

Scope & Context of the Organisation



Scope

The scope of the MS (Management System) shall include all activities associated with Avela Home Service.

- Building and Property Maintenance
- Kitchen Installations and Refurbishment
- Disabled Adaptations
- Mechanical and Electrical Works
- Decarbonisation Works

The system has been designed to address the requirements of ISO9001: 2015, ISO 45001:2018 and ISO14001:2015. The following reductions in scope apply:

ISO 9001:2015 - Clause 8.3 design is excluded from the Integrated Management System. "The

Company does not engage in any specific design and development processes but does consider design as part of its service provision to customers. Design inputs can include customer requirements, documents and procedures, lessons learned, Industry standards, statutory & regulatory considerations, and are used to ensure the output matches the customers' requirements. Design Outputs can include customer contracts and agreements, revised documents and procedures and reusable information, and are used to ensure that the final services are produced and documented based on the design are fit for their intended use."

Context

Penny Lane Builders is a family-owned company, formed in 1996, that originally delivered services to co-operative organisations in the Liverpool 8 area. The original aim of the company was to deliver a specialised, personal service to its customers and clients, this ethos still exists today over a larger client base. The company established a strong relationship with the diverse communities within its service delivery areas; this was enhanced through the recruitment of trainees and apprentices that allowed the company to develop a workforce that represents these communities.

Avela Home Service (AHS) is a joint venture between South Liverpool Homes and Penny Lane Builders established in 2012. AHS delivers services to around 3700 social housing properties, predominantly based in the South Liverpool areas of Speke and Garston on behalf of South Liverpool Homes

Avela Home Service (the company) recognises its responsibility in terms of occupational health & safety, the protection of the environment and the delivery of high-quality services to its customers. To manage the quality, health and safety and environmental performance of our business, the company has implemented a certified Integrated Management System, that meets the requirements of ISO9001: 2015, ISO 45001:2018, ISO14001:2015 and PAS2030.

The company is committed to the provision of services, which not only meet but also exceed customer expectations.

An internationally recognised certification body has assessed the company for compliance with the international standard ISO9001: 2015, ISO 45001:2018 and ISO14001:2015 in order to

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demonstrate the effectiveness of their Integrated Management System to meet the needs of its customers, employees and interested third parties.

The company has identified the external and internal issues that are relevant to its purpose and strategic direction and that affect its ability to achieve the intended results of the Integrated Management system.

Health & Safety Policy



The company's commitment to the health, safety, and wellbeing of all workers within Avela Home Service (the company) is unwavering.

The company will comply with the requirements of the Health and Safety at Work Act etc. 1974 and all other applicable legislation, regulation and codes of practice, and review any requirements, recommendations and guidance made by enforcement bodies regarding health and safety and environmental issues.

All workers are encouraged to challenge unsafe acts and conditions and where appropriate stop the works and assist in putting matters right, as well as supporting health and safety new initiatives that enhance safety across our organisation.

Our aim is to send everyone home safe every day and see positive results from initiatives supported by the Management Team. This will be done by preventing accidents and avoiding work related ill health. Consulting with our employees on matters affecting their health and safety.

It is our policy to manage health and safety risk in the workplace and ensure, the health, safety and welfare of workers. We shall provide clear instructions and information, and adequate training, to ensure workers are competent to do their work in a safe manner.

We shall provide and maintain safe plant and equipment any personal protective equipment required to carry out their task or duties.

The safety culture of the organisation is of the utmost importance to the company and is a product of individual and group values, the attitude of all workers towards safety, the competencies of our workers and our behaviors whilst fulfilling our duties that will determine the culture within the organisation and how successful we are at managing Health and Safety.

Emergency procedures shall be implemented in our work areas ensuring safe evacuation in the event of fire or other significant hazard.

This policy shall be reviewed annually or when there has been a notable change in the business and communicated to all employees and interested parties and is available to other third parties on request.

Signed:

A handwritten signature in black ink, appearing to read "Gerard McEvoy", written over a light blue horizontal line.

Managing Gerard McEvoy

Director

Date: 24th May 2023

Environmental Policy

Avela Home Service (the company), recognises that it has a responsibility to the environment beyond legal and regulatory requirements and is committed to reducing its impact on the environment and continually improving our environmental performance as part of our business strategy and operating methods. The management team are responsible for ensuring this policy is implemented and all workers have a responsibility to ensure that the aims and objectives of this policy are met.

As part of our ongoing commitment to the protection of the environment, the company will document, implement, and maintain a suitable, integrated environmental management system that endeavours to:

- Comply with the requirements of BS EN ISO 14001 Environmental management systems
- Reduce waste in all aspects of our business
- Increase employee awareness and understanding of the part they play in the achievement of our goals through effective training and communication
- Improve suppliers' awareness and request them to adopt similar practices and values.
- Encourage clients and suppliers to specify use and provide sustainable products
- Prevent pollution and environmental incidents through continually improving our environmental performance
- Comply with all relevant legislation and regulation and other requirements, such as the Environmental Protection Act (EPA), the Climate Change Act, the Waste (England & Wales) Regulations, and Energy Act etc.
- Agree environmental objectives and targets which shall be reviewed at least annually or when circumstances / legislation changes.

We recognise that maintaining a high standard of environmental management and sustainability not only provides legal assurance, but also demonstrates the company's ethical values and commitment to reducing its carbon footprint.

This policy shall be reviewed annually or when there has been a significant change in the business and communicated to all employees and interested parties and is available to other third parties on request.

Signed:



Gerard McEvoy
Managing Director
Date: 24th May 2023

Quality Policy

The policy of Avela Home Service (the company) is to provide a high quality, professional service to ensure the satisfaction of our clients and customers. This achievement will result in securing a strong customer focus and enhancement of long-term sustainability.

The Management Team will demonstrate and show leadership, commitment, and the responsibility for establishing, implementing, and maintaining the Integrated Management System. Ensuring sufficient resources are made available to achieve this.

The company will ensure through communication, engagement, example and training that quality is the aim of all members of the company.

Through direction and support, workers will understand the importance of the quality system, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the company.

