incident will be reported to the employee's line manager. If it is a serious accident or major incident this should also be reported immediately and by telephone by the line manager and to the Head of Safety & Compliance or if they aren't available another senior manager.

The accident reporting form and Violence at Work Forms can be found on the Intranet. Forms should be fully completed, the incident fully investigated and then reported through health&safety@incommunities.co.uk email address to the Safety & Compliance Team who will review them.

Line managers / the person investigating should endeavour to email reports within 48 hours. If it requires a more in-depth investigation then initial information should be provided with an explanation that a fuller investigation is needed and this will be supplied later.

Line managers / the person investigating are to make the Safety and Compliance Team aware if there is a possibility that the individual may be absent for more than seven days. The period of absence should be monitored by the line manager and the Safety and Compliance Team informed when 7 days have elapsed since the date of the accident / incident.

More serious accidents may require assistance from the health and safety team and / or the Head of Safety & Compliance.

Accident statistics will be regularly collated and reported to the Health and Safety Committee by the Head of Safety & Compliance with a view to identifying trends and /or patterns and the need for improvement in existing safety management arrangements.

3.5 RIDDOR (Reporting of Injuries, Diseases & Dangerous Occurrences Regulations)

Where a manager believes that an accident / incident is liable to be reportable under the above regulations should notify the Safety and Compliance team as soon as possible, ideally on the day it occurred.

Where guidance is needed the Safety & Compliance team should be contacted for help and support.

If an incident becomes RIDDOR reportable the Safety and Compliance team will notify the relevant enforcing authority, There are specific timescales to comply with so all accidents should be reported at the earliest opportunity.

Certain categories of 'diseases' are classed as industrial diseases. Where these are diagnosed by a Occupational Health Physician and are linked to a particular work activity they then become reportable to the HSE under the above regulations e.g. Hand Arm Vibration Syndrome (HAVS) and the use of certain tools such as strimmers.

We have a full health surveillance and monitoring programme. This ensures that data is collected on the amount of time employees use particular equipment, the equipment is measured for vibration levels and where appropriate staff undergo health surveillance. This may be via a questionnaire or an appointment with an occupational health specialist.

3.6 Training

Incommunities recognises that training is an important element to achieving competence, not least in the area of health and safety. Suitable and adequate training contributes towards the overall safety culture of the organisation and is therefore needed at all levels, including Directors. The responsibility for identifying, monitoring and documenting the effectiveness of training rests with the managers and the Organisational Development Team.

Incommunities approach to the assessment of risks; workplace monitoring and accident investigation should help determine the level of training needed for each type of work as part of the preventative and/or protective measures adopted. This might include basic skills training, specific on –the– job training, training in general health and safety issues and emergency procedures, and by way of more specialist courses as may be considered to meet identified needs.

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

- To encourage a culture of on-going 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 / or practices
- To meet the requirements of health and safety legislation

Management will put in place local arrangements to ensure that all new employees will receive adequate induction training from their immediate line manager or nominated employee on their first day of work. The level of training will be dependent on the identified risks in the workplace and will be on-going as required.

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 and supervision required.

3.7 Occupational Health

We recognise and accept our responsibility to meet our legal duty under the Management of Health and Safety at Work Regulations 1999 and other legislation to provide our employees with health surveillance and to provide the specialist expertise of an Occupational Health provider.

The aim of health surveillance is to manage the health of all employees who are identified by Risk Assessments, as being exposed to potential health risks during work they undertake whilst employed by us.

Occupational health can also provide guidance and assistance on return to work, sickness absence and rehabilitation.

Our occupational health provider will :

- conduct pre-employment health assessments, where relevant, and advise on suitability for a particular role, as well as any adjustments which may be recommended on those roles where there is a physical requirement
- provide health surveillance where it is a requirement within specific legislation and guidance and the risk assessment deems it appropriate
- Health surveillance may cover such things as vibration, lung function, audiometry, skin checks as well as eyesight screening & other checks for drivers of fleet vehicles, including fork lift truck drivers
- provide health promotion and education which will include the provision of blood pressure, diabetes and BMI checks and other health and wellbeing initiatives
- provide managers with a written report outlining any adjustments or support which may be required to keep employees healthy and safe at work
- recommend that employees are referred to a physiotherapy provider if necessary
- signpost employees to the EAP service and recommend that employees are referred for counselling for other conditions including stress and bereavement; and
- provide health screening and education.

