

Health & Safety Policy

Policy ref:	Health and Safety
Policy holder	Chief Executive
Date approved:	1 July 2021
Approved by:	Chief Executive (annually) Board (3 yearly)
Effective date:	1 July 2021
Date this version approved:	25 May 2023
Review date:	June 2026

1 Purpose and anticipated outcomes

- 1.1 The purpose of the health and safety policy is to provide an appropriate framework that enables the organisation to manage all aspects of health and safety in line with legislative and regulatory requirements.
- 1.2 The policy defines responsibilities and specific arrangements for delivering health and safety. It further demonstrates that our homes and services provide a safe, secure and healthy living environment for our customers and workplaces for our colleagues, contractors and other stakeholders.
- 1.3 Health and Safety is the organisational top priority, and our approach is to engender a “safety first” culture in all that we do, ensuring open reporting that stimulates continuous improvement, lessons are learnt when things go wrong, and that learning is embedded.

2 Scope and definitions

- 2.1 LiveWest’s Health and Safety Policy applies to all activities undertaken by or on behalf of the organisation. It applies equally to colleagues, anyone representing the organisation or providing services on behalf of the organisation, including managing agents.

- 2.2 The policy incorporates all aspects of health and safety, the raft of legislation, regulation and guidance affecting:
- the way we provide safe working arrangements for our colleagues.
 - the safety of customers in their homes and the safeguarding of vulnerable persons.
 - the essential health and safety arrangements on our construction sites and through our responsive and planned maintenance activities.

3 Policy statement

- 3.1 LiveWest's Health and Safety policy complies with the statutory duty placed on the organisation by the Health and Safety at Work etc. Act 1974 and all other relevant legislation. LiveWest fully accepts the obligations placed upon it by the various Acts of Parliament relating to health and safety and will always aim to set and exceed the highest possible standards.

Our Statement of Intent, which is our general policy on health and safety at work, including our commitment to managing health and safety and our aims, is reviewed, approved, and signed by the Chief Executive annually and illustrates our continual pursuance of health and safety excellence.

- 3.2 The main policy is divided into three sections:
- Part A - Policy Statement of Intent.
 - Part B - Organisation - our health and safety responsibilities.
 - Part C - Arrangements - what we will do in practice to fulfil our intentions.

4 Service standards, monitoring and review

- 4.1 This Policy is reviewed and approved every three years by the LiveWest Board. Interim changes may be made in the event of a significant incident, the introduction of new working practices or new procedures, and updated or new legislation. These changes are captured in the table at the end of the policy.
- 4.2 The LiveWest Board will receive an annual report detailing the overall progress and performance of the health and safety activity across the business. This will include lessons learned from incidents or events, and the provision of assurance against all health and safety activities.
- 4.3 The health and safety performance of the organisation is monitored continually through all assurance groups, with reports by exception being provided to the executive team or, on an ad-hoc basis for any significant interim events. Issues of
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strategic significance are reported to the executive team for information, decision and/or action immediately. A report on organisational health and safety performance is provided quarterly to the executive team and all assurance groups. It is also published on OurSpace.

- 4.4 The Board, executive team and senior management receive detailed information about health and safety performance relating to property safety and colleague welfare monthly as part of the F&O report.
- 4.5 Our principal property safety activities (gas, fire, electrical safety, water management, lifting equipment and asbestos management) have detailed standards and procedures in place reflecting legislation and best practice. These are reviewed annually, and any significant changes are considered and approved by our Customer Services Committee, acting on behalf of the board.
- 4.6 We have a programme of external audits undertaken annually which focus on the most important health and safety services. Results from the audits are reported to the executive team, Audit and Risk Committee (ARC) and, included in the annual report to board. Improvement plans arising from the audits are monitored closely and reported in the quarterly health and safety report.
- 4.7 We operate a Safety Assurance Framework (SAF). The framework ensures that all our safety activities have the necessary controls in place (policies, processes, sound data, reporting information and governance arrangements) to deliver effective, compliant services and, importantly that they are working properly. They provide assurance to the wider organisation that our health and safety activities are fit for purpose. The results of these internal checks are used to learn and improve service delivery across all health and safety activities and are reported within assurance groups, quarterly health and safety report and in the annual report to board.

5 Legal considerations

- 5.1 There are several areas of legislation that cover health and safety at LiveWest. This is documented in our regulatory tracker and is audited six-monthly for accuracy, relevance, and completeness.

6 Linked / associated policies and other references

- 6.1 Relevant linked documents are detailed in Part C of the Health and Safety Policy.
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Version Ref:	Date of change	By whom	Reason
1.0	02.08.2018	LiveWest Board	Approved
1.1	May 2023	Board/ET	Tri-annual review

Health and Safety Policy Part A - Statement of Intent

"LiveWest is committed to achieving high standards of health, safety and wellbeing for our colleagues, customers, contractors, and anyone else affected by our activities.

We will ensure that health, safety, and wellbeing is managed as an integral part of our business and we will make every effort to continually develop our health and safety management system in line with best practice and recognised standards, to ensure we continue to deliver a quality service to all stakeholders.

Safety is a core theme of our Corporate Strategy and a priority for the culture of the organisation. Therefore, we will ensure that we engender a culture in the business that promotes "safety first" and continuous improvement in all aspects of health and safety. We have placed considerable emphasis on health and safety of our customers, colleagues and other stakeholders through our policies and business continuity arrangements and will continue to do so as we deliver our wider business plans.

Our Policy is to ensure that all workplaces, properties managed, leased, or in development by LiveWest meet legal requirements and are safe. Our objective is that our homes and services provide a safe living environment for our customers and workplace for our colleagues.

We will comply with the requirements of the Health and Safety at Work etc. Act 1974 and all other associated legislation including safeguarding. To achieve this, we will:

- *Actively promote health, safety and wellbeing through policies, procedures and safe working practices;*
- *Establish and maintain high standards for health, safety and wellbeing and underpin these with quality management systems;*
- *Review the effectiveness of the Health and Safety Policy, responsibilities, arrangements and controls, reporting to the Board on an annual basis;*
- *Ensure responsibilities for health and safety are clearly defined, allocated and understood;*
- *Provide and maintain safe and healthy places of work;*
- *Assess the risks arising from our activities and ensure that suitable, proportionate and achievable control measures are in place;*
- *Provide adequate information, instruction, training and supervision for colleagues, enabling them to fulfil their health and safety responsibilities;*
- *Encourage the reporting of accidents, incidents, near-misses and dangerous occurrences;*
- *Consult with and involve colleagues in matters affecting their health, safety and wellbeing;*
- *Provide and appropriately maintain plant, equipment and machinery, and ensure safe storage/use of substances;*
- *Investigate accidents and incidents to establish root causes and put in place appropriate remedial measures and learning;*
- *Provide the financial and physical resources necessary to ensure that a high standard of health, safety and welfare is achieved.*

We are entirely committed to this policy and expect all stakeholders to share this commitment to enable us to successfully achieve our aims and objectives".



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Chief Executive
1 July 2023

Health and Safety Policy

Part B: Roles and Responsibilities

1. Board and Committees

The Board of LiveWest is responsible for:

- 1.1 Actively reviewing and commenting on any policies written in the interest of safety, health, welfare and wellbeing to ensure their proportionality and applicability to all;
- 1.2 Monitoring compliance with the health and safety management system and associated policies;
- 1.3 Demonstrating its commitment, collectively and as individual members, to effective health and safety risk control;
- 1.4 Actively promoting safety, health, welfare and wellbeing and setting a good example to others;
- 1.5 Ensuring that Board decisions take into consideration any safety, health and welfare implications;
- 1.6 The appointment of competent persons to advise the Board on their safety, health and welfare responsibilities and ensure that they are being discharged properly;
- 1.7 To ensure that adequate resources are provided in the interest of sustaining a robust health and safety management system;
- 1.8 Agree safety, health and welfare strategy, targets and objectives;
- 1.9 Discussing and acting upon any health and safety performance issues.

2. Chief Executive

- 2.1 The Chief Executive has overall responsibility for the health, safety, welfare and wellbeing of all colleagues, including temporary staff, and visitors to the organisation's premises. Additionally, the Chief Executive has overall responsibility for the acts and omissions of colleagues that may affect the health and safety of our customers and other users of the organisation's services.
- 2.2 Whilst unable to delegate the responsibility, the Chief Executive delegates the authority for implementing the Health and Safety Policy to the Executive Director of Corporate Services as outlined in the sections below. They will be assisted by competent persons, particularly the Executive Team, the Health and Safety Team and the Facilities Team.

- 2.3 The Chief Executive will promote a culture of 'Safety First' throughout the organisation and will ensure that health, safety, welfare and wellbeing are the top considerations at all forums.
 - 2.4 The Chief Executive formally reports on health and safety performance and issues to the Board of LiveWest annually but will raise and discuss any immediate and high-level issues as required.
 - 2.5 The Chief Executive must review, sign and promote the Health and Safety Policy annually.
- Deputy Chief Executive Officer/Executive Director of Finance

3. Deputy Chief Executive Officer/Executive Director of Finance

The Deputy Chief Executive Officer/Executive Director of Finance will:

- 3.1 Deputise for the Chief Executive on Health and Safety matters as necessary or in their absence.
- 3.2 Ensure that health, safety, welfare, and wellbeing is top of every agenda within the organisation and is fully embraced and embedded throughout.
- 3.3 Ensure that a robust and structured Safety Assurance Framework is in place that will provide assurance to the board and wider organisation with a focus on continual improvement.
- 3.4 Engage and secure the support and resources from all relevant and necessary teams within the organisation to embed health and safety and to provide assurance to the executive team and board that this is the case.
- 3.5 Ensure that the Health and Safety Policy, organisation and arrangements are reviewed and updated by the head of health and safety and assurance at least annually or every three years.
- 3.6 Promote the Health and Safety Policy and ensure that matters considered, and decisions made by any relevant assurance group regarding Health and Safety are communicated to colleagues and other interested parties.
- 3.7 Ensure that arrangements are in place for all colleagues to be made aware of the Health and Safety Policy, Organisation and Arrangements, their personal responsibilities and that colleagues receive appropriate training, support, and guidance.
- 3.8 Report on the effectiveness of the Health and Safety Policy on an annual basis and prepare an annual report for the board.

4. Other Executive Directors

Other Executive Directors are responsible for the overall health and safety management for their business areas. This is including, but not limited to, delivery and agreement of standards for property compliance, housing management, maintenance, and refurbishment, supported and sheltered housing services, community development, customer engagement, property development, home ownership sales and business support services. They have overall responsibility for ensuring that these services and activities are delivered in a manner that protects

the health, safety, welfare and wellbeing of colleagues, visitors, customers and contractors. They will exercise managerial control by:

- 4.1 Promoting the Health and Safety Policy within their areas of responsibility and ensuring that their respective managers discharge their health and safety responsibilities effectively.
- 4.2 Ensuring that the Safety Assurance Framework is embedded and supported throughout their areas of responsibility.
- 4.3 Ensuring that a positive safety culture is developed and embedded within their teams.
- 4.4 Providing appropriate support to their managers, ensuring that their managers have adequate resources for the implementation of the Health and Safety Policy, can meet their health and safety responsibilities and have formal arrangements in place to review health and safety issues on a regular basis, at least quarterly.
- 4.5 Involving the team of health and safety experts employed by the organisation to support any safety initiatives and to support and guide their teams effectively in line with the requirements of the health and safety policy.
- 4.6 Identifying opportunities for continual improvement within the Safety Assurance Framework.
- 4.7 Identifying relevant health and safety issues affecting their service areas, including changes to legislation/regulations, assessing the implications for the organisation, making recommendations for action, and checking implementation.
- 4.8 Ensuring that risk assessments are undertaken for activities carried out and services provided in their areas and that these are reviewed whenever there is any significant change in working practices, service delivery methods, colleagues, customers, the environment, or knowledge.
- 4.9 Ensuring appropriate participation actively in any assurance group and ensuring that any follow-up action is undertaken promptly.

5. Head of Health, Safety and Assurance

The head of health, safety and assurance will:

- 5.1 Act as the competent person for health and safety for the organisation as required by the Management of Health and Safety Regulations 1999.
- 5.2 Act as the subject matter expert for the organisation in terms of all health and safety related matters and provide a supportive and nurturing continual improvement culture.
- 5.3 Act as the focal point for health and safety matters, co-ordinating with, and assisting other directors and service leaders with the implementation of the Health and Safety Policy, organisation, and arrangements.
- 5.4 Ensure that records of injuries, diseases, dangerous occurrences and near misses are maintained, that such events are investigated, corrective action taken where appropriate, that trends are reported to regularly to assurance groups and that reporting of injuries, diseases and dangerous occurrences regulations (RIDDOR) notifications are made where relevant to the Health and Safety Executive.

- 5.5 Identify and respond to changes in health, safety or other legislation as appropriate, review the impact of these and revise relevant policies and procedures and communication of these to key stakeholders.
- 5.6 Ensure that the workforce are involved in any consultation or communication relating to health, safety and welfare and that these consultations are recorded.
- 5.7 Provide a risk assessment framework, related training for managers and relevant colleagues, carrying out periodic checks to ensure that risk assessments are being undertaken and reviewed appropriately.
- 5.8 Operate the Safety Assurance Framework and provide assurance to the organisation that all safety related activities are operating within the prescribed framework and that there is no risk to the organisation arising from these activities.
- 5.9 Ensure that health and safety inspections of workplaces are undertaken, recorded, and reported on a regular basis.
- 5.10 Arrange and agree an annual plan of checks against health and safety arrangements and compliance and that all required corrective actions are implemented within agreed timescales.
- 5.11 Maintain or procure all necessary health and safety information/advice; ensuring that health and safety reporting is established, maintained, and presented at all relevant forums and that other teams supply essential reporting information in a timely manner.
- 5.12 Work collaboratively and supportively with all other teams within the organisation.

6. Health and Safety Team

The Health and Safety Team collectively act as the Competent Persons under the lead of the head of health and safety for the organisation and advise on what needs to be done to comply with the law and best practice by providing an internal consultancy and advisory service. The primary focus is health and safety at work, but the health and safety team also advise, or source advice on other aspects of health and safety on request including compliance. The role of the team also involves:

- 6.1 Overseeing and managing the health and safety management system.
- 6.2 Help to embed a positive health and safety culture into the organisation.
- 6.3 Developing and maintaining documentation and relevant systems to ensure effective delivery of the management system.
- 6.4 Engaging colleagues in the development and promotion of control measures to ensure the health and safety of colleagues at work.
- 6.5 Working with teams across the organisation to develop, promote and continually improve on safety control measures to keep our customers safe.
- 6.6 Investigating, incidents, near misses and dangerous occurrences and/or providing support to managers to do so.
- 6.7 Submitting reports to the relevant enforcement body under RIDDOR when necessary or as directed by the head of health, safety, and assurance.
- 6.8 Attending and chairing various meetings, on request, to provide information and expert advice where needed.
- 6.9 Providing statistics and identifying trends to enable the organisation to better direct investment to effectively minimise risks.