Every worker is responsible for and will be trained to perform the duties required by their specific job role.

The company has a policy of promoting continual improvement and the setting of quality objectives in line with the framework laid down within BS EN ISO 9001:2015.

These objectives will be measurable, address the risks and opportunities of the company as determined by the management team and be reviewed at least annually to ensure continual improvement.

This policy shall be reviewed annually or when there has been a significant change in the business and communicated to all employees and interested parties and is available to other third parties on request.

Signed:



Gerard McEvoy

Managing Director

Date: 24th May 2023

Health and Safety Arrangements

Avela Home Service

Revision History

Issue	Created/Approved	Date	Review Date
Approval	Managing Director - Gerard McEvoy	08/08/2021	01

Date Created	Key changes	Resp.	New Issue No.
11/03/2021	First Issue	S Langley	01
06/08/2021	Incorporation of Avels Homes Services & PLB, and general revision	G Yates	02
27/08/2021	Expansion of CDM duties and welfare facilities	G Yates	03
20/04/2021	Removal of Policy / statement of intent – transfer as an individual document on SharePoint	G Yates	04
17/08/2022	Additional statement for Management of Change	G Yates	05
01/09/22	Additional statement for Evaluation of Compliance	G Yates	06
05/06/23	Reviewed no change	G Yates	

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1.0 Health and Safety Policy Statement of Intent

The company Health and Safety Policy is located on the company SharePoint.

The Policy is reviewed annually or when there has been a significant change of circumstances

1.1 IMS Objectives

The company Integrated Management System (IMS) objectives may be found on the company SharePoint.

These objectives are reviewed at least annually by the IMS and Senior Management Team.

1.2 Management of Change

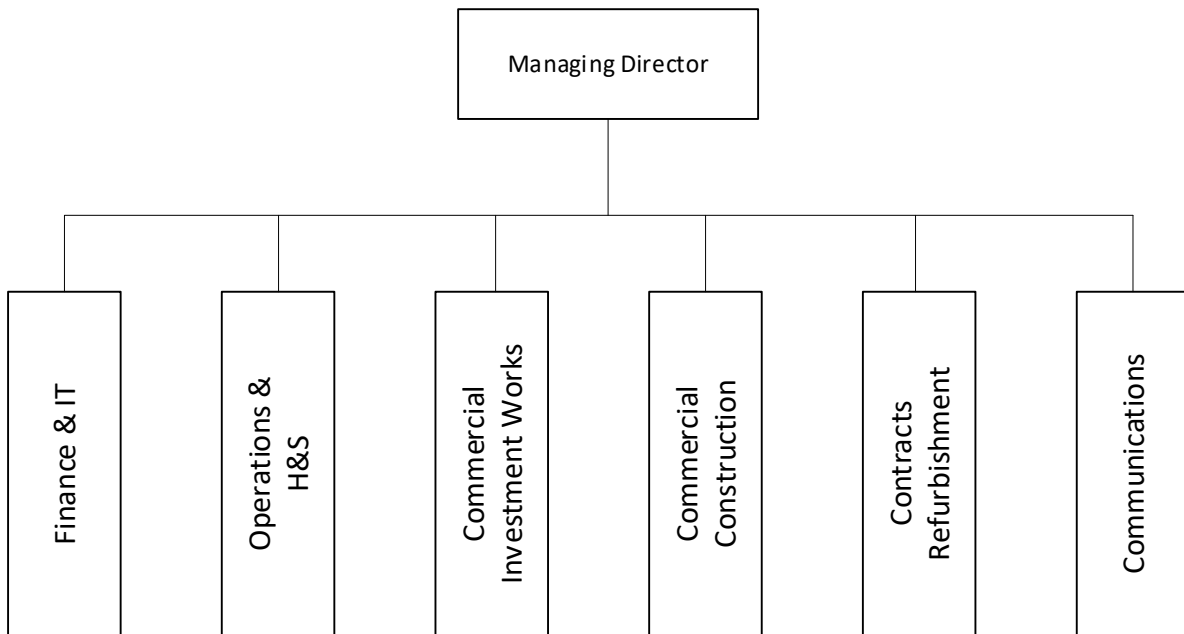
The company has a number of mechanisms in place to ensure hazards, risks and opportunities are reviewed and action is taken in advance of changes to personnel, equipment, processes, layout, and legislation changes. Management of Change is included as a standing agenda item on the team quarterly IMS meetings and included as part of the annual management review meeting. This will ensure all EHS hazards are reviewed and action taken in a pro-active manner, in the event of a change to personnel, equipment, processes and layout which will also include temporary changes.

1.3 Evaluation of Compliance

The table below identifies how the company evaluates its compliance to legislation and its management standards.

Process	Monitoring	Evidence
Legal and other requirements	Compliance audit	Legal Update Service
Objectives	Management Review	Management Review minutes
Hazards risks and opportunities	Site audits	Audit results, accident statistics
Operational Controls	Internal audit and compliance audit	Internal Audit reports. Compliance reports
Facilities compliance	Compliance audit	Compliance reports
Certification compliance	Internal audits Third party audits	Audit reports

2.0 Organisation & Responsibilities



A detailed organogram for the business can be found on the company SharePoint:

Managing Director & Director

- Co-ordinate and promote health and safety activities within the company.
- Ensure the sufficiency of financial and other resources to meet the company’s safety requirements.
- Support and encourage directors and the Senior Managers in achieving the highest standards in accident prevention, avoiding risks to health, and minimising the waste of resources
- Nominate health and safety representatives and advisers as necessary.
- Establish a safety committee with representatives.
- Establish safe systems of work; supervise the preparation, control and updating of the health and safety systems.
- Monitor health and safety performance and ensure that accidents and dangerous occurrences are properly investigated, and action taken to prevent any recurrence.
- Ensure all employees, especially new recruits, receive adequate safety training, and that suitable adequate safety equipment is available and used.
- Apply the same standards of health, safety and welfare to sub-contractors and others working under the control of the business.

Heads of Service, Mangers, Supervisors

- Lead by example in working safely and in accordance with policies and procedures.

