

Health, Safety & Wellbeing Policy

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1 Policy Information

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2 General Health, Safety & Wellbeing Policy Statement



South Liverpool Homes is committed to protecting the Health, Safety & Wellbeing of our colleagues, contractors, customers, and stakeholders when carrying out work. We aspire to not only comply but go beyond what is expected and aim to be a sector-leading landlord.

We will achieve our aim by:

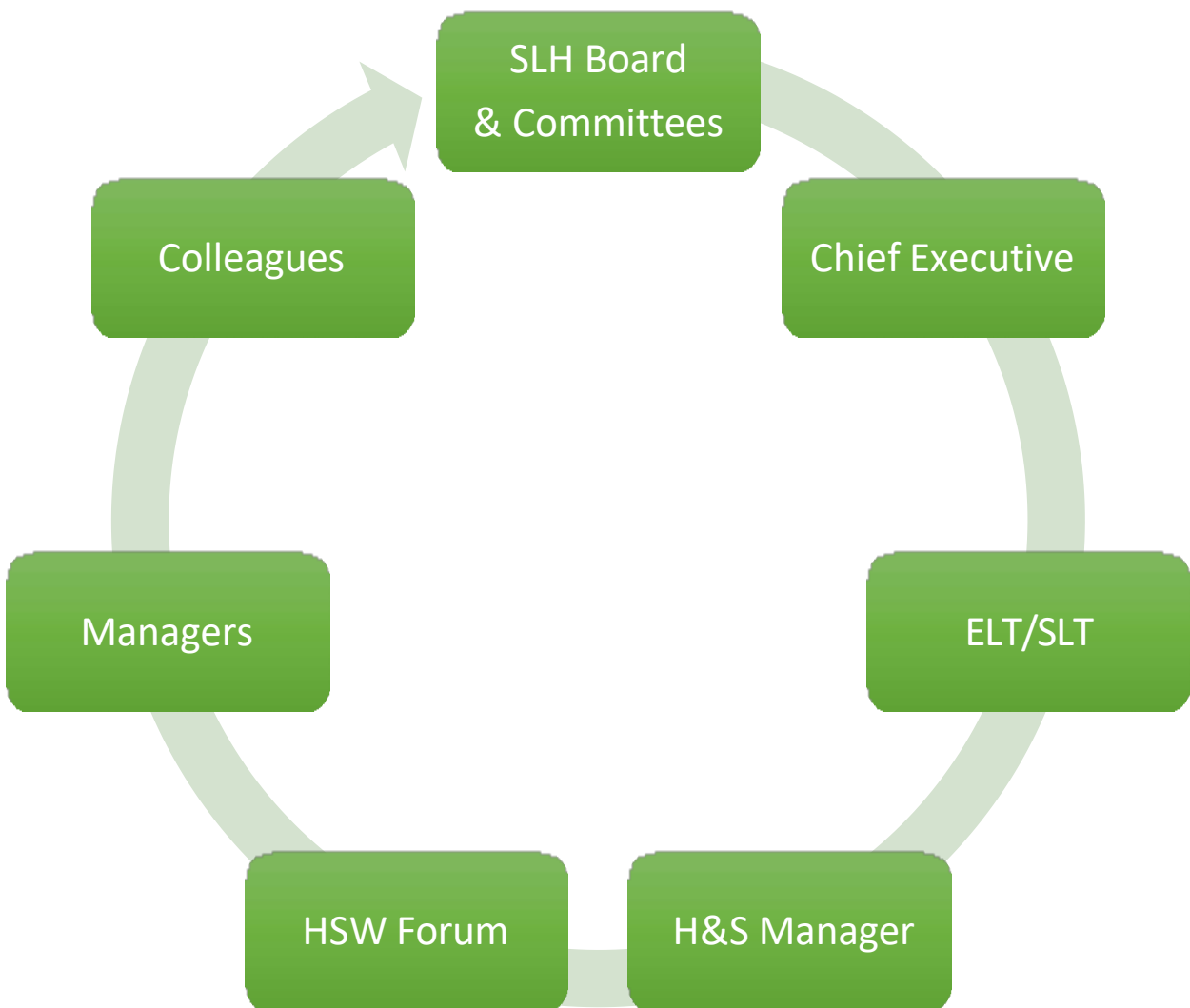
- Taking responsibility at ALL levels within the business for Health, Safety and Wellbeing.
- Promoting Health, Safety & Wellbeing and encouraging a positive and proactive culture throughout the business.
- Providing instruction, information, training and supervision and support for colleagues.
- Listening to colleagues and customers for ways or ideas to further improve our safe systems of work.
- Monitoring and reviewing health and safety performance and turning the lessons learned into positive change to lessen the risks in the future.
- Providing a safe working environment by the design, construction, operation and maintenance of all plant, equipment and facilities.
- Promoting Wellbeing initiatives and supporting colleagues mental health.
- Conducting Health, Safety and Wellbeing Forum meetings to record and action issues raised by colleagues in all areas of the business.
- Using technology and innovation to assist works being carried out where possible.
- Keeping our undertakings under constant review to ensure best practice and legislative compliance is maintained in all that we do.

Health, Safety & Wellbeing is everyone's responsibility, Lets stay safe together!