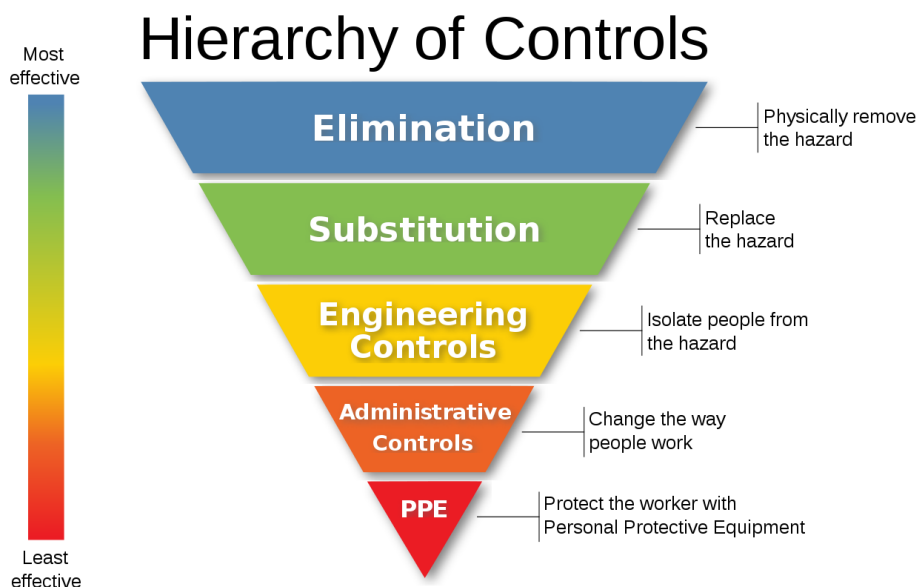
- 6.10 Maintaining records to meet business objectives and legal requirements.
- 6.11 Ensuring health and safety inspections are undertaken of any work sites and workplaces occupied by LiveWest colleagues, customers and contractors, reporting the results to management and liaising with management on the implementation of any improvements.
- 6.12 Submitting items to and/or attending any assurance group meetings on request.
- 6.13 Chairing the operational health and safety meetings.

7. Service and Team Leaders

Every manager is responsible for managing all aspects of health and safety relating to their colleagues and activities that their teams undertake. Managers are responsible for:

- 7.1 Seeking to create a health and safety awareness within their location/team, enabling colleagues to raise health and safety concerns and ensuring that any health and safety issues are discussed at team meetings.
- 7.2 Ensuring the implementation of the Health and Safety Policy, responsibilities, and arrangements for colleagues within their area of responsibility, communicating relevant health and safety matters and resolving health and safety problems on a day-to-day basis or referring them to their line manager.
- 7.3 Ensuring their areas of responsibility operate in accordance with the Health and Safety policy and Safety Assurance Framework and that all opportunities for continual improvement are identified and communicated to the health and safety team.
- 7.4 Ensuring that a positive safety culture is embedded into their teams.
- 7.5 Involving the team of health and safety experts employed by the organisation to support any safety initiatives and to support and guide their teams effectively in line with the requirements of the health and safety policy.
- 7.6 Ensuring that health and safety policies and arrangements are properly explained to all new colleagues including temporary and agency staff during induction and that records are maintained.
- 7.7 Ensuring all colleagues receive appropriate training, support, and guidance in safe working practices relevant to their role. Observing and, where necessary, changing colleague working practices.
- 7.8 Completing risk assessments for activities undertaken by or affecting their teams, including Control of Substances Hazardous to Health (COSHH) assessments (under advice and guidance from the health and safety team), ensuring that appropriate action is taken to eliminate or minimise identified risks and that colleagues receive necessary instruction/training.
- 7.9 Reviewing all risk assessments with colleagues as appropriate and maintaining records.
- 7.10 Ensuring that local procedures for protecting the personal safety of colleagues in offices, on visits, field-working or on schemes are in place, are clearly understood and used effectively.
- 7.11 Encourage the reporting of incidents, near misses, and dangerous occurrences and to record and investigate these, taking appropriate follow-up action (with support from the Health and Safety Team as appropriate).

- 7.12 Ensuring that working practices are designed and implemented to take account of the hierarchy of control, namely:



- 7.13 Ensuring that colleagues are issued with and use, all necessary Personal Protective Equipment (PPE) and they are suitably instructed on its use.
- 7.14 Taking appropriate action against colleagues who do not comply with health and safety arrangements and/or instructions, including PPE.
- 7.15 Identifying signs of stress or other wellbeing issues with their colleagues and taking appropriate action to identify, eliminate and/or reduce causes and their effects or seeking additional advice from the Health and Safety/People Services team.
- 7.16 Ensuring that all visitors and, where appropriate, customers are aware of and comply with, the health and safety procedures relevant to the location.
- 7.17 Ensuring that responsibilities for health and safety matters are clearly defined in any contracts for the provision of services under their control (e.g. building/maintenance contracts, cleaning contracts, management contracts, procurement etc.), that these are clearly understood by all relevant parties and appropriate monitoring arrangements are in place.

8 Individual Colleagues

Every individual colleague is responsible for:

- 8.1 Taking reasonable care for the health and safety of themselves, any other person who may be affected by their acts or omissions at work, and not intentionally interfering with anything provided in the interests of health and safety in the workplace.
- 8.2 Making themselves familiar with the Health and Safety Policy, organisation and arrangements and other policies or procedures relevant to their role.
- 8.3 Maintaining a positive safety culture in all that they do.
- 8.4 Co-operating with management in all health and safety matters, complying with all reasonable instructions and always observing health and safety procedures and guidance notes.

- 8.5 Reporting health and safety hazards and risks to their line manager and, if the hazard or risk is not remedied in a reasonable time, reporting the matter to the Health and Safety Team.
- 8.6 Wearing or using Personal Protective Equipment that has been provided in the correct manner for the correct task.
- 8.7 Reporting on the relevant system and notifying their line manager of all incidents, near misses, dangerous occurrences, instances of ill health and diseases through the agreed processes.
- 8.8 Advising their line manager of suggestions for improved health and safety at work.
- 8.9 Maintaining in good condition any equipment provided in the interests of health and safety and reporting any defects.

9 Management of Health and Safety

- 9.1 Health and safety is a core theme through all LiveWest strategies. It's an important agenda item at all assurance group and team meetings and performance against health and safety standards is reported on and reviewed monthly, quarterly and annually.
- 9.2 Each director, head of, and manager is responsible for arranging the management of health and safety within their teams. Directors and service leaders are responsible for and are empowered to decide on matters of health and safety that fall solely within their remit but have the support of the health and safety team. Matters which affect other functional areas or colleagues in other parts of the organisation, matters which require a corporate policy decision or unbudgeted resources are referred to the relevant corporate assurance group and/or the head of health, safety and assurance as required.
- 9.3 Matters requiring urgent attention in advance of any assurance group meetings can be referred to the head of health, safety and assurance or the executive team for decision.

Glossary of abbreviations

RIDDOR	Reporting of injuries, diseases and dangerous occurrences Regulations
COSHH	Control of Substances Hazardous to Health
PPE	Personal Protective Equipment

VERSION CONTROL:

Version Ref:	Date of change	By whom	Reason
1.0	2/08/2018	LiveWest Board	Approved.
1.1	31/10/2018	Audit & Risk Committee	Updated to incorporate changes recommended BDO's internal audit of the health & safety framework.
1.2	29/04/2019	Head of H&S	Terminology (title) corrected in section 3 regarding Executive Director responsibilities for H&S

1.3	12/06/2020	Head of H&S	Annual review and on change of delegated authority for H&S and following the introduction of the Safety Assurance Framework
1.4	25/04/2023	Head of H&S	Tri-annual review prior to board. Amendment to terminology 'employee' to 'colleague'. Inclusion of glossary of abbreviations. Amendment of job title at section 3.

Health and Safety Policy

Part C: Arrangements

Introduction

LiveWest, as part of the overall Health and Safety Policy, are required to outline the arrangements for managing health, safety, welfare and wellbeing within the organisation. This section of the policy provides relevant information to all colleagues on all safety related areas of the business. It establishes the minimum standard and the role of colleagues with overall responsibility within the Safety Assurance Framework (SAF) for delivery.

All arrangements are operated on a 'Safety First' basis with the overarching advice of **If in doubt – STOP!**

1. Abrasive Wheels

SAF Responsible person: Executive director of operations discharged via Head of M&E, Regional Heads of Operations (North and South), Head of Neighbourhoods

Supporting persons: all executive directors, other directors, heads and service leads.

Only trained and competent colleagues will use abrasive wheel equipment and only trained, certificated and authorised colleagues will mount abrasive wheels. Work must be carried out in accordance with the Provision and Use of Work Equipment Regulations 1998 and associated HSE guidance, Safety in the Use of Abrasive Wheels (HSG 17).

Furthermore:

- Suitable abrasive wheels will be selected for each work process. i.e., selection of the correct abrasive wheel for material being worked.
- Equipment, onto which abrasive wheels are to be mounted, will be properly maintained, marked with spindle speed and not misused.
- Competent colleagues must ensure abrasive wheel marked speeds (RPM) are not exceeded by the machine speed prior to attaching an abrasive wheel.
- Abrasive wheel equipment will not be used unless adequate guards are fitted to contain fragments of bursting wheel. The guard may need adjusting to ensure protection of the user is afforded prior to each use.
- Work areas will be clear and free of obstructions including any slip, trip or fall hazards.
- All colleagues, where abrasive wheels are in use, will wear suitable eye protection and ear defenders.
- Non-essential persons will remain clear of any area where abrasive wheels are being used.

- The work piece (item to be cut), shall be properly supported.
- Noise will be reduced to lowest possible level and where action levels are likely to be reached, assessments will be conducted, information given to all persons likely to be affected, ear protection provided, which must be worn.
- Abrasive wheel equipment will only be used from stable position on secure and safe platforms.
- Abrasive wheel equipment will not be used from a ladder.
- A tool producing high levels of vibration shall have anti-vibration handles to reduce the risks Hand/Arm Vibration Syndrome (HAVS).
- To avoid HAVS, minimise the time colleagues use the equipment i.e., job rotation – vibration levels must be known prior to use, formally risk assessed and recorded.
- A separate COSHH assessment will be carried out where dust is likely to be a hazard to health. wet-cutting system, LEV and suitable personal protective equipment (PPE including RPE) will be provided and worn.
- The area in which equipment is to be used will be clear and free of obstructions and flammable material.
- Keep long hair tied back, any loose clothing secured and remove lanyards prior to using abrasive wheels to prevent entanglement with the spinning wheel.
- Some use of abrasive wheel machines may require a hot works permit or similar level of control within a risk assessment. If a permit is required, all terms of the permit must be complied with as issued and instructed by a competent person.
- All abrasive wheel usage will require consideration within your team risk assessment and the findings communicated to trained users prior to use.
- For additional information and a comprehensive list of hazards, controls and training requirements, review the work equipment procedure which will assist in the development of your risk assessment.

2. Alcohol and Drugs

SAF Responsible person: Director of People

Supporting persons: all executive directors, other directors, heads and service leads.

Substance misuse is not appropriate and will not be tolerated in the workplace. Drug abuse can be a criminal offence as well as a serious risk to health and safety. The effects of alcohol or drugs at work can create serious health and safety risks, particularly when driving or using machinery. Therefore, the following rules must be adhered to:

- Do not come to work under the influence of alcohol or drugs.
 - Do not drive if under the influence of alcohol or drugs.
 - Support will be offered to colleagues who you suspect of suffering from alcohol or drug abuse.
 - Do not 'protect' them by keeping silent and, if it seems likely they will cause harm to themselves or to others, it is your duty to inform your line manager.
 - Ask for assistance if you feel that matters are beyond your own control.
 - Check with your doctor or pharmacist about the side effects of prescribed
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medications. Some prescribed medications are classed as 'controlled drugs' under The Road Traffic Act. This means that police can test for these drugs at the roadside or at a police station and can prosecute if the limit in blood is exceeded. People who are prescribed these 'controlled drugs' are advised to take evidence of such when driving.

- If you have been prescribed medication by your GP that may affect your ability to work, you should inform your line manager as soon as possible.
- Being under the influence of drugs and alcohol whilst at work is a disciplinary offence.

3. Asbestos

SAF Responsible Person: Executive Director of Operations discharged via Head of M&E

Supporting persons: Asbestos manager, all executive directors, other directors, heads and service leads.

Compliance Duty Holder: Asbestos manager

Asbestos was extensively used as a building material in the UK from the 1950s through to 1999. It was used for a variety of purposes and was ideal for fireproofing and insulation. Any building built before 2000 (houses, factories, offices, schools, hospitals, etc.) can contain asbestos. Asbestos Containing Materials (ACMs) in good condition are safe unless asbestos fibres become airborne, which happens when materials are damaged. When these fibres are inhaled they can cause serious diseases such as mesothelioma and lung cancer.

LiveWest's Asbestos Manager is involved in all aspects of asbestos risk management and should be approached for further advice and guidance on the identification, safe handling and removal of ACMs.

Asbestos management forms part of the internal audit programme.

Our Asbestos Policy and Management Plan confirm our 'Duty to Manage' and sets out the framework for compliance and our risk management arrangements including training, risk assessments etc.

4. Biological Hazards

SAF Responsible person: Head of H&S

Supporting persons: all executive directors, other directors, heads and service leads.

Biological hazards are viruses and bacteria which may be encountered through undertaking works for LiveWest. Colleagues must try to avoid or eliminate exposure to biohazards wherever possible. Where this is not possible, suitable control measures should be implemented to prevent or reduce the likelihood of becoming infected.

