



# HEALTH & SAFETY POLICY

Vectis Housing Association

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# Introduction

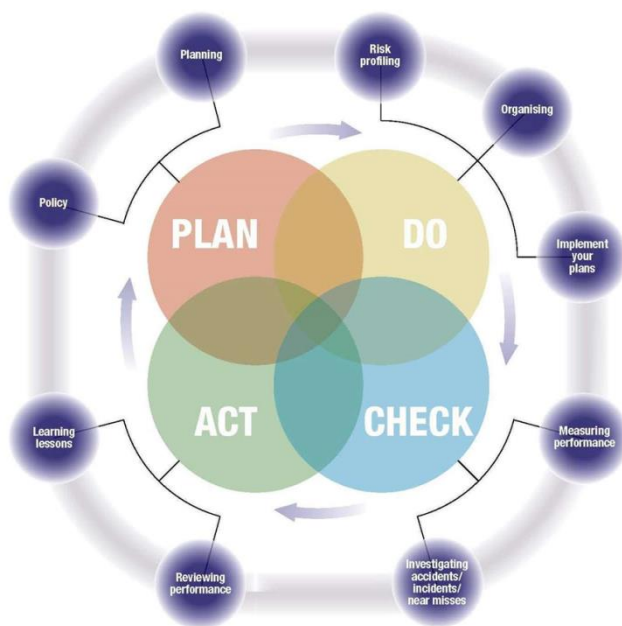
This documentation has been prepared in accordance with Section 2 (3) of the Health & Safety at Work Act 1974.

It describes the organisation's strategy and arrangements for managing Health & Safety; developed to comply with requirements from the Management of Health & Safety at Work Regulations 1999 to ensure that there are appropriate arrangements in place to plan, organise, control, monitor and review safety.

In addition to this documentation reference may be made to other operating procedures where additional detail is required to describe the approach being undertaken.

Forms, templates and checking arrangements are in use to monitor arrangements are working effectively. If they are not, why this may be and to then make changes within the organisation. This forms the basis of the Vectis Safety Management System.

Due consideration has been made to HSG65 to ensure our approach to safety management reflects a Plan, Do, Check, Act style of management.



**Plan:** How the safety strategy will be implemented. The vision, policy & definition of responsibilities

**Do It!** Maintenance of documents, development of a safety management system, implementation

**Checks** to make sure everyone with responsibilities is fulfilling these and controls are in place

**Act:** The management of the process by those in control

## Ownership

Vectis Housing Association is a small, independently run housing association operating exclusively on the Isle of Wight and manages around 450 general needs dwellings and supported living homes.

Vectis Housing Association has the following responsibilities:

- Management and maintenance of properties
- Construction of new properties
- Asset Management
- Employer Duties and Duty of Care to non-employees including residents

Responsibilities in respect of property management are determined by lease/tenancy agreement.

### Ownership and Governance

The association is an exempt charity under the Co-operative and Community Benefit Societies Act 2014 and registered with the Regulator of Social Housing (RSH).

Also, members of the Independent Housing Ombudsman Service, the National Housing Federation, SHAPE (Smaller Housing Associations Pursuing Excellence) grouping, and from 2020 members of Placeshapers.

The board of management consists of voluntary trustees from a broad background including a serving tenant member.

# Health & Safety Policy – Statement of Intent

Vectis Housing Association acknowledges and accepts all legal and moral health, safety, and welfare responsibilities toward our employees, residents, contractors (including self-employed workers) and those who may be affected by our activities, so far as is reasonably practicable.

We will commit to encouraging a positive safety culture via effective communication, cooperation, teamwork, and consultative management.

We will collaborate with our clients, residents, and contractors, in a proactive and cooperative manner, sharing information and informing them of hazards that we are aware of.

## **We will achieve these aims by:**

- Ensuring adequate resources are provided to manage well. To plan, organise, control, monitor and review health & safety
- Making sound risk-based choices at all levels influenced by the views of relevant stakeholders to continually improve our health and safety performance
- Providing information, instruction, training and supervision to employees of all levels to ensure that work and decisions affecting the association are undertaken safely
- Monitoring our safety performance and taking action where it falls below expected standards
- Ensuring that the safety responsibilities employees and contractors have are clearly defined
- Ensuring that places of work and work equipment, for which we are responsible, are maintained and without risks to health
- Engaging competent professionals where expertise is not available in-house
- Having systems in place to react to, report and learn from incidents and accidents
- Having robust contractor management arrangements in place, only using competent contractors and continuing to assess this on an on-going basis
- Managing projects and building work in a safe and responsible manner
- Recognising that securing high standards of safety, health and welfare is an integral component of what we do and how we do it
- Ensuring that appropriate and adequate insurances are maintained and reviewed annually
- Undertaking a review of this policy documentation annually or when there are significant changes within the organisation - whichever is sooner.

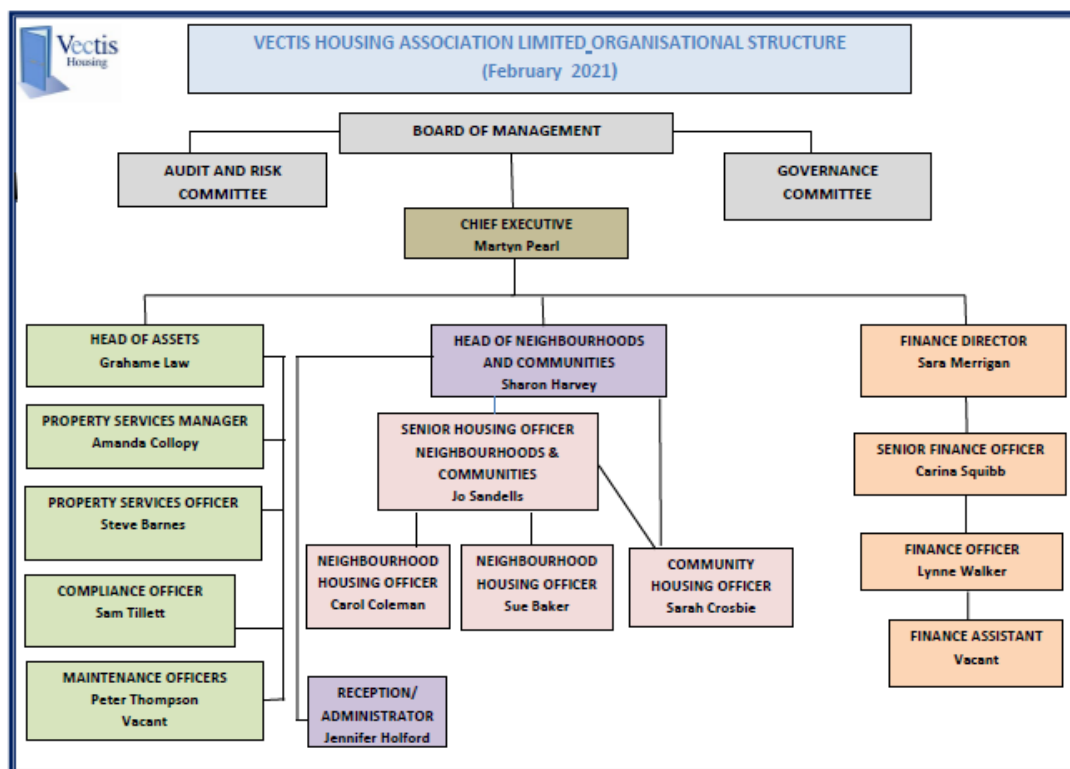
## **We expect all employees and others working for us at any level to:**