Signature
Anna Bishop
Chief Executive



3 Organisational Chart Showing Responsibility for Health, Safety and Wellbeing



4 Introduction

This policy sets out the health, safety, and wellbeing (HSW) arrangements for all South Liverpool Homes (SLH) colleagues. It also applies to all other persons (e.g. contractors, visitors, clients, service users, and members of the public) who may be affected by our work activities and/or services. It does not cover our responsibilities as a housing landlord which are detailed in the organisation's Compliance Policy.

5 Responsibilities

5.1 Board

Board has overall responsibility for approval of the HSW Policy and monitoring compliance with the policy. They shall:

- Provide HSW leadership within SLH and ensure it is given due consideration in all business undertakings
- Ensure SLH operates within a framework that effectively identifies and manages health and safety risks
- Ensure that SLH is able to comply with legislation by ensuring necessary management arrangements, resources, skills, and systems are in place for the effective management of health and safety within SLH
- Ensure they are kept informed about any significant HSW failures, and of the outcome of any investigation
- This will be supported by the Chair of SLH Board and the Senior Independent Director.

5.2 Chief Executive

The Chief Executive has the overall responsibility for the HSW function and delegation of duties as detailed in this policy.

The Chief Executive will ensure adequate resources are allocated to meet the requirements of the policy, and that adequate arrangements exist to enable effective management of health, safety, and wellbeing matters.

The Chief Executive has responsibility for:

- Ensuring the HSW Policy is implemented and that proper account is taken of its requirements
- Signing the "General Statement of Policy" and bringing it to the attention of all colleagues
- Agreeing the allocation of duties so that the policy is effectively applied to all departments and activities

5.3 Directors and Heads of Service

Directors and Heads of Service are responsible for ensuring that the HSW Policy is observed and that all requirements necessary for effective compliance are provided. The responsibility for implementing good working practice rests with the Directors and Heads of Service. They shall:

- Ensure the policy is implemented within all relevant departments
- Monitor HSW performance from information provided in external and internal audits, quarterly reports, or other information streams.
- Give support, encouragement and resources to all colleagues to enable them to carry out the duties imposed on them in this policy
- Ensure colleagues are released for HSW training when required.
- Ensure that proper provision has been made at every stage for the implementation of the Health and Safety at Work Act 1974 and all other relevant and subordinate legislation and approved Codes of Practice
- Ensure that Health, Safety and Wellbeing is taken into account for all activities undertaken by SLH

5.4 Health & Safety Manager

It is the responsibility of the Health & Safety Manager to ensure that all work premises are subject to the appropriate controls deemed necessary to ensure the HSW of colleagues, sub-contractors, visitors, and members of the public as defined by legislation. They will also undertake periodic reviews and inspections of all matters concerned with the HSW of colleagues and those affected by the business.

The Health & Safety Manager will ensure that:

- All legislative requirements imposed on the business are adhered to
- The HSW Policy is regularly reviewed and updated when required
- The H&S Manager will act as the nominated competent person and provide advice and guidance at all levels of the business
- All colleagues are made aware of the HSW Policy
- Support managers to complete risk assessments where appropriate and ensure the result of those assessments are brought to the attention of all persons affected
- The requirements of fire risk assessments are adhered to and records are kept in respect of:
 - Fire drills

- Evacuation Marshals
- Alarms testing
- Signs
- Maintenance of firefighting equipment
- All accidents, near misses, incidents or dangerous occurrences are investigated and correct reporting procedures are carried out
- All colleagues are provided with the necessary information, instruction, training, and supervision to enable them to carry out their tasks safely
- All colleagues are made aware of the arrangements in respect of first aid, fire safety, accident reporting, and emergency procedures.
- Regular inspections of the premises/projects are carried out and issues that are discovered are brought to managers attention, are remedied promptly
- Ensure that all accidents are recorded in the accident book on-site and that all accidents, diseases, and dangerous occurrences are reported to the Health and Safety Executive, as required by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Ensure COSHH (Control of Substances Hazardous to Health) regulations are followed including the correct use and storage of materials.
- Carry out DSE (Display Screen Equipment) assessments onsite or remotely if required and review when necessary. Provide support and guidance on all matters relating to Health and Safety and act as the business's competent person.
- Ensure that compliance with all current H&S legislation requirements are met.

5.5 Managers

Manager's individual responsibilities in HSW matters include the following:

- Read, understand and implement the HSW Policy
- Make themselves aware of legislation, codes of practice, guidance notes and safe working practices relevant to their workplace
- Ensure that all incidents, including near-miss incidents that could have resulted in personal injury, damage to plant and equipment, are reported
- Where appropriate, take advice from the HSW Forum and the H&S Manager to determine, implement and record (Risk Assessments):
- Where appropriate, produce HSW procedures, r safety guidance, undertake risk assessments and issue them to those to who they relate. In addition, and when appropriate, post copies at relevant points at the workplace and communicate as required
- Organise work to be carried out to the required standard with minimum risk to the workforce in relation to the use of equipment and materials

- Give all colleagues under their control, and other persons affected, precise instructions on their responsibilities to ensure correct working methods
- Ensure all sub-contractors are aware of the need for all operations to be carried out safely and that they subsequently comply with this requirement before commencement of any sub-contract works/service.
- Identify any specific training requirements for colleagues
- Make arrangements for induction training for all new starters.
- Where appropriate, make provision for:
 - A qualified first aider or appointed person
 - First aid equipment and facilities
 - Suitable protective clothing and equipment
- Accompany members of the Health and Safety Executive, SLH and the Health, Safety and Wellbeing Forum when they are carrying out inspections and report/act upon any recommendations
- Ensure colleague mental health and wellbeing concerns are addressed and supported
- Where appropriate see that any plant and equipment supplied is adequate for the job in hand and that sufficient information is provided with it to safely use that equipment within its limits
- Monitor the lone working portal to ensure devices are being used.
- Set a personal example in line with the code of conduct
- Ensure contractors/sub-contractors, have provided full details of all risk assessments, methods statements, plans of works or permits if required, and any other documentation related to the given task are produced and reviewed before work commences