Colleagues may suffer ill health via contact with:

- Blood Borne Viruses (BBVs) maybe contracted through exposure to:
- Sewage - working with sanitary ware, toilets sinks, baths and shower trays and associated connections or blockages of these, where blood maybe present.
- Sharps - by suffering a needlestick or sharps injury. If these are discovered, STOP WORK, leave the property and report to your line manager. Sharps should only be dealt with by trained colleagues only, or for multiple sharps, use competent contractors.
- Other bodily fluids - If body fluids are found, STOP WORK and leave the property. Engage a competent person for spillages which present a risk to others or a competent cleaning contractor for spillages that do not present a risk to others.
- Delivering first aid treatment - when treating an injured person always wear your nitrile gloves and wash hands after treatment.
- Leptospirosis from exposure to rats' urine typically when working next to bodies of water, near bin stores or in void properties. Practise high levels of personal hygiene after working in areas where rats are present.
- Animal or human bites which can result in serious infection when the skin is broken.
- Infestations such as fleas, ticks, bedbugs or other insect bites or stings, spiders, wasps hornets or bees.
- Legionella from exposure to poorly stored water which when atomised (use of hoses or pressure washers) can become respirable and cause significant ill health.
- Mould within properties where the removal is required.
- Bird droppings – heavily contaminated areas where clearance of these is required (internal or external).
- Harmful plants or weeds which may affect grounds maintenance colleagues when working in communal gardens or surrounding areas.
- Communicable diseases (eg. Covid 19) – action required when informed of communicable diseases will be based on risk assessment and how to prevent the spread of infection.

Many of the risks can be avoided by practising good hygiene, keeping broken skin covered and being aware of your surroundings by completing a dynamic risk assessment when visiting a property.

Where the above risks are present, risk assessments are needed to highlight and control these risks, advice and guidance can be sought from the H&S team.

All colleagues who may be exposed to these hazards should work through their risk assessment with their manager and understand how to protect themselves and others.

Where a colleague is exposed on a regular basis to either sewage or used needles and/or bodily fluids, their manager may recommend, based on the findings of a risk assessment, they are immunised by their GP against Hepatitis A (sewage) or Hepatitis B & C (bodily fluids/needles) as a last line of defence. Any cost for immunisation can be claimed back by colleagues through expenses.

Should an injury or body fluid splash be sustained, then colleagues must follow the steps detailed within any relevant risk assessment and report the occurrence to the online accident/incident portal.

For further detail and information, please refer to the biological hazard's procedure on the resource hub.

4. Communication and Consultation

SAF responsible person: Head of H&S

Supporting persons: all executive directors, other directors, heads and service leads, appointed safety representatives.

LiveWest will ensure that regular and specific communication is undertaken in order to cascade essential Health and Safety information throughout the organisation. A programme of communications has been produced and is owned by the Health and Safety Team. This programme may be added to at any time in order to deliver key messages, particularly lessons learned from any accidents and incidents that occur.

LiveWest will consult with colleagues on matters that affect their health, safety and wellbeing. This will be achieved through ensuring that health and safety is an agenda item at all team meetings, through colleague committee forums, by giving access to the health and safety team, by implementing behavioural safety initiatives, fostering a positive safety culture, by adopting an open door policy for all communications, through colleague engagement surveys and encouraging reporting of all health and safety related issues.

5. Confined Spaces

SAF Responsible person: Head of H&S

Supporting persons: all executive directors, other directors, heads and service leads.

A confined space has a very specific two-section definition in law and is described as:

‘Any place, including any chamber, tank, vat, silo, pit, trench, pipe, sewer, flue, well or other similar space in which, by virtue of its enclosed nature, there arises a reasonably foreseeable specified risk’.

A ‘specified risk’ means:

- Serious injury to any person at work arising from a fire or explosion;
- the loss of consciousness of any person at work arising from an increase in body temperature;
- the loss of consciousness or asphyxiation of any person at work arising from gas, fume, vapour or the lack of oxygen;
- the drowning of any person at work arising from an increase in the level of a liquid; or
- the asphyxiation of any person at work arising from a free flowing solid or the inability to reach a respirable environment due to entrapment by a free flowing solid.

Colleagues across LiveWest work in a wide variety of locations but, after significant consultation with management across relevant teams and other key stakeholders, it has been established that it is unlikely LiveWest colleagues will be required/tasked with working in environments that satisfy the criteria of a confined space as per the legal definition, however that’s not to say that environments don’t change (see below).

All activities currently undertaken in enclosed (not confined) spaces will be carried out in line with the findings of the relevant workstream risk assessment (WRA).

This situation may change at any given time in accordance with the activity being carried out in an enclosed space. For example, if a task involves working on a suspected faulty gas boiler that is situated in a loft space, there is a reasonably foreseeable risk of combustion products being present in the space, thus a possibility of loss of consciousness from inhalation carbon monoxide. As such, it is likely that the work area would therefore become a ‘confined space’.

If such a situation were to arise, it is critically important that the colleague or manager concerned does not initiate the work until they have approached the H&S team who will offer support and guidance on a case-by-case basis.

Where a risk assessment identifies risks of serious injury from work in confined spaces, LiveWest will ensure legislative compliance by adhering to the following framework:

- Avoid entry to confined spaces, e.g., by doing the work from the outside.

- If entry to a confined space is unavoidable, follow a safe system of work; and
- Put in place adequate emergency arrangements before the work starts.

The specific control measures developed and deployed (in particular the content and detail of the safe system of work) would be determined through planning the work, risk assessment and consultation, to arrive at a proportionate response to the risk. Assessments and control measures would be recorded and shared with all involved in the work.

There is currently no mandated confined spaces training for operational colleagues. Training will be identified and delivered on a case-by-case basis as part of the implementation of the above-mentioned safe system of work.

There may be occasions where LiveWest engage the services of a specialist contractor to undertake works that involve entry into a confined space, for example cleaning the chambers of a sewage treatment system. In such circumstances, the LiveWest Project Manager (or equivalent) must ensure that the specialist contractor is suitably qualified (as determined in the Contractor Control Process), and they obtain from the contractor their risk assessments, method statements or safe systems of work and any other key documentation. The task specific risk assessment should be reviewed in order to determine that it is suitable and sufficient. The H&S team will offer support with this on request.

6. Construction (Design and Management) – CDM

SAF Responsible person: Head of H&S

Supporting persons: all executive directors, other directors, heads and service leads.

For CDM to apply, 'construction work' must be taking place on or within a structure. Where maintenance activities involve construction processes, requires construction skills and uses construction materials, it is most likely to fall within the term 'construction work', whereas general maintenance adjustments, replacing parts or lubrication is unlikely to be construction work.

The Person engaging the works will assume, as a representative of LiveWest, the duties of the Client under CDM and where required also fulfil the duties of Principal Designer and Principal Contractor. All these duty holder positions have their own legal connotations and there are processes in place to manage and successfully deliver these.

All persons engaging works using either our own IMS colleagues or external contractors should access the CDM Process on the OurSpace resource hub and follow the process flow chart to access the required procedures and documents to be completed to ensure compliance with the CDM Regulations, LiveWest standards and best practice.

7. Contractors

SAF Responsible person: Director of Financial Services & Head of H&S (joint)

Supporting persons: Head of Procurement, H&S Team, all executive directors, other directors, heads, service leads and any other person who places orders on or engages contractors.

LiveWest and the contractors we use have responsibilities under health and safety law. We recognise that all parties involved in a contract need to take the right precautions to reduce workplace risks to colleagues, customers and members of the public.

8.1 Selecting a Suitable Contractor

We must ensure that any contractor we appoint can undertake work safely and without risks to health. This means we must establish their competence to ensure they have the right combination of skills, knowledge, experience and training to do the job in a safe manner. The degree of competence required will depend on the work being undertaken. Similarly, the level of enquiries we make should be determined by the level of risks and the complexity of the job. All contractors appointed for use on behalf of the organisation are to be subject to an internal pre-qualification process. This is to establish competency with regards to the work required and health and safety management. In LiveWest this is achieved by a three-tier process:

1. Pre-qualification via a recognised full deem to satisfy SSIP provider relevant to the level of works tendered for, i.e. The level of certification needs to be annotated on the certificate by the provider (Principal Contractor, Contractor, Principal Designer etc).
2. Where the contractor does not have the relevant SSIP certification they will be assessed via the full H&S pre-qualification questionnaire and supply all relevant information to the procurement department who will arrange for the questionnaire to be assessed by a competent person and either passed or failed. Where the outcome is a failure then LiveWest will supply to the contractor the relevant points to be addressed to allow the contractor to rectify their procedure and re-submit. Where a contractor submits three times in total, they will be rejected from re-tendering for a period not less than six months.
3. Where a contractor is an under five contractor (less than 5 employees), they will complete the under 5 pre-qualification questionnaire; this will be assessed by the H&S Assessor and the decision pass/fail communicated to the procurement department.

Where these contractors are engaged to conduct works, it is the responsibility of the person within LiveWest commissioning the works to ensure the contractor has suitable and sufficient safe systems of work including specific risk assessments for the works being undertaken. Where the contractor does not have the ability to write a formal safe system of work it is the responsibility of the LiveWest person engaging works to ensure these are produced. If the engaging person within LiveWest is unable to produce these then advice should be sought from the H&S team to aid in their production.

8.2 Co-ordinating, co-operating with and monitoring contractors

We will co-ordinate and co-operate with our contractors at all stages of projects and works to ensure that the right people have the right information at the right time.

Regular meetings will be conducted to review progress and performance and regular monitoring of contractor activities will be undertaken by responsible persons within the organisation.

Contractor performance and site safety will be reported on a monthly basis via the health and safety report.

9. Demolition and Dismantling

SAF Responsible person: Head of H&S

Supporting persons: all executive directors, other directors, heads and service leads.

Demolition and Dismantling work must be carried out in accordance with The Construction (Design and Management) Regulations 2015 (CDM) and associated guidance.

Our internal maintenance colleagues do not carry out demolition or dismantling tasks to structural building components. If our internal maintenance teams are carrying out works and the scope of work changes to involve the demolition or dismantling of structural elements of the building, they must stop works and consult their line manager and the Health & Safety team.

All demolition and dismantling work related to building structures will be carried out by specialist contractors and the CDM procedure must be followed.

10. Display and Screen Equipment (DSE)

SAF Responsible person: Head of H&S

Supporting persons: all executive directors, other directors, heads and service leads.

DSE is any equipment you use which has a display screen. This includes your laptop, other computers and your tablet or smartphone. DSE risks are addressed in Work with Display Screen Equipment: Health and Safety (Display Screen Equipment) Regulations 1992 and LiveWest comply with the associated requirements of this.

It is important that attention is paid to how you arrange yourself and your surroundings and your behaviours when using DSE. This includes at a traditional workstation or elsewhere.

Failure to do so can lead to eye problems and upper limb disorders (encompasses a range of conditions affecting the muscles, tendons, soft tissues and nerves of the hand, wrist, arm, elbow, shoulder and neck). Any symptoms of discomfort or ill-health should be reported to the supervisor/line manager in the first instance.

There are different arrangements for assessing DSE depending on whether you work in the field or in an office. Further guidance is available from the health and safety team and can be found on OurSpace.

DSE Guidance

All colleagues will be required to undertake DSE awareness training on a two-yearly basis. This awareness training will be supplemented and supported by additional guidance available on OurSpace and from the health and safety team.

All users of DSE will complete the DSE self-assessment and, when complete, discuss it with their manager who will address any straightforward issues themselves. If the manager requires further assistance or in cases where the issues are complicated, or the risk elevated for any reason, the Health and Safety team will take the most appropriate course of action.

Mobile and agile workers shall undertake the same awareness training and an assessment where they are users of DSE.

DSE assessments will be reviewed if changes to the office environment, workstation furniture or IT equipment are made and/or if there are any health issues which arise, including pregnancy.

Colleagues who frequent hot desks must set up their workstation(s) in line with best practice principles.

Breaks from DSE work

The purpose of a break from DSE work is to prevent the onset of fatigue and relieve eye strain. Changes of activity and breaks should be incorporated into the working day. Where possible, users should be given the discretion to decide the timing and extent of off-screen tasks. Any colleague who believes that their DSE workload does not permit adequate breaks should bring this to the attention of their manager.

This is particularly important for mobile or agile workers who need to be very aware of their working environment and how they can adapt to minimise the risk to their health. Time spent using a laptop outside of a traditional workstation should be limited as far as possible to short bursts, before a change of activity.

Eye tests and corrective appliances

The funding of eyesight testing is managed by People Services and details of the process can be obtained by contacting them or found on OurSpace.

Home working

There are no arrangements within the organisation to allow colleagues to formally work at home and therefore colleagues, who wish to, need to ensure they have the relevant equipment available to minimise the risks to their health before this can be agreed. No special equipment will be provided for working at home.

Electrical equipment

If electrical components are exposed or damaged in any way, such matters must be referred immediately to Facilities, who will address the issue.

11. Don't Walk on By

SAF Responsible person: Head of H&S

Supporting persons: all executive directors, other directors, heads and service leads.

'Don't Walk on By' is a behavioural safety initiative that incorporates safety at work whilst out and about and within customers' homes. The initiative is designed to incorporate those issues that may otherwise get overlooked and that do not necessarily fall into an accident or incident category, including near misses.

For further information and details on how to report these, please refer to the Health and Safety page on OurSpace.

12. Electricity at Work

SAF Responsible person: Executive Director of Operations discharged via Head of M&E

Supporting persons: all executive directors, other directors, heads and service leads.

Compliance Duty Holder: Electrical manager (M&E Manager)

Contact with electricity can cause a number of injuries including, electric shock, electrical burns, loss of muscle control and thermal burns. Some contact with electricity can be fatal. Electric shocks can also lead to other types of injury, for example by causing a fall from ladders or scaffolds etc. In addition to causing injury directly, we can also be indirectly harmed by electricity for example, as a result of a fire caused by faulty electrical equipment or installations.

Electricity, therefore, represents a potentially significant health and safety risk that needs to be managed in the workplace.

The law requires that electrical systems are installed and maintained to be safe at all times

and we are responsible for setting up adequate maintenance programmes and must assess the needs and frequency requirement of testing, maintaining and monitoring electrical systems and equipment. The law does not specifically require electrical testing to be carried out, though the only effective means to ensure electrical systems are kept safe is to have periodic inspection and testing undertaken, together with clear actions to remedy any faults found as a result of this activity.

All electrical equipment should be maintained and checked regularly to ensure it is safe and in good repair. In particular, managers and landlords responsible for electrical equipment maintenance should ensure:

- Equipment is maintained in a safe condition
- Information is available to equipment users to ensure safety
- Safe procedures for inspection and testing are used
- Records of inspection and testing are maintained.

This is undertaken and managed within LiveWest by the Servicing and Facilities Management teams and the Development team on new builds. Electrical management must be in consultation with the M&E Manager within the repairs teams.

