



HEALTH AND SAFETY POLICY
STATEMENT AND ARRANGEMENTS
2026

1. INTRODUCTION

The Health and Safety at Work etc. Act 1974 places a duty on Hastoe to ensure the health, safety and welfare of all employees and other persons affected by the Group's undertaking.

This document is a summary version of the Group's overall health and safety management system which defines and establishes the health and safety arrangements within the Group. This policy and associated arrangements are produced in accordance with the requirements of the Health and Safety at Work etc. Act 1974 and all current health and safety legislation. The signatures on the statement of intent and general policy statement confirms that these arrangements have been reviewed by the CEO and subsequently authorised for use.

More specific health and safety procedural information can be found within the Health and Safety arrangements manual using the linkto the document and by using topic specific links in the relevant Employee Safety and Residential Safety sections of this document.

The Groups Health and Safety Policy includes:

- The Group's Written Statement of Intent to ensure the health, safety and welfare of all our employees, residents, contractor, visitors and other persons who might reasonably be affected by the Group's activities.
- The organisational arrangements within the Group to ensure that health and safety standards are met.
- Arrangements for communicating health and safety to employees.
- The documented arrangements in place to ensure that health and safety standards are met within any premises under our control this includes our safe working procedures and our system for record keeping and monitoring.

Health and safety within the Group will be monitored and an annual health and safety review/report of the system will be carried out by the Housing Director to ensure that all necessary steps are being taken to ensure a safe and healthy working environment for all our employees and other persons not within our employment, but who may be affected by our undertakings.

1.1 UPDATES AND AMENDMENTS TO THE POLICY

The policy and supporting procedures may require amendments or updates under the following circumstances:

1. Changes in health and safety legislation.
2. Changes in statutory requirements.
3. Substantial changes to our Group's activities.
4. The introduction of new equipment.
5. Changes in nominated responsible persons.
6. Changes in the responsibilities of nominated persons.
7. Changes in management policies or procedures.

The document will be kept under review to ensure that:

- It is a true and fair reflection of our Group's health and safety arrangements.
- Any additional operational procedures and safe systems of work required to support the arrangements, are in place and may be found on the Hastoe intranet system under Health and Safety and by following the relevant links within this document.
- These arrangements are reviewed periodically and, when there is a significant change to our Group's activities.

This document will be made available to all relevant persons within the Group and any interested third parties.

The Executive Team will review/update the Policy, as and when required.

2. HEALTH AND SAFETY STATEMENT OF INTENT AND GENERAL STATEMENT OF POLICY

STATEMENT OF INTENT

Hastoe's Group Health and Safety Policy is designed to promote and maintain high standards of health and safety within the Group which will protect the health, safety and welfare of all of our employees and other persons who may be affected by the Group's undertaking. Such persons will include residents, contractors, members of the public and visitors.

The Group will provide information, instruction, training and supervision to employees in relation to the nature of their work.

The health and safety culture we aim to promote throughout the Group relies on all involved to implement this policy according to their own duties.

Hastoe reminds all employees that they have a responsibility for their own health and safety and the safety of any other persons who may be affected by their activities under the Health and Safety at Work etc. Act 1974.

Employees should inform their Line Manager of any health and safety issue with which they are concerned and implement the arrangements set out within the Group's Health and Safety Policy. Any wilful disregard for health, safety and welfare within the workplace may lead to disciplinary action.

The Board, the Chief Executive and the Housing Director for Hastoe will undertake regular reviews of our Health and Safety Policy and the way in which it has been implemented within the Group to ensure that high standards of health and safety are constantly maintained and improved upon as required.

Lindy Morgan..... Date:
Chair

Liz CookDate:
Interim Chief Executive

GENERAL STATEMENT OF POLICY

Hastoe Housing recognises that the control of all health and safety matters arising from the Groups work activities is an essential feature of an efficient operation. It is the intention of Hastoe to provide a safe and healthy working environment as far as is reasonably practicable for all employees by:

- Providing a safe place of work including safe access and egress.
- Providing and maintaining safe plant and equipment.
- Providing safe systems of work.
- Providing adequate and sufficient information, instruction, training and supervision.
- Providing for the safe use, handling, storage and transport of all articles and substances.

We also intend to enlist the support of all employees towards achieving the safest and healthiest possible working environment; and to encourage discussions and consultations on health and safety issues.

We intend to continually improve and implement practical safety measures to provide the safest working environment we can.

Co-operation, consultation and support will be sought from residents, contractors and other persons who might reasonably be expected to be included within such health and safety discussions. Regular health and safety committee meetings will be held within the Group chaired by the Housing Director and attended by Senior Managers, and the staff representative.

We also accept responsibility as far as is reasonable or legally required for the health and safety of all other persons who may be affected by our activities, this will include residents, members of the public, contractors, temporary/agency workers etc. Hastoe also accepts responsibility as far as is reasonable or legally required for any effects our business activities may have on the environment.

The allocation of duties for safety issues and the arrangements to deal with such issues are detailed within the responsibilities section of the Group's Health and Safety Policy.

The Health and Safety Policy will be kept up to date in particular with regards to any changes to the Group's activities including any change in the nature or size of the business. The policy will be reviewed on an annual basis.