- Ensure objectives in the health and safety policy and associated procedures are understood and observed by persons under their control.
- Ensure persons under their control are competent to fulfil their duties/roles, have adequate and appropriate training, and are fully aware of any hazards that may affect them, and records maintained.
- Ensure contractors working within their remit have suitable health and safety standards.
- Ensure all work equipment is maintained in good working order, in a safe condition and has the required certificates of inspection or examination where applicable.
- Ensure suitable and sufficient risk assessment are undertaken, and where applicable written instruction provided in the form of a method statement, for any work activity entailing significant risk. The purpose being, to establish working methods, explain the sequence of operations, and outline potential hazards at each stage and identify the precautions to be adopted.
- Ensure that a Permit to Work system is used where required.
- Ensure employees do not indulge in inappropriate behavior such as “horseplay”.
- Ensure accidents and near-misses are recorded, reported and investigated in accordance with company procedures and statutory requirements, and all relevant records are kept.
- Ensure good standards of housekeeping are maintained.
- Shall control and monitor the allocation of the necessary resources, ensure that appropriate equipment and PPE is available and correctly used by all persons.

Health and Safety Advisor:

- Advise and support the Managing Director and Senior Managers on Health and Safety issues, supporting them to ensure health and safety systems and controls are in place.
- Support managers in their decisions of equipment
- Support operatives in health and safety issues.
- Implement internal health and safety procedures and risk assessments.
- Ensure compliance with all current HSE legislation.
- Carry out audits in the workplace to ensure compliance
- Report audit findings with trend analysis.
- Carry out incident investigations where required.
- Ensure the effective implementation of the group safety policy, procedures, and control measures within their area of responsibility.
- Lead by example regarding communication and encourage good safety practices.
- Act as the company representative in meetings with the Enforcement Authorities.
- Advise on health and safety training.

Integrated Management System Team:

The Head of Operations and the Health and Safety Advisor have the necessary authority and resources to act on behalf of the managing director and the leadership team for ensuring that the management system is established, implemented, and maintained to the requirements of ISO 9001, ISO 14001, and ISO 45001.

Employees:

All employees and contracted personnel are required to co-operate in implementing the requirements of all health and safety legislation and related codes of practice, to refrain from doing anything which constitutes a danger to themselves or others, and to point out to their manager or safety representative any situations or practices that may lead to injuries or ill health.

To achieve this end, every employee must:

- Comply with any safety instructions and directions issued by the company.
- Take reasonable care for the health, safety and welfare of themselves and others who may be affected by their acts or omissions at work, and by observing safety rules, which are applicable.
- Co-operate with the company to ensure that the aims of the Health and Safety Policy statement of intent are achieved, and any duty or requirement imposed on the Company by or under any of the relevant statutory provisions is complied with.
- Report and co-operate in the investigation of all accidents or incidents that have led to or may lead to injury.
- Use equipment or protective clothing provided in accordance with the training received.
- Feedback any health and safety issues, concerns or incidents to line management.
- Report any potential risk or hazard or malfunction of equipment to the appropriate personnel

Arrangements

Arrangements are based on best health and safety practices and mandatory and statutory provisions in the UK. The purpose of arrangements is to ensure the health and safety of staff and all others affected by the company.

As a Construction based company, many arrangements of the core business are to be read in conjunction with this policy.

3.0 Information, instruction, and training (HASWA 1974)

- All staff undergo general health and safety training as part of their induction process and have annual refresher training in general health and safety, as well as toolbox talks on specific topics.
- All site staff shall be trained in accordance with our processes, procedures, and current accreditations.
- All staff shall be subject to annual refresher training in both health and safety and in the core business processes, procedures and current accreditations.
- Training needs for the company and individuals are subject to ongoing monitoring and review. These will be periodically assessed by Senior Management and ultimately by the Managing Director.
- All nominated individuals within this policy receive information, instruction, and training on their responsibilities.
- Health and safety is an agenda item on all Staff and Managerial meetings
- The company has designated health and safety notice boards with information, the statement of intent and HSE posters within main entrance to the building within the display area.

4.0 Incident Reporting (RIDDOR 2013)

Incidents are identified in three categories:

- Incident: where harm or damage has occurred to a person or property
- Near miss: where harm would have occurred if a person had been near by
- Unsafe condition: A situation with a potential to cause harm / damage

All incidents shall:

- Be recorded either using the company app on mobile phones or using an accident book (available in company vans, offices and site offices).
- Completed within 24 hours of the incident occurring.
- Reported to the Head of Operations and Health & Safety Advisor

It is the policy of the company to:

- Record all incidents, no matter how small
- Review the incident and carry out, where appropriate investigations to prevent reoccurrence.
- Produce trend analysis to identify incidents across the company and action according to prevent further incidents.

Should the incident be a major injury – RIDDOR reportable (resulting in the person being sent hospital, collapse of scaffold etc.) or support is required. The Head of Operations or Health and Safety Advisor shall be contacted immediately after contacting the emergency services, who advise and action accordingly (e.g. notifying the enforcing body).

5.0 Notices and Relevant Documentation

The Health & Safety Advisor is responsible for ensuring that the following notices are prominently displayed in the office or site office (where applicable):

- HSE health safety & law poster.
- Health and Safety policy statement.
- Health and Safety representatives and contact information
- A copy of the companies' employer's liability insurance certificate
- F10 notifications
- Any other current health and safety / legal information

6.0 Risk Assessment (Management of H&S at Work Regs 1999 & Various)

Suitable and sufficient risk assessments shall be developed to ensure health and safety of our employees and to others who might be affected by our work activities. These risk assessments are available on the companys SharePoint application or in hard copy format where electronic access is not available.

