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Havebury Homes
Health, Safety and Welfare Policy

Policy No. HSF 001

Unique Policy Reference No	***HSF 001***		
Relevant corresponding Policy *(procedures only)*	**N/A**		
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Author *(Document Owner)*	Health, Safety & Facilities Manager		
Accountable Director (*Relevant ED)*	Director of Resources and Company Secretary		
Consultation	**Consultee**	**Y / N**	**Date**
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	Leadership Team	Y	18/6/2026
	Board		3/8/2026
Equality & Diversity Impact Assessment Outcome	Reviewed May 2024		
Legal Advice (inc date)			

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Havebury Homes (referred to in this policy as "Havebury" or "we") is a not-for-profit affordable housing and social housing association. Havebury manages over 8,000 homes for Affordable Rent and Shared Ownership in towns and villages across the East of England. We are consistently adding more homes to our portfolio. Here at Havebury we work with local authorities, agencies, and other housing associations. This means we understand the need to meet local social housing requirements as well as the need to provide community services.

1.1 Policy Statement of Intent

1.1.1 We take Health and Safety very seriously, we have zero risk appetite for health and safety incidents and acknowledge our legal responsibility to ensure the health, safety and wellbeing of our employees, residents, and others not of our employment (visitors, contractors and others using our services and/or visiting our properties) who could be affected by our undertakings.

1.1.2 Therefore, as Chief Executive I will ensure that Havebury seeks to provide:

- a safe working environment with access to adequate welfare facilities
- work equipment, plant and systems of work which are without risk to health, are suitable, safe, and maintained in good working order
- arrangements for ensuring safety and absence of health risks in connection with the use, handling, storage and transport of articles and substances
- such information, instruction, training, and supervision as is necessary to ensure the health and safety at work of all employees and others on the premises
- maintenance for any place of work under Havebury's control to ensure it is in a safe condition without health risks, including means of access and egress
- safe homes and communal areas for residents
- promotion of this policy but accept that teams should develop and supply specific procedures, practices, and standards to support the policy
- sufficient resources for health and safety and to seek continuous improvement.

1.1.3 This policy is signed by me, the Chief Executive to demonstrate Leadership's commitment to health and safety and should be brought to the attention of all our staff. All of whom have a duty to ensure their own health and safety and that of those who could be affected by their acts or omissions and must act in accordance with the requirements of this policy.

Signature of Chief Executive
Andrew Smith
August 2026

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1.2 Chief Executive's Introduction

1.2.1 The Executive Team and all at Havebury care passionately about the health, safety and wellbeing of our people and anybody who may be affected by our activities, whether they are front line operatives, office staff, residents, or members of the public who we encounter whilst undertaking our work.

1.2.2 Ultimate responsibility for this policy lies with the Board of Havebury, but specific duties are delegated to others according to their experience and training. The Board and Executive Team will ensure that this policy is applied throughout Havebury. Assistant Directors and other management roles will ensure that the Health & Safety Policy is adopted by all employees, contractors, and visitors.

1.3 Your health, safety and wellbeing are important to us

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

1.3.2 We are committed to continue driving improvements in health and safety performance throughout the organisation.

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

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

1.4 Everybody has a part to play to ensure health and safety standards are achieved and maintained.

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

1.4.2 If work procedures or instructions are not being followed, managers need to know so that the corrective actions can be put in place as soon as possible.

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

1.5 Health and Safety Policy Objectives

1.5.1 Our health and safety policy contributes to business continuity by assisting managers in reducing injuries and ill health, encouraging wellbeing, protecting the

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environment, and reducing unnecessary losses and liabilities. The policy will be maintained and kept under review by the Health and Safety team.

1.5.2 The following are intended to support the development and maintenance of the health & safety culture through all other business activities throughout the organisation by:

- Ensuring that all our activities are being carried out safely and without risk to health, so far as is reasonably practicable.
- Ensuring all managers and employees are aware of and actively support the responsibilities of the organisation and accept their own personal responsibilities by reading and accepting this annual policy with understanding recorded on The Hive through The People Team.
- Ensuring all new employees are aware of our health and safety policy and the appropriate health and safety procedures by induction training and on-going health and safety training with records held centrally by the People Team.
- Ensuring all visitors, contractors and suppliers of goods and services comply with relevant health and safety requirements by carrying out regular checks and balances that align to our requirements.
- Promoting awareness of risks and health and safety matters by promoting this policy and other health and safety campaigns with records held by the Health and Safety Team.
- Having and making available detailed health and safety information, which may be required on or by legislation, approved codes of practice and British standards and on substances, materials, articles, processes, plant, and equipment employed by the organisation.
- Providing support to employees on all health and safety matters by business partnering other teams by holding quarterly catch ups to ensure support and advice is readily available.
- Monitoring the implementation of the health and safety policy.

1.6 Policy Aim

1.6.1 The overall aim of the Health and Safety Policy is to strive for continual improvement in all areas of health, safety, and wellbeing and to present as a leading organisation in the development of effective and practical health and safety management.

1.6.2 This will be achieved by ensuring that we communicate with staff and others who may be affected by the activities undertaken, in and open, accessible, and transparent manner.

2. Purpose

2.1 To document Havebury Homes statement of intent with regards to health, safety and wellbeing standards; to detail the organising arrangements via the roles and responsibilities section which documents the duties of all levels of staff which provides the framework for achieving high standards of health, safety and wellbeing across Havebury; and to provide details of the arrangements which seek to ensure the success of this policy by installing a positive health and safety culture throughout Havebury.