5.6 Facilities Manager

- To ensure that all plant and equipment is safe at all times, that it is guarded and equipped with the necessary devices and has relevant test certificates, instructions and maintenance/monitoring regime in place
- Ensure that all equipment is tested, carries the necessary notices, regularly inspected, maintained, and the results recorded.
- Ensure only fully trained operatives use particular equipment and that, where necessary, they possess current certificates of authorisation and/or licence
- If applicable ensure regular inspections of premises are carried out and issues that are discovered are remedied promptly
- Ensure COSHH (Control of Substances Hazardous to Health) regulations are

followed including the correct use and storage of materials.

- Ensure that all work equipment within their departments is adequate, maintained and tested as applicable
- Ensure any visitors to the workplace are fully briefed regarding health and safety matters and their requirements as visitors (building users)
- Ensure that all incidents, including near-miss incidents that could have resulted in personal injury, damage to plant and equipment are reported
- Set a personal example in line with the code of conduct
- Ensure contractors/sub-contractors, have provided full details of all risk assessments, methods statements, plans of works or permits if required, and any other documentation related to the given task are produced and reviewed before work commences
- Ensure that protective clothing and equipment is used where appropriate
- Stop work if they believe that procedures are not being followed or danger is present.

5.7 Colleagues

Individual responsibilities in HSW matters:

- Use the correct tools and equipment for the job; use safety equipment and protective clothing which is made available and issued when required
- Only use tools and equipment for their intended purpose.
- Report to their manager any defects in plant or equipment and ensure that plant and equipment is in a safe and secure state when unattended
- Ensure lone working devices are charged and in good working order before carrying out visits or related lone working activities
- Consider the safety of others along with their own personal safety, report any situation, incident, near miss and accident immediately to your manager or the Health and Safety Manager.
- Colleagues should stop work if it is felt that procedures are not being followed or danger is present
- Ensure that all organisational procedures and practices are adhered to
- Report any personal injury or disease to their manager and ensure that an entry is made in the accident book at their place of work
- Suggest ways of eliminating hazards
- Never operate any item of plant or equipment unless trained and authorised to do so
- Always work in accordance with safety procedures
- Set a personal example in line with the code of conduct

5.8 Contractors

Responsibilities in HSW matters:

- Contractors must provide details of the competent person(s) they have appointed to assist them in implementing the necessary protective and preventative measures when requested including full details of all risk assessments, method statements, plan of works and permits to work or any other documentation related to the given task covering the appropriate legislation and code of practice.
- Contractors must ensure that proper co-ordination, and co-operation exists between themselves and SLH representatives through site meetings/reports and agreed ways of communication
- Contractors are responsible for observing statutory duties for the reporting of accidents and dangerous occurrences to the relevant project manager, and the Health and Safety Executive
- All plant, equipment or apparatus brought on to site by contractors must be safe and in good working condition, fitted with any necessary guards and safety devices, regularly maintained and have any necessary certificates available for inspection
- Contractors must not allow any plant, equipment or apparatus to be used unless by a trained and competent person. Where necessary, certificates of training/competence must be available for inspection
- Contractors are responsible for the provision and maintenance of all items of protective clothing and equipment associated with their operatives
- Contractors will be expected to comply with the SLH HSW policy and must ensure that their HSW policy is made available on site while work is carried out
- All work must be carried out in strict accordance with all the relevant statutory provisions and taking into account the safety of others on site and the general public

5.9 Health, Safety & Wellbeing Forum

This forum will be responsible for HSW matters. Meetings will be held quarterly. Its responsibility is to review HSW performance within the business, review accident/investigations reports and trends, make recommendations for implementing or improving procedures, identify training needs, and discuss issues/questions raised by persons/colleagues within the organisation. Issues or concerns can be raised directly to forum members, through managers, staff care representatives, incident reports and the H&S Manager

6 Arrangements

This details the arrangements in place including HSW management procedures. It reflects the hazards and risks that could arise within SLH operations, activities and processes and how they are managed.

6.1 Information, instruction & training

Information brought to the attention of SLH concerning HSW will be monitored by the Health, Safety & Wellbeing Forum, all relevant advice and instruction will be communicated by signage, email, team meeting, training, or most appropriate method available.

SLH is committed to providing instruction and training to all colleagues to carry out their roles.

A HSW training matrix, based on the level of competency required for each role is managed by the H&S Manager. All colleagues complete an H&S induction and awareness training on joining the organisation. Training is promoted and made available to all colleagues to ensure the right health and safety skills, knowledge, and behaviours are practiced. Completed training and refresher training is recorded on Cascade, alongside refresher dates. Training needs are the subject of ongoing monitoring and review. All colleagues and Board Members will receive training, information, and instruction in their responsibilities as outlined in this policy.