Lindy Morgan Date:
Chair

Liz Cook..... Date:
Interim Chief Executive

3. ORGANISATIONAL HEALTH AND SAFETY RESPONSIBILITIES

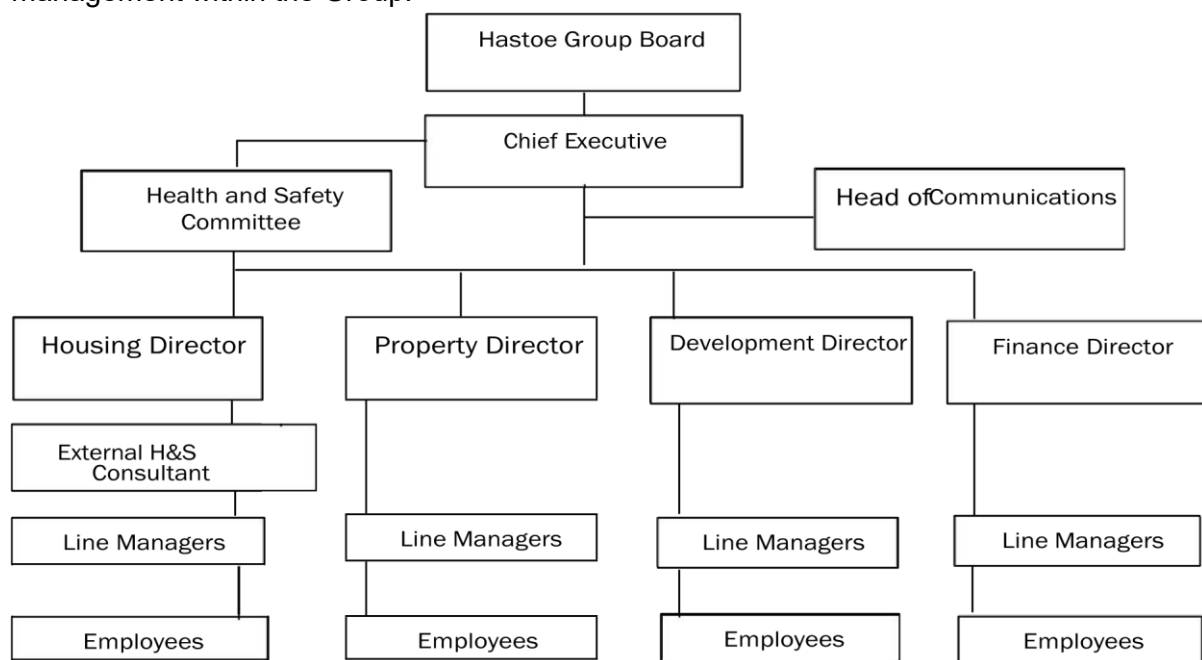
3.1. COMPETENT PERSONS

All employers are required under Regulation 7 of the Management of Health and Safety at Work Regulations 1999 to appoint a competent health and safety advisor.

The Group have appointed external, specialist consultants to provide competent advice to the business.

3.2. ORGANISATIONAL CHART

The chart below shows the Groups reporting structure in relation to health and safety management within the Group:



3.3. HEALTH AND SAFETY RESPONSIBILITIES

3.3.1. THE BOARD

The Board have overall responsibility for the health, safety and welfare of all employees, residents, contractors and other persons who may be affected by the Group's activities. The Board will be responsible for ensuring that:

- The Group has an appropriate written statement of policy on health and safety and effective arrangements for the implementation of that policy.
- Health and safety is resourced, and managed in accordance with the Group's legal requirements and moral obligations.
- The Group's health and safety performance is monitored by the board on an annual basis and from time to time when any specific issues arise.

- A positive safety culture is encouraged and promoted across the group.

3.3.2. THE CHIEF EXECUTIVE

The board has delegated responsibility for implementing and monitoring the health, safety and welfare arrangements within Hastoe to the Chief Executive.

The CEO 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 the Group and that health and safety performance reports will be under scrutiny and discussed at Board meetings.
- Ensure adequate resources are available to ensure the Group's health and safety policy can be carried out. These resources will include people, finances, materials and equipment.
- Promote a positive safety culture through leadership.
- Nominate a Director who will ensure that Health and Safety responsibilities are properly assigned in line with the health and safety policy and are then understood and accepted by all staff. The nominated Director for Health and Safety matters is the Housing Director.
- Meet annually with the Executive Team to review and set the health and safety objectives for the Group and to develop strategies to manage the health and safety risks within the business.
- Monitor the activities of the Directors to ensure that their delegated responsibilities are being carried out effectively.

3.3.3. DIRECTORS

Directors have the minimum following duties other specific duties are detailed separately.

Directors will:

- Assist the Group Chief Executive to comply with their duties under the Group's health and safety policy and the general duties of the Health and Safety at Work etc. Act 1974.
- Ensure that management decisions taken either individually or during executive team meetings reflect the intentions of the health and safety policy.
- Ensure Line Managers are aware of their responsibilities in relation to the Group's health and safety policies and procedures and in accordance with legislation, approved codes of practice, guidance notes and safe systems of work.

- Consult with the board in relation to any health and safety issues that will affect Hastoe Housing and anyone affected by the Group's undertakings.
- Encourage everyone to think safe, be visible to all employees and take a keen interest in health and safety matters to achieve a positive safety culture.

3.3.4. HOUSING DIRECTOR

The following responsibilities are in addition to the responsibilities set out as a Director, Line Manager and an employee:

- Be the overall lead for health and safety to the Executive Team.
- Ensure that suitable and sufficient risk assessments are carried out in accordance with 'The Management of Health & Safety at Work Regulations 1999' Regulation 3.
- Appoint competent external health and safety advice to act as the organisation's competent person. Ensure that all audits and other surveys required under health and safety legislation are completed by approved contractors/consultants with the necessary skills and experience.
- Approve health and safety policies and procedures within their authority to promote a top down approach to health and safety management.
- Ensure suitable arrangements are in place for the control and management of contractors working on the Group's behalf.
- Ensure arrangements are in place for all areas of landlord compliance.
- Ensure that systems are in place for statutory inspections of plant and equipment for which the Group are responsible.
- Review accidents and incidents and reports of a serious nature including any which are reportable to the HSE, ensure appropriate action is taken and delivered across the business to prevent similar accidents or incidents occurring in the future.
- Work collaboratively with the Housing Management Team to ensure health and safety inspections in relation to fire safety, water and general health and safety are completed, prioritised and actioned.
- Chair the health and safety committee meeting.
- Report to the board on the annual health and safety report.
- Report to the board on an annual basis any material changes to health and safety policies delegated for review by the Executive team.

- Monitor and review standards across the board which are designed to achieve the Group's long-term health and safety plan.

3.3.5. FINANCE DIRECTOR

The following responsibilities are in addition to the responsibilities set out as a Director, Line Manager and as an employee:

- Ensure adequate insurance cover is provided for both statutory compliance and the Group's needs, this will be achieved through the Group's Governance and Compliance Manager.
- Ensure arrangements are in place for the management of human resources.

3.3.6. DEVELOPMENT DIRECTOR

The following responsibilities are in addition to the responsibilities set out as a Director, Line Manager and as an employee:

- Maintain an up-to-date knowledge on the CDM Regulations and ensure roles and responsibilities are fully understood.
- Ensure all employees are aware of their duties as the Client under the CDM Regulations and their areas of responsibility.
- Make the necessary arrangements to ensure employees have received CDM training relevant to their role.
- For projects involving more than one contractor, ensure that a Principal Contractor is appointed.
- Ensure contractors, consultants and sub-contractors appointed are approved and competent to undertake the work required.

3.3.7. PROPERTY DIRECTOR

The following responsibilities are in addition to the responsibilities set out as a Line Manager and an employee:

Lead and be responsible for ensuring the Group meets all statutory and regulatory compliance in the maintenance and improvement of properties for which the Group are responsible.