Where necessary, risk assessments must take into consideration the type of electrical equipment used, the way in which it is used and the environment that it is used in.

Persons carrying out inspection and testing and/or repair on electrical systems, equipment and conductors must be suitably competent and registered to a minimum standard of City & Guilds 2391 or equivalent. Competence can be described as the combination of training, skills, experience and knowledge that a person has and their ability to apply them to perform a task safely.

The term 'portable' is not restricted to equipment which is normally moved around; it refers to all equipment which can be connected to an electrical system. And includes:

- Movable appliances or equipment (sometimes called transportable)
- Hand-held appliances or equipment
- Stationary appliances or equipment
- Fixed equipment or appliances.

Work to carry out repairs and installation on live circuits is not permitted under any circumstances. Steps must always be taken to isolate (i.e. make safe) circuits/equipment, before work commences.

Equipment which is being used in an environment where there is a high probability of damage, for example, in workshops and in site work, etc. may require user pre-use checks and this will be stated in risk assessments and method statements / safe systems of work.

Colleagues must report faults on electrical equipment immediately to their line manager. They

must not use or continue to use faulty equipment. They are not to carry out repairs unless properly authorised and competent to do so.

13. Environmental Management

SAF responsible person: N/A

LiveWest will manage the environment in line with their environmental policy and associated environmental management system in line with ISO 14001:2015.

14. Excavations

SAF Responsible person: Head of H&S

Supporting persons: all executive directors, other directors, heads and service leads.

LiveWest recognises that excavations are hazardous operations and for most work, appoints competent contractors to undertake this.

Excavation incorporates any earthwork including breaking ground, trench, well, shaft, tunnel or underground working. We will ensure that all practicable steps shall be taken where necessary to prevent danger to any person.

General points to consider for excavations (Planning/Execution of works)

LiveWest must provide certain information to contractors before work begins. This must include relevant information regarding:

- Ground conditions
- Underground structures or water courses
- The location of existing services

This information must be used during the planning and preparation for excavation work.

Below are general key issues which must be considered when planning and conducting any excavations work within LiveWest *(These are for reference and are hyperlinks to HSE documents)*:

- [Electricity](#)
- [Mobile plant and vehicles](#)
- [Collapse of excavations](#)
- [Falling or dislodging material](#)
- [Falling into excavations](#)
- [Undermining nearby structures](#)

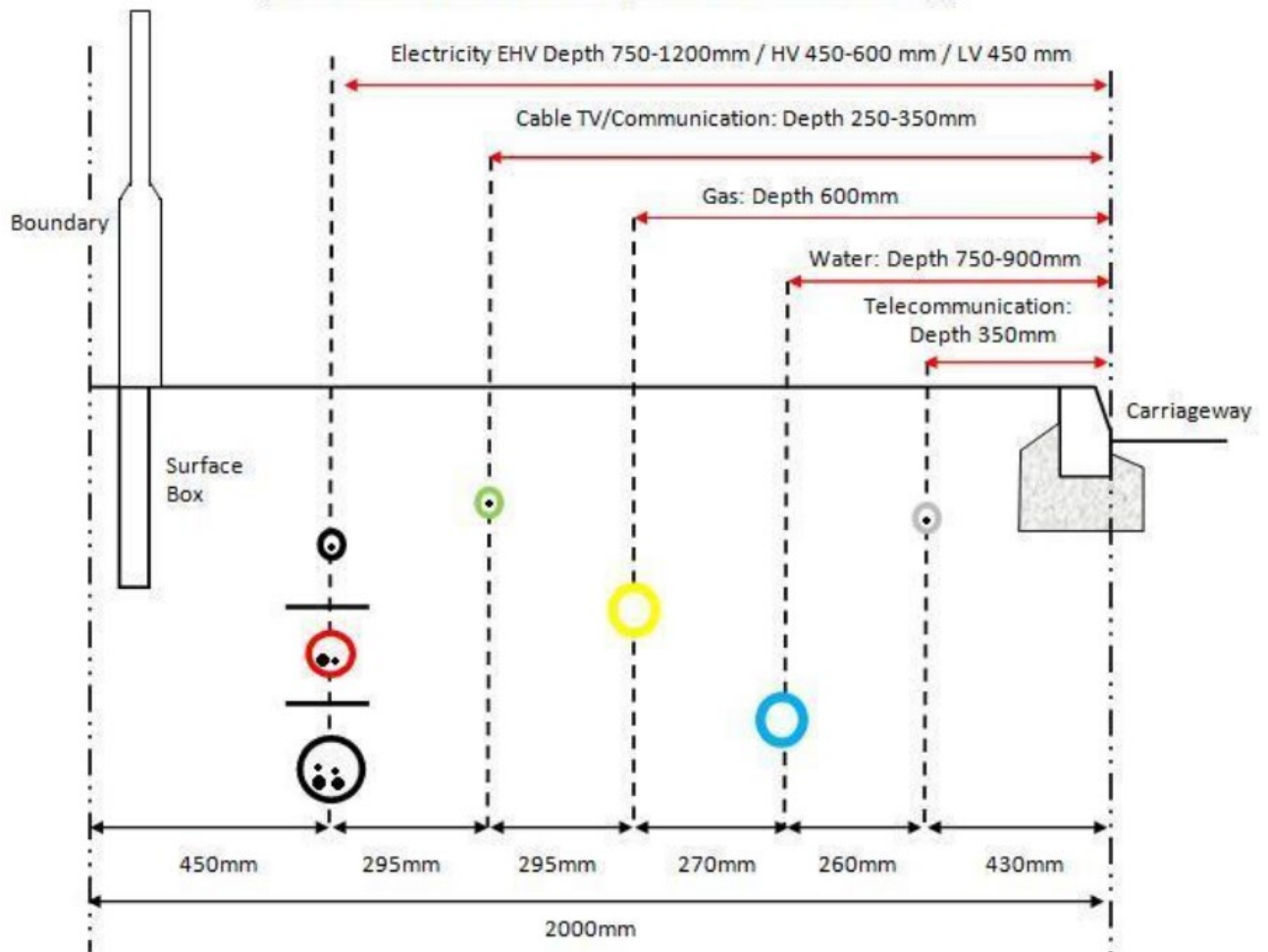
- Underground and overhead services
- Inflow of ground and surface water
- Damage to trees
- Other aspects of excavation safety
- Inspection

Example of underground service colouring and depth of services in the UK:
Underground services colour codes (*The highways safety hub*)



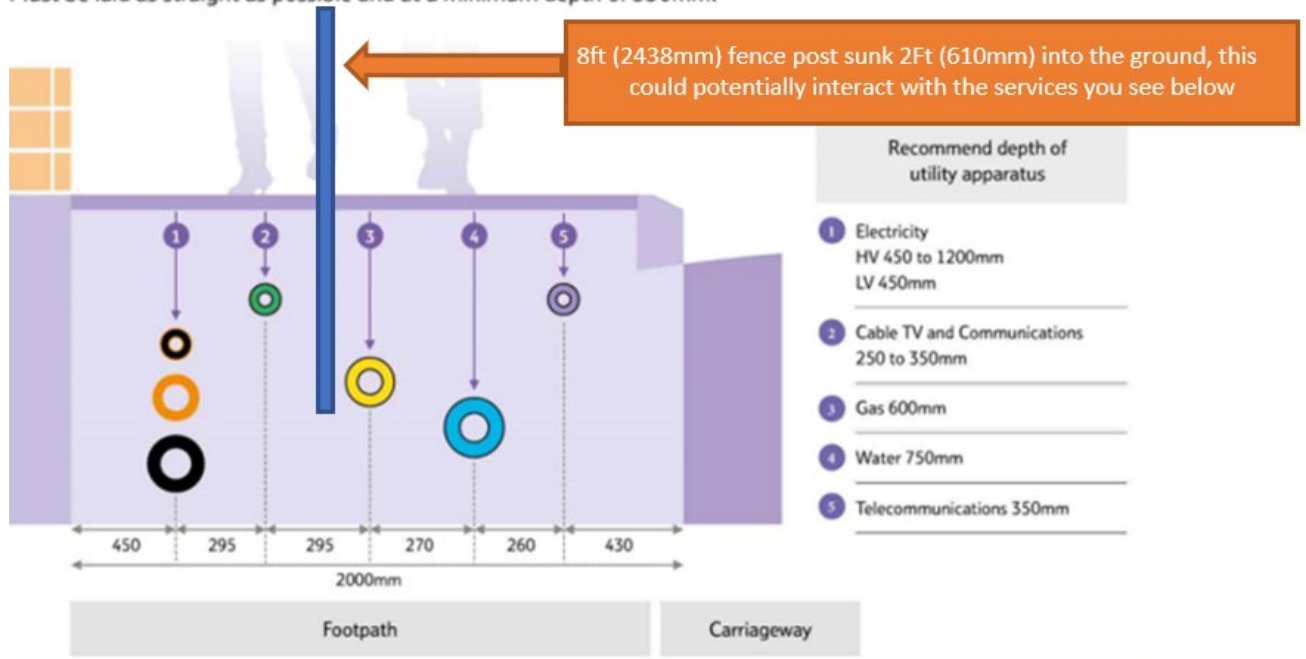
Utility Cable depth illustration (*Site Engineering Guide*)

NJUG Recommended Positioning of Utilities in a 2m Footway



Ducting to the building

Must be laid as straight as possible and at a minimum depth of 350mm.



Note 1: This example is in an ideal world. These services will move over time or may not have been put in at the exact depths due to other reasons. This is only an example guide.

Note 2: Remember even when using the same hole to replace a fence post you may dig deeper than the previous hole and encounter underground services that were not encountered previously; always use the cable avoidance equipment (CAT/GENNY) to ensure the excavation route is clear.

Excavations within LiveWest

Excavations carried out by our IMS teams are minor works, predominantly comprised of the replacement of fence posts or the digging of ground to house new fence posts. Other types of excavation work conducted by our IMS teams are shallow hand dug works.

Before any type of excavation, the ground will be scanned using a Cable Avoidance Tool (CAT) and GENNY. Where the presence of cables or other underground services are detected, the person in charge of the work must be notified and safe digging methods employed.

For all LiveWest excavation works the Workstream Risk Assessment (WRA) must be followed.

Where the work requirement falls outside of the capabilities and capacity of the IMS and/or the minor works team, the job must be identified to a suitable contractor via the specialist team.

Training:

The following training is mandatory and should be identified by managers for their teams who could foreseeably plan and/or conduct, excavations work, the online training should be identified via LiveWest colleagues online training system to ensure compliance.

1. eLearning training for managers/supervisors and operatives involved in excavations works
2. Cable Avoidance Tool training (CAT and GENNY) - this is a mandatory training course for all operatives who, in the course of their work, may be tasked to conduct excavation work. This will be identified through risk assessments and facilitated by managers and logged against role in the appropriate learning system.

15. Fire Safety and Evacuation including servicing and other maintenance

SAF Responsible person: Executive Director of Operations discharged via Head of M&E

Supporting persons: Fire safety manager, all executive directors, other directors, heads and service leads.

We recognise the existence and importance of the Regulatory Reform (Fire Safety) Order 2005 and seek to reduce the risk of fire and comply with legislative requirements in a number of ways.

All non-domestic or common parts of property owned or occupied by LiveWest must have a suitable and sufficient Fire Risk Assessment (FRA) in place and a 'Responsible Person' appointed to manage the premises for fire safety reasons. The responsible person must also co-ordinate plans and procedures for the safe evacuation of all persons. The FRA is to be periodically reviewed based on assessment of need.

FRAs are the responsibility of the Facilities Management Team for our office locations and the Fire Safety Manager, for communal areas of residential properties.

All our colleagues undertake basic online fire safety awareness training on recruitment and again periodically thereafter. Other fire safety training will be arranged and provided for front line colleagues as and when required, as dictated by their role.

The required 'Fire Action Notices' for all personnel are posted on the walls near to fire exits and all colleagues must be made aware and periodically reminded to read this information. Colleagues must also receive periodic training so that they remain fully aware of what to do in the case of a fire emergency.

Fire installations and safety equipment, including their maintenance, are the remit of the Facilities Management Team in office locations and the Fire Safety Manager in our residential properties. Any related concerns or enquiries must be directed to the relevant team.

Evacuation plans for offices are to include, where necessary, the use of trained Fire Wardens who are responsible for ensuring that the premises are fully cleared of all occupants, before reporting to the fire co-ordinator at the appointed assembly point. Fire Wardens within all LiveWest offices will have been trained in using a selection of extinguishers in a live fire-fighting exercise and are therefore competent to attempt to extinguish a contained fire if they can do so without putting themselves or others at risk. Colleagues not trained in the use of fire extinguishers should not attempt to extinguish a fire without putting themselves or others at risk.

Personal Emergency Evacuation Plans (PEEPS) must be carried out by managers for colleagues who may have difficulties in evacuating the premises in a timely fashion in an emergency situation. This could be because of a permanent issue affecting their mobility, vision or hearing, or a temporary problem (e.g. injury, pregnancy). The PEEP should be agreed with the colleague, retained at team level and periodically reviewed. A PEEP template can be found within the Fire Safety Operational Standard.

The 'Responsible Person' is to ensure that all scheduled checks and testing of the fire alarm systems are carried out and recorded in the appropriate fire logbook provided. The fire plan is to be fully tested and assessed by a minimum of two practices per year and colleagues are expected to fully cooperate.

In the event of a fire, colleagues must never re-enter the premises until informed it is safe to

do so by the person in charge at the time.

Our Safety Compliance Policy, Fire Safety Standard and a Fire Safety Operational Procedure can be found within OurSpace. The documents aim to ensure that appropriate measures are in place to reduce the risk of fire and protect customers, leaseholders, colleagues, contractors and others living / working in our buildings from the harm caused by fire.

The fire evacuation plan for LiveWest offices which details our arrangements for the safe and effective evacuation of colleagues, contractors and visitors from the building can be found online.

16. First Aid

SAF Responsible person: Head of H&S

Supporting persons: Head of Workplace and Facilities, all Executive Directors, other Directors, Heads and Service Leads.

First aid can simply be explained as the help given to someone who is injured or ill to keep them safe and to prevent any further harm from occurring. The role of a first aider, accordingly, is to give someone this help.

Accidents and illness can happen at any time and suitable provision for first aid needs to be available at all times people are at work.

There is a statutory obligation placed on employers to ensure they have in place adequate first aid arrangements for their colleagues. Of note is that there is no statutory requirement to provide for non-colleagues although there is a moral responsibility to give this serious consideration depending on the circumstances.