6.2 Incident reporting

The procedure for reporting injury accidents and dangerous occurrences is designed to fully comply with statutory legislation. All accidents involving injury, no matter how slight, must be reported and entered into the statutory accident book, located at the Parklands HQ. This includes accidents to contractors and visitors and volunteers. Accidents, near-miss incidents, unsafe conditions and dangerous occurrences will be monitored by the H&S Manager and the Health, Safety & Wellbeing Forum.

Near-miss, incidents and unsafe conditions have the potential to cause injury or harm but do not result in injury or damage. Near misses/unsafe conditions must be reported to ensure injury, harm, or damage does not occur from future incidents and so that learning can be recorded. Incidents can be reported through the Incident Reporting App - [Incident Form - Power Apps](#) or on SharePoint.

6.3 Reporting procedures: fatal and major injuries, dangerous occurrences

In the event of a fatal or major injury or a dangerous occurrence, as defined in RIDDOR 2013, the H&S Manager (or nominated person in their absence) will:

- Notify the Health and Safety Executive by telephone immediately
(Incident Contact Centre 0845 300 9923)

- Inform the CEO and Executive Leadership Team within twelve hours – immediately for fatal or major injuries
- Nominate a responsible person to investigate the incident
- Complete F2508 and the accident book. Form F2508 must be sent to the HSE within 15 days of the incident
- Not disturb the scene of the incident unless it is considered necessary to avoid further accidents. If possible, take photographs

The above procedure applies whether the injured person was employed by SLH or not.

6.4 Lost time accident (over seven days)

For accidents resulting in more than seven days absence from work, excluding the day of the accident the relevant manager or H&S Manager will complete Form F2508 and send a copy to the HSE. (Online report form available at www.hse.gov.uk/riddor).

6.5 First aid

Trained first aiders or appointed persons will be provided by SLH. Adequate supplies of approved first aid materials will be made available for all first aid kits. The first aider/appointed person(s) will be responsible for maintaining first aid equipment. Adequate and suitable signs will be displayed throughout the organisation informing personnel of the name and location of first aider/appointed person(s). Further details can be found in the 'first aid procedures' which can be found on SharePoint.

The Health, Safety & Wellbeing Forum is responsible for ensuring that there is suitable first aid cover (First aiders/appointed persons/equipment) for all areas of the business and the activities undertaken and in conjunction with SLH.

6.6 Personal Protective Equipment (PPE)

Following the Personal Protective Equipment at Work Regulations 1992, SLH will provide adequate PPE for the use of its colleagues. PPE will be issued under controlled conditions and records will be kept and maintained. Managers will be responsible for the maintenance and adequate supply of PPE for all their personnel and will ensure that PPE is properly maintained and replaced when necessary. Risk assessments will be carried out by each manager and appropriate PPE will be provided for each colleague.

6.7 Control of Substances Hazardous to Health (COSHH)

SLH will take all reasonable steps to reduce the risk of injury or ill health resulting from the use of hazardous substances. As part of this process COSHH risk assessments will be completed to assess who might be harmed and the potential health effects from the use of hazardous substances in work processes to reduce the risks at source.

Where it is not reasonably practicable to eliminate the use of hazardous substances or substitute it with a safer alternative, SLH is committed to providing control measures that may include the provision of engineering controls. As a last resort,

SLH will provide suitable PPE, training, information and health surveillance.

6.8 Display Screen Equipment (DSE)

SLH will carry out DSE (Display Screen Equipment) assessments annually (or when required) to determine sufficient and suitable equipment is available for the user. Colleagues will complete an electronic workstation assessment on Cascade and the H&S Manager will review the results, a remote online assessment will be completed by the H&S Manager if required. Information regarding DSE is also available on SharePoint. Colleagues employed by SLH are provided with Simply Health cover which provides an allowance for an annual eye test and prescription glasses if required for DSE work.

6.9 General risk assessments

We take very seriously our legal responsibility to undertake written risk assessments and act on their findings. The purpose of risk assessments is to help us in determining what measures should be taken to comply with the relevant statutory provisions.

The Health and Safety at Work etc. Act 1974 implies a duty under Section. 2(1) to carry out risk assessments by stating that “it is the duty of every employer to ensure, so far as is reasonably practicable” implies that the employer should carry out a risk assessment to establish whether the duty has been complied with. The

Management of Health and Safety at Work Regulations 1999 (as amended) have since made this explicit, requiring in addition the recording of any significant findings.

Risk Assessments are completed or reviewed by the H&S Manager annually and when required and can be found on SharePoint - [Health & Safety - Risk Assessments - All Documents \(sharepoint.com – Update Link\)](#)

6.10 Emergency procedures

The H&S Manager will ensure adequate provision has been made in case of fire, accident or violence, including signage for fire escape routes, persons to contact, emergency services, and dedicated fire marshals to check the building has been fully vacated.

Appropriate firefighting equipment will be provided and all colleagues are to be trained with regards to emergency procedures i.e. where escape routes are, to understand the fire alarm sound, to know where to assemble and whom to report to.

All new starters, along with those on site for an extended period of time will be fully inducted. Further details including who the Evacuation Marshals are, can be found on SharePoint - [Health & Safety - Home \(sharepoint.com\)](#)

6.11 Items to be displayed

The Estate Facilities Manager (Sky Park), H&S Manager (Parklands) and the Scheme Managers will ensure that a poster detailing Health and Safety law is displayed on the premises. The poster summarises the employer’s responsibility and reminds colleagues that they have a duty of care to themselves and others. It also identifies the enforcing authority and how it can be contacted.