- Lead the delivery and implementation of appropriate health and safety policies, procedures in relation to the control of asbestos, legionella management, fire safety, gas safety, electrical safety, passenger lifts, radon and any other landlord policies and procedures.
- Ensure the Group has systems in place to audit recommendations made within risk assessments and surveys. Ensure that the Landlord Compliance and Administration Manager effectively manages all areas of compliance
- Monitor and review health and safety compliance on residential properties or other properties for which the Group are responsible in order to ensure the Group's statutory duties are met.
- Attend the health and safety committee meeting and provide updates to the committee and the board on asset management compliance.
- Regularly review and monitor the performance of appointed contractors to ensure they meet the needs of current and future planned and reactive maintenance works.
- Procure new contractors in accordance with the Groups Contractor Management Procedure.
- Ensure permit to work systems are in operation for any high-risk activities such as hot works, roof work.
- Ensure any maintenance and building works meet the requirements of the CDM Regulations 2015.
- Work collaboratively with the Housing Management Team to ensure health and safety inspections in relation to fire safety, water and general health and safety are completed, prioritised and actioned.
- Ensure members of the Landlord Compliance Team are provided with the necessary training in order to ensure high levels of expertise and advice are maintained in house.
- Allocate budgets and the necessary resources for health and safety.
- Promote a positive safety culture through leading by example, thinking safe and taking a keen interest in health and safety.

3.3.8. EXTERNAL HEALTH AND SAFETY CONSULTANCY

An external consultant is appointed to act as the Group's competent person for health and safety. The duties of the consultant are to:

- Work proactively with managers to establish and maintain a system that promotes a culture of safe working practices across the Group.
- To provide health and safety advice as and when required.
- Ensure annual inspections are completed for all offices and recommendations are made for improvements as required.
- Review health and safety training provided on a triennial basis or when requested.
- Lead on investigations for serious incidents or accidents as instructed by the Housing Director to prevent further occurrences.
- Undertake reviews of activity based risk assessments and assist managers in their completion when there are complex health or other issues that require wider expertise.

3.3.9. PROPERTY MAINTENANCE MANAGER AND PLANNED WORKS MANAGER

In addition to their duties as a Line Manager and as an employee the following specific duties will be required:

- Ensure any contractors used on maintenance projects and major works are competent and have provided the necessary health and safety documentation for the work to be undertaken.
- Lead, manage and supervise contractors activities and stop work where deemed unsafe, this can be delegated as appropriate to other team members.
- Ensure contractors are provided with the necessary health and safety information from the Group in order to perform the tasks required i.e. information on any asbestos containing materials, other works taking place, fire safety hazards within the property, tenants who may need to be visited in pairs etc.
- Be knowledgeable in the requirements of the CDM regulations and how to apply the regulations to contracted works and major works. Ensure the Groups legal duties are met.
- Ensure properties are maintained to the requirements of The Housing Health and Safety Rating System (HHSRS) and The Defective Premises

Act by identifying potential risks and hazards and arranging for the necessary works to be completed.

Where a member of their team has identified health and safety issues within the communal areas of any premises visited, ensure action is taken to meet the Group's statutory duties under the Health and Safety at Work etc. Act 1974 and Occupiers Liability Act.

3.3.10. REGIONAL (HOUSING) MANAGERS, ESTATE SERVICES MANAGERS, HOUSING TEAM LEADERS AND HOUSING OFFICERS

In addition to their duties as a Line Manager (where relevant) and as an employee the following specific duties will be required:

- Undertake estate inspections annually where it's reasonably practicable to do so for all properties with communal areas under their control to ensure that the recommended health and safety standards are met. Report any defects or action required to the relevant team.
- Ensure any contractors used for estate services are competent and have provided the necessary health and safety documentation for the work to be undertaken.
- Where contractor's activities are considered dangerous and in breach of health and safety, stop the work and report to the Estate Services Manager or Regional Housing Manager.
- Ensure fire safety inspections are carried out in line with the Group's Fire Safety Policy and relevant Procedures. Any issues identified must be reported or action taken such as speaking to residents who do not follow the Group's fire safety procedures. Tenancy or lease enforcement action will be considered if resident's fail to follow fire safety procedures or refuse access to undertake essential fire safety works or inspections.
- Work with residents to ensure high standards of health and safety are maintained within the buildings.
- Ensure PPE and safety devices are used during site inspections and lone working.
- Report any accidents, incidents or near misses occurring to residents on site which you are notified of in order that action can be taken to prevent a similar incident occurring in the future.
- Attend any necessary health and safety training.

- Ensure role based risk assessments are in place for all activities undertaken by their team and training in the requirements of the risk assessment is provided.
- 3.3.11. HOME OWNERSHIP MANAGER AND HOME OWNERSHIP TEAM LEADER
 - In addition to their duties as a Line Manager and as an employee the following specific duties will be required:
 - Ensure that lease enforcement action is considered if leaseholders or their subtenants fail to follow fire safety procedures or refuse access to undertake essential fire safety works or inspections.
 - Work with leaseholders to ensure high standards of health and safety are maintained within the buildings.
 - Ensure PPE and safety devices are used during site inspections and lone working.
 - Ensure risk assessments are in place for all activities undertaken by their team and training in the requirements of the risk assessment is provided

3.3.12. REGIONAL DEVELOPMENT, DEVELOPMENT MANAGERS & PROJECT MANAGERS

In addition to their duties as a Line Manager and as an employee the following specific duties will be required:

- Ensure they understand the requirements of the CDM regulations and their areas of responsibility as the Client.
- Ensure all the necessary information is provided during the preconstruction phase to appointed designers and contractors.
- Ensure a Principal Designer and Principal Contractor is appointed as soon as is practicable, and in any event, before the construction phase begins.
- Ensure that the Principal Designer and Principal Contractor comply with the duties of the CDM regulations.
- Ensure that before the construction phase begins, a construction phase plan is drawn up by the Principal Contractor.

- Ensure that the Principal Designer prepares a Health and Safety File for the project as set out in the CDM regulations.
- Retain a copy of the Health and Safety File where applicable at the end of the project and ensure all required documentation is available.
- Only use approved consultants and contractors who have provided the necessary health and safety documentation.
- Ensure contractors working on the Groups behalf maintain high standards of health and safety. Where work is not to the required standard liaise with the Site Manager and report your concerns. If concerns persist report these to the Development Director/Director of Property Services.
- Attend construction site meetings ensuring health and safety is included and any recommendations made actioned.
- Ensure that suitable welfare facilities for the duration of construction work are provided. Where this is not to the required standard liaise with the Site Manager and report your concerns.
- When using access equipment supplied by contractors, ensure that these are safe.
- Ensure contractors report any accidents or incidents in order that improvements to site safety can be achieved.
- Ensure risk assessments are in place for all activities undertaken by their team and training in the requirements of the risk assessment is provided.