LiveWest will ensure that the first aid needs of the business are assessed at each organisational location and within teams where colleagues work remotely, whether that be in construction environments, in and around our neighbourhoods, estates and schemes or at resident engagement events. Suitable and sufficient first aid arrangements will be implemented, including appropriate numbers of first aid trained personnel and suitable first aid supplies for the given location, role, situation or activity.

We have robust arrangements in place to meet our statutory first aid requirements and these are covered in detail in the First Aid Procedure which is available on the OurSpace resource hub.

17. Food handling and kitchen safety

SAF Responsible person: Executive Director of Development discharged to Facilities Manager and Head of H&S

Supporting persons: all executive directors, other directors, heads and service leads.

Self-catering facilities are generally provided in designated kitchen areas and it is the responsibility of local managers/facilities to undertake daily visual checks to make sure kitchen areas are clean and safe.

Periodic checks are undertaken (as necessary) to test and/or service any equipment and appliances provided.

Colleagues are to read and comply with all safety instructions relating to the equipment. Plugs or other electrical equipment must not be touched whilst hands are wet or when equipment is in contact with a wet surface.

Kitchen areas are to be left in a clean and tidy condition; spillages are to be cleaned immediately to protect others from slips and falls. Food/drinks that are past their expiry date are to be disposed of by their owners or by a member of the facilities team.

Where buffets or other food are provided, it is the responsibility of the recipients to leave tables and areas clean and tidy. Rubbish and unwanted food waste is to be cleared away before departure.

When identified through risk assessment as being necessary and appropriate, food hygiene training will be undertaken by targeted colleagues. This will be refreshed as necessary and records will be held at team level.

18. Gas

SAF Responsible person: Executive Director of Operations discharged via Head of M&E

Supporting persons: all executive directors, other directors, heads and service leads.

Compliance Duty Holder: Gas manager (M&E Manager)

The Gas Safety (Installation and Use) Regulations 1998 require LiveWest, as Landlord, to maintain (service) all gas appliances, pipework and flues in a safe condition so as to prevent injury to any person in lawful occupation of the premises.

Auditing is undertaken into the business area and is reported through the audit and assurance process. Any issues arising are picked up through business assurance activity.

All operatives (including those of contractors) undertaking gas safety testing etc. are registered with Gas Safe. Gas safety training is outlined within the Gas Safety Policy.

Further, detailed, information on gas safety is available in the Gas Safety Policy, which is available electronically.

19. Gritting (Ice & Snow)

SAF Responsible person: Head of H&S

Supporting persons: Facilities manager, Estates Supervisors, Scheme Managers, Housing Officers all Executive Directors, other Directors, Dept Heads and Service Leads.

LiveWest will ensure that offices, commercial premises, communal residential areas, and any high-risk areas are gritted when conditions dictate.

The intention is to eliminate the risks from ice and snow where possible or, where elimination is not possible, reduce them to an acceptable level.

The areas to be treated are to be defined by risk assessments, which will identify locations in priority order, on a risk control measures.

This duty has not been extended to adopted roads or pathways, and it is recognised that it would not be reasonably practicable to treat areas not under LiveWest management.

Line management for workplace facilities, IMS, schemes and estate services are responsible for ensuring the implementation of this arrangement for the premises they manage in line with local operational procedures and risk assessment.

General Principles

To achieve compliance with the statement of intent, LiveWest hold the following principles:

19.1 Workplaces

LiveWest will endeavour to keep all access/egress routes including external stairs/steps clear of ice and snow where they lead to/from a workplace. This may be undertaken by the local authority in some locations.

The workplace facilities management team will be responsible for ensuring that the appropriate precautions have been implemented for premises they manage whilst other management teams will be responsible for other premises under their control.

- Where LiveWest is responsible for the access to workplaces, a suitable rock salt bin or similar and suitable 'spreading' equipment will be provided at a convenient location.
- Rock salt is assessed by the health and safety team as a substance that is potentially hazardous to health (under CoSHH regulations), with control measures noted on the assessment. Relevant colleagues must familiarise themselves with the content and act in accordance with the assessment findings.

LiveWest colleagues are authorised to spread rock salt on access/egress routes with the appropriate equipment.

When attending the LiveWest workplace, all colleagues, visitors, contractors, customers, and others should only walk on the areas that are clear of snow and ice or have at least been treated.

19.2 Residential areas

LiveWest recognises and acknowledges its responsibility to its customers and will take all reasonably practicable steps to identify persons and areas of risk in times of ice and snow. LiveWest's resources are finite and, therefore, attention will be given to the most vulnerable persons and areas of higher risk.

Priorities for gritting will be determined by completion of a scheme risk assessment, especially for those schemes that house more vulnerable persons.

Identified high risk priorities are below:

- Older people
- People with mobility needs
- People with other disabilities – hearing, sight etc.
- Pregnant women
- Very young children
- Any other person considered at greater risk

Estates teams, Scheme Managers and others who are responsible for managing residential communal premises shall be responsible for ensuring appropriate precautions are in place with special attention given to greater numbers of vulnerable people living in one location.

Estates teams/Scheme Managers are responsible for ensuring supplies of rock salt and the appropriate equipment required for storage and application are provided. Whilst LiveWest ensures its best endeavours to minimise risk, it is expected that a level of judgement and care is considered towards personal safety, and the safety of others, with appropriate precautions being taken by the Estate teams/Scheme Managers.

19.3 Training

Any person(s) who may be involved with supplying or the use of rock salt, must ensure that they

possess adequate skills, knowledge, and experience to do so.

All LiveWest colleagues receive mandatory training in manual handling and in slips, trips and falls. Further bulletins and correspondences relating to snow and ice will be released as required.

Local level risk assessments will include detail on specific risk control measures whilst the COSHH assessment will highlight risks and related control measures of working with rock salt.

It is accepted that a combination of the above will ensure competence for the task in hand.

19.4 General

Rock salt will be obtained via local sources and budget holders will account for the purchasing within their own areas of jurisdiction. The use of rock salt will be recorded by colleagues using Outlook.

If, on visiting a premises an area is found not to be treated (and treatment is required), the person responsible for the premises should be contacted and a near miss recorded on Assure within 24hrs and if safe to do so, the person identifying the need will spread the rock salt following the guidance provided. REMEMBER- do not walk on by!

20. Control of Substances Hazardous to Health (COSHH)

SAF Responsible person: Head of H&S

Supporting persons: all executive directors, other directors, heads and service leads.

The Control of Substances Hazardous to Health (COSHH) Regulations 2002 is the law that requires employers to control substances hazardous to health and places duties on both employers and colleagues.

In order to comply with The Control of Substances Hazardous to Health Regulations 2002 (as amended), managers will ensure that exposure of colleagues (and others) to hazardous substances is minimised by introducing effective controls.

The regulations apply to all workplaces and include any substances, materials, processes or by-products that are hazardous to health. These substances can take many forms and include:

- chemicals
- products containing chemicals
- fumes
- dusts
- vapours
- mists
- nanotechnology

- gases and asphyxiating gases and
- biological agents
- germs that cause diseases such as leptospirosis or legionnaires disease.

COSHH does *not*, however, cover lead, asbestos or radioactive substances because these have their own specific regulations.

Exposure should always be controlled at source first by eliminating the need for a hazardous substance altogether or substituting it for a less harmful substance or in the least hazardous form. Further control measures may be necessary, and these will be detailed in COSHH risk assessments.

Once the control measures have been considered you need to consult the COSHH assessment library on OurSpace. If you find that the substance you are looking for is not present, please send the safety data sheet to the Health and Safety Team so they can review the product and create a COSHH assessment for the product prior to being used.

Many of our job roles at LiveWest are sometimes required to use potentially harmful chemicals. For example:

- Estate supervisors – petrol, weed killers
- Day to day repair operatives – concrete dust, paints
- Component installations operatives – wood dusts
- Electrical and gas operatives – soldering flux
- Voids operatives – mould cleaners

What are routes of Entry

There are four major routes of entry into the body:

- **Inhalation:** This is the most common route of entry into the body for harmful agents. Inhaled through the mouth or nose.
- **Ingestion:** Hazardous substances can enter the body by eating or drinking in contaminated areas.
- **Absorption** (through the skin): Substances can be absorbed through broken skin, unbroken skin and via contact with the eye. They can have a direct effect on the skin or can pass through into the blood.
- **Injection** (puncture): When the external layer of skin is punctured, for example with a needle, broken glass or splinter.

Ill-health created by working with chemicals

There are potentially many types of ill-health that can be brought about by using potentially hazardous substances in an uncontrolled or poorly controlled way.

Ill health can be split into three categories and can be acute or chronic:

- **serious health effects** – permanent, progressive, irreversible, or permanently disabling conditions that result in lifelong disability or restriction to work, e.g. diseases such as silicosis, cancer, persistent occupational irritant contact dermatitis, sensitisation, asthma and serious chemical burns.
- **significant health effects** – non-permanent, reversible and nonprogressive conditions that result in temporary disability, e.g. diseases such as salmonella, non-persistent occupational irritant contact dermatitis, farmers' lung and minor chemical burns to the skin;
- **minor health effects** – examples include temporary skin and respiratory irritation.

For further information please refer to the [COSHH procedure](#) available on the OurSpace resource hub or contact the Health and Safety Team.

21. Incident Reporting and Investigation

SAF Responsible person: Head of H&S

Supporting persons: all executive directors, other directors, heads and service leads.

The term 'Incident' includes all the following:

- Accidents - any unplanned event that results in harm, loss or damage. Harm, loss or damage could be physical, emotional, financial or reputational.
- Near misses – any unplanned event that could have, if circumstances were different, resulted in harm, loss or damage.
- Dangerous occurrence - incidents with a high potential to cause death or serious injury, but which happen relatively infrequently. Examples may include; gas leaks, overturning of plant, asbestos disturbance, explosions, fires, carbon monoxide exposure, etc.
- Diseases - certain diagnosed reportable diseases which are linked with occupational exposure to specified hazards. Examples are; Carpal Tunnel Syndrome, cramp of the hand or forearm, occupational dermatitis, Hand Arm Vibration Syndrome (HAVS), occupational asthma and tendonitis or tenosynovitis.
- Exposure to carcinogens, mutagens and biological agents.
- Hazards – anything with the potential to cause harm. This could be as simple as a trailing cable, a wedged-open fire door or water on the stairs or floor for example.

The general rule of thumb is that if something doesn't look or feel right, it probably isn't and

must be reported.

Incidents must be reported via the relevant system in order that they can be investigated, and the cause(s) identified such that a recurrence can be prevented. Near miss reports are particularly important where harm could have occurred but did not, as they allow us to deal with problems before they result in an injury.

Anyone encountering any form of incident outlined above, is encouraged, where safe to do so, to take pictures of the situation and submit to the H&S team as part of the overall report. Pictures are particularly useful when reporting near misses, hazards and accidents.

LiveWest have made the reporting of incidents very simple by introducing a specific system that can be accessed from most mobile devices and tablets. Guidance for installing the reporting system onto your tablet or smartphone can be found on OurSpace. Contact the H&S team for more information.

Colleagues are responsible for submitting reports for themselves and on behalf of non-colleagues for whom they are responsible, as soon after the event as possible but within 24 hours. If the injury renders the person unable to report the incident personally then this must be completed by a first aider, line manager, witness or colleague who is able to provide a true account of the incident on their behalf.

The speed of the initial report is essential to allow us to fulfil our legal duties under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) and to ensure an appropriate response to the incident.

All incident reports will be delivered to a central resource managed by the H&S team and will initially be assessed by a member of the team who will triage the report in terms of seriousness. Thereafter, the incident will be assigned to a level of management appropriate to the severity of the incident for further investigation and will be accompanied by a nominal completion time based on risk.

More serious or potentially serious incidents may be investigated in greater depth by a group of people which may include senior managers, the H&S team and/or external experts as appropriate.

The H&S team will monitor each incident investigation to ensure they have been suitably investigated and closed off with proportionate control measures recommended, implemented and monitored as necessary. Where appropriate, the team will also issue relevant lessons learnt to the wider organisation.

In cases where the investigation is not being undertaken within a suitable timeframe or if it is not properly investigated in terms of scope and rigour, the H&S team will address this in the first instance with the assigned investigator and thereafter will escalate to the relevant line manager for action.

The H&S team will use incident reports to report to the relevant enforcement body when appropriate, to ensure we comply with RIDDOR.

Colleagues who are absent from work because of injury or ill-health resulting from an incident at work must keep the organisation informed of their progress via their manager, on a regular

basis. They should also enter their absence as 'work-related' in the appropriate reporting system and, when possible, ensure the total days lost as a result of their accident are communicated to the H&S team.

22. Legionella and Legionnaires' Disease

SAF Responsible person: Executive Director of Operations discharged via Head of M&E

Supporting persons: Specific contract manager, all executive directors, other directors, heads and service leads.

Legionellosis is a collective term for diseases caused by legionella bacteria including the most serious Legionnaires' disease, as well as the similar but less serious conditions of Pontiac fever and Lochgoilhead fever. Legionnaires' disease is a potentially fatal form of pneumonia and everyone is susceptible to infection. The risk increases with age, but some people are at higher risk including:

- people over 45 years of age
- smokers and heavy drinkers
- people suffering from chronic respiratory or kidney disease
- diabetes, lung and heart disease
- anyone with an impaired immune system.

The bacterium *Legionella pneumophila* and related bacteria are common in natural water sources such as rivers, lakes and reservoirs, but usually in low numbers. They may also be found in purpose-built water systems such as cooling towers, evaporative condensers, hot and cold water systems and spa pools.

If conditions are favourable, the bacteria may grow increasing the risks of Legionnaires' disease and it is therefore important to control the risks by introducing appropriate measures outlined in Legionnaires' disease - The Control of *Legionella* bacteria in water systems (L8).

LiveWest have an internal Operational Standard in order to address the risks from *Legionella* and Legionnaires' disease which can be found on the OurSpace resource hub.

The associated risks from *Legionella* and Legionnaires' Disease must be addressed on individual Workstream Risk Assessments where exposure has been considered as likely.

23. Lifting Equipment, Accessories and Lifting Operations

SAF Responsible person (workplace): Head of H&S

SAF responsible person (residential): Executive Director of Operations discharged via Head of M&E

Supporting persons: all executive directors, other directors, heads and service leads.

Lifting equipment is any work equipment for lifting and lowering loads, and includes any accessories used in doing so (such as attachments to support, fix or anchor the equipment). Examples of lifting equipment include:

- overhead cranes and their supporting runways
- patient hoists
- motor vehicle lifts
- vehicle tail lifts and cranes fitted to vehicles
- a building cleaning cradle and its suspension equipment
- goods and passenger lifts
- telehandlers and forklifts.