- Take responsibility for their own safety and for others who may be affected by their acts or omissions including those in leadership positions
- Be a good example, use supplied PPE, adhere to arrangements, speak out when needed and be safety & health ambassadors
- Being aware of how colleagues are doing, being supportive, empathetic & communicating in a positive manner to encourage teamwork. Being a good teammate
- Co-operate on safety matters to enable us to fulfill our obligations
- Comply with risk assessments completed for their work, particularly in respect of the use of personal protective equipment and work equipment
- Not to interfere with, misuse or willfully damage anything provided in the interest of health and safety.

**Date: 11/1**

**2022**

# Organisational Structure



## Specific Responsibilities of Key Individuals

## The Board of Trustees

The current Chair of the board, Malcolm Groves is ultimately responsible for Health and Safety standards throughout the organisation along with other relevant laws. The board has discharged some of their duties to board committees.

The board is responsible for:

1. Ensuring that adequate resources are made available to fulfil all obligations within the company's Health & Safety policy statement and any procedures developed in conjunction with this documentation
2. Understanding their role as active board members to hold the senior leadership to account in respect of how they organise Health & Safety across the organisation
3. Considering the broader implications of the decisions that they make and how these might impact on the management of Health & Safety particularly during restructuring or when considering other areas of risk

4. Developing a positive safety culture and proactive approach to Health & Safety
5. Encouraging a culture of collaboration across the organisation such that companywide objectives are met together
6. Reviewing information from the leadership team which shows both leading and lagging indicators so forward plans can be created based on information which shows the actual standards in place
7. Maintaining a companywide risk register on all risks so priorities can be determined
8. Providing information back to relevant stakeholders so they are informed in respect of the decisions made
9. Defining a sensible approach to health & safety, working alongside all stakeholders, and providing a wider sense of perspective to determine the right balance in line with all organisational risks
10. Ensuring they are aware of their responsibilities as board trustees, attending training where this has been deemed to be relevant
11. Reviewing the Health & Safety policy annually or following significant organisational change.

## Health & Safety Panel

This is the forum via which decisions are made on policy and strategic direction before being passed to the board for ratification. It is chaired by the responsible person and attended by representatives relevant of all stakeholders. The group meets every six months and is the forum via which implementation of the safety management system and work to progress the Health & Safety plan is discussed. The output from this group will provide information to the board to ratify decisions made or to make decisions where this cannot be undertaken by the group in isolation.

Members of the Health & Safety Panel are responsible for:

1. Discussing Health & Safety direction, ensuring that pragmatic decisions are reached on issues raised and feeding back to the board and colleagues following meetings
2. Attending meetings and acting as ambassadors for their area of influence, representing all areas of the organisation
3. Preparing for meetings as relevant, progressing actions, and reading information prepared in advance
4. Ensuring issues raised by others are brought to the health & safety panel and ideas are actively encouraged to improve safety management performance and to encourage positive consultation
5. Ensuring colleagues for whom they are responsible, or others who could be affected by matters discussed, are provided with feedback from the meetings and understand exactly how to implement the safety and environmental management system or instructions received
6. Where individuals have raised concerns or wish to have their views heard that this can be openly discussed at these meetings without fear of reprisal
7. Ensuring actions are tracked, meetings are minuted, and the effectiveness of this policy and the company safety management system is monitored

8. Being champions of health & safety performance – leading by good example
9. Actioning issues assigned to them in a timely manner, reporting back to the health & safety panel if issues cannot be resolved
10. Communicating matters raised at the health & safety panel with colleagues and the board.

## **Chief Executive**

The Chief Executive has ultimate responsibility for the operational management of Health & Safety across the association implementing arrangements as directed by the board.

They are responsible for ensuring strategy and policy decisions are fully implemented and the senior leadership team are allocated sufficient resources to follow through on expected actions with the right structure in place and clear priorities to enable this to happen.

They will ensure the senior leadership team has the right abilities, knowledge, experience, and forward-thinking aptitude to plan, organise and implement expected standards.

The Chief Executive will escalate matters they cannot resolve, or which require decision to the board.

They will also have the same responsibilities as all managers and employees to lead by good example.

## **Responsible Person**

The Head of Assets is responsible for implementing Health & Safety standards via the relevant internal teams and as part of the senior leadership team. As the responsible person he will chair the Health & Safety panel.

He has responsibilities for ensuring those areas which impact on Health & Safety standards from the management of the portfolio of property and all maintenance/repair responsibilities are fully implemented. The responsible person will also ensure documentation and organisational standards remain high.

Specifically, they are responsible for:

1. Overseeing terms of reference for the Health & Safety panel; ensuring matters raised by the board have been fully discussed
2. Escalating matters which cannot be resolved to the chief executive
3. Providing the board with relevant information from the Health & Safety panel and reporting to them on accident and incident statistics
4. Interpreting lease, management agreements and contractor agreements so responsibilities for Health & Safety are clear and unambiguous
5. Ensuring that Vectis has the capability and resources to manage its assets to expected legal standards
6. Ensuring there is adequate resources available to manage property to expected legal standards especially where this requires planned expenditure
7. Ensuring there are high standards in respect of documentation management so information and checks can be undertaken, and arrangements audited