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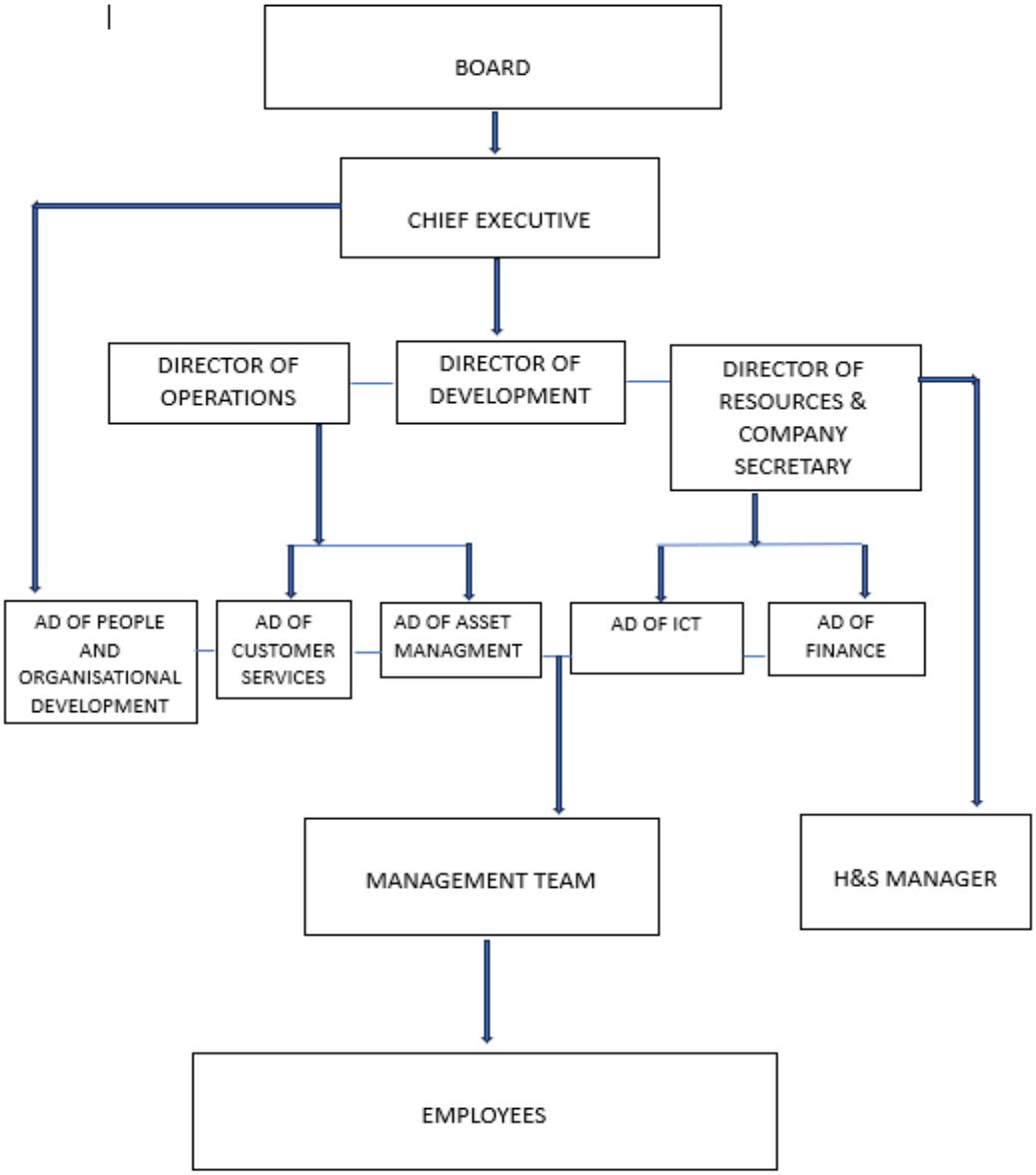
3. Scope

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

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

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

4. Responsibilities – Health and Safety Organisational Chart



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4.1 Responsibilities – The Board

4.1.1 The Board will: -

- Ensure that we have an appropriate written statement of policy on health and safety and effective arrangements for the implementation of that Policy to meet legislative and regulatory requirements in relation to buildings, residents, staff and contractors.
- Ensure that health and safety is resourced, risks managed, and legal and best practice responsibilities discharged.
- Monitor our health and safety performance at each Board meeting and at time to time when any specific issues arise.
- Scrutinise key indicators and other assurance relating to health and safety activity and compliance every quarter, recommending action where necessary.
- Review any reports on significant health and safety incidents and their implications, including those applicable to Havebury specifically and to the housing sector. Agree and follow up action and further monitoring needed including the escalation of any serious issues to the Strategic Board.

4.2 Responsibilities – Chief Executive

4.2.1 The Chief Executive will: -

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

4.3 Responsibilities – Directors

4.3.1 Directors will: -

- Assist the Chief Executive to comply with their duties both under the policy and the general duties of the Health and Safety at Work etc. Act 1974.
- Ensure that management decisions taken reflect the intentions of the Health and Safety Policy.
- Meet annually to review and set the health and safety objectives for Havebury and also develop strategies to manage health and safety risks.
- Make sure the Assistant Directors are aware of their responsibilities in relation to this policy and in accordance with legislation, approved codes of practice, guidance notes and safety systems of work.
- Consult with the Board in relation to health and safety matters that will affect

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Havebury and the people within it.

4.4 Responsibilities – Assistant Directors

4.4.1 Assistant Directors will: -

- Be fully familiar with this Health and Safety Policy and ensure adequate systems and resources are in place to support its implementation.
- Comply with legislative requirements, approved codes of practice, guidance notes and safe systems of work.
- Identify individual managers with specific health and safety duties and responsibilities.
- Identify training and development needs within their area of control and ensure adequate provisions for training are made.
- Review health and safety performance and ensure continuous improvement within their area of control.
- Include health and safety as agenda item at all regular meetings with their direct reports.
- Investigate any shortfalls in health and safety arrangements reported to them by an employee.
- Encourage everyone within Havebury to put safety first , be visible to all employees and take a keen interest in health and safety matters.

4.5 Responsibilities – Health and Safety Manager

4.5.1 The Health and Safety Manager will: -

- Act as Havebury lead and competent person for health and safety.
- Work proactively with managers to establish and maintain a system that promotes a culture of safe working practices across the business.
- Advise the Leadership Team on the implications of current and emerging health and safety legislation, which may affect us.
- Develop a strategy for implementation of the Havebury Health and Safety Policy.
- Manage the Health and Safety Management System and Team.
- Chair the Health & Safety Forum bi-annually to ensure all members of staff have the opportunity to voice health and safety concerns.
- Monitor accident statistics, health and safety performance, the effectiveness of training and the results of audits and inspections.
- Assist management to undertake investigations where a significant incident has occurred.
- Maintain an informed, up to date and relevant central resource for health and safety information.
- Establish and maintain contacts with external enforcing authorities such as the Health and Safety Executive, Environmental Health Officers, and the Environment Agency.

4.6 Responsibilities – Managers

4.6.1 Managers will: -

- Be fully familiar with this Health and Safety Policy and implement the

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arrangements at departmental level.

- Ensure the policy is communicated to all their team members.
- Ensure that all hazards have been identified, and suitable and sufficient risk assessments have been undertaken to ensure hazards are controlled.
- Ensure that any established emergency procedures are communicated to all team members, and they are aware of what to do in the event of an emergency.
- Ensure all new starters are inducted into the business and a training needs analysis is undertaken as part of that induction to identify any training gaps.
- Identify training and development needs in their teams and provide adequate information, instruction, and training to raise their team's awareness of health and safety within the workplace.
- Communicate and consult with their teams on health and safety issues and add health and safety to the agenda of any team meeting they hold.
- Investigate all accidents affecting their team in accordance with the accident investigation procedure. Should the accident or near miss be significant then ensure the investigation is undertaken along with the Health and Safety Advisor and/or the Health and Safety Manager.
- Encourage everyone within Havebury to put safety first, be visible to all employees and take a keen interest in health and safety matters.

4.7 Responsibilities – Employees

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

- Be fully familiar with and adopt the Health and Safety Policy and all specific rules, procedures and guidance notes which are designed to assist you in working safely.
- Look after your own health and safety but don't forget about the people around you such as your work colleagues, residents, our visitors, members of the public and anyone else who you are likely to encounter. Ensure you have advised us of any specific health issues that may affect your ability to carry out your day-to-day work.
- Make yourself aware of the Policy for Fire Safety (HSF 005) not only within the building you work at daily but also any other properties, buildings, and residential properties within the company portfolio.
- Check other signs around your place of work, know who your first aider is, where they can be found and what you should do if you have an accident whilst at work.
- Only use work equipment that you are competent to use. Don't bring any work equipment in from home, or if you do ensure you contact the Health and Safety Team to ensure it is assessed and classified safe to use.
- A hazard is anything with the potential to cause harm. If you see any, first of all remove that hazard (if you can) so it doesn't cause you or anyone else harm, then tell your line manager what you have done. If you can't remove it, then make sure it is safe and inform your line manager.
- If you have an accident, report it immediately to your line manager or the Health and Safety Team. A report must then be made on Assure, our health and safety reporting system.
- Follow any information or instructions you may have had on health and safety. Remember it's there to help you, not to hinder what you are doing.