Lifting accessories are pieces of equipment that are used to attach the load to lifting equipment, providing a link between the two. Any lifting accessories used between lifting equipment and the load may need to be taken into account in determining the overall weight of the load.

Examples of lifting accessories include:

- fibre or rope slings
- chains (single or multiple leg)
- hooks
- eyebolts
- spreader beams
- magnetic and vacuum devices.

Further details and examples of equipment covered by LOLER can be found in the Approved Code of Practice and guidance.

Lifting operations is a term defined by LOLER regulation 8(2): 'In this regulation "lifting operation" means an operation concerned with the lifting or lowering of a load.'

The load

The load includes any material, people or animals (or any combination of these) that is lifted by the lifting equipment. Loads are often provided with permanent or semi-permanent fixed or attached points for lifting. In most cases, these are considered to be part of the load.

Examples of loads include:

- loose bulk materials
- sacks, bags, pallets and stillages
- discrete items (such as a large concrete block)
- machinery and any permanently attached lifting eyes
- a skip and the lugs fixed to its side.

LiveWest's compliance function has introduced an operational standard for the inspection and maintenance of lifts within our properties. This can be found on OurSpace.

24. Lone Working / Personal Safety

SAF Responsible person: Head of H&S

Supporting persons: all executive directors, other directors, heads and service leads.

A lone worker is defined by the Health and Safety Executive as, 'someone who works by themselves without close or direct supervision'.

Many of our activities and job roles at LiveWest incorporate elements of lone working, examples of which include, but are not limited to:

- Work in the community
- Work in the homes of customers / clients / applicants
- Work in residential schemes
- Work on housing estates
- Grounds work in and around residential schemes
- Work as the only colleague in an office or a touchdown point
- Driving on work-related business.

Although, in broad terms, lone workers face the same hazards as those who do not work alone, the risks arising from these hazards are generally higher, simply because if things go wrong there may not be anyone to offer help or support. In addition to this, the lack of nearby support from a colleague means that lone workers may be less able to prevent an incident, such as violence or abuse, from occurring.

The type of hazards faced by lone workers include, working with powered tools and equipment, working at height, working with chemicals and interfacing with people who may pose a risk to our personal safety.

Though we're entirely committed to ensuring the health, safety and wellbeing of our colleagues, we recognise that, because of the nature of our activities, there may be occasions when the personal safety of colleagues could be placed at risk.

Whilst we cannot fully eliminate all these risks, we will take all reasonable steps to mitigate or lessen them through the implementation of a suite of proportional risk control measures which we introduce in detail within our Lone Working Procedure.

This procedure is designed to alert colleagues to the risks presented by lone working, to identify the responsibilities each person has in lone working situations and to describe procedures we need to implement and use in order to control the related risk to colleagues.

It's of critical importance that all colleagues and managers with any responsibility for, or involvement in, lone working, read and understand the lone working procedure, and Sensitive customer information policy, and ensure that they put in place the arrangements detailed.

25. Manual Handling

SAF Responsible person: Head of H&S

Supporting persons: all executive directors, other directors, heads and service leads.

Manual handling relates to the moving of items either by lifting, lowering, carrying, pushing or pulling and is addressed in the Manual Handling Operations Regulations 1992.

Injuries can be caused because of the amount of times you have to pick up or carry an item, the distance you are carrying it, the height you are picking it up from or putting it down (eg, picking it up from the floor, putting it on a shelf above shoulder level) and any twisting, bending stretching or other awkward posture you may encounter whilst performing a task.

Manual handling is one of the most common causes of injury at work and causes over a third of all workplace injuries which include work related Musculoskeletal Disorders (MSDs) such as upper and lower limb pain/disorders, joint and repetitive strain injuries.

Manual handling injuries can occur almost anywhere in the workplace and heavy manual labour, awkward postures and previous or existing injury can increase the risk.

Where manual handling activities cannot be avoided, the Line Manager, with help from team members and the H&S team (if required) must assess the risk of the activity and implement sensible control measures, proportionate to the risk faced.

Assess the risks

Where you identify risks from hazardous manual handling in your workplace that cannot be avoided, you must complete a manual handling risk assessment to help you decide what you need to do to manage these risks. Make sure your workforce is fully involved in the risk assessment process.

How detailed should my risk assessment be?

The amount of detail required by your manual handling risk assessments will depend on a number of factors, including the level of risk and complexity of the tasks being carried out. Using HSE's simple risk filter(s) as a first step can help you to initially identify low, and high-risk tasks. This will help you decide your priorities for more detailed assessments of your higher-risk tasks.

Please review the Manual Handling Procedure for the risk filters, Manual handling Assessment Chart (MAC) & Risk Assessment for Pushing and Pulling (RAPP) tools.

Control measures can include:

- Reducing the amount of twisting, stooping and reaching

- Avoid lifting from floor level or above shoulder height, especially heavy loads
- Adjusting storage areas to minimise the need to carry out such movements
- Consider how carrying distances can be minimised
- Consider team / multi person lifts
- Break down the load
- Identify if lifting aids need to be put in place
- Use good practice manual handling techniques:
 - Remove obstructions from the route
 - For a long lift, plan to rest the load midway on a table or bench to change grip
 - Keep the load close to the waist; the load should be kept close to the body for as long as possible while lifting
 - Keep the heaviest side of the load next to the body
 - Adopt a stable position and make sure your feet are apart, with one leg slightly forward to maintain balance.

The need for formal manual handling training must be identified for colleagues or teams by Line Managers and can be organised with input from the H&S team.

Complex, challenging and/or repetitive/heavy tasks should be subjected to a special risk assessment which the H&S team can assist with if necessary. A checklist for this can be found on the LiveWest H&S online system. Generally, this assessment must address:

- The task
- The individual
- The load
- The environment

Control measures must be put in place to sensibly control the risk and a copy of the assessment should be brought to the attention of relevant colleagues and saved at team level.

26. New or Expectant Mothers

SAF Responsible person: Director of People (wellbeing) and Head of H&S (risk assessment)

Supporting persons: all executive directors, other directors, heads and service leads.

LiveWest will take all reasonable steps to safeguard the health, safety and welfare of new or expectant mothers, their unborn child and breast-feeding mothers as detailed in the Management of Health and Safety at Work Regulations 1999.

We ask that expectant mothers inform their manager about their pregnancy at the earliest stage they are comfortable with so that we can ensure that appropriate consideration and support can be given.

Special risk assessments will be carried out by managers in circumstances where women are pregnant, have given birth within the last six months or are breast feeding. A generic risk assessment which must be made specific in every case is available on OurSpace. The H&S team can assist with this as necessary.

The risk assessment includes development of a Personal Emergency Evacuation Plan if necessary.

Managers will ensure that they regularly monitor the work undertaken by new or expectant mothers, especially during the term of pregnancy, in order to continually assess the individual's ability to work safely and without undue risk. A new or expectant mother should be proactive in bringing concerns to her manager.

27. Noise at Work

SAF Responsible person: Head of H&S

Supporting persons: all executive directors, other directors, heads and service leads.

Colleagues who regularly and frequently use mechanical tools and equipment are at potential risk of ill-health from noise.

Many of our job roles at LiveWest require the use of noise producing tools; for example, IMS and Estates colleagues.

There are many different types of tools or equipment that can cause ill health due to noise but some of the most common include, hammer drills, jigsaws, grinders, powered lawnmowers and strimmers.

Regular and recurring exposure to noise can lead to permanent ill health, hearing loss or deafness and a debilitating disease called Tinnitus.

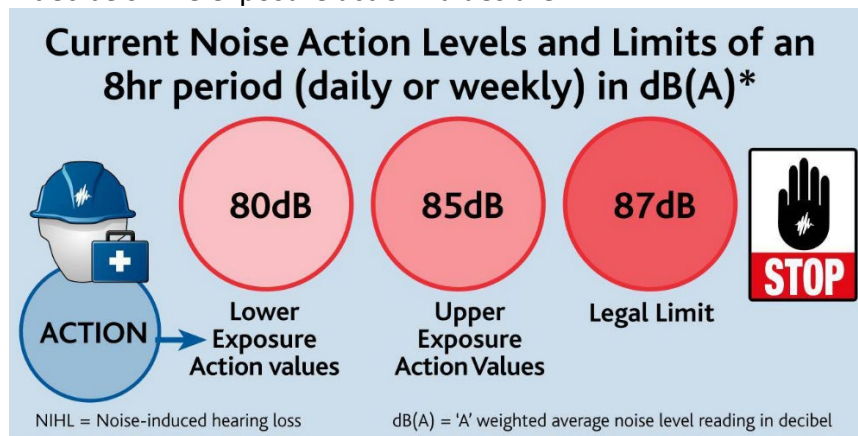
Hearing damage - noise at work can cause hearing damage that is permanent and disabling. This can be hearing loss that is gradual because of exposure to noise over time, but also damage caused by sudden, extremely loud noises. The damage is disabling as it can stop people being able to understand speech, keep up with conversations or use the telephone.

Tinnitus - is when you experience ringing, whistling, buzzing or humming in one or both of your ears, even though no external sound is present; it is a distressing condition. The symptoms of tinnitus may be initially mild, but with continued exposure to noise they may become more acute prolonged or permanent and cause pain, distress and sleep disturbance. There is no known cure for Tinnitus.

[The control of Noise at Work Regulations 2005](#) require employers to assess and control the risks to the health and safety of their colleagues from noise; LiveWest recognises our

responsibilities under these regulations and appreciate the importance of the need to reduce the risks from noise to the lowest level reasonably practicable.

The regulations present a daily or weekly personal noise, lower and upper exposure action value (EAV) in decibels. The exposure action values are:



- Lower exposure action values
 - daily or weekly exposure of 80 dB(A)
 - At 80dB the employer must provide hearing protection.
- Upper exposure action values
 - daily or weekly exposure of 85 dB(A)
 - At 85dB the employer must provide hearing protection and it is mandatory to use it.

Where the upper EAV is reached or exceeded then action must be taken with a planned program of noise controls.

There are also levels of noise exposure which must not be exceeded. These are called exposure limit values.

- Daily or weekly exposure of 87 dB(A).

To meet these requirements, we have in place a robust system to manage the risk of noise to our colleagues which is detailed in our noise at work procedure held on the OurSpace resource hub. This includes a link to the [HSE noise calculator](#) to allow you to assess your team in accordance with the above values.

Colleagues of all levels have responsibilities under this procedure, and it must be read and understood by all colleagues working with or managing those who work in a noise producing environment.

28. Office Safety and Welfare

SAF Responsible person: Executive Director of Development discharged via Facilities Manager

Supporting persons: all executive directors, other directors, heads and service leads.

Attention to housekeeping is essential and the correct use of waste bins and removal of large items of combustible materials from the premises are important in maintaining a fire-free zone. Floors are cleaned on a regular basis and waste bins are to be emptied daily.

Every effort should be made by colleagues to keep walkways clear of obstacles, to store articles safely in designated places, to tidy work areas and ensure that there are no trailing cables. Any defects in office furniture are to be reported to the facilities team who can organise replacement or repair.

Office machinery is designed to be used safely by all colleagues generally and is not to be used where guards are damaged or missing. Jams or stoppages should only be cleared by competent colleagues. When using shredders, loose clothing and hair must be kept clear of any moving parts at all times.

Suitable and sufficient washing and sanitary conveniences are provided for colleagues and these are to be kept tidy at all times. They are regularly cleaned and subject to inspection. Any problems are to be reported to the facilities team.

29. Permits to Work

SAF Responsible person: N/A

The aim of a permit to work system is to remove both unsafe conditions and human error by imposing a formal system which requires formal action.

Typical areas / work activities that could be covered by a permit include:

- Hot works
- Roof works
- Confined spaces
- High Voltage electrical work
- Asbestos
- Excavation works
- Lift works
- Pressure systems
- Demolition works
- Lifting works

- Work on scaffold towers, mobile elevated working platforms (MEWPs)
- Work in isolated locations, or areas with difficult access or those at high levels
- Work in the proximity of, or involving, explosives or highly flammable substances
- Work involving contractors in any of the above activities on or about our premises.

LiveWest do not operate a Permit To Work system but acknowledges that work activities, where there is the potential for increased levels of risk, benefit from being more tightly controlled.

To ensure these controls are considered and implemented, LiveWest colleagues are required to complete specific risk assessment that manage the hazards identified, reducing the level of the risk to an acceptable level.

Where it is not possible for LiveWest to reduce the risk of the hazard to an acceptably low level then LiveWest will employ specialist contractors to undertake the works. These specialist contractors will have been selected for their skills, knowledge and experience. These specialist contractors will develop the safe systems of work that will include risk assessment and permits to work. LiveWest will review this information before allowing works to proceed under the direction and control of the specialist contractor who will communicate the information in the risk assessment and permit to work to all involved in the work. The contractor will then carry out the works in a safe manner in accordance with the risk assessment and permit to work.

LiveWest do not operate a Permit To Work system but do call for all risks and control measures to be outlined in risk assessments.

30. Personal Protective Equipment (PPE)

SAF Responsible person: Head of H&S

Supporting persons: Head of Procurement, all executive directors, other directors, heads and service leads.

LiveWest provides personal protective equipment (PPE) when the risk presented by a work activity cannot be eliminated or adequately controlled by other means. When it is provided, it is because risk assessments show that the use of PPE is necessary to reduce risks to a minimum and it must therefore be used.

In order to comply with the Personal Protective Equipment at Work Regulations 1992 (as amended) our policy is to provide suitable PPE as appropriate, to ensure it is properly maintained and that colleagues are provided with adequate information, instruction and training.

The implementation of this policy requires the co-operation of all members of management and colleagues.

We will, in consultation with workers and their representatives:

- Ensure PPE requirements are identified when carrying out risk assessments
- Use the most effective means of controlling risks without the need for PPE whenever possible and only provide PPE where it is necessary
- Carry out an assessment to identify suitable PPE
- Inform colleagues of the risks their work involves and why PPE is required
- Ensure that if two (or more) items of PPE are used simultaneously, they are compatible and are as effective used together as they are separately
- Ensure PPE is available to all colleagues who need to use it
- Provide adequate accommodation for correct storage of PPE
- Provide adequate maintenance, cleaning and repair of PPE
- Inform colleagues of the risks their work involves and why PPE is required
- Train colleagues in the safe use and maintenance of PPE
- Review assessments and reassess the need for PPE and its suitability whenever there are significant changes or at least annually.