8. Ensuring employees attend training relevant to their roles, as specified within the Vectis training matrix
9. Ensuring employee health and safety has been fully considered, that relevant risk assessments have been undertaken, inductions completed, and resulting controls implemented
10. Undertaking relevant risk assessments on the property portfolio. In relation to general hazards, asbestos, water safety, and emergency/fire arrangements. Meeting standards and frequency of checks based on policy arrangements
11. Ensuring fire and emergency arrangements are known and understood by residents
12. Leading by example, attending relevant training, and wearing PPE where this has been deemed necessary
13. Supporting individuals who do not meet the standards expected via coaching, training, and consultative management, but using disciplinary procedures if required following repeated refusals to comply
14. Only engaging competent contractors in line with the Vectis contractor management arrangements
15. Meeting with term contractors on a regular basis to ensure they are working safely, that all expected work standards are being met, and that they are reporting on their arrangements and standards
16. Ensuring that contractors are inducted
17. Ensuring project work is managed to comply with standards contained within the Construction (Design & Management) Regulations
18. Coordinating maintenance & repair activities, ensuring all relevant hazard information has been exchanged for work to be undertaken safely
19. Coordinating the investigation of relevant accidents and incidents where necessary, ensuring these are reported under RIDDOR
20. Liaison with regulators
21. Ensuring competent person support is in place for relevant aspects where in-house expertise is not available, or where additional checks are required to ensure arrangements meet expected standards
22. Monitoring lone workers and recording lone worker checks
23. Ensuring lone working arrangements are being effectively implemented. That relevant contact details are verified before staff meet people and that electronic diaries are being managed
24. Not placing Vectis in a position where they could be held legally responsible due to decisions they make, or do not make, especially in relation to financial decisions or priorities.

## **Housing Compliance Officer**

Housing Compliance Officer is responsible for regular property and housing checks. They will also implement arrangements at each location.

Specifically, housing compliance officer is responsible for:

1. Implementing standards on a property-by-property basis under the direction of the responsible person
2. Ensuring residents are aware of known site hazards, by providing relevant Health & Safety information and information on what to do in an emergency

3. Ensuring action plans by property are kept up to date, that the correct responsibilities to implement control measures are assigned, and that progress is communicated and managed
4. Providing adequate information on the location of asbestos, ensuring an up-to-date hard copy of the asbestos register is available on site, where relevant and electronic information is available to forward to anyone who may come into contact with asbestos accidentally. Maintaining the asbestos management plan for their sites in line with policy arrangements
5. Maintaining documentation in line with policy especially in relation to recording relevant checks in logbooks on site and electronic filing
6. Reporting any accidents or incidents in line with this policy especially where it becomes evident there has been an incident involving residents
7. Ensuring that where work is undertaken which is designated as high risk a Vectis permit to work form is issued and all parts of it completed ensuring that site specific risk and method statements have been provided before work is permitted
8. Attending training when this has been deemed appropriate
9. Escalating matters to the responsible person if it cannot be resolved or if a hazard is identified that they cannot deal with in isolation
10. Providing hazard information to visiting contractors and undertaking inductions as instructed. Ensuring that visiting contractors are provided with emergency evacuation information
11. Ensuring that plant and equipment is maintained and that statutory thorough examinations have been undertaken where necessary
12. Monitoring standards in line with policy. Ensuring requirements to complete company checklists and property checks are met.
13. Maintaining "In Case of Emergency" contact numbers for all staff

## Property Services Manager

The Property Services Manager will ensure issues in relation to Health & Safety for the office and for employees are organised under the direction of the responsible person.

The Property Services Manager is specifically responsible for:

1. Ensuring they are familiar with this policy and the arrangements made under it
2. Ensuring there are arrangements for signing into the office and that restricted areas are secured
3. Reporting hazards or other issues they cannot resolve
4. Coordinating induction for new starters
5. Ensuring that emergency evacuation arrangements are understood, and emergency contact information is current
6. Recording any accidents or incidents in the accident book
7. Assisting the responsible person with document holding, ensuring that Vectis Logbooks in the office are accessible and used for recording relevant checks
8. Ensuring risk assessments are undertaken for office activities including for use of display screen equipment
9. Ensuring means of escape is always maintained and that combustible materials or waste has been properly disposed of in order to maintain high standards of housekeeping
10. Coordinating the organisation and storage of documentation, checks and reports
11. Ensuring Health Checks are undertaken
12. Providing all staff with relevant Health & Safety reminders so everyone is familiar with expected standards
13. Ensuring the employers liability notice is brought to the attention of staff along with staff information they should know on Health & Safety at induction and then periodically thereafter
14. Ensuring work at height is undertaken safely and work is halted if necessary
15. Attending training as specified.

## Residents

Residents are responsible for aspects of their homes as determined by the terms and conditions of their lease. They are responsible for cooperating with reasonable requests from Vectis to enable the safe and sustainable maintenance of their property.

Subject to specific lease agreements, they are responsible for:

1. Complying with any emergency arrangements or procedures in place. Co-operating with practice fire drills and work to undertake personal emergency evacuation plans for individuals with disabilities
2. Maintaining appliances which are their responsibility
3. Respecting landlord areas that have been deemed to be restricted access, keeping emergency routes clear, and not using plant areas or escape corridors as storage locations
4. Providing access so the association can undertake maintenance/repair on site
5. Reporting hazards in common parts that they become aware of.

## All Managers & Supervisors

Managers and those with responsibilities to organise the activity of others, are responsible for implementing this policy within their areas of responsibility.

Managers and supervisors must not put Vectis or any controlling Directors or colleagues into a position where it/they are at risk of criminal or civil litigation due to their actions or inactions particularly in relation to:

- **Consent** – being aware of a safety issue and actively agreeing to it, going along with the non-compliance
- **Connivance** – being aware of what is going on and turning a blind eye, pretending the situation does not exist
- **Neglect** – actively breaching a legal requirement or obligation – gross negligence

If managers and supervisors are unable to fulfill their personal obligations this must be effectively communicated, and the issue escalated via the management structure until it can be resolved. It is a criminal offence under the Health & Safety at Work Act to put another person(s) or a corporate body into a position where it is not complying with statutory requirements.

Managers and supervisors are responsible for meeting relevant standards contained within the arrangements and for complying with the safety and environmental policies.

## Contractors

**Contractors operating an organisation employing more than five people are responsible for:**

1. Having their own safety and environmental policy statements, named responsibilities for key employees and arrangements
2. Meeting legal requirements contained within the Health & Safety at Work Act 1974, all associated regulations, approved codes of practice and relevant British Standards
3. Achieving best practice standards where possible
4. Reporting hazards or incidents in common parts or that could affect the property or building as a whole
5. Ensuring that they meet the standards within the general arrangements contained within the next section of this document and site rules for contractors, in full and without exception
6. Ensuring they have access to a competent person to oversee the practical application and delivery of HSG65 across their organisation
7. Allocating sufficient resources to undertake their work to the standards expected by Vectis
8. Managing their own employees effectively, ensuring that they are provided with information, instruction, and training as relevant. Ensuring that their employees are well trained in health, safety and the environment and attend annual asbestos awareness training. Having an active program of refresh