The occupational health providers can also request information from our employees' doctors; any advice and notes relating to the condition.

Our employees will attend occupational health support in line with agreed procedures.

3.8 Smoking

Smoking is prohibited in all company buildings and vehicles. The Smoke Free Regulations 2007 requires us to make sure public areas within our premises are designated as No Smoking Areas. Signs will be displayed in buildings and vehicles, all employees must make sure they and others comply with the legislation.

3.9 Lifting and Manual Handling

All manual handling tasks will be subject to risk assessment. Wherever reasonably practicable, suitable mechanical handling equipment will be provided to enable the manual handling of products to be avoided, or reduced where it cannot be avoided.

All line managers are responsible for carrying out risk assessments for their employees which includes manual handling.

All new employees will receive information & instruction on manual handling at induction. Line managers also need to ensure that any staff who undertake significant manual handling are given training.

Individual capabilities must be taken into account where manual handling is involved. This includes such things as age, disabilities, injuries, chronic musculoskeletal problems (someone suffering with a bad back) and pregnancy. Pregnancy affects ligaments and pregnant colleagues mustn't undertake manual handling except for light / very light items.

Any / all colleagues & line managers undertaking manual handling must adhere to the above and also read the Company's Manual Handling policy.

3.10 Working at Height including ladders / step ladders (WAH)

Working at height is a significant hazard and the organisation will ensure that all employees who undertake activities involving working at height receive specific instruction and training

Any / all work at height at height equipment must be suitable for the task for which it is being used. Colleagues should be consulted when new / replacement equipment is being purchased.

All WAH equipment must undergo a visual inspection before use by the user and regular documented checks are also required. Depending upon the type of equipment being used more in depth servicing may be necessary.

Any working at height is identified and controlled through the risk assessment process. Managers or contractors will ensure that:

- all work at height is properly planned and organised,
- those involved in work at height are competent,
- risks arising from work at height are assessed,
- appropriate work equipment is selected and used,
- risks arising from fragile surfaces are properly controlled,
- equipment for work at height is properly inspected and maintained

3.11 Biological hazards / Infectious Diseases / Dealing with Sharps

Due to the nature of the business and the variety of work undertaken, some employees may potentially be exposed to certain biological hazards and infectious diseases. This may occur due to an animal bite or a house requiring cleaning containing contaminated needles.

Risk assessments are undertaken and will cover the risks and control measures where employees may be exposed to this kind of risks.

3.12 Display Screen Equipment and Workstations (DSE)

Any / all colleagues who regularly use a computer, for continuous periods of 1 hour or more, will need to carry out a DSE self-assessment.

Where any issues are raised this will be followed up by the line manager. Depending upon what the issue is the manager may be able to address e.g. replacing broken equipment. Where the issue is more complex such as individual suffering with aches and pains which may be related to computer use a trained DSE assessor will need to be asked to support the manager. The Safety and Compliance team should be contacted for further help and guidance.

Any / all computer users are entitled to a free eye test as well as basic costs of spectacles for computer use should these be prescribed.

Any / all colleagues & line managers who use a computer must adhere to the above and also read the Company's DSE policy.

3.13 Fire & Emergency Procedures

Emergency procedures will be established, these will include such things as fire safety and bomb threats. Building evacuation is the most common of these procedures.

Managers should ensure that all premises under their control have written procedures for evacuating a building in the event of an emergency. These should include the management system for knowing who was (and was not) on the premises at the time of evacuation.

Fire Action Notices should be on display at key points in buildings. These detail evacuation arrangements.

All employees and line managers are responsible for fire safety and in particular ensuring that fire exit doors, evacuation routes, alarm points and extinguishers are free from obstruction.

Poor housekeeping is a factor in fire safety. All colleagues are responsible for ensuring that rubbish, particularly combustible rubbish, is promptly removed to an appropriate area. Rubbish must not be positioned in and around ignition sources such as heaters or electrical equipment. Rubbish must not be allowed to affect any fire exit route or doors.