To ensure that this happens risk assessments shall:

- Identify all hazards with a potential to cause harm to our employees and others who may be affected by our business.
- Evaluate the probability and severity of potential injury or damage to person or property.
- Analyse the options for eliminating, reducing, or controlling the identified risks and then identify the appropriate action.
- Be reviewed periodically, particularly where they may no longer be valid or where there has been a notable change in work activities, processes, legislation, etc.
- Ensure any new services or products are risk assessed.
- Documented and held for the duration of the work activity plus 3 months or greater if legislation defines.
- Identify health surveillance where there is an identifiable disease or potential adverse health condition related to our work.
- Provide our employees and employees of other employers working on our premises with relevant information on risks, preventative and protective measures, emergency procedures and competent person.
- Where a risk of serious or imminent danger is identified, we shall:
 - Stop the activity.
 - Establish appropriate procedures for eliminating or controlling exposure to risk.
 - Nominate sufficient competent persons to implement the procedure for evacuation from the premises and restrict access to the danger area for all who have not received adequate instruction.

7.0 Permit to Work Systems (Various)

A Permit to Work (PTW) shall be used where a risk assessment identifies specific controls are required or for high-risk / non-routine activities (examples below).

- | | |
|-------------------------|---|
| • Hot Works | • Permit to Dig/Pile/Drill |
| • Confined Space Entry | • High Risk - overhead cables, roof work, work at height etc. |
| • Live Electrical Work. | • An activity where the risk assessment identifies a PTW is required. |

8.0 Fire Safety (Regulatory Reform (Fire Safety order) 2005)

The company shall put in place the following arrangements for the assessment of risk from fire and implement appropriate controls to reduce the risk.

These measures shall include the following arrangements:

- Fire risk assessment of the structure(s) of premises and construction sites every three years with an annual review by a competent person.
- Personal emergency evacuation plans (PEEPS) shall be developed, communicated to all interested parties for any employee with a disclosed disability.
- Fire detection serviced / inspected regularly by a competent person.
- Fire alarms will be regularly tested (weekly).
- Emergency lighting tested as appropriate.
- Fire extinguishers will be placed at identified fire points and will be serviced annually by an approved contractor.
- Electrical equipment shall be subjected to period portable appliance testing (PAT) every twelve months (three months for site equipment).
- Signage for emergency exit routes shall be appropriately placed and emergency routes always kept clear and periodically checked by nominated persons.
- Fire marshals are trained in the use of extinguishers (to facilitate escape), procedures for fire drills, and evacuation.
- Records of training, induction, drills, alarm tests, fire certification shall be readily available and up to date. (fire control logbook located with the site maintenance manager).
- Following each drill or evacuation, a fire meeting shall be held fire marshals, and health and safety staff to carry out any improvements or to close-out any actions.

On site fire safety is covered by the fire emergency plan for each individual project which is part of the Construction Phase Plan which is reviewed by the Principal Designer before works commence. Supervision on site is carried out by the designated Project Manager and Supervisor. Routine site Visits are carried out by a Health and Safety advisor.

9.0 Supervision and Monitoring of Visitors

All contractors and visitors shall report to person in charge of the site who will arrange for them to 'sign in' either electronically or hard copy. An induction shall be given providing information of the site and any specific risks. The site manager shall determine if a visitor is permitted on site alone or escorted.

For office visits contractors or visitors shall report to reception and ask for the person they are to meet, that person shall ensure the visitor 'signs in' electronically or by hard copy, carry out a sufficient induction and take responsibility for the contractor or visitors safety for the duration of the visit.

Where a visitor has a disability a suitable assessment of risk shall be carried out and if required any special needs (PEEPS) shall be implemented for the duration of the visit.

10.0 First Aid (Health & Safety (First Aid) Regulations 1981

The company provides appropriate first aid facilities and trained first aiders for the work activities carried out in its office and site locations.

First aid arrangements (first aiders and contact details) at permanent locations (offices and sites) are identified on the general notice boards. Mobile operatives are issued with personal first aid kits for their vehicles and carry mobile phones to call for assistance or the emergency services.

To ensure first aid equipment / items are readily available, periodic inspections are carried out by nominated persons.

Employees are made aware of the first aid arrangements during their induction to the company.

10.1 HIV and Other Blood Borne Diseases

The company recognises that some employees may be concerned about HIV and other bloodborne diseases, such as hepatitis B or C, whilst working on site and carrying out works.

The company has carried out risk assessments for potential exposure to blood-borne diseases and shall implement any control measures necessary to protect employees. It has been identified that on site there is a low risk, and all staff have been instructed to assess disused buildings or sites for evidence of drug users occupying the area.

Where applicable, clients are liaised with to reveal known areas or dwellings that have been historically identified as an issue in relation to drugs.

If evidence of drug use is found, staff must only access where physically safe to do so, and not access any voids or places where sharps may have been discarded. If sharps are identified then the Operational Manager must be informed, and the necessary environmental department of the local authority contacted (if applicable). Within the office environment, the risk is very low, however any staff carrying out first aid (emergency first aider or first aider) shall comply with the following.

- Injuries must only be treated by a qualified first or emergency first aider.
- Employees suffering from HIV or other blood borne virus are to be encouraged to report in confidence their condition to the employer. Employees found to be suffering from HIV infection or AIDS will not be treated differently from other employees.
- The fact that an employee is suffering from HIV infection or AIDS **will not** be communicated to other employees without their consent.

11.0 Occupational Health (RIDDOR, Various)

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) require us to report certain diseases to our enforcing authority (HSE). All staff have been provided with information on all occupational diseases associated with asbestos and legionella. Occupational diseases operatives may be exposed to are:

- Noise – all operational staff are issued ear protection
- Dust – all operational are face fit tested upon commencement of their employment and issued FFP3 rated dust masks.
- Vibration – Hand arm vibration (HAVS) is monitored, with heavy duty equipment i.e., breakers, Stihl saws. Monitored using a HAVi system.

- Dermatitis – all operational staff are issued with EN388 gloves, barrier creams are available for operatives to use. COSHH assessments are carried out for all products used across the business.

Any employee who notices any of the symptoms of or is diagnosed by a doctor as having any relevant occupational disease must report this to their line manager as soon as possible.

The company shall take all reasonably practicable measures to prevent our employees from contracting any occupational disease. However, if an occupational disease is contracted, wherever possible the company will take steps to protect the employee against further exposure while keeping them in their normal job. If this is not possible, we will try and offer the employee suitable alternative work.