- training by role, and ensuring that only those employees with the correct competency undertake work for Vectis
9. Assessing the capability of the sub-contractors that they in turn engage and ensuring they can work to equivalent standards outlined within this policy, and Vectis site rules
  10. Coordinating the work of sub-contractors and employees. Ensuring they are provided with information, instruction, and training as relevant
  11. Conducting suitable and sufficient risk assessments for the activities they control or the work they undertake. Ensuring these assessments cover all categories of people including but not limited to young people, members of the public, building occupiers, other contractors, new or expectant mothers, and those with special needs and requirements
  12. Effectively maintaining and managing the use of work equipment and property they are responsible for so it can be used without risk to health
  13. To co-operate with the directors of Vectis in order that standards contained within this policy can be met
  14. Ensuring they make themselves aware of any hazards associated with the sites where they work, especially in relation to hazardous substances, and following any instructions issued
  15. Being aware of emergency arrangements for the locations where they work
  16. Complying fully with requirements contained within the Construction (Design & Management) Regulations as this applies to their area of work
  17. Notifying Vectis if they have an accident, ensuring that copies of RIDDOR forms are provided
  18. Having appropriate insurance in place whilst working on behalf of Vectis
  19. Monitoring their own standards of safety, health and environmental management within their organisations and providing information back to Vectis on the results of this monitoring as requested
  20. Ensuring that there is a high-level management review of safety arrangements within their organisation at least every two years, available to Vectis in order to continue to assess their capability on an ongoing basis
  21. Achieving and maintaining accreditation with an appropriate body registered with the HSE's "Safety Schemes in Procurement" scheme as specified by Vectis.

**Directly engaged contractors who are self-employed or employ fewer than five people within their organisation are responsible for:**

1. Either developing their own written risk assessments and safety and environmental arrangements in conjunction with and to the satisfaction of Vectis or working under those developed by Vectis, in full and without exception
2. Reporting hazards that they become aware of
3. Attending training courses as specified by Vectis at their expense
4. For contractors that could potentially be exposed to asbestos, attending annual asbestos awareness training
5. Maintaining levels of competency for the work that they undertake via a process of continual professional development
6. Reporting all incidents or accidents to Vectis whilst working on behalf of them
7. Not engaging services of further sub-contractors unless this has been agreed with Vectis which will only be permitted where there is a written appraisal system of their safety, health and environmental standards

8. Co-operating with the management of Vectis in order that standards contained within this policy documentation can be met
9. Ensuring that they meet the standards within the general arrangements contained within the next section of this document and with Vectis site rules, in full and without exception
10. Managing their own employees effectively, ensuring that they are provided with information, instruction, and training as relevant
11. Effectively maintaining and managing the use of work equipment and property that they are responsible for so that it can be used without risk to health
12. Complying fully with requirements contained within the Construction (Design & Management) Regulations as this applies to their area of work
13. Co-operating with the directors of Vectis in order that standards contained within this policy can be met
14. Ensuring that they make themselves aware of any hazards associated with the sites where they work and following any instructions issued
15. Being aware of emergency arrangements for the locations where they work
16. Except for self-employed contractors with an office-based role, accreditation with an appropriate body registered with the HSE's "Safety Schemes in Procurement" scheme.

## **Anyone working for or on behalf of Vectis**

Employees, contractors, business partners and self-employed workers have varying levels of safety responsibility. The amount of responsibility will depend on their position, the work that they do and the number of people reporting to them.

Those in control of significant projects, who manage other people or who have responsibility for managing change will have the greatest responsibilities. They must ensure that the decisions they make (or the decisions they do not make) are in compliance with the Vectis safety policy and arrangements made under it.

Everyone should be aware that failures to comply with statutory or policy health, safety and welfare requirements, or acts of negligence (including misuse of safety related equipment) are liable to be dealt with under the Disciplinary Procedure.

If individuals are unable to fulfill their own obligations this must be reported in writing via the line management structure and the problem escalated until it can be resolved. Issues can also be confidentially reported to the Competent Person. It is a criminal offence under the Health & Safety at Work Act to put another person(s) or the company into a position where it is not complying with statutory requirements that can lead to prosecution.

Any individual actively ignoring safety instructions will be personally responsible for their actions and can be personally prosecuted. As health and safety law is criminal law this could result in a criminal record. Individuals do occasionally get prosecuted.

### **All individuals have the following responsibilities:**

1. To take reasonable care of the health, safety and welfare of themselves and others who may be affected by their acts or omissions, including safeguarding the well-

being of all visitors and residents to premises where they are working and to members of the public

2. To make themselves familiar with this policy documentation and relevant arrangements/risk assessments made under them
3. Co-operating fully with superiors and with individuals who have delegated responsibilities to manage Health & Safety arrangements, as required, to secure compliance and ensure that risk assessments can be fully implemented locally
4. Conducting organisation with clients, residents, visitors, contractors, and those that may be affected by decisions made by them in line with Vectis Health & Safety values
5. To report any incidents which occur out of or in connection with the organisation that they control, in line with policy on reporting incidents internally (see arrangements)
6. To escalate matters which cannot be resolved in isolation via the line management structure
7. To attend safety training when training needs identify that this is required
8. Participating in, and contributing to, written risk or impact assessments carried out for areas of work that they control or have expertise in
9. To effectively supervise those under their control and ensure that their work has been fully risk assessed
10. To co-operate and follow controls where risk assessments identify that action is required. In relation to the care of and use of personal protective clothing
11. To manage contractors or agency staff directly engaged by them or under their direct control in line with the risk assessment on contractor management
12. Ensuring that where they are required to keep safety records, that this documentation is kept up to date and is available for inspection as and when required
13. To adhere to the lone working systems in operation for their work activity whether this be signing in/out, contacting the office on a regular basis or via other management controls that have been agreed as policy
14. Cooperating with the completion of regular checks if requested to do so
15. Observing any site-specific procedures that may be in place on client sites including those relating to:
  - Emergency and fire procedures
  - Standards in respect of tidiness and good housekeeping
  - Lone working arrangements
  - Signing in/out
  - Being aware of and complying with controls in respect of on-site hazards including asbestos surveys and site-specific hazard information
  - Providing work sheets at the end of their work (if required to do so)
  - Recording visits or monitoring within logbooks
  - Adhering to high-risk permit arrangements when relevant.