All employees will be trained in the necessary emergency procedures, this includes training new starters when they join the company. A number of colleagues will be trained as fire wardens, primarily to help ensure everyone evacuates safely.

Employees may have some knowledge and training on fire extinguishers but they are not trained fire fighters and should not normally attempt to tackle fires at source. Instead employees should follow emergency evacuation procedures.

All fire safety equipment will be examined and tested by competent persons at the appropriate frequencies. In addition, fire safety checks will be undertaken at regular intervals to ensure that basic fire precautions remain in place.

Managers should consider those work activities that might cause serious or imminent danger to employees and clients and what procedures are in place to deal with the consequences. Foreseeable situations might include 'hot working' (e.g. contractors using burning equipment), bomb threats and possibly violent / aggressive behaviour by a client.

In accordance with the Fire Safety Order all workplaces will have fire risk assessments completed by a qualified fire risk assessor.

3.14 First Aid

The company will try and ensure that there are sufficient numbers of trained first aiders

or appointed persons on the premises at any time.

Managers should assess the level of first aid provision required, the assessment should consider:

- Mobile & remote workers
- The activities undertaken and the type of risk
- The typical numbers of employees on site
- Holidays / other absences,
- The type / level of training e.g. emergency first aiders vs full training

First aid equipment must be maintained and stocked as per the regulations. No medications, not even painkillers, will be available from any First Aider / Appointed Person.

Employees must be made aware of which person(s) are trained in first aid. The names will be prominently displayed in a number of areas around the office. Signs will be displayed at suitable points that detail;

- name, location and phone number of first aiders

If in doubt, call the emergency services – 999

3.15 Chemicals (COSHH) & Hazardous Substances (DSEAR)

All managers, supervisors and employees must inform the Safety and Compliance team if they intend to use, purchase or change a chemical, substance or product. It will then be reviewed to determine if a COSHH or DSEAR assessment is needed. It is important to remember that some materials may not be an obvious chemical such as dusts, welding fumes, paints, and aerosols.

Where possible any hazardous material will be substituted for safer alternatives. If this isn't possible other measures may be necessary such as PPE. In order to determine what type of PPE may be required exposure monitoring may be undertaken e.g. for dust or noise levels. As part of the risk assessment process managers will ensure that employees will be provided with any monitoring data, where applicable, and the findings of the risk assessment.

Any contractors / subcontractors are required to conduct their own COSHH assessments and inform the Company's representative of the risks involved in their use. Additional controls may then need to be implemented dependant upon the findings of the assessment.

3.16 Personal Protective Equipment (PPE)

Any PPE requirements must be identified through risk assessment. The nature, type and specification of the PPE must be established and must address the risk identified.

PPE will be issued to individuals at no cost. The individual will be informed, instructed and trained in its fitting, use, cleaning, storage and maintenance, unless the PPE is safety footwear, high visibility clothing which don't need this. The line manager

must explain when the PPE must be worn and it is a management responsibility to make sure that PPE is worn at all times, when required.

Individuals should notify their line manager if PPE is lost or damaged to enable a replacement to be provided as soon as possible.

Items of PPE include:

- work clothing
- safety goggles
- gloves
- footwear
- hearing protection
- face fitting mask / hood for works on asbestos
- aprons / body suits

3.17 Asbestos

Asbestos can introduce fibres into the atmosphere when disturbed. These fibres have the potential to damage the function of the lungs. Materials made of asbestos are difficult to identify by sight alone. Asbestos, if left undisturbed, normally constitutes a low risk. The persons most at risk from asbestos fibre are contractors and trade persons carrying out work at a property. The Control of Asbestos at Work Regulations 2012 already prescribes the actions that a landlord will carry out.

Employees and customers should not normally be troubled by the presence of asbestos in a building. Where contractors are carrying out building or refurbishment work, then managers need to see the risk assessment(s) detailing how, if asbestos is liable to be present, it will be managed to secure the safety of employees, customers and the contractor's own employees.

Incommunities' recognises its responsibility to maintain an asbestos register and for a copy to be available for inspection at each site and available upon request from the Asbestos Surveying Team.