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- Actively participate in any health and safety training you receive. If you are not happy with the training received inform your line manager.
- Maintain your workspace in a clean and tidy manner. This will help to reduce trip hazards and reduce the risk of fire in the workplace.

4.8 Responsibilities – Health and Safety Group

4.8.1 The Health and Safety Group will provide an open forum for the discussion of all health and safety related issues raised by our teams and by any other relevant sources.

4.8.2 All Committee members will undergo suitable training, which will include as a minimum 'Health and Safety Awareness'. This will ensure that all members have a working knowledge of the topic, commensurate with their role in the committee and within the organisation.

4.8.3 The committee will suggest solutions and initiatives for issues arising, which will be minuted.

4.9 Responsibilities – Company Appointed First Aiders

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

4.9.2 Havebury Appointed First Aiders will: -

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

4.10 Responsibilities – Alarm Incident Responder

4.10.1 An alarm incident responder will be trained to undertake duties in the event of a fire you should follow their instructions. They will be easily identifiable by the high visibility jacket they will be wearing.

4.10.2 The Alarm Incident Responder will: -

- Check their area each day for fire hazards.
- Identify and control any fire hazards such as: -
  - Wedged fire doors
  - Blocked exits
  - Fire equipment unavailable
  - Missing fire exit and fire action signage
- Stop and report any unsafe working activities undertaken by employees or contractors.
- Take part in a fire drill at least twice a year.
- Support employees who require assistance with an evacuation or have a Protect in Place/Personal Emergency Evacuation Plan (PEEP).

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- Supervise the evacuation procedure for the building,
- Manage employees at the fire assembly point.
- After an evacuation, for whatever reason, i.e. practices and false alarms, a report will be completed, and a copy sent to the Health and Safety team.

5 Information, Instruction, Training and Advice

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

5.2 Information will be communicated through: -

- Internal and external training courses, team briefings and toolbox talks, and the intranet.
- Health, Safety and Wellbeing meetings.
- The Hive/Website.
- Risk assessments and safe system of work procedures.
- The Health and Safety Team.
- Other means as necessary.

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

6 Communication / Consultation

6.1 We will ensure health and safety is discussed at: -

- Team meetings.
- The Health and Safety Forum
- Regular meetings with the Board.
- One to One meetings.

6.2 In addition, regular meetings with the Health and Safety Group, and Health and Safety Forum will allow for open consultation and communication between management and employees.

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

6.4 Assistant Directors and managers should ensure that all team members know that they must send promptly all reports concerning accidents, incidents, near misses, dangerous occurrences, ill health, violence and aggression, and emergency situations to their individual line Manager at the earliest opportunity, who will inform Health and Safety Team, and others as required. A report must be made on Assure, Havebury's health and safety reporting system.

6.5 Where specific laws require specialist communication (CDM, Asbestos, Planning, etc) a competent person shall undertake that communication. Where the enforcing authorities are concerned, the Health and Safety Manager or the responsible Assistant Director shall communicate on our behalf.

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6.6 Serious accidents/incidents and visits by the Health and Safety Executive, Environmental Agency, Environmental Health Officers, or other inspectors should be notified promptly via the most senior person present to the Health and Safety Manager and a Havebury Director.

6.7 Where reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) applies, forms should be completed and sent to the Health and Safety Executive within the specified limits by the Health and Safety Team. Support and advice are always available via the Health and Safety Manager and members of their team.

6.8 If the Health and Safety Executive and/or similar enforcing bodies are needed for any reason, they should be contacted via the Health and Safety Manager.

7. Enforcement of Laws, Rules, and the Policy

7.1 All employees are responsible for enforcement of this Policy.

7.2 Any employees who are prosecuted in their personal capacity by an enforcing authority for offences against health and safety law may also face disciplinary action.

7.3 The Health and Safety Team has authority to cease or suspend work activities immediately should they believe that there is danger to health and safety.

7.4 Contractors, sub-contractors and others working for and with Havebury are responsible for managing their own health and safety and must adhere to the requirements of this policy and their own policies.

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

8. References

Related External Documents	
Reference	**Link to reference**
The Health & Safety at Work etc. Act 1974	https://www.legislation.gov.uk/ukpga/1974/37/contents
The Management of Health & Safety at Work Regulations 1999	https://www.legislation.gov.uk/uksi/1999/3242/contents
The Construction (Design & Management) Regulations 2015	https://www.legislation.gov.uk/uksi/2015/51/contents
The Provision and Use of Work Equipment Regulations 1998 (PUWER)	https://www.legislation.gov.uk/uksi/1998/2306/made
The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)	The Lifting Operations and Lifting Equipment Regulations 1998
The Control of Substances Hazardous to Health Regulations 2002 (COSHH)	The Control of Substances Hazardous to Health Regulations 2002

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

Related Internal Documents	
GP 015	Provision and Use of Work Equipment (PUWER)
HSF 002	Display Screen Equipment (DSE)
HSF 003	Working Alone and Personal Safety Policy
HSF 004	Accident and Incident Reporting and Investigation Policy
HSF 005	Fire Safety Policy
HSF 006	Working at Height Policy
HSF 007	Management of Contractors Policy
HSF 008	Manual Handling Policy
HSF 009	First Aid Policy
HSF 010	Managing Violence and Aggression at Work
HSF 016	Control of Substances Hazardous to Health (COSHH) Policy
HS 028	Asbestos Policy
HS 032	Gas and Heating
HSF 018A	PPE Procedure
HS043	Water Hygiene Policy
Jan 2026	Water Hygiene Procedure

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Appendix A

Arrangements for People Safety

This is an overview only of health and safety arrangements in place at Havebury. In-depth individual policies and procedures can be found on the Havebury Intranet and via the links found in section 8.

A.1 Health and Safety Induction

A.1.1 It is Havebury's policy to comply with the Health and Safety at Work, etc Act 1974.

A.1.2 All new employees, whether they are full-time, part-time, work experience, work placement or volunteers will be provided with sufficient health and safety information, instruction, and training to ensure that they are aware of hazards in the workplace and know which safe working procedures to follow to reduce the risk of injury or work-related ill health, to themselves and others.

A.1.3 Managers will ensure that new employees receive a health and safety induction, which covers emergencies such as fire or injury on the first day at work and other health and safety information and training pertinent to their role within the first week of employment.

A.1.4 The Health and Safety Team is responsible for designing the health and safety induction training material and for ensuring it remains up to date and reflects current Havebury policies and legislation.

A.1.5 Health and safety induction training is recorded on Cascade and is signed off by the employee, Line Manager and the Health and Safety Team. Training records are maintained on the training matrix by the Health and Safety and People Teams.

A.2 Risk Assessment

A.2.1 It is Havebury's Policy to comply with the Management of Health and Safety at Work Regulations 1999.