### General guidelines for all individuals:

- **DO** make yourself familiar with emergency and fire procedures whilst at work
  - **DO** take note and follow any specific instructions given to you by others or provided via signage
  - **DO** comply with any local site rules when you are on someone else's premises
  - **DO** make yourself familiar with hazards in your working environment wherever this may be
  - **DO** request information on hazards where you are working at other people's premises, particularly in relation to asbestos and electricity
  - **DO** ensure that your work has been risk assessed and follow relevant controls
  - **DO** use any PPE provided to you (e.g., hard hats, hi-viz clothing, safety boots etc.)
  - **DO** report unsafe working practices that you have become aware of
  - **DO** report potential slip, trip, and fall hazards e.g., damage to floor surfaces
  - **DO** request assistance if you are unsure of your responsibilities or safety precautions that apply within your work
  - **DO** complete risk assessments if you are asked to do so
  - **DO** comply with monitoring requirements if you work alone.
- 
- **DO NOT** use electrical or work equipment if it appears to be faulty
  - **DO NOT** overload electrical appliances
  - **DO NOT** repair or use equipment you have not been trained to use or repair
  - **DO NOT** lift or move loads that are clearly too heavy for one person to lift
  - **DO NOT** put yourself at risk by accessing areas that are clearly unsafe
  - **DO NOT** put others at risk by taking them into environments that are clearly unsafe
  - **DO NOT** access high levels or other hazardous environments without carrying out a risk assessment
  - **DO NOT** access fragile surfaces or roofs without appropriate precautions being in place
  - **DO NOT** tamper with fire equipment or other equipment provided to safeguard health and safety
  - **DO NOT** ignore control measures that have been put in place as a result of a risk assessment to protect you.



# General Arrangements

The following general arrangements outline in additional detail the standards that anyone working for or on behalf of Vectis is expected to maintain for the duration of their engagement.

These arrangements are not intended to supersede any specific legal requirements or Health and Safety Executive recommendations. Specific Duty Holders remain responsible for safety in areas under their control, when providing consultancy advice, or as part of their duties as an employer as outlined above.

Arrangements have been split into two sections: those arrangements which relate to office-based activities and employee safety are contained within Part I. Additional arrangements which relate to work out of the office and in relation to property management are contained within Part II.

## Part I:

### Arrangements for Office Work & All Employees

Employees are based in the Chapel Street, Newport office and/or working from home.

#### Accidents and Incidents

Any accidents, incidents or near misses, however minor, must be internally reported and recorded in the office accident book. The Property Services Manager will ensure all incidents and accidents are recorded here.

Under the Reporting of Diseases and Dangerous Occurrences Regulations (RIDDOR) certain, more serious, accidents must be reported. The responsible person will RIDDOR report and investigate any incidents involving self-employed people, employees, or members of the public as relevant which occur out of or in connection with Vectis controlled work.

Contractors remain responsible for RIDDOR reporting incidents under these regulations where their employees suffer injury or ill health at work. All such notifications must also be copied to Vectis.

If a serious incident occurs this should be reported as soon as possible so a decision can be made regarding RIDDOR reporting.

Where anyone identifies something that they feel could be a hazard to others, particularly in relation to slips, trips and falls, or unsafe working practices by others, this should be reported to the responsible person.

For further information including more detailed guidance on RIDDOR [click here](#).

#### Alcohol and Drugs

Everyone is responsible for ensuring they do not work under the influence of alcohol or non-prescribed drugs.

Individuals who must take prescribed drugs which could affect their ability to work safely must have their work individually risk assessed. They should inform their line manager and if necessary, their work will be subject to a personal risk assessment. Employees must cooperate with any relevant controls which may be implemented to ensure that they are not a danger to themselves or to others.

## **Asbestos**

Asbestos is only harmful if it is damaged or broken into. Employees should avoid breaking into surfaces or walls as a matter of course. Notices are to be placed onto noticeboards or fixed using non-evasive methods.

The asbestos register shows there is no asbestos located in the Chapel Street office. The property was fully refurbished in 2010 and there is a survey available to confirm the absence of asbestos containing materials.

## **Checking and Reviewing Safety Arrangements**

Vectis is committed to ensuring agreed arrangements are checked on a regular basis.

Checks will be undertaken by the Property Services Manager, in conjunction with the responsible person, every quarter to ensure employee and office Health & Safety arrangements are being managed.

As this policy is developed, additional checking arrangements will be created to verify arrangements are in place and to provide the board with accurate information on current Health & Safety status.

The safety policy will be reviewed and updated annually, and/or when significant changes occur within the business, whichever is sooner.

## **Consultation and Escalation**

Vectis recognises the importance of worker and stakeholder contributions. Vectis Housing Association is a small business with teams who have been working together for some time. The association will encourage an open consultative working environment where matters can be openly discussed.

Vectis will more formally fulfil requirements to consult with staff via the Health & Safety panel. This is the forum whereby strategic decisions are made on the direction of safety management within the organisation before being ratified by the board.

Any changes to arrangements or the safety management system will be agreed here.

Minutes will be published and made available to all employees.

## **Contractor or Consultant Capability**

All contractors (including external consultants) will be expected to demonstrate they have the skills, experience, knowledge, and organisational capability to undertake tasks expected of them prior to engagement and to maintain this standard against criteria within this documentation on an on-going basis. Anyone responsible for engaging the

services of external contractors, consultants or self-employed people are responsible for making sure they meet the standards specified within the responsibilities section of this document.

Arrangements for contractors working on property are contained within Part II of these arrangements.

### **Display Screen Equipment (DSE)**

Employees who regularly use computer equipment (for at least 2 hours a day) will be asked to complete a DSE self-assessment annually by the Property Services Manager. DSE users who meet the criteria will be offered eye tests at the company's expense. Where assessments identify that adjustments are required to individuals' work stations, these will be made.

Where staff are working from home an assessment of the home work station will be undertaken to ensure standards are high and to minimize risk of injury.

Eye test standard – Vectis will reimburse employees for the cost of an annual sight test. Eye test vouchers will be made available. A contribution to lenses required for use with display screen equipment will be provided.

### **Electricity**

Only suitably qualified contractors registered with the National Inspection Council for Electrical Installation Contracting (NICEIC) will be permitted to work with electricity.

The office will have the same checks as the portfolio of managed properties which means a fixed wiring check will be undertaken of the whole building every 5 years.

Employees are not permitted to change light bulbs, replace fuses, or undertake any other electrical work.

Portable electrical equipment supplied by Vectis will be annually PAT tested.

Electrical equipment and appliances will be visually checked for obvious faults such as loose wires or damaged plugs as part of the Property Services Manager quarterly checks. No one should use equipment which has an obvious electrical fault. If an issue is identified the appliance should be disabled and labelled to avoid it being used accidentally by someone else.

The use of multi-sockets should be avoided, and equipment switched off at the end of the working day where possible.

If multi-sockets must be used these will be connected to anti-surge devices.

### **Emergency Arrangements and Fire**

Risks associated with fire will be included within the general office risk assessment, and a fire risk assessment completed.

In the event of a fire, the emergency evacuation arrangements for the office will be observed. Employees will be expected to co-operate with any requests to undertake training or briefings in respect of these arrangements.