3.3.13. REPAIRS OFFICERS, BUILDING SURVEYORS, SENIOR BUILDING SURVEYORS

In addition to their duties as an employee, the following specific duties will be required:

- Ensure any contractors used for maintenance and repairs are competent and have provided the necessary health and safety documentation for the work to be undertaken.
- Where contractor's activities are considered dangerous and in breach of health and safety, stop the work and report to the relevant Property Services Manager.
- Ensure when undertaking void inspections that all required health and safety standards are met such as electrical test and examination, gas safety checks, legionella, fire safety etc.

- Ensure that maintenance and repairs works are not carried out unless an asbestos survey has been completed for the premises (for any properties built before 2000).
- Be knowledgeable in the requirements of the CDM regulations and how to apply the regulations to contracted works. Ensure the Groups legal duties are met.
- Ensure properties are maintained to the requirements of The Housing Health and Safety Rating System (HHSRS) and The Defective Premises Act by identifying potential risks and hazards and arranging for the necessary works to be completed. Report to the Property Services Manager/ where necessary.
- Where any health and safety issues are identified within the communal areas of premises visited, ensure the matter is reported to the Regional Maintenance Surveyor as appropriate in order to meet the Group's statutory duties under the Health and Safety at Work etc. Act 1974 and Occupiers Liability Act.

3.3.14. LINE MANAGERS (WITH EMPLOYEE RESPONSIBILITY)

Line Managers will be responsible for ensuring that the required standard of health and safety is met for areas under their responsibility. In particular they will:

- Carry out Health and Safety Inductions for all new employees.

Regularly carry out inspections of the areas under their control as directed and ensure compliance with the Group's health and safety policies and procedures

- Identify individuals with specific health and safety duties and responsibilities.
- Ensure that all personnel under their control are aware of and understand the Group's health and safety policy, arrangements and safe systems of work.
- Ensure that effective communication channels are maintained in order that any health and safety matters may be resolved. Where health and safety matters cannot be resolved then these must be reported to their Line Manager.
- Carry out, and keep under review, individual risk assessments for employees under their control to include all potentially hazardous activity, including, but not limited to; lone working, display screen equipment, new and expectant mothers, manual handling, COSHH, hand arm and whole body vibration, work at height etc. Any risk assessments completed must be carried out with the employee(s) concerned and control measures implemented and discussed with the employee(s) concerned.
- Ensure that they know the fire, first aid and other emergency arrangements within their area and communicate such information to employees as necessary
- Identify training and development needs of their teams and provide adequate information, instruction and training to raise their team's awareness of health and safety within the workplace.
- Ensure all new starters have a health and safety induction and that relevant training is completed within the probationary period.
- Undertake periodic site visits to review health and safety behavioural compliance and to ensure that the working environment and equipment are safe and well maintained.
- Ensure that all information regarding health and safety within areas under their responsibility is communicated to employees. Report any issues with regards to any unsafe equipment, machinery, practices etc., or breaches of statutory duty which they cannot effectively deal with to their Line Manager.
- Report all accidents, incidents and near misses in accordance with the Group's policy and procedure.
- Investigate all accidents affecting their team in accordance with the Group's policy and procedure. Should the accident and near miss be

significant then discuss the issue with the Housing Director to see if our Health and Safety consultant should be instructed to undertake the investigation. Ensure that appropriate records are kept of any reports of accidents or incidents, updating ActiveH if this involves a customer.

- Prepare and update an inventory of all work equipment and personal protective equipment used by staff under their control on ActiveH.
- Communicate and consult with their teams on health and safety issues and add health and safety to the agenda of any team meetings.
- Attend health and safety meetings as necessary.
- Ensure staff are provided with information, instruction, training and supervision in line with their work.
- Ensure that equipment provided to their team are maintained in a safe working condition and inventories of equipment provided are maintained.
- Promote a positive safety culture thorough leading by example, thinking safe and taking a keen interest in health and safety.

3.3.15. LANDLORD COMPLIANCE TEAM

In addition to their duties as employees they will have specific roles in relation to residential building safety to include:

- Responsible for ensuring that asbestos surveys, legionella risk assessments and fire safety risk assessments are carried out for residential properties and offices for which the Group are responsible.
- Ensuring that gas safety checks, oil fired boilers, solid fuel appliances and chimney sweeps are completed on at least an annual basis.
- Ensuring arrangements are in place for the servicing of lifts and any other equipment for which the group are responsible.
- Arrange the periodic electrical test and examinations for all communal residential areas, domestic dwellings and office accommodation.
- Arrange portable electrical appliance testing for offices and residential properties where an agreement has been made and the gypsy and traveller site pitches.
- Ensure radon risk assessments, identified actions and regular servicing is completed where deemed necessary.
- Ensure playground inspections are carried out and any recommendations raised to the Regional Maintenance Surveyor.

Arrange for tests and inspections on any plant and equipment in line with statutory inspections and ensure any recommendations made are actioned to include sewage treatment tanks, roller shutter doors, passenger lifts, stair lifts, water booster pumps, fire safety equipment and any other equipment within the remit of a landlord's responsibility.

- Maintaining records of all risk assessments, surveys and safety inspections for residential properties and offices.
- Allocate tasks via ActiveH to the relevant departments or personnel to ensure recommendations made within risk assessments and other reports are completed based on the level of priority.
- Audit any tasks to ensure they are completed in order that these can be closed on Active H.
- Arrange for the attendance of approved contractors to site where deemed necessary.
- Flag up any health and safety concerns to the Director of Property Services.
- Promote a positive safety culture thorough leading by example, thinking safe and taking a keen interest in health and safety.

3.3.14. HUMAN RESOURCES MANAGER

In addition to their duties as a Line Manager and as an employee they will ensure the following is carried out or delegated to those members their team:

- Health and safety training records are maintained on each personnel file.
- Liaise with the Health and Safety Committee on training needs across the Group in relation to health and safety.
- Ensure induction training covers essential health and safety requirements such as accident/incident reporting, fire procedures, first aid arrangements, risk assessments, policies and procedures.
- Keep the Housing Director informed of work related absences due to occupational ill health or a work related accident/incident.
- Ensure that essential health and safety training is effectively rolled out across the organisation.
- Promote health and well-being through regular communications, workshops and other training courses.
- Ensure occupational health assessments and health surveillance questionnaires are undertaken where necessary to address health issues

in relation to an employees work and make recommendations or reasonable adjustments to ensure a safe and healthy working environment.