A.2.2 Assistant Directors and Managers will ensure that risk assessments are undertaken as appropriate and as required by any specific law that applies to us, which will include but is not limited to: -

- Asbestos
- Manual Handling
- COSHH
- Work at Height
- Electricity
- Display Screen Equipment
- Fire
- Gas
- First Aid
- Lone working

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A.2.3 Appropriate information on risks and control measures will be presented in a comprehensible way to all employees and Contractors who are providing us with a service.

A.2.4 All risk assessments will be reviewed on a regular basis or sooner if circumstances change. Risk assessment support for Assistant Directors and Managers can be obtained from the Health and Safety Team.

A3 Contractors and Contracts for Services

A.3.1 It is Havebury's Policy to comply with the Construction (Design and Management) Regulations 2015.

A.3.2 Assistant Directors and Managers will ensure that:-

- Only contracts are used that have been assessed and approved under the Control of Contracts Procedure and that they comply with all conditions in any contract terms and conditions, the law, and this Policy.
- Risk assessments and method statements are in place for tasks which are performed by contractors or others on their behalf which must be conducted in ways which do not endanger any persons and that their acts or omissions do not contaminate the environment.
- Adequate health and safety information is provided to contractors.
- Contractors are competent to do the work for which they have been engaged.
- Contractor's activities are monitored to certify that health and safety standards are being maintained and are equivalent to those of Havebury.
- Wherever Havebury acts as the client for 'notifiable' civil works it will appoint a competent CDM Designer or similar post as the law indicates. This person will be responsible for those works in accordance with the regulations concerned and health and safety issues will be managed though the pre-constructions and post works health and safety plans/files.

A.4 Equipment

A.4.1 It is Havebury's Policy to comply with the Provision and Use of Work Equipment Regulations 1998 (PUWER) and Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).

A.4.2 Managers will ensure that:

- All new equipment conforms to European Regulations; it will be suitable for the purpose and be maintained as required by law.
- Employees will receive adequate information, instruction, training, and supervision in the use of all new equipment.
- No safety critical parts of equipment shall be tampered with.
- Defective equipment will be taken out of use immediately and quarantined to ensure it is not used until repaired or replaced.
- High pressure system (boilers and compressors) and lifting equipment, both passenger carrying and on plant, will be subject to a 'Scheme Examination' as specified by Havebury's insurers, legislative requirements, and best practice.
- Abrasive wheels are only used by trained and competent employees.
- Employees use any personal protective equipment or work equipment that is deemed necessary because of the Risk Assessment.

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A.4.3 We expect that where a third party provides new equipment a suitably qualified 'competent person' will have previously checked it.

A.4.4 Any hired tools and equipment should be hired under the Construction Plant Hire Association rules (CPA). Therefore, the items should come with a test certificate indicating the last thorough test and examination of the piece of equipment being hired. This certificate should be retained by the departmental manager for future auditing purposes

A.5 Fleet Vehicles

A.5.1 It is Havebury's Policy to comply with the Road Traffic Act 1988.

A.5.2 Managers will ensure that:

- All new starters required to drive a Havebury Fleet vehicle will complete an in person driving assessment in the relevant vehicle. Licences will be checked annually by The People Team.
- Refresher assessments will be taken if requested by line manager following incidents or accidents and if a threshold has been met relating to speeding and telematic details as defined in the Fleet Management Procedure.
- Drivers must check and record daily that their road transport is in a roadworthy condition before driving.
- Any defects found will be reported in writing on an incident form provided by Havebury. Road transport vehicles that are not road-worthy shall be taken out of commission immediately.
- The maximum speed limit (5 mph) for all vehicles entering or leaving site is complied with.
- Employees who use company owned, hired, leased, or privately owned vehicles on company business report to line management any crash or collision, driving ban, driving offence, proceedings, convictions, or medical condition that may impact on their legal entitlement to drive.

A.6 Control of Substances Hazardous to Health (COSHH)

A.6.1 It is Havebury's Policy to comply with The Control of Substances Hazardous to Health Regulations 2002 and The Hazardous Waste (England and Wales) Regulations 2005 where they apply.

A.6.2 Managers will ensure that:

- A COSHH risk assessment will be conducted by means of the Assure system for all work involving exposure to hazardous substances. The assessment will be based on manufactures and supplier's health and safety substances safety data sheets and knowledge of the work process. The assessment will be in writing and a copy held by the employees who use the substance and with the Health and Safety Team.
- COSHH assessments will be held as close to the hazardous substances as practicable. All employees who encounter hazardous substances will be adequately trained and informed of the health and safety issues relating to that type of work.
- Control of exposure to hazardous substances is the lowest level that is

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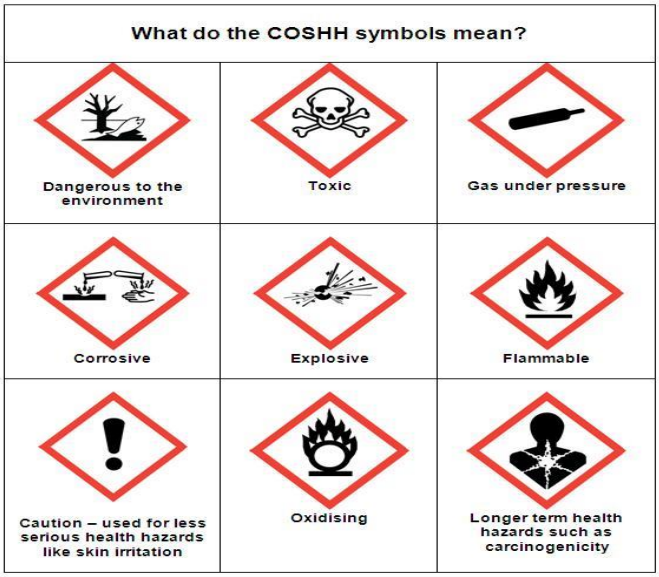
reasonably practicable to do so.

- Written safe systems of work are created where they are required and appropriate.
- Suitable precautions are put in place to protect employees/ environment against hazards that shall include but not limited to: -
  - Procuring safer products
  - Isolation of a person/environment from hazardous product
  - Instruction and training
  - Creation of safe use and disposal procedure
  - Use of PPE/RPE
  - Designing/working differently
- The COSHH procedures are monitored to ensure they are being complied with.
- Substances are disposed of in accordance with environmental legislation with recycling as the prime option.
- COSHH assessments are reviewed periodically.
- The Health and Safety team are informed of any new substances requiring assessment before use.

A.7 Identification of COSHH Substances

A.7.1 Substances are easily recognisable with a symbol indication of the risk they could potentially cause to users. COSHH symbols will include:-



A.7.2 Further Information can be gained from the Health and Safety Team.

A.8 Flammable Liquids & Explosive Atmospheres

A.8.1 It is Havebury's policy to comply with The Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR).

A.8.2 Managers will ensure that:

- Flammable liquids must only be stored in an approved metal or plastic container. This must be kept secure in stores or vehicles when not in use.