Fire exits and escape routes must be always kept clear and the relevant response to the fire alarm made. On hearing a fire alarm evacuation is expected without delay via the nearest escape route following directional signage.

Fire doors exist to partition off parts of the building and prevent a fire from spreading. Fire doors between the office and staircases must be kept always closed.

Individuals should not delay their escape or attempt to use firefighting equipment to fight a fire. Fire extinguishers are provided to assist escape where a route is blocked in a life-threatening situation. Equipment must not be interfered with or misused.

Full cooperation with practice drills is expected. Visitors must be made aware of the fire arrangements for the building by their host. The route out of the building is unambiguous. The assembly point is in the public car park which means turning left out of the building when the fire alarm sounds.

If a Vectis visitor or employee has a disability which is likely to affect their ability to evacuate safely a Personal Emergency Evacuation Plan (PEEP) will be agreed.

In the unlikely event of anyone being involved in a terrorist event, guidance and instruction from 1<sup>st</sup> responders or those in control of the site, property or area must be followed. In particular:

- **Run** – to a place of safety
- **Hide** – if running is not possible. Turn your phone to silent and turn off vibrate
- **Tell** – the police where you are when it is safe to do so by dialing 999.

Individuals should take responsibility for ensuing emergency contact information has been passed to the Property Services Manager and that these details are kept up to date.

Mobile phones enable communication in the event of an emergency. They are an important communication device and should be always charged and on the person.

### **Enforcement Officers**

Any visits by enforcement officers (e.g., Environmental Health Officer, Fire Officer, Police Officer, Health and Safety Executive) must be reported to the responsible person.

Any contact with enforcement officers, including subsequent letters, notices or other action, must also be formally notified without delay so they can be acted upon immediately.

### **First Aid**

There is a first aid kit located on the first floor adjacent to the Property Office. Anyone working out of the office on a regular basis will be provided with a personal first aid kit. A

list of expected contents will be available inside the box, and this will be checked quarterly by the Property Services Manager as part of the office safety monitoring regime.

Signage will be placed on the staff notice board which clearly identifies the names of first aiders and the location of first aid supplies.

If anyone has reason to use supplies from the first aid kit an entry should be made in the accident book and a report made via the Property Services Manager.

Anyone with specific medical conditions or allergies should ensure the Property Services Manager is aware. If necessary, a personal risk assessment will be undertaken.

### **Hazardous Substances – COSHH**

There is no reason for employees to use chemicals as part of their normal work but there is the potential for exposure to hazardous substances on sites which have been outlined within Part II.

Substances used for cleaning will be COSHH assessed by the cleaning contractor and stored in the chemical cupboard.

Wipes or other materials obtained for use by staff to clean work areas and shared touch points will be environmentally friendly and not classified as hazardous.

### **Health Checks & Monitoring**

New employees will be subject to a medical questionnaire. Personal risk assessments will be undertaken if this is deemed necessary. The health questionnaire will be re-issued annually by the responsible person to ensure any issues which may have arisen can be identified and personal risk assessments updated if required.

Additional health checks will be undertaken if deemed necessary via the risk assessment process.

Information obtained will be treated as confidential but will be used to make reasonable adjustments to work as required.

An annual health & staff wellness survey will be undertaken to identified potential health issues before they become more serious.

### **Height**

Employees should not stand on chairs or desks or undertake work from ladders, access equipment or outside of edge protection unless this work has been risk assessed. Safe working practices for employees visiting projects where construction work is being undertaken is contained within Part II of these arrangements.

### **Home Working**

Some office work may be undertaken from home as home working has become more common.

Employees are responsible for ensuring they have sufficient space to work safely and will be asked to complete a DSE self-assessment form annually for their home work station. If adjustments are deemed to be necessary to ensure comfort whilst working from home these will be made.

If employees have to store PPE or Vectis supplied equipment at home this should be in such a manner that it will not increase the risk of damage. Laptops must be securely closed at the end of every day.

Continual work from home can have an impact on wellbeing and some colleagues may not have the necessary space to work from home for continued periods. Where home working is in place to manage infection control this will be balanced by other factors and discussed as part of the health & safety panel.

Employees should not arrange client meetings at home.

### **Infectious Diseases**

The company would cover the cost of a winter flu jab if employees chose to take advantage of this at their local pharmacy or GP. In addition, all employees will be eligible for Hepatitis A & B inoculations.

Staff suffering from sickness or diarrhea should not work in locations where there is food handling or if they are likely to encounter vulnerable people.

A risk assessment will be undertaken as required to manage risks of any infectious disease (including, but not limited to COVID) considering government guidance or other stakeholder arrangements or requirements at the time. Controls will be agreed following risk assessments and as agreed by the health & safety panel. The risk assessment for infection control will be kept under review by the health & safety panel.

Physical controls will be implemented based on the hierarchy of risk control. First control measures will be prioritized which means:

- Working from home where it is possible to do so
- Maintaining space – aiming to achieve 2metre distancing
- Reducing shared touch points
- Managing personal and building hygiene to high standards
- Using face coverings when relevant.

The responsible person will oversee arrangements and work alongside teams to ensure, as government advice is updated, new controls or arrangements are considered. Information will be freely shared with all stakeholders.

In general, everyone should take personal responsibility for themselves and for others. Create space between each other, regularly wash hands and wear a face covering when space cannot be maintained, especially indoors.

Contractors will be asked to provide details of their arrangements for managing spread of infection.

Positive COVID cases will be reported to the responsible person without delay. They will work with the Property Services Manager to determine any remedial measures in line with current guidelines including formal reporting of COVID outbreaks if required.

### **Lighting**

Adequacy of office lighting will be assessed as part of display screen assessments. Anyone identifying hazards, such as lighting which is not working or flickering should report this to the Property Services Manager.

### **Lone Working**

Staff must cooperate with the Property Services Manager in respect of the effective implementation of lone worker arrangements. Everyone is responsible for ensuring their emergency contact details are current and for keeping the office aware of their movements via outlook.

Risk Assessments will be undertaken to determined high risk activities. As a priority control lone work will be avoided in hazardous situations.

A detailed operating procedure has been developed which covers lone working, particularly in relation to work out of the office.

### **Manual Handling**

Generally, manual handling is not expected by staff. Manual handling risk assessments will be undertaken if relevant.

### **New and Expectant Mothers**

New and expectant mothers will have their work risk assessed and any measures required to ensure they can work safely will be implemented.

### **Respect and Inclusion**

Anyone working for or on behalf of Vectis is expected to behave in an appropriate and professional manner. Everyone should carry some form of ID with them so others can verify their identify. When people feel excluded, treated unfairly, or discriminated against it has the same effect on the brain as physical injury.