Not reporting an occupational disease associated with a work activity is a disciplinary offence.

12.0 Display Screen Equipment (Display Screen Equipment Regs 1992)

An employee is a DSE user if they use DSE daily and continuously for more than one hour.

Line managers should ensure that staff complete the DSE assessment at least every 2 years or when there is significant change. (Avela employees annually on Cascade)

Workstations shall be set and arranged using ergonomic principles and equipment, that encourage employees using screen and keyboard equipment to adopt good practice in relation to work posture. Guidance can be found on the intranet and on fixed desk positions.

Employees should where possible, ensure short breaks away from the display screen taken (5–10 minutes after 50–60 minutes use). If this is not possible then deliberate breaks or pauses must be introduced (a break is carrying out other activities not using DSE)

12.0 Construction Design Management CDM regulations 2015

CDM applies to all building and construction work including new build, demolition, refurbishment, extensions, conversions, repair and maintenance. All construction works the company undertakes shall comply with the regulations.

Facility Management activities carrying out repair and maintenance work are not subject to CDM requirements, (e.g. when undertaking maintenance or repair of a fixed plant that involves mechanical adjustments, replacing parts or lubrication).

Under CDM the companys main role is Principal Contractor (PC), with the responsibility to plan, manage and monitor construction work under our control, ensuring it is carried out without risk to health and safety.

As principal contractor we shall:

- Liaise with the client and the principal designer to share information relevant to the planning, management, monitoring and co-ordination of the pre-construction phase.
- Plan, manage, monitor and coordinate health and safety in the construction phase of a project.
- Prepare the construction phase plan.
- Ensure co-operation between contractors and co-ordinate their work.
- Provide suitable site inductions.

- Take reasonable steps to prevent unauthorised access.
- Ensure operatives are engaged in matters of their health and safety.
- Ensure sufficient welfare facilities are provided for the number on site.

From the start of the construction phase, suitable welfare facilities shall be provided, maintained and sufficient for the size and nature of the site /project. And comply with schedule 2 of the CDM Regs.

Welfare facilities shall consist of:

- Lit and ventilated toilets (suitable for male and female)
- Lit and ventilated washing facilities next to the toilets, with hot and cold running water with hand cleaner and a means of drying hands.
- Facilities to rest (tables and chairs)
- Supply of drinking water and cups.
- Changing / drying rooms and lockers (where required).

Where the has offered the use of welfare facilities. These will be reviewed to see if they are suitable and sufficient and will be documented in the construction phase plan.

The table from HSE ACoP L24 (Workplace Health Safety and Welfare) shall be used as a guide for the number of toilets required on a construction site:

Number of operatives at work	Number of cubicles	Number of washbasins
1 - 5	1	1
6 – 25	2	2
26 - 50	3	3
51 - 75	4	4

If separate toilets are provided for a group of persons on site (e.g. men, women, office workers or manual workers), a separate calculation shall be made for each group.

To ensure compliance welfare facilities are checked as part of the company's periodic site inspections.

Where our role changes under CDM and further assistance / guidance is required the Health & Safety Department should be contacted.

13.0 Temporary works

The operational management team with those competently trained with temporary works coordinators certification shall plan, implement, monitor, and maintain any works classed as temporary.

All temporary works undertaken by the company shall be undertaken in a methodical manner with associated processes and procedures, for safety to be attained.

Temporary works shall be inclusive of:

- Hoarding(s)
- Scaffolding and associated temporary height gaining equipment.
- Traffic Management

The company acknowledges that the TWC is responsible for ensuring that a suitable temporary works design is prepared, checked, and implemented on site in accordance with the relevant drawings and specification. Site Management and those competently trained shall plan, implement, monitor, and maintain during any works classed as temporary.

14.0 Working at Height (Work at Height Regulations 2005)

The company acknowledges that fall from height is one of the most common causes of serious injury or death in the workplace. Whilst working at height should be avoided where possible there will be occasions when it is unavoidable. Where this is the case, arrangements will be implemented to minimise the risks of falling persons or items.

The company shall take all necessary steps to ensure that all employees are safe whilst working at height, a suitable and sufficient risk assessments shall be carried out for the task undertaken.

The company defines working at height as any place above or below ground level which “if a person fell, they would be likely to suffer injury” (Health and Safety Executive (HSE), 2014).

Examples include: An opening in the floor, working up a ladder or where someone could fall through a fragile surface, such as a roof.

The selection of access equipment, such as ladders or mobile work platforms shall be suitable for the task it is designed to be used for.

The company will utilise the hierarchy of control access equipment includes hop ups, stepladders, ladders, scaffold and specialist access equipment such as 'cherry pickers' or mobile elevated work platforms (MEWPs).

Where work at height cannot be avoided:

- A suitable and sufficient risk assessment is carried out by a competent person.
- Work shall be properly planned, appropriately supervised.
- The correct access equipment shall be selected for the type of work being carried out.
- Employees who are required to work at height are appropriately trained.
- Suitable controls are put in place to reduce the risks of working at height.

Contractors working will also be required to comply with the company standards.

15.0 The Control of Substances Hazardous to Health 2002 (as amended) COSHH

The company is aware that some substances used have the potential to cause ill health and have identified the substances our employees use or are exposed to in the course of their work. Where possible such substances are substituted with a less harmful alternative.

Substances that must be assessed by a competent person and appropriate control measures identified that prevent risk to employees and other third parties affected by business operations.

When carrying out a COSHH Assessment, the following shall be considered in the following order:

- Elimination: could a water-based product replace solvent based products?
- Substitution: could the same substance be used in a different form? For example, could a solid be used instead of a liquid? a granular substance be used instead of a powder?
- Change of Work Method: Could the method of work be revised to minimise risk to health?
- Change Work Patterns: Could job rotation or working times be looked at to reduce exposure?
- Isolation and Segregation: Could the hazardous substances be isolated to minimise exposure.

A record of COSHH assessments is maintained of all substances used by the company that are hazardous to health.

COSHH assessments are located within the Company SharePoint system which is accessible by all Operational and Office staff. These assessments are reviewed periodically (once a year) to ensure that the controls are current and appropriate.