A copy of the Employer's Liability Insurance Certificate must also be displayed in each location. The HSW Policy is available on SharePoint, along with relevant procedures. Other related documents may be displayed on H&S notice board(s) and internal workplace forums.

6.12 Office environment

Offices will be sufficiently ventilated to ensure that stale air and air which is hot or humid is replaced at a reasonable rate. Also, the temperature in offices will provide reasonable comfort: the temperature should normally be at least 16C.

The current temperature is shown on each of the air conditioning control units throughout the Parklands office to monitor temperatures. Heating etc. will be introduced to maintain an acceptable room temperature. Adequate lighting will be maintained for office tasks. This includes natural and emergency lighting.

Floors and traffic routes will be of sound construction, free from debris and obstacles. Any defect should be reported immediately by email to Facilities@southliverpoolhomes.co.uk, and the issue will be investigated.

We will provide:

- Restrooms and eating areas where hot drinks and food can be prepared. They will be maintained in a hygienic state
- Drinking water is provided in the form of tap water and water coolers
- Accommodation for clothing
- Adequate numbers of toilet facilities with washing facilities. These will be maintained to a high standard

Workplace assessments will be carried out as appropriate for all colleagues to ensure compliance and that good practice is maintained.

6.13 Hybrid Working

It is recognised that hybrid working can help our colleagues better manage their work commitments and home lives and forms part of a flexible approach to working offered by SLH. Before a colleague can begin hybrid working, a Home DSE Assessment must be completed, then reviewed and accepted by their manager. . The assessment determines if the colleague is suitable for hybrid working by reviewing the potential risks and requirements which include:

- Having suitable IT and home office equipment (desk space/chair)
- Having a safe and secure working environment
- The ability to minimise the distractions caused by others whilst working at home
- Security of work files/documents
- Dedicated space/workstation within the property that can be used for work purposes
- The ability to self-manage and take breaks to avoid stress and maintain good mental health.

- A comfortable environment to work with adequate light and heating.

A policy is in place that sets out the standards, processes and parameter in relation to hybrid working and aims to:

- Confirm the circumstance when hybrid working will be considered appropriate and permitted by SLH.
- Set out the rules that apply to all colleagues whilst working under these arrangements.
- Provide a fair and transparent process for all colleagues in respect of hybrid working arrangement.
- Ensure hybrid working is carried out safely, in accordance with current legislation, and in accordance with the SLH's policies and procedures,

The policy can be found on SharePoint - [Hybrid Working Policy.pdf](#)

A Hybrid Working Procedure is also available and is intended to provide SLH colleagues with an understanding of how they can apply flexibility in their working arrangements to suit both business and personal requirements. Colleagues may therefore work from both the office and home environment. The procedure can be found on SharePoint - [Hybrid Working Procedure.pdf](#)



6.14 Control of third parties

There are occasions where we engage contractors to carry out work or allow members of the public into premises owned by SLH. Colleagues also come into contact with tenants and members of the public.

All these persons must be informed about the possible risks and the precautions needed to prevent accidents and ill-health and lone working where possible. This may be done verbally or in writing. All third-party contractors will be required to complete a pre-qualification questionnaire before being allowed to work and to comply with all relevant legislation and demonstrate necessary management competence in respect of ongoing compliance.

6.15 Safe systems of work

Where an operation, process or activity has been assessed and a substantial risk exists, then an adequate and suitable written safe system of work must be prepared. This will identify how the risk is to be eliminated, controlled or managed. It must detail the information, instruction, training, and supervision to be given to all persons at risk. The safe system of work must be monitored and, if necessary, revised by the manager/H&S Manager/HSW Forum.

Activities identified which will require a safe system of work may include:

- Violence and harassment
- Health issues including mental health (tenant or colleague)

- Security of offices
- Lone working
- Drug and alcohol abuse
- Property infestation by rats, fleas, etc.
- Fire procedures (offices)

This list is not exhaustive and could be added to by SLH.

6.16 Compliance

A separate Compliance Policy exists to detail our commitment to the management of fire, gas, electrical safety, asbestos management, water hygiene (legionella) and lift servicing within our homes and buildings we manage. The policy details how SLH will minimise risks associated with compliance as far as is reasonably practicable and is available on SharePoint.

6.17 Enforcement authorities (notices)

SLH will ensure that any matters giving rise to criticism or action from enforcement authorities receive due attention. Any notices, i.e. Prohibition, Improvement or Abatement notices or fees for intervention (which are calculated per hour by the HSE) served against SLH or its contractors must be reported immediately to the Executive Leadership Team who will delegate accordingly.

6.18 Health, Safety and Wellbeing surveillance

The health of colleagues and others affected by SLH activities will be reviewed by a competent person (Occupational Therapist as detailed in Section 7.7) where necessary. Particular attention will be paid to colleagues engaged in specific jobs that may affect their health, e.g. noisy workplaces, unhealthy conditions, stressful situations. Similarly, attention will be paid to matters relating to the local environment, such as fumes or vapours from hazardous or toxic substances. We will consult as necessary with the HSE, Local Authorities etc., on health-related issues.

Colleagues who may be at risk to their health because of work they do will be subject to health surveillance checks at appropriate intervals by a competent person. This is in accordance with the Health and Safety at Work Act 1974 and Management of Health and Safety at Work Regulations 1999. These checks include pre-employment medical examinations. Appropriate risk assessments will identify the circumstances in which health surveillance becomes necessary to detect adverse health effects at an early stage.