- Work closely with the Housing Director with regards to promoting a safe and healthy workplace.
- Ensure personal emergency egress plans are implemented for employees with known disabilities.
- Ensure that Accidents, Incidents and Near Misses are effectively recorded and RIDDOR reports are made in the absence of the Housing Director.
- Instruct the external health and safety consultant as required in the absence of the Housing Director.
- Attend the health and safety committee meeting.
- In respect of the Hampton Wick Office:
- Ensure the office is maintained in a safe and healthy condition in accordance with The Workplace (Health, Safety and Welfare) Regulations 1992.
- Ensure hazards and risks identified in inspections for the office which are within their control are actioned according to the priority rating assigned.
- Arrange for the purchasing of any necessary DSE equipment such as desks, chairs, wrist rests, monitor stands for all employees in discussion with line managers.
- Check and keep equipped the first aid box and keep under review the First Aid Needs Assessment in accordance with the associated procedure.
- Ensure safety rules are issued to contractors prior to commencing work within the office.
- Make sure arrangements are in place within the office for the inspections of means of escape and other fire-fighting equipment to ensure that exits are cleared and equipment is located in the correct place.
- Ensure welfare facilities are maintained in a clean and usable condition.

3.3.15. HEAD OF COMMUNICATIONS

In addition to their duties as a Line Manager and as an employee the following specific duties will be required:

- Ensure with the assistance of the Health and Safety Manager and the Compliance Data Manager that health and safety is promoted and communicated to employees and residents through the intranet and Group website.
- Promote a positive safety culture through leading by example, thinking safe and taking a keen interest in health and safety.
- Assist operational staff in health and safety communication with residents.

3.3.16. ESTATE OFFICERS, CARETAKERS

Specific duties for Estate Officers in addition to the employee's duties include:

- Undertake inspections of the premises in accordance with relevant procedures to ensure health, safety and fire standards are met.
- Follow the Group's health and safety policies and procedures.
 - Follow control measures detailed within individual and task specific risk assessments.
 - Wear PPE identified as being necessary.
 - Report any accident, incident or near miss on the intranet and to their Line Manager.
 - Ensure fire escape routes throughout the premises for which they are responsible including external areas are checked at the start and end of the working day and any issues identified actioned.
 - Only use equipment which is maintained in a safe condition and has been serviced and maintained.
 - Follow COSHH risk assessments and policies and procedures.
 - Maintain first aid kits and replace supplies before they expire.
 - Ensure fire extinguishers have all been serviced within the last year and report to the Landlord Compliance Team any issues.
 - Maintain records of all ladders used on site and keep 6 monthly inspection sheets up to date.
 - Ensure they have read and understood any specialist reports for the buildings for which they are responsible to include fire safety risk assessments, asbestos surveys and legionella risk assessments.
 - Attend all necessary health and safety training.

3.3.17. CUSTOMER SERVICES MANAGER AND LANDLORD COMPLIANCE AND REPAIRS ADMINISTRATION MANAGER

Specific duties in addition to the Line Manager and employee's duties include:

- Ensuring any accidents or incidents reported to The Customer Services team or Repairs Administration team from contractors, residents or employees are recorded on the accident and incident form.
- Ensuring any incidents of verbal abuse/threats are recorded in line with group policy and procedures and the Housing Officer responsible contacted to request a flag be placed against the relevant person/property and tenancy action is taken as appropriate.
- In respect of the Dorchester Office:
 - Ensure the office is maintained in a safe and healthy condition in accordance with The Workplace (Health, Safety and Welfare) Regulations 1992.
 - Ensure hazards and risks identified in inspections for the office which are within their control are actioned according to the priority rating assigned.
- Responsible for ensuring the office is maintained to a high standard for fire safety and health and safety through the arrangement of equipment, tests and inspections, maintenance, signage and other ancillary items.
- Undertake the weekly fire alarm test for the office and ensure records are maintained, and keep regular records of checks made in other Hastoe premises
- Ensure safety rules are issued to contractors prior to commencing work within the office.
- Make sure arrangements are in place within the office for the inspections of means of escape and other fire-fighting equipment to ensure that exits are cleared and equipment is located in the correct place.
- Ensure that arrangements are in place to maintain and service all plant and equipment within the office.
- Ensure welfare facilities are maintained in a clean and usable condition.

3.3.18. ICT MANAGER

Specific duties for the ICT Manager and their department in addition to employee's duties include:

- Ensuring where a request is made for display screen equipment such as screens, a mouse or keyboard the recommendations are actioned and Line managers are kept up to date on progress.

3.3.19. PA TO THE HOUSING DIRECTOR

Specific duties in addition to the employee's duties include:

- Arranging, attending and minuting the Health & Safety Committee Meetings.
- Running regular reports from systems in relation to health and safety for review by the Housing Director.
- Maintaining centralised records of employee risk assessments including a summary log.
- Maintaining the accident, incident and near miss report log and following up on outstanding actions with relevant managers across the business until all actions are complete.
- Liaison with the health and safety consultancy to arrange appointments for inspections and process invoices.

3.3.20. FIRST AIDERS/APPOINTED PERSONS

Specific duties in relation to this role include:

- Only providing first aid treatment for which they are qualified to administer.
- Wear appropriate PPE when providing first aid.
- Undertake quarterly checks on first aid equipment to ensure all items are in date and replace any expired items. First aid supplies can be obtained from the Human Resources team. Records should be retained.
- Follow the Group's policies and procedures on first aid arrangements.
- Attend refresher training as deemed necessary.

3.3.21. FIRE MARSHALS

These duties are specific to employees nominated as Fire Marshals:

- Ensure that escape routes are kept clear and checked on a daily basis at the start and end of the day.
- Report any fire safety concerns to the Customer Services Manager or Landlord Compliance & Administration Manager.

- Ensure that you are fully aware of the fire safety evacuation procedures for the building in which you are located.
- Raise the alarm in the event of a fire if this has not already been raised.
- Evacuate the building from your area of responsibility.
- Report into the Senior Fire Marshal once at the assembly point to indicate whether there are any missing personnel.
- Ensure that anyone with disabilities are assisted in line with their PEEP (Personal Emergency Evacuation Plan).
- Wear appropriate PPE including a hi-visibility vest marked with 'Fire Marshal' during evacuation.
- Attend refresher training when required.