Where a construction site is set up (non-transient) site managers shall review COSHH assessments for the site and report any changes required to the H&S Team.

16.0 Personal protective equipment PPE (PPE regulations 2018)

As a minimum all site operatives and employees who visit sites regularly are issued with the following PPE:

- Hard hat (BS397)
- Hi-vis vest (class 2)
- Safety footwear with toe and mid-sole protection (S1P internal work, S3 External work).

Other PPE identified by risk assessment or method statement shall be provided. A request for PPE by an operative shall be reviewed by their line manager and if agreed issued and the risk assessment / method statement amended.

Records of PPE issued shall be maintained and where appropriate or requested training shall be provided in its correct use.

Any PPE provided by the company shall not interfere with other items of equipment and shall comply with relevant British or European standard and where appropriate, 'CE' marked.

Respirators will be of the FFP3 type and individuals supplied with RPE shall undergo face-fit testing for each type of RPE supplied. Face fit testing shall be undertaken by competently trained personnel.

Employees who use PPE that has obvious defects and fail to report these to their manager as soon as practicable and safe to do so, may be subject to our disciplinary procedures.

17.0 The indoor environment

Where reasonable, the company will adapt the premises and facilities to those employees with disabilities. It is our policy to exceed the minimum health and safety requirements of the law and to provide a working environment that is both comfortable and that maximises the effectiveness of employees. To achieve this, arrangements are in place for the assessment of risks from the working environment and provide, maintain, and monitor appropriate control measures to minimise the risks identified. Responsibility for implementing this policy lies with the Head of Operations, responsible for Health and Safety who will delegate functions, as identified in our organisational responsibilities.

Office Safety

Our offices comply with the Workplace Health Safety and Welfare Regulations 1992 and are maintained in a clean, orderly, and safe condition and maintained to minimise slip and trip hazards. A safe means of access and egress from all workplaces will be provided and maintained. All workplaces will have appropriate arrangements for the storage and use of hazardous substances, without risk to health.

Welfare facilities shall be suitable and sufficient for the workplace with toilet facilities provided at readily accessible places.

Toilet facilities shall be:

- Adequately ventilated and lit
- Kept clean and orderly condition
- separate rooms containing conveniences are provided for men and women except where and so far as each convenience is in a separate room the door of which is capable of being secured from inside.

The number of toilet facilities shall be in accordance with the HSE approved code of practice L24.

Periodic workplace inspections shall be carried out to ensure a safe place of work is maintained. Inspections carried out shall be recorded and reported to the appropriate person to ensure remedial actions are taken.

18.0 Manual Handling

A suitable and sufficient risk assessment shall be carried out when hazardous manual handling cannot be avoided. The assessment shall identify where the risk of injury lies and identify appropriate ways to reduce that risk.

Where practicable mechanical methods shall be used to prevent / reduce manual handling operations. Manual handling training is provided for staff involved in all operations identified as having a significant risk.

19.0 Alcohol & drugs

The company is committed to providing a safe & healthy workplace of its employees, visitors, and customers, and recognises the inherent risks associated with the misuse of alcohol & drugs on site and within the office with regards to health and safety, but also to performance.

We acknowledge the importance of identifying any alcohol and drug abuse and working with individuals to eliminate this.

The company will:

- Not tolerate the use or possession of any banned substances (drugs), or the misuse of other substances such as solvents, on site.
- Not tolerate drinking of alcohol during working hours, including at lunchtimes.
- Expect staff members taking prescription drugs to inform the company of the reasons why, and any side or aftereffects which may affect the conduct or health and safety of the individual or others.
- Look for any factors that may indicate drug use at work.
- Prevent any employees found to be suffering from the effects of drugs or alcohol from working and send these individual's home. In instances such as these, the company will carry out a return-to-work interview to ascertain the reasons for the occurrence.
- Where appropriate, help in seeking counselling for individuals who are deemed to have problems with drugs and alcohol, and offer support & guidance.
- Where counselling is deemed inappropriate, or unnecessary, carry out disciplinary procedures on individuals who breach the drug and alcohol policy.

20.0 Occupational stress

Stress is the adverse reaction people have to excessive pressure or other types of demand placed on them. There is an important distinction between pressure, which can have positive results if managed correctly, and stress, which is negative and can be detrimental to the individuals health and welfare. The company is committed to protecting the health, safety, and welfare of its employees, and acknowledges the importance of identifying and reducing any factors that may cause workplace stress.

Managers are responsible for implementation and the organisation is responsible for providing the necessary resources.

The company will:

- Provide training and resources for managers and supervisory staff in good management practice.
- Ensure staff are sufficiently trained to discharge their duties.
- Not tolerate bullying or harassment.

The company will support individuals who have been absent due to stress and advise them and their management on a planned return to work. The company will monitor and review the effectiveness of our measures to reduce stress and collate sickness absence and other statistics.

Managers will:

- Look for any factors that may cause stress at work and consider these in risk assessments.
- Consult with employees on our proposed actions to deal with workplace stress.
- Ensure good communication particularly where there are significant changes in methods of working.

Managers will offer support to any member of staff who is experiencing stress including outside work, e.g. bereavement or separation, and will be trained in the effects of stress and where appropriate include stress in risk assessments. Supported by Mentor (external employment law advisory service) on request.

Employees should:

- Raise issues of concern with health and safety or their line manager.
- Raise concerns of others to their line manager.
- Accept opportunities for counselling when recommended.

21.0 New and expectant mothers

New and expectant mothers have a duty to notify the company (line manager) as soon as practicable of them being pregnant. Once notified the line manager shall develop a risk assessment with the person identifying their tasks and any actions to be taken to prevent harm or injury to the unborn child and mother.

Where the medical practitioner of a pregnant woman or nursing mother states that her normal work could affect her health and welfare. And risks cannot be reduced, The company will find alternative work (with no loss of terms or conditions), or authorise paid leave if alternative work is not available.

Similarly, a risk assessment shall be developed for a new mother returning to work which will identify any actions to be taken to prevent harm to the new mother.