When dealing with each other and others at work everyone should consider their tone and behaviour. Everyone is an important part of the team, and everyone has an important part to achieve in providing the best possible service to our clients and for the ongoing growth of the business.

Speaking unkindly of each other creates an uncomfortable environment and if left unchecked becomes bullying behaviour. Everyone is different and works differently. As a small business anyone who is feeling aggrieved with another person's work or attitude toward them should discuss this directly, but kindly with them.

The person receiving this should consider their approach and both parties work to resolve matters.

Where issues are arising due to performance (e.g., not completing work by deadlines) this should also be discussed with them first. If issues keep arising due to performance this must be escalated to the responsible person.

Where an individual is repeatedly not performing their duties, this will be covered by the disciplinary or capability procedure.

Kindness, respect and seeing an issue from another's perspective is expected. Even difficult messages can be delivered in a professional and non-personal manner. This includes behaviour when dealing with residents and contractors.

Conversely, if customers or contractors behave in an inappropriate manner this should also be escalated in the same way.

Vectis are committed to providing equal opportunities in employment and avoiding unlawful discrimination.

### **Risk Assessments**

Risk assessments are in place and continue to be developed for the range of activities and roles undertaken by employees within the organisation. The risk assessments form the basis of these arrangements and how Health & Safety risks will be managed.

Employees will receive information, instruction and training identified from the assessments and if relevant, personal protective equipment will be issued. Employees are requested to co-operate with this process and observe any controls that have been implemented to protect them whilst they are at work.

Decisions will be made based on the hierarchy of risk control.  
Hierarchy of risk control will be:

- **Hazard Elimination** – Activities which are not necessary will be avoided. The rest will be prioritized for risk assessment.
- **Substitution** – Can the task or hazard be substituted for something lower risk? This is about looking for clever alternatives to the way that work is undertaken and thinking of new ways to reduce the risk at source.
- **Use of Barriers** – Can a guard or a physical barrier be provided? This must be considered before the measures described above.
- **Procedures** – Can a Safe System of work be introduced? This could include a method for working safely.
- **Warning Systems** – Is it possible to let people know that there is a hazard? E.g., use of signage or labeling.
- **Personal Protective Clothing** – Is it possible to protect the individual with special clothing? This must be considered as a last resort and not as an alternative to the arrangements above.

### **Signage and Notices**

Safety signage will comply with The Health and Safety (Safety Signs and Signals) Regulations 1996 and signs provided as required.



There is a staff notice board in the kitchen area which displays information on Health & Safety that everyone should be aware of. This includes:

- The Health and Safety Law Poster – What You Need to Know
- Details of the employer's liability insurance
- A copy of the Health & Safety Policy statement of intent
- Emergency Arrangements
- First Aid arrangements
- Current campaigns or information circulated by the health & safety panel.

### **Slips, Trips, and Falls**

Work areas must be maintained in a clean and tidy manner. Employees are responsible for observing high standards of housekeeping throughout all work areas. Trailing leads and low-level obstacles must be kept to a minimum. Equipment or personal belongings must not be stored on the floor where these can become a trip hazard for others.

The Property Services Manager will ensure housekeeping is maintained to a reasonable standard and remind others of their obligations if it appears to be deteriorating. They will undertake a check of work areas for slip, trip, or fall hazards quarterly.

### **Smoking**

Smoking is not permitted on site. Employees should not drop litter and use designated litter bins for cigarette waste. Do not dispose of cigarettes in rubbish bins containing combustible items. This policy applies equally to the use of e-cigarettes.

### **Stress**

Vectis recognises that if standards of working are not appropriately managed throughout the company it can lead to poor health, poor wellbeing, lower productivity, and increased sickness absence.

Especially in relation to:

- Demands upon employees within their roles
- How much control employees have within their work
- Support, positive encouragement and resources
- Understanding individual roles and avoid conflict between roles
- Managing change in a positive consultative manner
- Speaking kindly to each other and avoiding gossip or negative talk.

The management of workloads can be difficult in a smaller organisation. Sometimes the nature of the work means taking on work which has not been undertaken before, at short notice or to meet an immediate demand. As a close team, workloads will be monitored and all measures possible will be taken to equip everyone to respond to these pressures. If anyone feels under pressure to an extent that they begin to feel unwell this must be raised and discussed fully.

Bullying, threatening and aggressive management styles will not be tolerated at any level from anyone whether this be from another colleague, resident, contractor or manager. If staff feel unable to report they are feeling unwell due to their work, they should raise the matter with their line manager to avoid long term illness and conflict within the organisation.

**Appendix 1** contains information on helplines and services if team members feel they need to talk through their concerns confidentially.

This is a complex area to manage, and wellbeing can be affected by a combination of factors not just those from work. It is important for team members to take responsibility for their own health & wellbeing too. If work pressure starts to feel excessive speak to colleagues but also consider practical solutions too. Simple efficiencies can often lessen workloads or avoid duplication of effort when a problem is talked through. By talking through issues or concerns as a team, solutions can usually be found.

Reasonable adjustments will always be made where possible.

Professional and clear communication is important between colleagues.

## **Training**

The Health and Safety at Work Act 1974 requires that all employees receive adequate information, instruction and training, commensurate with their duties from their employer. Training is crucial in ensuring that safety management procedures are implemented appropriately, and no one should undertake tasks for which they have not previously been trained or instructed upon.

Training needs will be identified based on role and risk assessment and tracked by the Chief Executive.

New staff will undergo a health and safety induction, and all employees will undertake training on fire and emergency arrangements at least annually. Information will be provided to all employees when the Health & Safety policy document has been reviewed.

Directors and senior managers will attend Health & Safety training which covers their responsibilities at least every two years. Training will be refreshed when legislation changes or as matters progress within the organisation.

Contractors are responsible for organising their own training arrangements as outlined in Part II.

## **Thermal Comfort**

Staff should ensure they are appropriately dressed for inclement or harsh weather conditions if they are working outside.

Personal measures to protect against the effects of strong sunlight should be taken as is appropriate if working outside.

There is no air conditioning in the office. Fans will be made available, and employees can work from home if the temperature increases significantly.

Windows can be opened for natural ventilation.

Heating is via radiators which can be controlled.

### **Visitors**

Employees should follow any rules specified by their host when visiting other locations which includes signing in and signing out as requested.

Employees responsible for visitors should ensure they are aware of emergency arrangements and location of relevant office facilities.

### **Welfare Facilities**

Welfare facilities that comply with The Workplace (Health, Safety and Welfare) Regulations 1992 are provided. These are of a high standard which meet legal requirements.