Colleagues are responsible for safeguarding such items, reporting defects and using the equipment as instructed.

Please refer to the Personal Protective Equipment procedure available on the OurSpace resource hub for more information.

31. Risk Assessments

SAF Responsible person: Head of H&S

Supporting persons: all executive directors, other directors, heads and service leads.

The Management of Health and Safety at Work Regulations 1999 place a duty on employers to undertake risk assessments to protect people who may be affected by their work activity.

The purpose of a risk assessment is to identify hazards (something with the potential to cause harm) and risks (likelihood and severity of harm) both to colleagues and to any other person who may be affected by these activities, such as members of the public or customers. Reasonable precautions (control measures) should then be put in place to:

- Make it less likely things will go wrong, and/or
- Make the consequences less severe if things do go wrong.

Risk assessments are to be suitable and sufficient but must also be *proportionate* to the risk, focusing on significant manageable risks, not trivial issues.

Control measures should be clear and easily understood by colleagues who are required to act in accordance with them. Written procedures, including safe systems of work or method statements, should be prepared for more hazardous and/or complex work.

At LiveWest we have four different types of risk assessment as detailed below:

31.1 Workstream Risk Assessment (WRA)

All colleagues must be covered by a WRA which is essentially a generic risk assessment detailing the hazards they face and how the resulting risks are adequately controlled on a team-based approach.

- WRAs should be provided as part of a new starter's induction process to ensure awareness of the hazards likely to be faced as part of their role within the team. The WRA will need to be discussed to ensure control measures are clear and understood.
- Managers should ensure that each of their team members have a copy which is signed and dated by both parties to indicate it has been read and understood.
- It is of the utmost importance that the WRA covers all risks associated with the team's activities and implement suitable and sufficient controls that reduce the risk to as low as possible.
- Risk assessments must be electronically retained by the Line Manager.
- The WRA must be kept under constant review and formally reviewed 3 yearly. It should also be revisited when it's considered to be no longer valid, for example after an incident or following introduction of new tasks and / or equipment.
- Example WRAs are available on the resource hub which generically addresses office work and field work and offer a starting point on which Personal Risk Assessments (PRAs) can be based.
- The examples will need to be developed to match the activities expected to be completed by the team. This will involve additional risks being identified and some removed from the current template. This will be the person developing the WRA responsibility to complete this process.
- If there is any uncertainty when completing WRAs please contact a member of the health and safety team for advice and guidance.

31.2 Activity-Specific Risk Assessment

Whilst WRAs will cover the majority of risks encountered by colleagues, there will be occasions where a more detailed recorded assessment of risk related to a particular activity is required.

- The requirement for these will vary on a team by team basis and should be discussed and agreed at local level before being developed and implemented.
- For example, these may be put in place to address the risk posed by lone working, carrying out higher risk activities such as evictions, working at height and a host of trade-specific activities undertaken by our IMS and Estate Supervisors.

- It's recommended that these additional, more detailed risk assessments should be developed by the line manager as part of a consultative team exercise to encourage ownership and to maximise the capture of relevant risk information.
- Completed assessments should be held electronically at team level, be fully publicised to all relevant colleagues, and must be reviewed annually or when they're considered to be no longer valid.

A blank risk assessment pro forma can be found in the resource hub along with a selection of generic activity specific risk assessments templates that can be adopted and adapted by individual teams or directorates.

31.3 Personal Risk Assessment (PRA)

- PRAs are undertaken for any individual colleagues who have identified personal medical conditions, are recovering from a medical procedure, or have returned to work after a work-related injury. These may include recommendations from GPs or occupational health provider which needs to be considered and acted upon within the PRA.
- All PRAs need additional consideration over and above the WRAs to ensure that the health of our colleagues is not adversely affected by the usual undertakings.
- All PRAs should be conducted by the line manager with the colleague in attendance to discuss the usual activities and agree the suitable controls needed to prevent putting their health condition or recovery at risk of deterioration.
- All PRAs will potentially contain sensitive information and must therefore be treated as confidential in line with GDPR requirements. For further information please speak to your people services representative.

31.4 Dynamic Risk Assessment

- Colleagues are expected to assess hazards and risks of any given situation and take precautions without recording the process or the outcome of this activity. This is known as a dynamic risk assessment and it's done in your head, in real time and is constantly updated based on your feelings, observations, judgement and professional expertise.
- Being constantly aware of what is going on around you and responding in the most appropriate manner is an essential skill and should be employed at all times, especially in situations that may be challenging and potentially volatile.
- Managers will support colleague actions which result from their dynamic risk assessments, even if this means abandoning an activity which is perceived to present uncontrolled risk.

Training and support

All colleagues undertake risk assessment training as part of their induction to LiveWest whilst dynamic risk assessment is a technique that's covered in detail at the personal safety for lone worker training sessions, which are mandatory for client-facing colleagues.

The health and safety team can assist managers or colleagues who require further guidance or assistance with the risk assessment process.

32. Safeguarding Children and Adults at Risk

SAF Responsible person: Executive Director of Operations discharged via Safeguarding lead

Supporting persons: all executive directors, other directors, heads and service leads.

Everyone has a responsibility to be alert of and raise concerns where adults and children are at risk.

Our Safeguarding Adults and Children at Risk Policy and supporting procedure informs colleagues of the actions they should take if they have concerns or encounter a case of alleged or suspected abuse.

The document outlines our commitment to promoting and safeguarding the welfare of at-risk individuals and provides a framework against which colleagues (and others such as volunteers) can understand their responsibilities to promote prevention and protect individuals and groups by understanding what constitutes abuse and when/how to report this.

33. Smoking and the use of E-Cigarettes

SAF Responsible person: Head of H,S&A. Facilities Manager

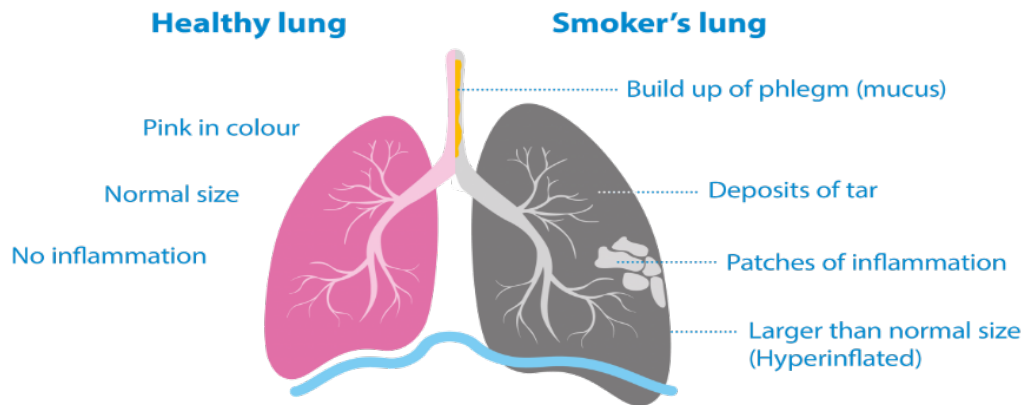
Supporting persons: all executive directors, other directors, heads and service leads.

To comply with the requirements of Public Health, Smoke-free (Premises and Enforcement) Regulations 2006 and the Smoke-free legislation which was introduced in England in 2007 the smoking of tobacco products, or electronic cigarettes and vaping is only permitted within designated areas in LiveWest premises. Smoking of tobacco products, electronic cigarettes and vaping is not permitted inside offices, sites of operation (inside customer's homes) and company provided vehicles. Appropriate signage is to be on display in any authorised locations and areas.

Types of ill-health (Tobacco):

- Cancer

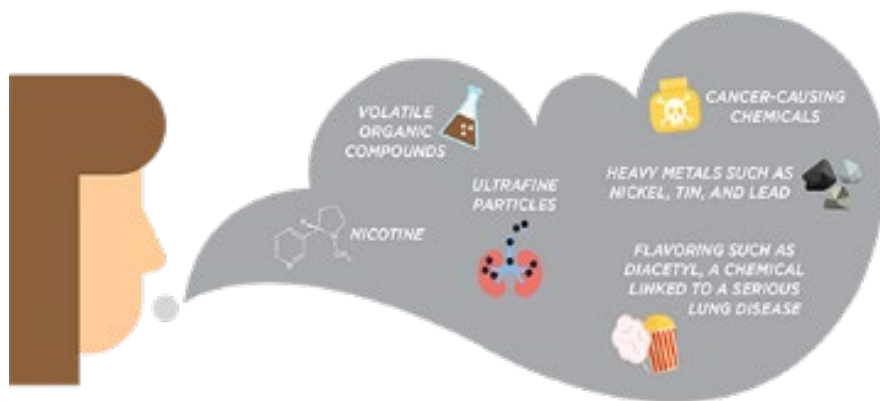
- Heart Disease and Stroke
- Chronic Obstructive Pulmonary Disease (COPD) (This includes emphysema and chronic bronchitis)
- Nicotine dependency.



Courtesy of the national heart foundation

Types of ill-health (e-cigarettes):

- Although the effects of e-cigarettes are not fully known, e-cigarettes produce several dangerous chemicals including acetaldehyde, acrolein, and formaldehyde. These aldehydes can cause lung disease, as well as cardiovascular (heart) disease.
- There is also the issue of nicotine dependency.



Centres for disease control and prevention

Other risks posed by smoking:

- Fire
 - From incorrectly discarded cigarettes or where cigarettes are not extinguished properly.
 - Caused by incorrect or faulty e-cigarettes chargers.
 - Use of flammable liquids to perform our work ie., petrol powered equipment when refuelling. No smoking is permitted during this task.
- Waste and Environmental issues from discarded cigarettes and smoking paraphernalia.

Passive smoking

It has been proven that there is a detrimental effect to the health of persons from second hand tobacco smoke.

LiveWest's approach is in line with the HSE guidance and our policy will give priority to the needs of non-smokers who do not wish to breathe tobacco smoke.

There is no evidence that second-hand vapour from e-cigarettes is harmful. As vapes are still relatively new, however LiveWest treat both tobacco and vapour from e-cigarettes in the same way and the LiveWest rules on the use of these products and where they can be used should be adhered to by all LiveWest colleagues.

What to do if you are in a customer's home and they smoke:

- Colleagues should ask customers to refrain from smoking whilst they are in the property.
- Should customers refuse to stop, colleagues should politely withdraw and inform line management who can raise a near miss and discuss with housing teams to assist in resolving the issue.

Smoking within vehicles in LiveWest.

Smoking in company vehicles of either tobacco products or e-cigarettes is not allowed. Work vehicles are to be treated the same as an office.

Risk assessment

All risk assessments must consider the risks associated with the scenarios outlined above, they must be recorded, discussed, and agreed with colleagues who may be affected, with suitable controls determined.

34. Solid fuel appliances

SAF responsible person: Director of Property Services

Supporting persons: all executive directors, other directors, heads of and service leads.

Compliance Duty Holder: Gas & Oil manager (M&E Manager)

LiveWest has a responsibility to provide adequate facilities for heating and hot water, in some cases this is by solid fuel appliances.

Solid Fuel is a material burned in solid form usually in a stove or a grate. As with any fuel burning appliance there is a danger of carbon monoxide (CO) poisoning. CO is a by-product of combustion, present whenever a fuel is burnt and can lead to serious health conditions or even death. CO is usually safely extracted from a dwelling via ventilation, but a faulty appliance or flu could lead to contaminated air being forced back into a home. Chimney sweeping is undertaken to ensure the flue is sufficiently clear to allow fumes to escape freely and safely out of a chimney avoiding health

conditions, damage to property and fire.

Routine maintenance and safety inspections will prevent this from occurring.

LiveWest recognises the risk from solid fuel appliances and has a [policy](#) and associated [procedure](#) located in the resource hub on OurSpace.

35. Stress

SAF Responsible person: Director of People

Supporting persons: all executive directors, other directors, heads and service leads.

The management of organisational or work-related stress requires an approach which considers prevention, identification and treatment in order to be effective. Where stress occurs, it needs to be recognised as a real concern and not a weakness of the individual.

LiveWest will endeavour to identify all work-related stress factors and reduce these as far as is reasonably practicable, whilst creating a working environment in which all colleagues have the confidence to seek help for and discuss, any work-related problem they may have.

A telephone advice line and counselling service is available for all colleagues, details of which can be obtained from People Services or on OurSpace. The service is free, confidential, anonymous and offers access to trained counsellors who can help when dealing with family or relationship difficulties, bereavement, work-related issues, debt, mental health, life-changing diagnoses, etc.

Managers should direct colleagues who may be in need of assistance to this service and inform People Services if the colleague personally requests additional advice or assistance.

36. Training

SAF Responsible person: Director of People

Supporting persons: Head of Organisational Learning and Talent Management, all executive directors, other directors, heads and service leads.

All colleagues (permanent and temporary) will receive health and safety training prior to commencing work, as part of the induction process and thereafter in line with the risks posed by their role on an on-going basis.

Colleagues will be introduced to the health and safety arrangements for LiveWest and to health and safety matters particular to their own role by their manager. This will include reference to the Health and Safety Policy, responsibilities and all relevant risk assessments and guidance. A manager's toolkit is supplied by the Learning and Development team to line

managers prior to the new starter beginning with the organisation. This toolkit has been designed to contain all required H&S guidance and documentation to guide managers through the H&S induction process. It can also be found on the learning section on OurSpace.

Induction records are to be completed by the relevant line manager with input from the colleague and should be held by the line manager with a related entry being made in the learning portals.

37. Vehicles and Driving

SAF Responsible person: Director of Financial Services

Supporting persons: Fleet manager, all executive directors, other directors, heads and service leads.

Colleagues are reminded that driving is a potentially hazardous activity.

All drivers on LiveWest business, whether they are in a company vehicle, or their own, must comply with the Road Traffic Act 1988, all subsequent amendments, subordinate legislation and the Highway Code. This includes being in control of the vehicle at all times, not being under the influence of drugs or alcohol and ensuring the vehicle is roadworthy and tax, insurance and a valid MOT are in place.

Specific additional requirements for colleagues who have vehicles provided by LiveWest are issued by managers in the relevant teams.

Use of mobile phones whilst driving:

- The use of mobile phones in vehicles is governed by law and all colleagues must abide by this law.
- In vehicles provided by LiveWest the use of mobile phones or any other mobile handheld device is not permitted whilst the engine is running, with or without Bluetooth technology.

When a colleague drives 'for business purposes', their workstream risk assessment must address this hazard and detail measures in place to control the risk.