22.0 Young persons at work

Where a young person (16 to 18 years old) is to work for the company (either employed or work experience) a suitable and sufficient risk assessment for all work involving the young person shall be developed and agreed with the young person prior to their commencement of work.

The risk assessment shall take into consideration:

- Physical and psychological capacity of the person to carry out the work effectively.
- Potential exposure to toxic or harmful substances or agents.
- Inexperience of the person in the recognition of potentially hazardous situations.
- Potential exposure to extremes of heat or cold, noise or vibration.
- Where young person or school age children (on work or other experience schemes) may be exposed to risk, their parent or guardian will be advised of the identified risks.

At all times, the young person shall be supervised by a competent person.

23.0 Smoking at work

The company recognises that smokers have a right to smoke or electronically vaped and that non-smokers have a right not to breathe tobacco smoke.

- Smoking is not permitted anywhere within the building, on company or site premises (unless a designated area has been provided).
- Smoking is not permitted in company vehicles or plant (owned or hired).

Assistance to stop smoking can be obtained from General Practitioners of the NHS helpline:

0300 123 1044

24.0 Work equipment

Under the Provision and Use of Work Equipment Regulations 1998 (PUWER).

The company shall

- Carry out a full assessment of all new equipment purchased.
- Ensure all equipment purchased will comply with any relevant product safety standards.
- Ensure all hired or rented equipment will comply with the appropriate regulations and will include the provision of comprehensible information on its safe use.
- Carry out relevant inspection of the equipment and testing where necessary.
- Maintain a log for all equipment that could give rise to serious injury.
- Ensure equipment has adequate and identifiable means of isolation, where appropriate.
- Ensure the provision of suitable and effective safety devices.
- Ensure there is provision of suitable and effective controls.

- Ensure suitable training has been provided.

Employees are reminded that they have a duty to inform their manager of situations where they see serious and imminent danger to health and safety, or any matters where they see a shortcoming in our arrangements for health and safety protection.

Hand Arm Vibration (HAVS)

The company understands the importance of monitoring hand arm vibration and reducing operative exposure to as low as reasonably practicable. Monitoring is carried out on equipment that may expose operatives to excessive vibration and managers/supervisors take action to reduce exposure.

Monitoring is by exposure to the operative either using a measurement system e.g. HAVI meters or by manually recording daily exposure based on information from the manufacturer or HSE website.

Where it is expected an operative has been exposed to excessive vibration over a period of time occupational health surveillance shall be implemented and where practicable the operative found alternative work.

Hand Tools

Hand tools such as: Screwdrivers, Hammers, Punches, Chisels, Hacksaws, Files, Knives, Crowbars, Shovels, Spanners, there is no requirement for any formal inspection for this type of tools – visual pre-use checks by the user are sufficient.

Hand tools should:

- Only be used for tasks for which they are designed.
- Not used if damaged or work beyond effective service.
- Checked before use by the user.
- Be replaced or repaired if damaged

25.0 Occupational road safety

It is our policy to ensure the health and safety of our employees while they are in vehicles on company business.

The company will ensure that:

- Significant risks are identified, and measures are introduced to eliminate or reduce them, as far as reasonably practicable.
- Company vehicles will be safe to drive and properly maintained.
- Staff who use the car allowance scheme must use a car no older than 4 years old and ensure maintenance / MoT certification of their vehicles. Vehicles will be audited to ensure this takes place.

- The duration and timing of drivers' schedules does not lead to undue fatigue. Employees may contact their department manager if they have concerns about the amount or nature of workplace driving.
- Employees must also report any driving bans or endorsements on their driving license for offences committed under the Road Traffic Act.
- Driving a vehicle on company business while under the influence of alcohol or nonprescribed drugs is forbidden and shall be classed as gross misconduct. Should this happen, disciplinary action against the individual(s) concerned will be taken, and may report the employee to the police, depending on the circumstances.
- Staff should not drive whilst taking a course of medicine that might impair their judgement.
- Mobile phones should only be used when the driver has safely stopped or can be operated by steering column controls or voice activated. Any staff encouraging the use of mobile phones while driving may be subject to disciplinary action.

Employees are to ensure proper standards of competence, shall make their driving license available for inspection as soon as reasonably possible, on request. All employees are expected to be aware of, and comply with, general road safety law, and to take reasonable care of themselves, passengers and the public while driving.

Although the company is fully responsible for the safety of its own vehicles, employees should advise their department manager if they have any concerns about the safety of a company vehicle.

Employees who use their own vehicle for work related activities should be confident about the vehicle's general condition. If required by law, the vehicle should have a current MoT certificate, and be insured for business use.

The company shall monitor and investigate any significant road incidents, as part of continual improvement in safety performance.

Constructive suggestions from staff are welcome, and we will consult employees on any proposed revisions.

26.0 Electrical and Gas related Works

The company acknowledges that it has a responsibility to comply with Electricity at Work Regulations 1989 and the Gas Safety (Installation and Use) (Amendment) Regulations 2018.

All works:

- Shall comply with current legislation and regulatory requirements.
- Shall be conducted by operatives that have been deemed as competent by compatible Governing bodies such as NICEIC and Gas Safe.
- Shall only be completed by operatives who have received adequate training and guidance.
- Shall have suitable and sufficient method statement and risk assessment prior to undertaking required works.

Completion of works and works in progress will be attended and assessed by internal and external auditing services. All KPI's that correspond to works undertaken will be created, monitored, and controlled by the acting Gas manager.

27.0 Asbestos

Most of the repair works are carried out on properties that were built prior to the prohibition of the use of asbestos containing materials (ACMs) in 1999, and thus most of the properties will either contain or presumed to contain ACMs.

Some ACMs have been removed from various properties in previous years, but most ACMs included during the original construction are still likely to remain.

Following review, the instances where ACM's may potentially be disturbed have been identified as follows:

- By the tenant during occupancy and internal refurbishment works.
- By company personnel during planned and reactive maintenance
- By company personnel and sub-contractors during capital investment works

To avoid the disturbance of ACM's, the company has been provided with access to South Liverpool Homes asbestos register through a team's portal system and the location of any known ACM's can be identified and discussed with operatives to put in place safe working procedures.