In a situation where asbestos is going to be removed, a risk assessment will be carried out. This will be completed either by Incommunities' own Asbestos Surveyor, or by an external consultant, to decide the level of risk and what precautions (if any) need to be taken for employees and/or customers.

Incommunities will only employ contractors licensed by The Health & Safety Executive to work with asbestos. The external removal contractor must carry out all licensed works relating to the removal, encapsulation or sealing of materials containing asbestos.

3.18 Lone Working / Prevention of Violence

There are many situations where employees are required to work alone or in isolation. This may constitute all or a significant part of their working time. Hazards and risks that particularly apply to lone workers are assessed and appropriate control measures are implemented. This includes:

- provision of a lone worker monitoring device and / or mobile phone App;
- means of communication;
- information and training;

- emergency and accident procedures;
- suitability of work equipment;
- action in the event of violence, risks from animals and criminal activity; and
- safe systems of work.

Some situations or locations will require the presence of two or more operatives, such as:

- warning flag showing customer vulnerability
- interview with a potentially violent person; and
- jobs requiring the movement of heavy loads.

We recognise that workers providing services to the public are at some risk of physical assault, threat or verbal abuse. We are committed to both identifying the circumstances leading to a predictable risk and to introducing measures to minimise that risk.

All incidents of anger, aggression and verbal and physical abuse must be reported to the Safety and compliance team using the following email health&safety@incommunities.co.uk

Managers are required to make sure they investigate all incidents of aggression and violence and that all necessary action is taken against the aggressor up to and including termination of tenancy.

3.19 Drug & alcohol misuse

Working whilst under the influence of drugs (prescribed or otherwise), including alcohol that may affect perceptions or an ability to react to an emergency situation, will not be tolerated. Persons whose behaviour is adversely affected by drugs or alcohol or caught drinking alcohol, taking or using prohibited drugs will be subject to disciplinary procedures, this could constitute gross misconduct, which may result in dismissal.

This may involve the individual being subject to an appropriate test to confirm (or not) the presence of drugs.

The use of prescribed drugs whilst at work should be discussed with the persons GP and where side effects, such as drowsiness, could adversely affect that person, this must be declared to their line manager. This may result in adaptations to working practices and procedures or transfer to alternative duties.

In cases of dependence (alcoholism or addiction), we will offer appropriate support to assist in rehabilitation. This could take the form of referral to the occupational health service and support groups.

3.20 Stress & Mental Wellbeing

People encounter stress in their working and personal lives and the organisation is committed to managing work-related stressors as with any other health and safety risk. Through the Wellbeing risk assessment process, hazards are identified and all mental and physical risks to health and safety assessed, with the objective of reducing them, as far as is reasonably practicable, using the following principles:

- Treatment of the causes of stress and not the symptom;

- Acceptance that work related stress is a problem for the organisation and not the individual;
- Acceptance that work related stress exists;
- The need to consult with employees and their representatives; and
- A realistic approach to what can be achieved.

The Human Resources Team are able to provide guidance and support for managers and employees.

3.21 New and Expectant Mothers

Incommunities recognises its responsibilities under the Management of Health & Safety at Work Regulations and associated ACOP and guidance notes. A risk assessment when notification is received that an employee is a new or expectant mother will need to be completed.

The risk assessment determines whether the work undertaken could involve risk to the health and safety of a new or expectant mother, or to that of her baby, from any arrangements or working conditions, or physical, biological or chemical agents.

Measures will be introduced to reduce the risks as far as is reasonably practicable. If normal control measures will not protect the new or expectant mother from such risks then her working conditions or hours of work may be altered. If these options are not reasonable or they would not avoid the risk, the employee will be suspended from work for as long as necessary on full pay.

3.22 Driving

All drivers of company vehicles or their own vehicles whilst on company business must be fully licensed, insured and have a valid MOT. Drivers must comply with the fleet policy, all requirements of the Road Traffic Act, the Highway Code and any other relevant regulations.

Drivers must inform their manager if they are taking any medication or are suffering from any medical condition that may affect their ability to drive safely, of any driving offences of which they have been found guilty and of any disqualification from driving.