Records of health surveillance will be kept and maintained on the Cascade HR System.

6.19 Manual handling

SLH will take all steps to avoid hazardous manual handling tasks where this is practical and reasonable. Where this is not possible, we will risk assess who might be harmed from carrying out manual handling tasks with the aim of eliminating or reducing the risks where they are identified and providing appropriate training, information and tool box talks. Information is also available on SharePoint.

For the purposes of this policy manual handling is defined as the transporting or supporting of a load, by one or more workers including lifting, pushing, pulling, and carrying or moving of a load by hand or body force.

6.20 Work equipment

Colleagues will only be allowed to operate work equipment for which they have been trained to use. It is the operator's duty to report any defects to their manager and ensure the equipment is taken out of use until it is repaired or replaced.

Portable appliance testing will be undertaken to all electrical equipment in accordance with best practice.

6.21 Plant and machinery

We will ensure all plant/machinery utilised by teams is maintained in accordance with manufacturers' recommendations and an appropriate system of on-going inspection is in place.

6.22 Lone working

We have a specific policy and good practice guidance on lone working (located on SharePoint).

Lone working procedures and risk assessments are also produced to help achieve the policy aims and ensure compliance with the safety and wellbeing of colleagues and customers the primary concern.

6.23 Young people

We are aware of our obligation to comply with relevant legislation and good practice regarding young people in the working environment as defined within the Health and Safety (Young Persons) Regulation 1997 and Management of Health and Safety at Work Regulation 1999 where specifically children between 13 years and the minimum school leaving age (just before or just after their 16th birthday) are prohibited from being employed in industrial undertakings such as factories, construction sites etc., except when on work experience schemes approved by the Local Education Authority. In such circumstances, where young people are within the work environment we will:

- Assess the risks to young people, less than 18 years old, *before* they start work
- Take into account their inexperience, lack of awareness of existing or potential risks and immaturity
- Address specific factors in the risk assessment
- Provide information to parents of school-age children about the risk and the control measures introduced.
- Take account of the risk assessment in determining whether the young person should be prohibited from certain work activities, except where they are over minimum school leaving age and it is necessary for their training; and:

- ensure risks are reduced so far as is reasonably practicable
- ensure a competent person provides proper supervision

6.24 Transport

6.24.1 Company Vehicles

Vehicles are an integral part of our business and many colleagues are required to drive company vehicles as a normal part of their job. All instructions relating to the use of company vehicles must be observed and colleagues should at all times:

- Take every care when driving, following the advice contained in the Highway Code
- Ensure that their vehicle is maintained in a clean and serviceable condition
- Ensure that the vehicle is serviced at regular intervals in accordance with the manufacturers recommendations and report any defect immediately to their manager
- Immediately report any damage or accident involving a company vehicle to their manager and complete an accident report form
- Ensure that a handheld mobile device is not be used whilst driving on company business. Failure to adhere to this instruction may lead to disciplinary action
- Ensure there is no smoking by any driver or passenger in the vehicle

6.24.2 Personal Vehicles Used on Company Business

Vehicles are an integral part of our business and colleagues are required to drive their own vehicles as a normal part of their job. All instructions relating to the use of colleague's own vehicles on company business must be observed and colleagues must at all times:

- Take every care when driving, following the advice contained in the Highway Code
- Ensure that their vehicle is maintained and serviceable
- Immediately report any accident involving their vehicle whilst on company business to their director/manager and complete the accident report form
- Ensure that a hand-held mobile device is not used whilst driving on company business. Failure to adhere to this instruction may lead to disciplinary action
- Ensure that each vehicle must be insured for appropriate business use and have a current appropriate road tax and MOT certificate

6.25 Noise

We will take all reasonable steps to reduce the risk of damage to hearing from noise emitted from equipment, machinery, hand tools or other work processes. As part of this process we will assess who might be harmed from noise emitted from work

processes with the aim of reducing the risks at source.

Where it is not reasonably practicable to reduce noise levels below safe levels our organisation is committed to maintaining a hearing conservation programme that will include the provision of suitable PPE, training, information and health surveillance.

7 Landlord Health and Safety Compliance

7.1 SLH Home Standard

SLH is committed to ensuring, so far as is reasonably practicable, the health, safety and wellbeing of our colleagues, tenants and any other persons who may work on, occupy, visit, or use premises under our control or who may be affected by its activities or services.

The SLH Home Standard is a quality of home that; meets the standards as set out by the Government's Decent Homes, meets the Housing Health and Safety Rating System (HHSRS) minimum safety standards for housing, is in a good state of repair with reasonably modern facilities and services and has efficient heating and provides a reasonable degree of thermal comfort.

Programmes are in place to ensure this standard is maintained, including:

- Cyclical Maintenance – to keep homes in good condition
- Gas Servicing – keeping gas appliances safe, including annual inspection
- Electrical Safety – to ensure electrical Safety with the completion of periodic inspections
- Fire Safety – Annual fire risk assessments in all blocks of flats and independent living schemes
- Damp and Mould – SLH responds to reports promptly, repairs structural issues causes, and provides information to combat condensation in the home.
- Asbestos – ensuing a report is completed and reviewed before any work is completed in a property where asbestos may be present.
- Water Hygiene – ensure testing in the required areas is completed and that the water in your home is safe and hygienic.