3.3.22. ALL EMPLOYEES

All employees must:

- Understand and adopt the Group's Health and Safety Policy, specific rules, procedures and guidance notes which are designed to assist in working safely.
- Familiarise themselves with the fire evacuation procedure and the fire exit routes.
- Report all accidents, incidents and near misses (hazards noted) to their Line Manager and ensure that the accident, incident or near miss form is completed whether an injury was sustained or not.
- Familiarise themselves with the name and locations of first aid personnel and the appointed persons as well as the location of first aid kits.
- Fully conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others.
- Dress sensibly and safely for their particular working environment or occupation. Use all safety equipment and/or protective clothing as may be required.
- Only use items of equipment or machinery which they have been trained and authorised to use and in accordance with manufacturer's instructions. Maintain all equipment in a good condition and report any defects to the Line Manager responsible.
- Avoid any improvisations of any type which could create an unnecessary risk to their personal safety and to the safety of others.

- Conduct themselves; in a safe and professional manner and avoid any unsafe, reckless, or disruptive behaviour.
- Attend as requested any training course designed to further the needs of health and safety.
- Inform their Line Manager of any possible breaches in health and safety legislation noted or any possible improvements in safety which can foreseeably be achieved.
- Report any medical condition which may affect the health and safety of themselves or other persons to their line manager and the HR department.

4. COMMUNICATION ARRANGEMENTS

The Group will ensure that an effective means of communication is provided between all employees and the Group in relation to health and safety matters.

Effective communication with our employees on health and safety issues is an essential element of maintaining a safe and healthy working environment within the Group.

The following legislation requires Hastoe as an employer to consult with our employees or their representatives on issues relating to their health and safety whilst at work or on Group business:

- The Health and Safety (Consultation with Employees) Regulations 1996.

The Group will allow sufficient time for our employees to express their views on health and safety issues and will take account of these views prior to a final decision being made. This may be achieved through trial sessions, surveys, discussions and feedback from participants.

The Group will consult with employees in the following situations and this will usually form part of our regular meetings:

- Where there is any change which may substantially affect their health and safety whilst at work or on Group business such as the introduction or change of any policies or procedures, addition of new equipment or ways of working.
- On the arrangements for getting competent persons to assist the Group in satisfying health and safety legislation.
- By providing information on the likely risks and dangers that employees may be exposed to arising from their work and the measures to reduce or eliminate these risks and what employees should do if they have to deal with a risk or danger.
- When planning any health and safety training.
- On the health and safety consequences of introducing any new technology.

4.1 HEALTH AND SAFETY COMMITTEE MEETING

The Health and Safety Committee will meet three times a year and include the Housing Director who will chair the meeting, Senior Managers/Directors and the employee representative.

The committee meeting allows the Group to discuss with managers and the employee safety representative matters which may affect employees and resident's health and safety.

The committee meeting will consider items such as:

- Statistics on reported accidents, ill health and sickness absence (where related to work activities).
Accident and incident investigations and subsequent action taken or to be taken. Where accidents are discussed, the aim is to prevent them happening in the future and not to give blame to the person or persons involved. The committee will look at facts in an impartial way, consider what precautions might be taken, recommend appropriate actions and monitor progress.
- Visits from the enforcing authorities and feedback received.
- Issues raised in risk assessments and action or decisions to be made including residential risk assessments.
- Compliance and statutory inspections for residential properties updates.
- Health and safety training arranged, attended and suggestions for training.
- Changes to the workplace or processes including policy and procedures, introduction of new technology which may impact on employees.
- Areas for improvement.

Employees are encouraged to contact the staff representative, Housing Director or their Line Manager in order that any health and safety concerns they have can be raised within the committee meeting.

5. HEALTH AND SAFETY SUMMARY OF ARRANGEMENTS

This is an overview only of the health and safety arrangements in place at Hastoe. In- depth safe working procedures, detailed policies and procedures for employees are located on the Intranet under Health and Safety.

EMPLOYEE SAFETY

6. RISK ASSESSMENTS & SAFE SYSTEMS OF WORK

It is the policy of the Group to comply with the Management of Health and Safety at Work Regulations 1999. These regulations require that a suitable and sufficient risk assessment be carried out to:

- Identify significant risks
- Prioritise measures which need to be taken and remain valid for a reasonable length of time.

Risk assessments will be completed by Line Managers who have received the necessary training in risk assessing, and external consultants for particularly hazardous activities.

The Group will ensure that significant hazards associated with work activities are suitably assessed and controlled with the significant findings relayed to all employees and other personnel who may be affected by the Groups undertakings.

The risk assessments are intended to be working documents which can be used to guide future action aimed at improving health and safety within Hastoe.

Certain workplace activities will require written safe systems of work/method statements to be completed for specific work activities such as gardening and cleaning. Line Managers will be responsible for ensuring safe systems of work/method statements are in place for all relevant employees.

7. ACCIDENT, AND NEAR MISS REPORTING

It is the policy of Hastoe Housing that all accidents and near misses are reported and recorded on the intranet using the appropriate forms. This includes accidents or near misses which occur not only to employees but residents and members of the public within premises for which we are responsible.

Any accident resulting in more than minor injuries or any incident which might have resulted in serious injury will be investigated by the Line Manager responsible.

The Group has a specific Accident and Near Miss Reporting Policy and Procedure on the intranet under H&S, all employees should familiarise themselves with the policy and procedure

8. EMERGENCY FIRST AID

The Group has a separate policy and procedure in place for emergency first aid, all employees should familiarise themselves with the arrangements in place for first aid.

9. FIRE SAFETY

Procedures have been drafted for action to be taken in the event of a fire within our offices.

Employees are requested to familiarise themselves with the procedure for action in the event of a fire within the building for which they are located.

Employees should also familiarise themselves with the procedures within other offices or buildings which they are visiting. This includes knowing the location of the fire assembly points and fire escape routes from the premises concerned.

The Group will ensure that:

- Fire safety procedures are drafted and communicated to all relevant persons.
- All fire-fighting appliances, detection systems and alarms are regularly inspected and tested, with records held.
- Fire instruction, training and drills are provided to employees twice a year.
- Fire procedures are reviewed at frequent intervals, with regular tests of the procedure.
- Suitable and sufficient fire safety risk assessments are carried out for each of our premises and reviewed in accordance with the Fire Safety policy and procedures.