Asbestos Register Location - Teams Portal - <http://portal.aec.uk.net>

- Username: homeservice
- Password: SLH8810

All operatives will have received asbestos awareness training to identify potential asbestos containing materials in the properties concerned. All operatives are instructed that, if there is the potential to disturb any suspect materials as part of the emergency works required at the property, they must not undertake the works until the status of the materials can be established. If this is the case the operative should secure the area and ensure the safety of themselves and the building occupants until the investigation works can be carried out.

See the company's asbestos procedure.

28.0 Contractor Management:

To ensure contractors are competent in supplying a service for the company. All contractors, sub-contractors and suppliers will be required to complete an approved suppliers application form before being appointed.

The company may use contractors to undertake a variety of different tasks such as:

- Drainage repairs
- Groundworks
- Brickwork
- Joinery
- Roofing
- Gas and Plumbing Installation
- Commercial and Domestic Electrical Installation
- Plastering

Note. this list is non exhaustive.

See contractor management procedure.

29.0 Lone Working and Working in Tenanted Properties:

Lone working main risks relate to potential violent situations whilst in the property and access to emergency first aid.

Lone Working devices – Staff members who are identified as being at risk from lone working are provided with lone working devices. Staff given these devices must follow the guidance and training that is been provided by the service provider. It is at the line managers discretion who is allocated such equipment on each shift/contract engaged within.

Monthly reports will be received and sent to the team managers who ensure that the devices are being used correctly. Persons identified as lone working will be given a pooled device this will form a register of lone workers.

Those engaged in lone working activities will be deemed medically fit and have undertaken full Human Resources checks to see compatibility in terms of tasks engaged.

Risk Assessments – Risk assessments and analysis will be carried out for each job role and/or activity and should take account of lone working and the risk of violence and that of access to emergency assistance. The risk assessments will identify the suitable control measures for the tasks that they undertake.

Planning – all employees should plan their work to reduce or eliminate the risks of lone working where possible. For example, employees who regularly drive should carry necessary emergency equipment and should have access to a personal or work mobile phone to raise assistance.

Communication – all employees who lone work, have access to communication devices to ensure that they can summon assistance if necessary.

Much of the work undertaken by operatives involves interaction with vulnerable customers. The housing and repairs database contain a warning indicator for those customers who are deemed to pose a level of risk, and this should be checked prior to any home visits or other form of lone working. This is in the form of a 01 alert. Client communication will be made prior to arranging appointments with those identified as vulnerable.

Ensuring staff whereabouts – designated systems have been developed to identify any employees that are working on their own and the expected duration of their visits through our appointment management system Opti-time.

The company offers guidance and training to all employees on lone working strategies:

- If the person you are visiting locks the front door (particularly deadlocks) ask them to please leave the key in the lock
- Be wary of trip hazards that are both external and internal such as steps or lifted floor coverings, electrical wires, etc.
- If there are dogs or other pets which concern you, ask that they be put away in a locked kennel or room.
- Do not wear expensive jewellery.
- Limit the amount of cash you carry.
- Do not carry a purse/wallet.
- Carry essential identification only, ID badge.
- Lock your van/car doors as soon as you get in the vehicle.
- Where practical do not park in the driveway (you could be blocked in) – but if you need to, think about reverse parking in, so you can simply drive out.
- In a cul-de-sac, park your vehicle facing the direction of the cul-de-sac exit.
- Approach your vehicle with keys in hand.
- Check the vehicle interior before entering.
- Keep vehicle doors locked.
- Hide your purse/packages/valuables so they are not open to view.
- Avoid parking besides large vans/trucks that can obstruct your view.
- Park in well-lit areas and avoid parking in isolated areas.
- Never enter a house if there is yelling, screaming, breaking glass etc. coming from within – call the police.
- If an aggressive incident occurs, remember to try and remain as calm as possible, speak slowly and calmly.
- Stay out of rooms such as kitchens if not working in that area because there are a variety of weapons that could be utilized in there.
- Try and keep a barrier (e.g., table, between you and the aggressor where practical)
- Try not to walk backwards as you risk tripping over.
- At earliest opportunity call the Police, even if it is only the threat of assault, call your manager immediately and report the incident.
- You must inform the police if firearms are produced or implied.
- Do not stand face to face (it makes you vulnerable to attacks).

- Do not enter a home with someone who appears to be under the influence of alcohol or drugs and is not in control of their behaviour.
- Do not enter a home with someone who is inappropriately dressed.
- Do not enter a property if there is no adult present but a minor answer the door to you.



30.0 **Vulnerable customers**

The company will identify Vulnerable customers and shall report all incidents and interactions of which has raised concern.

A vulnerable consumer is someone who, due to their personal circumstances, is especially susceptible to detriment, particularly when a firm is not acting with appropriate levels of care.”

The company understands the role it plays in responding appropriately to the needs of customers whose personal circumstances place them in a vulnerable situation. We work with all customers to ensure their needs and circumstances are understood and the most appropriate course of action is adopted. During this process we gather information and undertake a variety of checks to establish the most suitable approach and support for that customer.

To help our Engineers/Operatives identify possible vulnerable situations, the company has developed a definition which can be applied across all our businesses of **“Spot it, Jot it”** which includes recognising and supporting customers who, due to their personal circumstances, may be unable to safeguard their personal welfare or that of other household members.

In practical terms, this translates into a variety of definitions dependent on the product the customer is making a claim against, the majority of which are driven by age, health, and mobility factors. This includes elderly, disabled, or recovering from surgery customers and their dependents, who have difficulty keeping active, babies unable to regulate their own body temperature, certain medical conditions such as cancer, diabetes, heart problems or severe arthritis or where customers are confused and unable to accurately judge or convey their circumstances.

All Operatives who identify vulnerable customers and have concerns relating to welfare are to communicate their concerns to line management at the soonest possible opportunity. All concerns will be addressed/investigated accordingly and forwarded on to the safeguarding champions in South Liverpool Homes.