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- No smoking is permitted within 20m of fuel or flammable liquid.
- The storage of flammable liquids must be secure, adequately ventilated, and clearly signed. All storage areas are subject to an annual risk assessment review.
- Controls are in place to reduce the effects of any incident involving dangerous substances.
- Plans are prepared and procedures to deal with accidents incidents and emergencies involving dangerous substances.
- Employees are properly informed about and trained to control or deal with the risks from the dangerous substances.
- Employees wear all necessary personal protective equipment (PPE) as defined in the risk assessment and safe system of work before commencing any works.

A.9 Biological Hazards

A.9.1 It is Havebury's policy to comply with The Control of Substances Hazardous to Health Regulations 2002 (COSHH) and The Health and Safety at Work, etc Act 1974.

A.9.2 Biological Hazards, also known as biohazards, refer to biological substances that pose a threat to the health of living organisms, primarily that of humans. This can include human and medical waste or samples of a microorganism, virus or toxin that can affect human health.

A.9.3 There are several naturally occurring biohazards, which can cause serious problems to health should they be inhaled, ingested, or ingested. Examples include plant saps (hogweed, staghorn sumac), fungal spores, blue green algae, animal faeces, leptospirosis (Weil's disease), legionella.

A.9.4 There are several other biohazards, which can cause serious problems to health should they be, ingested or enter the body directly via skin abrasion, cut or hypodermic needle. Examples include HIV, hepatitis B, hepatitis C.

A.9.5 Managers will ensure that:

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

A.9.6 Employees MUST NOT proceed unless they feel it is safe to do so – if employees are unsure, they must contact their line manager or the Health and Safety Team for guidance.

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A.9.7 Remember that tipped items may be stolen, if the items look to be of value, inform your line manager who should contact the police for assistance. **IF IN DOUBT** do not proceed.

A.10 Physical Agents (noise, vibration)

A.10.1 It is Havebury's policy to comply with the Control of Noise at Work Regulations 2005 and The Control of Vibration at Work Regulations 2005 by not exposing employees to levels that exceed legal limits.

A.10.2 Managers will ensure that:

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

A.11 Personal Protective Equipment

A.11.1 It is Havebury's policy to comply with The Personal Protective Equipment (PPE) at Work Regulations 1992 and the Personal Protective Equipment at Work (Amendment) Regulations 2022.

A.11.2 Where there is an exposure to a hazard, which cannot reasonably be prevented or controlled by any other means, the Manager will provide employees and visitors, where appropriate, with suitable personal protective equipment (PPE) and if required give training in its use/ maintenance.

A.11.3 Managers will ensure that:

- Personal protective equipment (PPE) and respiratory protective equipment (RPE) provided is suitable for the tasks being undertaken, considering such factors as compatibility with the other equipment, legal requirements and the individuals concerned.
- Employees and visitors must wear/use and take care of any PPE /RPE they are provided with.
- Employees issued PPE/RPE inspect their own equipment, and management will monitor that records are being kept.
- Face fit testing will be undertaken for RPE.

A.11.4 Employees will ensure that:

- PPE/RPE is used as trained.

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- They take care of any PPE/RPE issued.
- All damage to PPE/RPE is reported.
- When necessary, they request replacement PPE/RPE

A.12 Display Screen Equipment (DSE)

A.12.1 It is Havebury's policy to comply with Health and Safety (Display Screen Equipment) Regulations 1992, 1992 as amended by the health and safety (miscellaneous amendments) regulations 2002

A.12.2 Managers will ensure that:

- All DSE users complete workstations assessment on a regular basis when advised they are due by the Health & Safety team, or if their DSE workstation changes.
- Completed workstations assessments are to be passed to the Health and Safety team who will recommend any additional control measures that may be required. If significant changes are required, then occupational health provider will be contacted to undertake a specific ergonomic assessment and issue a management report with recommendations.

A.12.3 Employees classed as DSE users within the scope of the Health and Safety (Display Screen Equipment) regulations are entitled to an annual eye test which can be claimed back through the Simply Health benefit or can be reimbursed by the Health and Safety Team for anyone who has opted out of Simply Health.

A.13 New or Expectant Mothers

A.13.1 It is Havebury's policy to comply with Health and Safety at Work, etc Act 1974 (HSWA).

A.13.2 When an employee notifies Havebury (in writing) that they are an expectant mother, a risk assessment of work activities will be undertaken.

A.13.3 Managers will ensure that:

- A Risk assessment is undertaken to identify and control additional hazards and risks likely to be experienced by a pregnant employee and to enable suitable and sufficient risk control measures for the health and safety of the employee and their unborn child.
- A further assessment is completed upon return to work.

A.14 Violence to Employees or Others

A.14.1 It is Havebury's policy to comply with Health and Safety at Work, etc Act 1974 (HSWA).

A.14.2 Havebury is committed to reduce the risk of violence to employees in the course of their work.

A.14.3 Managers will ensure that:

- A Risk assessment is undertaken to identify and control the risk of violence as

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far as is reasonably practicable.
- Appropriate training will be provided to employees where the need has been identified.
- Following an assault on an employee they are referred to Occupational Health / counselling via the People Team to ensure that they undergo a debrief and physical assessment, which includes the documentation of any injuries and access to appropriate post-incident support.

A.14.4 Employees will ensure that: -

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

A.14.5 All instances of violence, verbal abuse or threatening behaviour will be recorded on an accident/incident form, investigated by the employee's line manager, and passed to the Health and Safety team for recording and trend analysis.

A.15 First Aid

A.15.1 It is Havebury's policy to comply with The Health and Safety (First Aid) Regulations 1981.

A.15.2 First aid arrangements are in place in all our workplaces. There is a nominated first aider/s at each office and staff member for each office is trained to at least basic level.

A.15.3 First aid kits are provided in all offices and fleet vehicles. Support housing Advisors are emergency first aid trained and carry a first aid kit with them. First aiders are responsible for re-stocking first aid kits.

A.15.4 Detailed responsibilities and arrangements can be found in the HSF009 First Aid Policy.

A.16 Reporting and Investigation

A.16.1 It is Havebury's policy to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

A.16.2 Managers will ensure that: -

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

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for Health & Safety.

A.16.3 Employees will ensure that: -

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

A.16.4 The details contained within the accident report are confidential and will be held securely by the Health and Safety Team.

A.17 Occupational Health and Surveillance

A.17.1 It is Havebury's policy to comply with the Health and Safety at Work, etc Act 1974 and the Management of Health and Safety at Work Regulations 1999.

A.17.2 It is our intention to adopt and maintain a proactive model of health care, with emphasis on the prevention of ill health above individual problem solving. The objective is to ensure that risks to employee's health from work activities are properly controlled.

A.17.3 To do this, and in accordance with the Health and Safety Executive vision for an occupational health strategy for Great Britain, Managers will ensure that:

- Employees have access to sound advice on occupational health that is appropriate to the needs identified.
- Where it is legally required (i.e. noise, vibration) or where the risk assessment indicates the need, employee health surveillance is undertaken, inclusive of pre-employment and ongoing screening.
- In case of long-term absence where a prognosis for a return to work is unclear or cannot be established or in cases where consent to obtain a medical report is not given, employees will be referred for occupational health advice. The People Team will complete an occupational health referral and provide any supporting information.
- Employees are notified in due time of occupational health surveillance or health referral appointments and that the employee attends.
- All actions or reasonable adjustments recommended within the occupational health reports are complied with and systems/ processes are put in place for assisting employees to return to (and remain in) work following injury or ill health events.
- Copies of the occupational health reports are sent to the employee and the People Team.