Anyone claiming business mileage on expenses must make sure their insurance covers business use and must provide their insurance documents to People Services.

Colleagues are required to report any driving convictions or points on their license to People Services.

Mobile or agile workers are reminded to restrict use of their laptops in their cars both for their own comfort and health and for personal safety reasons.

You are responsible for the loading and off-loading of the vehicle and must make sure all loads are carried in the appropriate method and that they are secured and fall below the Maximum Authorised Mass (MAM) or Gross Vehicle Weight (GVW) identified in the vehicle's handbook.

In the case of open load carriers, sheets or nets must be used to secure loose items such as refuse, grass cuttings, building rubble, sand etc. Larger items are to be securely strapped or tied down.

Further information can be found within the Driving at Work Policy and accompanying Drivers Handbook.

38. Vibration at Work

SAF Responsible person: Head of H&S

Supporting persons: all executive directors, other directors, heads and service leads.

Colleagues who regularly and frequently use vibrating tools and equipment are at potential risk of ill-health from vibration.

Many of our job roles at LiveWest require the use of vibrating tools, for example, IMS operatives and estate supervisors.

There are many different types of tool or equipment that can cause ill health but some of the most common include, hammer drills, jigsaws, grinders, powered lawnmowers and trimmers.

Regular and recurring exposure to vibration can lead to two forms of permanent ill-health known as Hand-Arm Vibration Syndrome (HAVS) and Carpal Tunnel Syndrome (CTS).

HAVS is caused by damage to the nerves, blood vessels, muscles and joints of the hand and arm and symptoms include tingling and numbness in the fingers, loss of strength in the hands and blanching of the fingers in cold weather.

CTS symptoms include tingling, numbness, pain and weakness in the hand.

Symptoms of both may come and go, but with continued exposure to vibration they may become prolonged or permanent and cause pain, distress and sleep disturbance. This can happen after only a few months of exposure, but in most cases, it will happen over a few years.

In addition to these conditions, whole-body vibration is transmitted through the seat or feet of colleagues who drive mobile machines, or other work vehicles, over rough and uneven surfaces as a main part of their job. Large shocks and jolts may cause health risks including back-pain.

The [Control of Vibration at Work Regulations 2005](#) require employers to assess and control the risks to the health and safety of their colleagues from vibration; LiveWest recognises our responsibilities under these regulations and appreciate the importance of the need to reduce the risks from vibration to the lowest level reasonably practicable.

To meet these requirements, we have in place a robust system to manage the risk of vibration to our colleagues, which is detailed in our Vibration Procedure available on the resource hub. Colleagues of all levels have responsibilities under this procedure, and it must be read and understood by all colleagues working with or managing those who work with vibrating power tools.

39. Visitors

SAF Responsible person: Executive director of development discharged via Facilities Manager

Supporting persons: all executive directors, other directors, heads and service leads.

Where practical, colleagues are to identify any special arrangements required by visitors before their arrival, including assessing the risk of bringing special vehicles, machinery or substances on to LiveWest premises. Sometimes this may require the production of written Safe Systems of Work in advance to ensure any risks have been adequately controlled.

On arrival, visitors must report to reception to sign in and be met by a responsible person (the host). They must also sign out when they finally leave the premises. The host should ensure visitors are aware of any hazards or risks they may be exposed to during their visit. The host is also required to brief the visitor on the premises' emergency evacuation procedure and, the host must ensure that this information is understood by the visitor. The visitor will also be provided with a visitor's pass on a red lanyard; this is to be worn and remain visible at all times.

The host must ascertain from visitors any hazards and risks to themselves or others arising from any on-site activities. Appropriate supervision may also need to be considered. Any concerns should be directed to the facilities team or local manager in the first instance.

The host is required to take care of, and account for, their visitors in the event of an emergency evacuation and to report any accidents or incidents which occur on behalf of the visitor during their visit using the online reporting system.

Other than our customers attending a meeting, no children may enter the premises without the permission of a senior manager. When permission is granted, the host must accompany the children at all times and a risk assessment must have been written and agreed with the health and safety team in advance.

40. Working at Height

SAF Responsible person: Head of H&S

Supporting persons: all executive directors, other directors, heads and service leads.

Work at height means work in any place where, if precautions were not taken, a person could fall a distance liable to cause personal injury.

You are working at height if you:

- work above ground/floor level;
- could fall from an edge, through an opening, fragile surface or;
- could fall from ground level into an opening in a floor or a hole in the ground.

Incidents that relate to working at height **do not** include a slip or a trip on the level, as a fall from height has to involve a fall from one level to a lower level, nor does it include walking up and down a permanent staircase in a building.

All activities that involve work at height must be properly planned and risk assessed by a competent person, to enable suitable and sufficient control measures to be implemented. These controls must be proportionate to the activity being carried out.

When anyone is required to work at height, we will ensure that the Work at Height Regulations 2005 are conformed with, and ensure that:

- The need to work at height will be avoided wherever possible
- All work activities that involve work at height are identified
- The need to undertake work at height will use the hierarchy of control to eliminate risks whenever it is reasonably practicable to do so
- Risks associated with those activities where work at height cannot be avoided are evaluated and steps are taken to control them
- Planning for emergencies and rescue are made
- Any person required to work at height shall be given the appropriate training via the online learning platform and/or specialist training provided by an outside training provider, ie. Scaffolds, MEWPs, Personal Fall Protection etc
- All the necessary equipment to allow safe access to and egress from the place of work is provided, inspected, recorded and secured to prevent unauthorised access
- Any working platform and its supporting structures are selected and/or designed in accordance with current standards
- Regular inspections of all equipment required for working at height are conducted as per the work at height procedure and recorded
- Competent persons are appointed to be responsible for the supervision of all work at height and associated activities.

For further information detailing the procedures we have in place and the associated responsibilities of colleagues at all levels, please refer to the work at height procedure on the OurSpace resource hub.

41. Work Equipment

SAF Responsible person: Head of H&S

Supporting persons: all executive directors, other directors, heads and service leads.

In order to comply with the requirements of the Provision and Use of Work Equipment Regulations 1998 (PUWER) equipment provided for use at LiveWest must be fit for its intended purpose, properly maintained and used only by competent persons. Activities involving potentially hazardous equipment will be risk assessed for proportionate control measures to be implemented.

LiveWest colleagues are not permitted to use their own tools and work equipment. All necessary work equipment will be purchased, supplied and controlled by LiveWest.

All existing plant and equipment must be checked, inspected and maintained under a programme of planned preventative maintenance by the teams that use them. The safety aspects of new equipment must be carefully reviewed by management to ensure a reasonable balance is struck between the safety and cost implications.

Mobile plant and work equipment must be suitable for the intended use and ride on machinery safety checks must be carried out before each use. In particular any roll-over protective systems (ROPS) are to remain in place, along with any seat or lap belts provided. Regular inspections are to be carried out by a competent person and records maintained.

Power tools should ideally be 110v or battery powered for all construction work, reducing the likelihood of shock and its intensity. The 110-volt hand tools can be used in existing buildings (voids) using a 230/240 volt/110-volt transformer. In exceptional circumstances, 230/240-volt tools/equipment can be used along with an RCD (power-breaker), but the device should be tested before each use, as they do not provide 100% guarantee of safety.

Lifting equipment must be maintained so that it remains safe and needs to be 'thoroughly examined' by a competent person at least six-monthly for accessories and equipment used for lifting people and, at a minimum, annually for all other equipment (or at intervals laid down in an examination scheme drawn up by a competent person).

For a more detailed explanation of work equipment requirements please refer to the Work Equipment procedure available on the OurSpace resource hub.

42. Young Persons

SAF Responsible person: Director of People (welfare) & Head of H&S (risk assessment)

Supporting persons: all executive directors, other directors, heads and service leads.

Young persons and children in particular are acknowledged as being at risk of accidents at work, due to their lack of workplace knowledge and inexperience. Their participation and involvement in the workplace require close and special supervision. All requests, including full details of the colleague/s are to be reported to People Services.

Young persons are defined as less than 18 years and deemed to be more prone to accidents. The risks to which they are exposed must be formally assessed with due consideration for their age and lack of experience.

Generic assessments are often suitable, but they must be reviewed to ensure that they are sufficient. Managers must ensure that a young person's risk assessment is carried out and recorded for all young people/children under the age of 18 in the workplace. A generic template is available online which can be adopted and adapted as necessary by managers.

Children (up to 16 years of age), are to be wholly protected and supervised at all times. Parents/guardians/carers of children will be advised by the line manager of the child's personalised risk assessment and the precautions to be taken.

All work experience young persons and children are to be given a health and safety briefing, a copy of their risk assessment and have the contents of these explained prior to beginning their work experience. The names of the relevant manager and colleagues supervising are also to appear on the risk assessment.

Glossary of abbreviations

ACMs	Asbestos Containing Materials
BBVs	Blood Borne Viruses
CAT & GENNY	Cable Avoidance Tool & Signal Generator
CO	Carbon Monoxide
CTS	Carpal Tunnel Syndrome
CDM	Construction (Design and Management) Regulations
COSHH	Control of Substances Hazardous to Health
DSE	Display and Screen Equipment
EAV	Exposure Action Value
FRA	Fire Risk Assessment
GVW	Gross Vehicle Weight
HAWS	Hand/Arm Vibration Syndrome

HSE	The Health and Safety Executive
LEV	Local Exhaust Ventilation
LOLER	Lifting Operations and Lifting Equipment Regulations
MAC	Manual Handling Assessment Chart
MAM	Maximum Authorised Mass
MEWP	Mobile Elevating Work Platforms
MSDs	Musculoskeletal Disorders
PEEPS	Personal Emergency Evacuation Plans
PPE	Personal Protective Equipment
PRA	Personal Risk Assessments
PUWER	Provision and Use of Work Equipment Regulations
RCD	Residual Current Device
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
RPE	Respiratory Protective Equipment
RAPP	Risk Assessment for Pushing and Pulling
ROPS	Roll-Over Protective Systems
SAF	Safety Assurance Framework
SSIP	Safety Schemes in Procurement
WRA	Workstream Risk Assessment

End.

VERSION CONTROL:

Version Ref:	Date of change	By whom	Reason
1.0	2/08/2018	LiveWest Board	Approved
1.1	23/11/2018	H&S	Inclusion of gritting activities and clarification on supply of first aid kits for vehicles
1.2	13/12/2018	Paul Ayris	Addition to Safe and Legal Loading Policy
1.3	07/02/2019	Paul Parsons	Addition and update to the visitors section following new Tolvaddon office
1.4	05/03/2019	Paul Parsons	Additional information following streamlining of accident/incident process
1.5	28/3/2019	Simon Pashley	Review and update of risk assessment process

1.6	12/04/2019	Thomas Purdie	Review and update of section 6 CDM procedure and section 7 Contractor section
1.7	03/05/2019	Simon Pashley	L&D link added to induction
1.8	09/08/2019	Paul Parsons	Updated section on smoking New insertions of Lifting equipment, accessories and lifting operations, legionella and legionnaire's disease, communication and consultation and environmental management following recommendation from BDO audit (July 2019)
1.9	02/10/2019	Thomas Purdie	Addition of paragraph 4 under Section 8.1, Selection of Contractors.
1.10	04/02/2020	Tracey Trott	Removal of reference to Lone worker/Personal safety Policy and Procedure from section 24.
1.11	13/02/2020	Paul Parsons	The inclusion of violence in the policy within the lone working/personal safety section to align with audit recommendation 1b.
1.12	20/03/2020	Thomas Purdie	Amendments to section 8.1 Control of Contractors.
1.13	26/05/2020	Paul Parsons	Annual review and to include responsibilities under the Safety Assurance Framework
1.14	10/08/2020	Tracey Trott	Amendments to section 7 to reflect new CDM Procedure (SAF)
1.15	06/10/2020	Tracey Trott	Updated Lone Working section (24) to reflect new LW Procedure
1.16	05/01/2021	Tracey Trott	New Covid-19 section added (42). Updated Working at Height section (39).
1.17	26/04/2021	Tracey Trott	Section 31 Risk Assessment updated to reflect new RA procedure.
1.18	10/05/2021	Tracey Trott	Section 30 PPE updated to reflect new procedure.
1.19	24/06/2021	Tracey Trott	Section 40 Work Equipment, update to reflect new procedure.
1.20	06/07/2021	Tracey Trott	Updated Vibration at Work section (37) to reflect new procedure.
1.21	24/08/2021	Tracey Trott/ Paul Parsons	Covid section moved to biological hazards. Excavations/Confined Spaces split into 2 separate sections. Incident and hazard reporting combined and amended.
1.22	19/10/2021	Tracey Trott	Section 20 – hazardous substances updated to reflect new COSHH procedure
1.23	23/11/2021	Tracey Trott	Section 25 – Manual Handling updated to reflect new procedure.
1.24	22/12/2021	Paul Parsons	Section 34 added – solid fuel. Updated following safety assurance check.
1.25	19/01/2022	Tracey Trott	Section 27 – updated to reflect new Noise Procedure.
1.26	18/02/2022	Tracey Trott	Section 16 – updated to reflect new First Aid Procedure
1.27	21/10/2022	Tracey Trott	Section 4 – sharps guidance and biological hazards guidance updated to reflect new BH Procedure. Section 6 – confined spaces section update. Section 14 – excavations section updated regarding Cat/Genny training.

			Section 33 – smoking section updated
1.28	12/12/2022	Tracey Trott	Section 19 Gritting (Ice & Snow) updated
1.29	15/12/2022	Tracey Trott	Section 1 Abrasive Wheels updated
1.30	07/02/2023	Shane Jones/ TT	Section 9 Demolition and Dismantling updated
1.31	26/04/2023	Paul Parsons	<p>Tri annual review policy review</p> <p>Amendment to terminology ‘employee’ to ‘colleague’.</p> <p>Inclusion of glossary of abbreviations.</p> <p>Section 32 – amendment to role title for SAF lead.</p> <p>SAF lead, amends to title Regional Heads of Operations (North and South). Removal of Head of Estates; inclusion of Head of Neighbourhoods.</p> <p>Duty holders included in section 3, 12, 18, 24.</p> <p>Section 15 – removal of ref to fire safety policy; inclusion of ref to Safety Compliance Policy, Fire Safety Standard and a Fire Safety Operational Procedure.</p> <p>Job titles updated throughout.</p> <p>Section 34 – included reference to Sensitive customer information policy.</p> <p>Specific controls relating to Covid-19 removed and generic information included about communicable diseases in section 4.</p>