Full details can be found in the SLH Compliance Policy - [Intranet - Compliance Policy.pdf - All Documents \(sharepoint.com\)](#)

7.2 Tenant Health and Safety

SLH are also committed to ensuring and helping out tenants and their communities. By assisting in the following areas:

- A dedicated Community Safety Team provides help and support with the following:

- ASB (Anti-social behaviour)
- Domestic Abuse
- Safeguarding (adults and children)
- Hate Crime
- Support in many other different areas

Information is available by visiting our website - [Community safety | My home | South Liverpool Homes](#)

7.1 Employee Assistance Programme

Access to confidential employee assistance and counselling services are provided through external contracted services. Details are made available to all colleagues but are also available from Human Resources.

Wellbeing Champions are also available for colleagues to contact and discuss issues if they choose to. The Wellbeing Champions are colleagues from across all areas of the business that have completed Mental Health First Aid Training for this volunteered role.

SLH also run a wellbeing programme throughout the year to help and support colleagues with their wellbeing.

7.2 Positive Mental Health

We believe that the mental wellbeing of colleagues is important. We aim to ensure all colleagues are able to maintain their positive mental wellbeing while at work by providing an environment that supports and encourages positive mental health. Additionally, we are committed to ensuring our work process and job design does not impact negatively upon the mental health of colleagues.

We will therefore promote positive mental health amongst our workforce and to support those colleagues who require intervention in order to deal with any mental health issues they may have.

Although we have no control over the life of colleagues outside of the workplace, we hope that this promotion will have a positive influence on their lives both inside and outside of work.

To successfully implement this, we will:

- Ensure through our recruitment processes that no one is disadvantaged in obtaining employment or progressing in the company on the grounds of their mental health
- Provide colleague information on the benefits of good mental health awareness
- Link to local and national campaigns to promote positive mental health
- Encourage early reporting of any issues in the workplace which may affect colleagues' mental health. Encourage early reporting of any existing mental health issues which our colleagues may be suffering

from in order for us to be able to provide confidential support and any workplace adjustments in a timely fashion

- Support colleagues to Identify, deal with, or prevent mental health issues

7.3 Smoking

SLH prohibit smoking at all premises and on the surrounding grounds including building entrances. Smoking is also prohibited in company vehicles and in private vehicles if a passenger is carried. This includes the use of E (Electronic) cigarettes.

This applies to all colleagues whether employed directly by SLH, through an agency, by a contractor or other organisation, and visitors.

Colleagues will not be permitted to smoke whilst carrying out their duties and responsibilities.

Colleagues who do not comply with the policy will be referred to their manager for investigation subject to the usual disciplinary procedure.

Visitors not adhering to the policy will be asked to comply or leave the premises or site.

SLH recognises that smoking is an addiction and that the smoking policy will impact on smokers' working lives. We therefore aim to support colleagues who want to stop and help individuals adjust to this change.

7.3.1 Third Party Premises

Although we have a duty of care to protect colleagues we cannot control the smoking arrangements on other premises. Colleagues required to visit other premises not covered by smoke free legislation as part of their duties (i.e., domestic premises) should agree that the person being visited arrange for a non-smoking area to be provided for the duration of the visit. Where this is not possible, colleagues should ask the person being visited to refrain from smoking inside the premises or in the meeting area for one hour before the visit and that the person being visited not smoke during the duration of the visit.

In circumstances where it is not possible to arrange a visit beforehand, colleagues should seek advice from their line manager, who should take all reasonable steps to protect them from exposure to second hand smoke.

7.4 Physical Activity

SLH seeks to provide information, support and encouragement to allow all colleagues to feel able to engage in physical activity as part of the working day and beyond.

We aim to break down barriers to participation, provide support and encourage all colleagues to be active both during and outside the working day.

In order to achieve these aims we will;

- Promote the use of alternative forms of transport to work which allow

for physical activity to be incorporated before and after the working day

- Allow colleagues to store clothing, shoes etc. in the workplace to enable colleagues to engage in physical activity before or after work.
- Encourage and support colleagues to engage in physical activity events and challenges throughout the year. Funding, partial funding, sponsorship and flexible working arrangements to accommodate this will be considered on an individual basis, but cannot be guaranteed
- Allow appointments for physiotherapy to alleviate musculoskeletal injuries to be taken during work time, without accruing sick leave or using annual leave. Appointments are to be arranged around work commitments where possible, should not impinge on normal business operation and are to be agreed at line-manager's discretion

7.4.1 Cycle to Work

We offer eligible colleagues the option of cycling via a salary sacrifice scheme, the details of which can be found on the Human Resources page on SharePoint.

7.6 Alcohol and Drugs

To maintain a safe and healthy working environment for all colleagues we aim to deter the use of drugs or alcohol within the workplace.

We will seek to provide support to colleagues who seek help in overcoming alcohol and/or drug problems and outline the procedures to be followed, in the event that a colleague's work or behaviour suffers due to alcohol or drug abuse. We recognise that the use of drugs, abuse of any substance, or excessive use of alcohol can and will have a physical and/or psychological effect on many different areas of performance, including working relationships, safety and productivity.

Colleagues, contractors, visitors and others should note that:

- Drinking alcohol on our premises or bringing it onto our premises for consumption is prohibited.,
- Bringing onto, taking or possessing illegal drugs whilst on the organisation's premises is prohibited
- Being 'under the influence' of alcohol and/or illegal drugs whilst at work will generally be considered a disciplinary offence
- Consumption of alcohol and/or illegal drugs prior to entering the premises may lead to action if this has an impact on job performance
- If a colleague enters work 'under the influence' of alcohol or illegal drugs and any accident occurs, this will be investigated and the colleague may be subject to disciplinary action
- Colleagues taking prescribed drugs/medication should inform their manager and/or Human Resources if this could affect their work

It is every colleague's responsibility to attend work and to be able to carry out their normal duties in a safe and responsible manner.