10. EMERGENCY ARRANGEMENTS

In the event of an emergency staff should refer to the Business Continuity Plan and Crisis Communications Manual.

All instructions issued by the Fire Marshals, senior personnel or external organisations such as the Fire or Police services must be followed.

11. GENERAL HEALTH AND SAFETY ARRANGEMENTS

The Group are responsible for ensuring that suitable means of access and egress are provided and that arrangements are in place for managing any health and safety risks. Where an employee notices an unsafe condition within one of our premises, the matter must be reported via the near miss procedure located on the intranet under H&S in order that action can be taken.

We would ask that all employees:

- Do not leave bags or personal items on access and egress routes.
- Move loose and trailing cables under desks or report these to their Line Manager for urgent attention where it is not possible to move them.
- Report all near misses or hazards identified using the forms on the intranet.
- Wear their ID badges when appropriate;
- Ensuring unauthorised persons are not permitted entry to any of our premises;
- Keeping keys and fobs safe and not lending keys or fobs to other members of staff;
- Ensure access codes remain confidential;
- Ensure main entrances and exits are secured as appropriate.

- Do not smoke or vape within our premises or vehicle.
- Smoke or vape externally but away from any entrances or exits.

12. PERSONAL SAFETY & LONE WORKING

The Group has a separate lone working procedure in place. Employees and Line Managers must familiarise themselves with the content

Individual risk assessments will identify employees that lone work and ensure that effective controls to reduce the risk are in place where appropriate.

13. MANAGEMENT OF SICKNESS ABSENCE

Ill health resulting from stress at work will be treated as any other health hazard to which personnel are exposed to whilst at work.

Anyone who is suffering from work related stress will have a stress risk assessment undertaken by their line manager. They can speak in confidence to the HR Department or use the employee assistance program which provides advice free of charge and the opportunity for counselling sessions.

The Management of Sickness Absence Policy should be referred to for more information.

14. NEW AND EXPECTANT MOTHERS

Under the Management of Health and Safety at Work Regulations the Group has a duty to protect the health and welfare of all new and expectant mothers.

Line Managers will be responsible for ensuring risk assessments are carried out on all new and expectant mothers at regular intervals as detailed in the risk assessment policy and procedure located on the intranet.

15. DISPLAY SCREEN EQUIPMENT (DSE)

The Group has obligations under the Health and Safety (Display Screen Equipment) Regulations 1992 to undertake a suitable and sufficient analysis of workstations and associated equipment (hardware, software, environment health related conditions associated with DSE use) provided for use by our employees and to reduce any risks identified.

Display Screen Equipment (DSE for short) covers any device which has an alphanumeric or graphic display screen and includes laptops, touch screens, smart phones, computers and other similar devices.

Working with DSE can cause or aggravate an existing injury through the use of inadequate equipment, improper use of equipment and pre-existing medical conditions.

Employees are responsible for completing self-assessment questionnaires on Triennial basis, or more frequently if there are significant changes. More detailed information is contained in the DSE policy and procedure located on the intranet.

16. HOME WORKING

The Group are required to protect the health, safety and welfare of employees who work from home as part of their employment on a regular basis. Work carried out from a home environment is low risk and only equipment provided for work use is the responsibility of Hastoe. Further information is located on the intranet under H&S and the HR sections.

17. MANUAL HANDLING

Hazardous manual handling can occur when employees lift and support harmful loads, undertake repetitive tasks or use poor lifting and supporting techniques.

Under the Manual Handling Operations Regulations 1992 the risks to the health of employees from manual handling must be assessed including any lifting/carrying or repetitive physical tasks carried out by employees.

Employees and Line Managers should familiarise themselves with the Group's Manual Handling Policy and Procedure.

18. YOUNG PERSONS

Young persons are defined as persons above regular school leaving age but below the age of 18. The Group recognises that young persons can be at greater risk in the workplace due to their lack of experience and general lower perception of risk. In general, young person's working or visiting Hastoe will be those who are on work placements or experience days.

In order to comply with current regulations (and in addition to existing safety standards) the Group will implement further risk control measures to protect young persons.

Line Managers will be responsible for ensuring that a suitable and sufficient risk assessment is carried out prior to any young person starting and the necessary arrangements made to protect their health and safety.

More detailed information is provided within the Risk Assessment Policy and Procedure.

19. SUBSTANCE MISUSE

It is categorically forbidden for employees to enter places of work, to drive a vehicle, use or operate plant and equipment, or to assist or supervise in its use in an unfit state due to the influence of alcohol, illegal drugs and other substances.

Refer to the Group's policy and procedure on Substance Misuse under the HR section of the intranet.

20. COSHH

Substances which fall within the scope of the Control of Substances Hazardous to Health (COSHH) require a formal COSHH assessment to be completed. Within Hastoe the use of hazardous substances will be kept to a minimum.

Employees and Line Managers should familiarise themselves with the Group's COSHH Policy and Procedure.

21. SHARPS

On occasions employees may come across discarded needles within some of the residential properties. Employees must follow control measures identified within their risk assessment.

Where sharps are identified within our managed estate offices, bio hazard kits are available in order to collect the discarded needle(s). On other estates which do not have Estate Officers or Caretakers trained to remove sharps, the local authority must be contacted to arrange collection. Employees dealing with sharps must ensure that appropriate PPE is worn such as needle stick gloves and safety shoes.

On no account should employees put themselves at risk of a needle stick injury by picking up a discarded needle without the use of suitable equipment.

22. DRIVING AT WORK

Occupational driving is defined as driving a vehicle while at work or on Group business, this could be a group vehicle or a private vehicle.

Employees and Line Managers should familiarise themselves with the Group's Occupational Driving Policy and Procedure.

23. HAND ARM VIBRATION & WHOLE BODY VIBRATION

Anyone who is regularly and frequently exposed to high levels of vibration can suffer permanent injury through the use of power tools and ride on machinery. The majority of employees will not use such items, in general this type of equipment will be used by our Estate Officers and Caretakers.

Relevant line managers and staff must read and understand the HAV & WBV policy and procedure located on the intranet. Where there is a risk of HAV or WBV, this must be addressed in the individual employee's risk assessment.

24. WORK AT HEIGHT

Employees within Hastoe may work at height as part of their normal duties on a regular basis or use access equipment on an occasional basis.

Employees and Line Managers should familiarise themselves with the Group's Work at Height Policy and Procedure.