It is our policy to take all reasonable steps to manage the health and safety of those employees who drive on Incommunities business. This is to comply with our legal duties as an employer and to demonstrate that it has taken all reasonable steps to introduce safe systems of work. It is for this reason that our policy not only sets out our procedures on work related driving, but details what it expects from our employees; both in terms of complying with relevant legislation and our own standards. These cover a variety of areas including the documentation that we need to see from our own car drivers, as well as basic guidelines on driver health.

This procedure is applicable to both, leased cars/ vans as well as privately owned vehicles approved for use on Incommunities business.

Further guidance can be obtained from the Fleet Policy.

3.23 Electricity

The use of all items of electrical equipment, including any which may have been brought from home, are subject to the requirements of the Electricity at Work Regulations 1989.

To make sure that all items of portable electrical equipment are properly maintained, we operate formal inspections of such equipment, this is carried out in house by a qualified electrician in line with British Standards and Institute of Electrical Engineers Guidance Notes.

On construction sites, where possible, cordless tools and equipment shall be used. Only 110v equipment should be used on construction sites and the equipment must be PAT (portable appliance testing) tested on a quarterly basis. All portable tools will be subject to regular maintenance and inspection including tests carried out by a competent person.

All electrical tools are to be disconnected and made safe when not in use. Electrical equipment will not be used outside in adverse weather conditions such as heavy rain or snow.

3.24 Visitors

All visitors at any of Incommunities offices or temporary sites including construction sites must book in and out in the visitor logbook. They must be accompanied by employees, who will be responsible for their health and safety. If visitors are to be allowed free access around the building, they must be briefed on the hazards, precautions and emergency procedures and the employees responsible will issue any required personal protective clothing. This must be recorded and the visitor sign their understanding and compliance when signing into the building. Our employees are responsible for making sure visitors evacuate the building during an emergency.

4 Monitoring, Audit & Review

- 4.1 Monitoring, Audit and review processes are part of the HSMS that determines how well we are doing against set targets and against what is stated in our policies. The process involves gathering data such as accident stats, the amount of health and safety training, amount of compliance inspections undertaken and reviewing against our goals and objectives. Where we are found to be lagging, measures are then implemented to bring us back on track.
- 4.2 The Boards will carry out a review of health and safety at least on an annual basis. This will consist of undertaking a review of the previous 12 months performance as per the table below;

Body	Frequency
Board	Annually: Full Compliance Report to

	include Occupational Health & Safety About specific issues where necessary by exception
Audit & Risk Committee	Three times per year as part of the Statutory Compliance Report
Operations Committee	Annually: Full Compliance Report to include Occupational Health & Safety

- 4.2 Audits, surveys and inspections will be carried out by managers and the Safety and compliance team, reports prepared and circulated to all relevant managers. Progress against actions will be measured and information provided to the board.
- 4.3 Risk Assessments are a legal requirement and all managers must ensure that an annual risk assessment review (as a minimum) is carried out in their areas of responsibility. The Risk Assessments should be recorded and kept in a Risk Assessment File in the work place.
- 4.4 Union Safety Representatives are encouraged to undertake inspections, participate in risk assessment reviews and attend local and group health and safety committees in order to provide independence and scrutiny to the management and implementation of health and safety.

5 Review Mechanism

- 5.1 There will be an automatic review of this policy every two years or sooner if required due to a legislative change.
- 5.2 Risk assessments are working documents and should be reviewed when there are significant changes to work tasks or at intervals not exceeding three years. This will involve speaking to staff and monitoring incident rates and control measures to assess whether these measures remain effective.

6 Associated Policies and Documents

- 6.1 The following policies, procedures and guidance documents are available to amplify the arrangements for health and safety in Incommunities.

Accident procedure
Bomb alerts
Computer (DSE) Use
Construction (CDM) requirements
Dermatitis
First Aid
Fleet
Hand Arm Vibration (HAVS)
Hazardous Substances (COSHH)
Infection control

Lone working
Manual handling
Noise
Personal protective equipment
Pregnant and new mothers at work
Property Compliance (Gas, Electrical, Asbestos, Legionella, Fire, Lifts)
Risk Assessments
Sharps-needle stick procedure
Smoking Policy
Violence at work
Working at height
Workplaces and work equipment
Wellbeing Strategy
Young persons risk assessments