A.18 Employee Welfare

A.18.1 It is Havebury's policy to comply with the Health and Safety at Work, etc Act 1974.

A.18.2 We recognise that employee welfare and health promotion is also an essential part of the People Strategy and so aim to develop and implement methods of promoting important health messages, i.e. addressing issues related to lifestyle or other health risks.

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A.18.3 If foreseeable that any employee who is directly, or indirectly, involved in an unpleasant work-related event may be left shocked, upset, stressed, or traumatised, management will ensure professional support will be available from immediate colleagues and line managers.

A.18.4 Managers will ensure that:

- Welfare provisions are provided and made available to all employees including office based or mobile workers.
- The suitability of welfare and hygiene provisions are checked on a regular basis to ensure welfare is adequate and maintained.
- All workplaces, including controlled contractors, will have suitable welfare facilities and these will be maintained as appropriate.
- Occupational health and lifestyle campaigns are used to promote the wellbeing of employees.
- There is good communication between management and employees, particularly where there are group and procedural changes.
- Employees are fully trained to discharge their duties and provided with meaningful development opportunities.
- Workloads, working hours and overtime are monitored to ensure that employees are not overworking.
- Holiday requests are monitored to ensure that employees are taking their full entitlement.
- Bullying and harassment is not tolerated.
- They are vigilant and offer additional support to employees who are experiencing stress outside work, for example bereavement or separation.
- Where necessary they obtain competent support via the People Team or the Health and Safety Team.

A.18.5 Employees will ensure that:

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

A.19 Employees Working Away from the Office and Lone Working

A.19.1 It is Havebury's policy to comply with the Health and Safety at Work, Act 1974.

A.19.2 Employees may work alone either at our offices or when out and about providing services in the community. Employees who are at risk of personal injury due to lone working, receive training to help them recognise situations where they may be at risk, and to help them diffuse and/or escape from such situations. Assistive technology is provided to appropriate groups of staff to enable them to call for help.

A.19.3 Detailed responsibilities and arrangements can be found in the HSF003 Working Alone and Personal Safety.

A.20 Working at Height

A.20.1 It is Havebury's policy to comply with The Work at Height Regulations 2005.

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A.20.2 Wherever possible the 'risk of falling' should be eliminated and where this is not possible it should be reduced by using a risk assessment to identify and control the most suitable and safest means of working at height that considers the working conditions, distance and consequences of a fall, duration and frequency of use and training requirements.

A.20.3 Detailed responsibilities and arrangements can be found in the HSF006 Working at Height Policy.

A.21 Working from Home

A.21.1 It is Havebury's policy to comply with Health and Safety at Work etc Act 1974 (HSWA).

A.21.2 Employees may work from home if their contract of employment and job description allows. A minimum of 2 days per calendar month attendance in the office is usually required.

A.21.3 We will consider requests for equipment at home once a DSE self-assessment has been completed and the employee referred to Occupational Health. This will be considered on a case-by-case basis.

A.21.4 We further recognises that working from home and separation from colleagues can have a damaging effect on employees physical and mental health and wellbeing. We will therefore make arrangements to monitor staff wellbeing in these circumstances in the interests of inclusiveness, the provision of information, and maintaining morale to the greatest extent practicable.

A.22 Manual Handling

A.22.1 It is Havebury's policy to comply with the Health and Safety at Work etc Act 1974 (HSWA) Manual Handling Operations Regulations 1992 (MHOR) (as amended 2002) The Management of Health and Safety at Work Regulations 1999.

A.22.2 Manual handling involves any activity that requires the use of force exerted by a person to lift, lower, push, pull, carry, or otherwise move or hold an object.

A.22.3 Manual handling risk assessments are carried out in relation to job roles that involve regular handling of large, heavy, or difficult loads. Whenever possible tasks are redesigned to avoid or reduce the need for manual handling. Where risk assessments identify a need for additional manual handling training this will be arranged using a suitable external provider. Manual handling equipment will be provided where the risk assessment identifies this as a way of reducing the risks of injury.

A.22.4 Detailed responsibilities and arrangements can be found in the HSF008 Manual Handling Policy.

A.23 Health and Safety Training

A.23.1 It is Havebury's policy to comply with the Health and Safety at Work, etc Act 1974.

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A.23.2 We recognise that training is an important element to achieving competence, not least in the area of health and safety, and suitable and adequate training contributes towards the overall safety culture of Havebury and is therefore required at all levels.

A.23.3 In providing health and safety training we seek to achieve the following objectives:

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

A.23.4 We consider that these objectives provide the overall aim of achieving and maintaining the highest possible standards of health and safety, thus ensuring the health and wellbeing of employees, contractors, visitors, residents, and members of the public.

A.23.5 All health and safety training principles are reflected in the following systematic approach:

- The identification of health and training needs
- Delivery of health and safety training
- Health and safety training records
- Monitoring
- Refresher training

A.23.6 **The identification of health and safety training needs**

A.23.7 All health and safety training requirements are identified and tailored to meet the specific needs and requirements of the business area after consultation between manager of the business area, the People Team and the Health and Safety Team, and where necessary the employees.

A.23.8 Specific attention will be given to: -

- Basic health and safety "duty of care"
- Fire Safety
- First Aid
- Accident and near miss reporting
- Housekeeping
- Manual Handling
- COSHH
- Working at Height
- Safe use of equipment (PUWER)
- Display screen equipment (DSE)
- Personal protective equipment (PPE)

A.23.9 **Delivery of health and safety training**

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A.23.10 General health and safety training will be delivered either by the in-house Health and Safety Team or by external consultants/providers based on business and operational needs.

A.23.11 A blended learning approach to health and safety training will be applied: face to face, e-learning, PowerPoint presentations, films etc, will be used to ensure that training is informative and interesting. Where necessary additional learning tools will be provided for employees with learning difficulties.

A.23.12 **Health and Safety Training Records**

A.23.13 Competency Certificates will be issued to employees on successful completion of health and safety training courses which are currently held on the Learning Academy

A.23.14 **Monitoring**

A.23.15 Standards of work performed, and methods employed will be constantly monitored through management inspections, audits, and course evaluation forms. Appraisals are also utilised as a forum for identifying future health and safety training and retraining needs of employees.

A.23.16 **Refresher Training**

A.23.17 Employees will receive regular refresher training to ensure that they are kept up to date with any changes in legislation and best practice as well as updating their skills.

A.23.18 In some cases, the required frequency for refresher training is determined by legislation, the certification expiry date and in other cases the standard has been set by the business area.

A.23.19 Managers will ensure that: -

- All new employees receive adequate health and safety induction training.
- Procedures are in place to identify individual employee health and safety training needs, which links to the competence requirements for each role identified on the training matrix maintained by The People Team and The Health and Safety team.
- Employees receive regular refresher training.
- If a 'Young Person' (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 work placement, an individual risk assessment must be completed to determine whether the placement is suitable and the level of instruction, supervision and training required.

A.24 Diversity and Reasonable Adjustments

A.24.1 It is Havebury's policy to comply with the Equality Act 2010.

A.24.2 We recognise the diversity of its workplace and the environment in which it operates.