Managers have the responsibility to ensure that any colleague who seeks help with

alcohol and/or drug problem is treated in a similar manner to any other illness and will support the individual's efforts to overcome the problem.

7.7 Occupational Health

Occupational Health (OH) Services are managed by an external provider and can be accessed through Human Resources

OH referrals are available to all colleagues, and aim to deal pro-actively with all aspects of health in the working environment with an aim to support colleagues to remain at work.

It is expected that colleagues will be registered with a general practitioner near to where they reside for primary care services

8 Grievance

If you have reported a potential safety or health hazard and feel insufficient action has been taken, colleagues should refer to the Grievance Policy and Grievance Procedure available on SharePoint. SLH encourage a free and open culture in our dealings with our officers, colleagues and all people with whom we engage with, as described in our Speak Up Policy [Intranet - Speak Up Policy.pdf - All Documents \(sharepoint.com\)](#) available on SharePoint. This policy is designed to encourage and provide guidance to all that feel that they need to raise issues that have serious concerns relating to SLH and the conduct of our business.

9 Disciplinary

Understanding and complying with all the Health and Safety procedures associated with your role is of the utmost importance.

Failure to comply with the procedures, tampering or failing to use equipment provided correctly may lead to the implementation of disciplinary procedures.

10 Equality Analysis

SLH understands how valuing diversity can improve its ability to deliver better services. This policy has been subject to an Equality Analysis with solutions to any barriers identified built into the policy.

11 Policy Assessment

This is based on statutory requirement and stakeholder expectations rather than customer involvement. A full policy assessment was completed in reviewing this policy. The review included a value for money assessment, equality assessment, as well as an update of the risk map for risks associated with the policy.

12 Colleague Influence

This policy reflects the requirements of the statutory and legislative framework summarised below. In developing this policy, colleagues have influenced its contents.

13 Complaints

Any customer complaints arising through the application of this policy will be dealt with under the Customer Feedback Policy and Procedure. Any colleague complaints

arising through the application of this policy will be dealt with under the Grievance Policy and Procedure.

14 Data Protection

Personal data and information must be held securely and only seen by those entitled to see it in the course of their duties. All such information will be processed and held in accordance with the General Data Protection Regulation 2018, relevant legislation & SLH's Information Security Policy.

15 Customer Standards & Performance Monitoring

Customer standards and performance monitoring will be carried out by:

- Monitoring of incident/accidents including near miss incidents
- Production of regulated risk assessments and methods of working
- Provision of training and induction of staff where applicable or requested
- Updating issues to all levels within the organization where necessary to ensure the necessary precautions or awareness is shared
- Management and monitoring of Health, Safety & Wellbeing using the action plan, accident/incident reports, management reviews, audits and building/site inspections

16 Associated Policies

- | | |
|--------------------------------|--|
| • Sickness Absence Policy | • Work Life & Balance Policy |
| • Maternity Policy | • Equality, Diversity & Inclusion Policy |
| • Disciplinary Policy | • Recruitment & Selection Policy |
| • Grievance Policy | • Code of Conduct |
| • Capability Policy | • Lone Working Policy |
| • Compliance Policy | • Procurement Policy |
| • Safeguarding Children Policy | • Safeguarding Adults Policy |
| • Whistleblowing Policy | • Customer Feedback Policy |
| • Hybrid Working Policy | • Waste Electrical & Electronic Equipment (WEEE) Disposal Policy |

17 Statutory and Legislative Framework

This policy takes account of the following legislation/subsequent amendments and advice from the following sources:

- | | |
|--|--|
| • Control of Asbestos Regulations 2012 (CAR 2012) | • Control of vibration at work regulations, 2005 |
| • Corporate Manslaughter and Corporate Homicide Act 2007 | • Electricity at work regulations 1989 |
| • Enterprise and Regulatory Reform Act 2013 | • Waste Electrical & Electronic Equipment regulations 2013 |

- Equality Act 2010
- Health Act 2006
- HSE (Health & Safety Executive)
- Health and Safety (offences) Act 2008
- Local Authority and Emergency Services
- Manual handling operations regulations 1992
- Personal Protective Equipment at Work Regulations 1992
- Regulatory Reform (fire safety) Order 2005
- Safety Representatives and Safety Committees Regulations 1977
- The Smoke Free (Premises & Enforcement) Regulations 2006
- The Workplace (Health, Safety and welfare) Regulations 1992
- Environmental Protection Act 1990
- Fire Safety (employees' capabilities) (England) Regulations 2010
- Health & Safety at Work Act 1974
- Health and safety (first-aid) regulations 1981
- IOSH (Institute of Occupational Health & Safety)
- Management of Health and Safety at Work Regulations 1999
- Noise at Work Regulations 2005
- Provision and use of work equipment regulations 1998
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- The Control of Substances Hazardous to Health Regulations 2002
- Work at height regulations 2005
- General Data Protection Regulation 2018
- Coronavirus Act 2020
- Fire Safety Act 2021
- Building Safety Act 2022

This is not an exhaustive list and may be updated following the introduction of new legislation or regulation.