25. WORK EQUIPMENT

Under the Provision and Use of Work Equipment Regulations 1998 all employers are required to ensure that all items of work equipment provided to their employees and any self-employed persons working on their behalf meet the requirements of these regulations. The Group will ensure that all work equipment is:

- Suitable by design, construction or adaptation for the purposes for which it is to be used or provided.
- Suitable for use in the place it is intended to be used and only used in accordance with the manufacturer's instructions and its intended use.
- Maintained in efficient working order and in good repair.

More detailed information is provided within the Group's Work Equipment Policy and Procedure.

26. PERSONAL PROTECTIVE EQUIPMENT

Under the Personal Protective Equipment at Work Regulations 2002 all employers are required to assess workplace risks to their employees and where contact with hazards is unavoidable provide suitable PPE as part of their package of risk controls.

Line Managers will undertake a PPE audit and determine any equipment identified as been necessary.

Employees and Line Managers should familiarise themselves with the Group's Personal Protective Equipment Policy and Procedure.

27. HEALTH AND SAFETY TRAINING AND COMPETENCE

Hastoe are committed to ensuring that any employees working on our behalf are suitably trained and competent in the tasks that they are expected to undertake.

On an annual basis the Housing Director in conjunction with the Health and Safety Committee will review the current health and safety training completed and any additional health and safety training required for the following year. A training matrix will be reviewed and agreed on an annual basis by the Health and Safety Committee.

A health and safety training matrix plan details the minimum health and safety training required for each employee's role.

Hastoe will provide any supplementary health and safety training, as required in order to meet the current regulations. This may be via online training courses, in house training and external courses.

Records of all health and safety training and qualifications will be held by the HR department.

Should any employees have any queries about any health and safety training or where they feel there are areas they require health and safety training, they should contact their Line Manager.

BUILDING SAFETY AND RESIDENT'S SAFETY

The following sections covers our arrangements for both the safety of our residents and employees within our buildings.

28. ASBESTOS (ACM'S)

Asbestos is recognised as being an extremely hazardous substance and as such must be treated with the utmost care.

Asbestos was commonly used in premises built before 2000, where Hastoe are deemed to be the duty holder for a property we will arrange for an asbestos survey to be carried out. More detailed information on the Group's Asbestos Policy and Procedure can be found on the intranet under Property Services.

29. GAS SAFETY

Under the Gas Safety (Installation and Uses) Regulations 1998 the Group have a duty to ensure that all gas appliances and associated equipment are installed and maintained on a safe manner.

Refer to the Group's Gas Safety Policy and Procedure located on the intranet under Property Services.

30. FIRE SAFETY RESIDENTIAL

Under the requirements of the Regulatory Reform (Fire Safety) Order 2005 the Group are responsible for ensuring fire safety risk assessments and arrangements are in place to protect all relevant persons.

Refer to the Group's Fire Safety Policy and associated procedures located on the intranet under Health and Safety.

31. LEGIONELLA

Legionella risk assessments and water hygiene maintenance regimes are in place for all premises where there is a risk of proliferation from legionella bacteria.

Further information on the Group's Policy and Procedure in relation to Legionella is located on the intranet under Property Services.

32. ELECTRICAL SAFETY

Under the Electricity at Work Regulations 1989 the Group are required to ensure that fixed electrical installations under our control are subject to suitable periodic test and examinations.

Portable electrical appliances for which Hastoe are responsible and for which our employees use will be tested on a biennial basis.

Further information on the Group's Electrical Policy and Procedure is located on the intranet under Property Services.

33. PASSENGER LIFTS AND PERSONAL LIFTING EQUIPMENT

Passenger lifts are installed to a number of our properties and the Group are responsible for the servicing and maintenance of the lifts.

Personal lifting equipment such as stairlifts and hoists are installed within some of our residential properties for which the Group are responsible for the servicing and maintenance.

Further information on the Group's Passenger Lifts and Personal Lifting Equipment Policy and Procedure is located on the intranet under Property Services.

34. RADON

Radon is a colourless, odourless radioactive gas. It is formed by the radioactive decay of the small amounts of uranium that occur naturally in all rocks and soils. In certain parts of the UK the levels of radon are higher, where the Group has offices or properties located within higher risk areas radon sampling and tests will be carried out.

Further information on the Group's Radon Policy and Procedure is located on the intranet under Health and Safety.

35. RESIDENT HEALTH AND SAFETY

The Group are responsible for ensuring the health, safety and welfare of residents within our properties. To this extent Hastoe will ensure that:

- Appropriate assessments and surveys are completed for all areas of compliance and recommendations made are prioritised and actioned where relevant.

- Services, plant and equipment is inspected and maintained in line with the Group's policies and procedures.
- Inspections will be carried out by Housing Officers and/or Estate Officers/Caretakers to ensure fire safety and general health and safety standards are maintained to an acceptable level in common areas.
- Inspections will be carried out by Property Maintenance Surveyors or contractors for health and safety issues within residents' homes or common areas where a repair or improvement may be required.
- Only approved and competent contractors are employed within the communal areas of our premises and within domestic dwellings.
- Information is communicated to residents through front line customer facing staff, leaflets, the website and other campaigns.

More detailed information is provided within Relevant housing and property policies located on the intranet.

36. CONTRACTOR MANAGEMENT

The Group instructs and uses contractors to undertake statutory inspections, refurbishments, repairs, major works and other maintenance tasks.

In order to ensure that contractors working on our behalf are competent and skilled to undertake the work authorised, all contractors must be vetted as part of our process for approving suppliers. Health and Safety compliance must be detailed within any contract.

37. CONSTRUCTION, DESIGN AND MANAGEMENT

The CDM regulations apply to all construction, demolition and maintenance activities. The regulations aim to ensure that all such activities are planned, managed and implemented in a systematic and safe manner.

The regulations define 5 key duty holders: Client, Principal Designer, Principal Contractor, Contractors and Workers.

In most cases Hastoe will be the Client and will have the duty to make suitable arrangements for managing a project and maintaining and reviewing these arrangements throughout, so the project is carried out in a way that manages the health and safety risks.

For projects involving more than one contractor, the CDM regulations require the Client to appoint a Principal Designer and a Principal Contractor and make sure they carry out their duties.

Staff are to refer to the Construction (Design & Management) 2015 regulations for details of duty holders' responsibilities. Detailed guidance has been provided by the Health and Safety Executive: <https://www.hse.gov.uk/construction/cdm/2015/index.htm>

SUMMARY

More detailed information on all our policies and procedures is located on the intranet.. Policies and procedures will be reviewed and updated where necessary. If you have any queries or health and safety concerns you should contact your Line Manager in the first instance.