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A.24.3 Assistant Directors and Managers shall ensure that:

- Appropriate systems are in place to account for such diversity.
- Employees that require reasonable adjustments to be undertaken to allow them to carry out their work shall be adequately informed, managed and supported.
- Diversity is addressed within the risk assessment process.

A.25 Drugs and Alcohol

A.25.1 It is Havebury's policy to comply with the Misuse of Drugs Act 1971 and The Road Traffic Act 1988.

A.25.2 It is Havebury's policy that the possession or consumption of alcohol or non-prescription drugs is strictly forbidden whilst at work, whether or not driving vehicles forms a part of their duties or daily routine.

A.25.3 Managers will ensure that:

- They are aware of the effects of drug, alcohol and substance misuse and be alert to and monitor changes in the work performance and attendance, sickness, and accident patterns of their direct reports.
- They take appropriate and early intervention where potential alcohol or drug misuse has been identified.
- An employee who is suspected to be under the influence of alcohol or non-prescription drugs will not be allowed to start/continue work.
- They seek appropriate advice from the People Team.

A.25.4 Employees are required to attend work in a manner in which they can perform their roles, and without causing danger to themselves or others.

A.25.5 Employees will ensure that:

- They urge colleagues to seek help if they have a drug, alcohol, or other substance misuse related problem.
- Help is requested from their Line Manager, the People Team, or an outside agency, if they are worried about their own illness related to alcohol or drugs to ensure, where possible, support and help with treatment can be offered.
- They disclose to their Line Manager before they start work about any prescribed medication which could have side effects, which may affect their ability to work safely.
- No alcohol or non-prescribed drugs are to be consumed, or any other substance abused in the workplace.

A.25.6 All matters concerning alcohol and drugs shall be treated as confidential, which also includes bringing to the attention of management concerns with colleagues over drug and alcohol misuse in the workplace.

A.26 Communication Equipment

A.26.1 It is Havebury's policy to comply with the Road Traffic Act 1988 and Health and Safety at Work etc Act 1974.

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A.26.2 In the UK it is an offence for a driver to use any hand-held device for conducting a phone call, sending, or receiving text messages or other images or for interactively accessing other data whilst in their vehicle with the engine on.

A.26.3 We recognise our responsibility as an employer to ensure the safety of our employees and, therefore, have adopted the following rules regarding mobile phones when employees are driving workplace transport or their own vehicle on company business.

- It is illegal to use handheld mobile phones and other devices whilst driving a vehicle. This is for the safety of all road users/pedestrians and to ensure employees are not distracted whilst driving.
- Employees should avoid using the phone on hands free wherever possible as even using hands free equipment is likely to distract attention from the road. In a genuine emergency when it is unsafe or impractical to stop drivers should dial 999 or 112 for assistance.
- Employees should park (with the engine turned off) safely and legally before making or taking a telephone call by hand. Where communication is anticipated, the driver and their manager or other colleagues will agree in advance the frequency with which telephone calls/checking emails etc is to be undertaken on the basis described in this sub-paragraph.

A.27 Snow Clearing and Gritting

A.27.1 It is Havebury's policy to comply with the Workplace (Health, Safety and Welfare) Regulations 1992.

A.27.2 We do not generally undertake the clearing of snow or spread grit on general needs properties. The following only applies to independent living schemes and supported schemes.

A.27.3 Requirements for snow clearing and gritting are determined and reviewed by the Supported Housing Team. Where it is considered appropriate, the Grounds Maintenance team will carry out gritting whenever the local temperature is forecast to fall below 0 degrees Celsius.

A.27.4 The Grounds Maintenance team or a staff member from the Hub will carry out gritting to the Havebury offices on the above basis.

A.28 Slips, Trips and Falls

A.28.1 It is Havebury's policy to comply with the Health and Safety at Work etc Act 1974.

A.28.2 In our offices, the communal areas of independent living schemes, supported and general needs housing, and other premises where we have a maintenance responsibility, regular checks and inspections are carried out to identify, among other things, slip, trip and fall hazards. Where they are identified, repairs are carried out as soon as possible, and in the interim temporary measures are put in place, such as cordoning off an area or erecting warning notices.

A.28.3 In between formal checks and inspections, employees are required to report slip, trip, or fall hazards to their manager so that remedial action can be taken. These must also be reported on Assure, our incident reporting system.

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A.29 Young Persons Employment

A.29.1 Young persons are identified at two levels:

- Those who are under the age of 18 years.
- Those who are below the minimum school leaving age (MSLA), approximately 16 years (varies between 15 years 9 months and 16 years 7 months).

A.29.2 We recognise that special consideration must be given to young persons, due to lack of experience, absence of awareness of potential risks associated with work and possible the lack of physical and mental maturity. To enable identification of these special considerations, and in compliance with the Management of Health and Safety at Work Regulations 1999, risk assessments will be carried out to identify areas of possible risks to young persons.

A.29.3 In the case of young persons under the minimum school leaving age, possibly on work experience, copies of risk assessments must be supplied to the parents or guardians of the young person and Havebury should attempt to discuss the assessment findings with them, either directly or through the young person's school.

A.29.4 Whilst we recognise that all people are different, some jobs lend themselves to a generic risk assessment of the work activities suitable for young persons. All people are different and young person's individual development will vary, therefore an individual risk assessment based on the general assessment, will be carried out for each person under the age of 18 years.

A.29.5 Some areas for consideration in risk assessments:

- Manual handling, where individual capabilities may vary greatly; the body is still developing in young people.
- Young persons should not be left in a 'lone worker' situation.

A.29.6 All issues involving young persons, particularly accidents or health issues must be reported to the relevant Line Manager. These must also be reported on Assure, our incident reporting system.

A.30 Infectious Diseases

A.30.1 It is Havebury's policy to comply with the Health and Safety at Work etc Act 1974.

A.30.2 We will respond to cases of infectious diseases, epidemics, and pandemics in line with HSE Government guidance and advice from the world Health Organisation (WHO).

A.30.3 We will initiate business continuity plans as and when required and follow all policies produced for specific infectious diseases, epidemics and pandemics.

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Appendix B

Arrangements for Building Safety

B.1 Electrical Safety

B.1.1 It is Havebury's policy to comply with the Electricity at Work Regulations 1989 and Building Regulations 2010.

B.1.2 Electrical installations in Havebury properties are inspected and tested at five-year intervals.

B.1.3 The Health and Safety Team regularly carry out checks and inspections which include basic checks to ensure that electrical equipment, cables, switches, and sockets are free from obvious damage, and that sockets are not overloaded.

B.1.4 Managers will ensure that:

- All electrical equipment supplies, portable or otherwise, within their area of control is maintained in a managed and safe condition.
- All electrical equipment supplies are regularly inspected by a competent engineer in line with the statuary requirements and these checks are recorded.
- Adequate safe systems of work procedures are maintained.
- Defective equipment will be taken out of use immediately and quarantined to ensure it is not used until repaired or replaced.
- External operated electrical equipment shall be 110 volts or less (double insulated) and supplied through a residual current device (RCD).
- All electrical equipment shall be PAT tested before it is used at work and will be PAT tested on an ongoing basis based on industry guidance.

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- Only appointed and competent employees will maintain or work with electrical systems after following the required isolation procedures.
- All employees, contractors, and others as appropriate will inspect their equipment before use and report any fault to their line manager.

B.1.5 Detailed responsibilities and arrangements can be found in the HS024 Periodic Electrical Inspections Policy.

B.2 Gas Safety

B.2.1 It is Havebury's policy to comply with Building Regulations 2010 and the Gas Safety (Installation and Use) Regulations 1998.

B.2.2 Gas safety procedures are in place to ensure a safe and healthy environment is provided for all employees, service users and residents of our properties. Even where management of a property is contracted out to another organisation, Havebury retains the responsibility for gas servicing and maintenance.

B.2.3 The Gas Safety Policy and procedures provide a framework for all departments and services that have duties to ensure specific management systems relating to gas safety.

B.2.4 All gas systems and equipment will be properly specified, designed by competent gas engineers, and installed by Gas Safe registered organisations.

B.2.5 New equipment will be manufactured to an appropriate standard where is set, e.g. British Standards (BS) and European Norms (BS EN) and marked as conforming to EU General standards (CE marked).

B.2.6 All gas appliances will be serviced and inspected for safety within 12 months of the previous safety check by a Gas Safe registered installer and the tenant provided with a Landlords Gas Safety Record (LGSR)/ Certificate.

B.2.7 Detailed responsibilities and arrangements can be found in the HS032 Gas Safety Policy

B.3 Fire Safety, Precautions and Emergency Arrangements

B.3.1 It is Havebury's policy to comply with the Housing Act 2004, Fire Safety Act 2021, Fire Safety England Regulations 2022 and the Regulatory Reform (Fire Safety) Order 2005.

B.3.2 Fire risk assessments are carried out in our offices, general needs communal areas, independent living schemes and supported housing to ensure adequate fire prevention measures are in place. Stock is reconciled every two months to ensure all buildings that require a fire risk assessment has one in place.

B.3.3 Regular fire drills help keep staff aware of what they should do in the event of fire and are carried out six monthly at Havebury House. Regular testing and servicing are in place for fire detection and warning equipment, emergency lighting and fire-fighting equipment.

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B.3.4 In independent living schemes and supported housing, staff identify residents who require a personal emergency evacuation plan (PEEP) and ensure they understand it. In agency managed supported housing, information on the findings of the fire risk assessment is made available to the agency so that they can determine the necessary evacuation arrangements for the residents they support.

B.3.5 Detailed responsibilities and arrangements can be found in the HSF005 Fire Safety Policy.

B.4 Control of Asbestos

B.4.1 It is Havebury's policy to comply with the Control of Asbestos Regulations 2012.

B.4.2 Our housing stock and buildings we rent, may contain asbestos containing materials (ACMs), and some Havebury employees carry out work in buildings which may contain asbestos.

B.4.3 We arrange asbestos management surveys of all non-domestic buildings, including the common parts of blocks of flats, constructed before 2000. According to the findings of the survey, wherever possible we will manage ACMs by leaving them in situ, informing staff and contractors of their locations and monitoring their condition. Where the only safe option is removal, we arrange for ACMs to be removed by a licensed contractor. Information on ACMs remaining in situ is made available to contractors and employees, and the condition of ACM's is monitored.

B.4.4 Assessments of domestic premises are carried out prior to invasive work to identify where sampling and analysis will be needed to identify the presence of ACMs. the results are provided to contractors who will be working on the property. Some minor works to asbestos can be undertaken by competent and suitably trained staff – please see asbestos management plan., Sampling and analysis of suspect materials is arranged, and where this indicates that the work would disturb ACM's a suitable contractor will be engaged to carry out the work.

B.4.5 Detailed responsibilities and arrangements can be found in the HS028 Asbestos Management Policy.

B.5 Water Safety

B.5.1 It is Havebury's policy to comply with the Control of Substances Hazardous to Health Regulations 2002. (COSHH) and our own Water Hygiene Policy (HSF043) and Procedure.

B.5.2 Our properties include buildings where water storage and distribution present a water safety risk. Risk assessments are carried out on the water systems in these buildings by suitable external contractor, and control measures recommended in the risk assessment are implemented.

B.5.3 A separate Water Hygiene Policy sets out in detail the responsibilities and arrangements for managing legionella risks.

B.5.4 **Legionella Management**

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B.5.5 It is a legal requirement to consider the risks from legionella that may affect employees or members of the public and take suitable precautions. It is our responsibility to establish:-

- The identification, assessment, and source of risk.
- The preparation of a scheme (or course of action) for preventing or controlling the risk.
- The implementation and management of the scheme – appointing a person to be managerially responsible, sometimes referred to as the 'responsible person'.
- The maintenance of records and checks that what has been done is effective.

B.5.6 Detailed responsibilities and arrangements can be found in the HS043 Legionella Risk Management.

B.6 Lift Safety

B.6.1 It is Havebury's policy to comply with Lifting Operation and Lifting equipment Regulations 1998 (LOLER) and Provision and use of Work Equipment Regulations 1998 (PUWER).

B.6.2 The Lift Safety Policy and Lift Safety Procedure are in place to ensure we maintain a safe environment for all employees, residents, contractors and service users of our properties.

B.6.3 Passenger lists will be inspected for safety every six months where they are used to carry people, or every 12 months if the lift is only carrying loads. In addition, all lifting equipment will be subject to routine servicing and maintenance.

B.6.4 All lifting equipment will be properly specified, designed and maintained by suitably competent lift contractors and registered with the Lift and Escalator Industry Association (or equivalent).

B.6.5 Entrapment processes are in place. If any persons become trapped we will ensure our contractor attends within two hours.

B.7 Office Safety

B.7.1 It is Havebury's policy to comply with the Health and Safety at Work Act 1974 and workplace (Health, Safety and Welfare) Regulations 1992.

B.7.2 Our offices meet the requirements of the workplace (Health, Safety and Welfare) Regulations 1992 and are inspected on a monthly basis to ensure that a suitable work environment is maintained. Contracts for servicing, inspections, and maintenance of equipment such as fire alarms and firefighting equipment are arranged by our Mechanical & Electrical Surveyor.

B.7.3 The office environment is generally safer than for example workshops or site locations. Arrangements for the health and safety hazards typically found in offices are covered in other sections of this policy, i.e. Fire Safety, Manual Handling, Electrical Safety, and Display Screen Equipment.

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B.7.4 Office staff have a responsibility to ensure that their workplace remains tidy and free from apparently insignificant hazards, which can easily become the source of very serious accidents.

Appendix C

Arrangements for this Policy

C.1 Updating this Policy

C.1.1 This policy will be regularly monitored to ensure that the objectives stated here are achieved. It will be reviewed and, if necessary, revised in the light of legislation or organisational changes. This policy supersedes any previous policy.

C.1.2 The policy review date is one (1) year from the change history date below.

C.2 Change History

Version no	Date	Change made by	Brief details of change
6	August 2026	Nicki Franklin	RAIN changed to Assure, Lone Worker policy name changed to Working Alone and Personal Safety Policy, Eco-Online removed, permit to work section removed, SSOW section removed, H&S Forum added, Housing stock increased. Wording changes to Asbestos removal, water hygiene policy added, LGSR added. Lift safety details added.

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