### **Wellbeing**

Vectis recognises everyone will be expected to work for longer as the retirement age increases. Teamwork and being a caring, open organisation is important. As an organisation the association is committed to arrangements which reduce the risk of stress considering organisational arrangements as a first control.

Vectis will encourage personal wellbeing initiatives to support colleagues as part of this.

Teams will be encouraged to incorporate exercise into the working day where possible. This can include something as simple as walking up and down stairs rather than using lifts.

Teams should take notice of the way colleagues may be acting or feeling and aim to support each other especially when workloads fluctuate or when individuals are experiencing difficulties in their personal lives.

A positive and encouraging culture will be encouraged.

Paid holiday entitlement must be used. Good work is important for wellbeing but so is being with friends and family. Therefore, holiday cannot be rolled over to the following calendar year without prior authorisation from the CEO which may not be given if there was plenty of opportunity to use it.

Vectis actively supports personal wellness initiatives or ideas suggested by employees.

### **Work Equipment**

Work equipment is defined by the Provision and Use of Work Equipment Regulations 1998.

Use of work equipment within Vectis will be risk assessed based on the hierarchy of risk control.

Work equipment supplied and used is currently limited to office equipment and supplied PPE. Vectis does not provide company cars and employees are responsible for ensuring their vehicles remain road worthy whilst working.

Refer to the following arrangements:

- Display Screen Equipment
- PPE
- Driving for work.

Pre-user visual checks must be undertaken before employees use equipment. If any issues are identified do not use the equipment and report the matter to your line manager.

Where work equipment does not meet expected standards or is identified as being faulty or unsafe to use it must be fully disabled until permanent repairs can be undertaken. Everyone is responsible for ensuring that any such equipment is taken out of use immediately, isolated, and signed that it must not be used.

Only operatives that have received the correct training will be authorised to use some specified work equipment.

## **Part II:**

# **Health & Safety Arrangements for Property Management & Work out of the Office**

The following general arrangements outline the Health & Safety arrangements in place to ensure the property portfolio is managed in accordance with Health & Safety arrangements and includes expected standards to be observed by contractors.

### **Accidents & Incidents**

All accidents, incidents and near misses that occur, however minor, must be internally reported to the responsible person as outlined within Part I.

Contractors will remain responsible for RIDDOR reporting incidents under these regulations where their employees suffer injury or ill health at work. All such notifications must also be copied to Vectis.

Vectis reserves the right to investigate any incidents or near misses involving contractors. Where such an incident is found to have occurred as a direct result of any act or omission by a contractor, Vectis reserves the right to re-charge all costs associated with the incident to the contractor as outlined in the site rules.

Incidents involving residents in common parts must also be reported. Information on how to report incidents or accidents within common parts will be contained within the resident's handbook and logged on the ASB database.

For further information including more detailed guidance on RIDDOR [click here](#).

### **Asbestos**

An asbestos management plan, developed by a UKAS accredited asbestos consultant, will be developed for all relevant sites. This will define the management of asbestos containing materials (ACMs). Information on the location of asbestos containing materials is centrally held and electronically available. This means it can be circulated to those who require this information. Hard copies of asbestos registers will also be available on site where it is possible to securely hold information for visiting contractors or first responders. ACMs will be labeled in back of house areas or where possible. There will be a labeling strategy in other areas depending on the building. A strategy for monitoring ACMs will also be defined.

A more detailed asbestos survey will be undertaken prior to demolition or building works.

Vectis has undertaken surveys of all areas of properties under the associations control including within residents' dwellings. Management surveys will be undertaken every 5 years and the standard of materials will be reviewed every year by a competent person.

Asbestos is only hazardous if it can release individual asbestos fibres. If asbestos is suspected or discovered, work must be halted immediately and the area isolated. Line management involved in the management of the property must be informed immediately and the responsible person notified. On no account must work be allowed to continue within the area. The area must be secured (by signage and lockdown) to

prevent any person entering it. All work equipment and clothing must remain in the affected area.

Vectis will take appropriate steps to ensure risks from asbestos are minimised and ACMs are dealt with in accordance with Vectis procedures.

Employees involved in property management will undertake annual asbestos awareness training which will include a reminder of the arrangements within the asbestos management plan. Similarly, contractors will be expected to have undertaken asbestos awareness training at least annually.

Air tests and clean air certificates must be provided prior to re-occupation of an area if asbestos is identified or has been removed. Waste transfer arrangements are to be observed and consignment notes collated for waste material.

Any potential incidents involving asbestos are to be reported to Vectis as an accident or incident

Residents will be provided with an information leaflet on the risks of asbestos where this is relevant.

## **Behaviour**

Anyone working for or on behalf of Vectis is expected to behave in an appropriate and professional manner.

Smoking is not permitted within internal areas in accordance with current UK legislation. Smoking areas will be defined wherever possible to manage fire hazards, littering and to present a respectable image of any managed property.

## **Children**

Where there is the possibility that children may enter a work area without detection all means necessary must be taken to ensure that appropriate barriers are provided, and the working area secured. In public areas barriers must be substantial.

Managed sites will undergo general risk assessment and if a hazard is identified that could specifically affect a child this will be appropriately evaluated.

Further detail on the safety of children who may be on site is included within a separate safeguarding operating procedure.

## **Capability**

Vectis expect any organisation they engage to undertake work on their behalf will have the skills, knowledge, experience and organisational capability to undertake work safely having all due regard to the health & safety of their employed staff, those in their supply chain, and anyone who could be affected by their undertaking particularly residents.

Contractors and consultants must ensure they have suitable arrangements in place to verify the work they undertake, and have influence over, and can proceed safely having

due regard to the health of all stakeholders during the work or project and within their supply chain.

All contractors, including consultants, will be expected to have met the standards required by the HSE's Safety Schemes in Procurement (SSIP) scheme and have passed an accreditation with a member scheme organisation. Proof of accreditation must be provided prior to engagement. Additional information concerning the scheme can be accessed via <https://SSIP.org.uk/>

Contractors should have their own processes in place for maintaining the same standards where they sub-contract work or use external expertise. This will include standards for assessing the Health & Safety capability of their consultants particularly designers and relevant experts.

As part of this process contractors will be expected to provide information on named individuals who will lead relevant aspects of the work. Those individuals in leadership positions, or with significant decision-making responsibilities, will be expected to have undertaken Health & Safety training to demonstrate they have the capability and competence to make key decisions in line with risk-based principals and the hierarchy of risk control.

Vectis reserves the right to specify relevant training which will be undertaken at the expense of the contractor.

Expected example qualifications for these individuals will be as follows:

- IOSH Managing Safely – Completed (or refreshed) in the last 3 years
- NEBOSH General Certificate in Health & Safety– Completed in the last 5 years
- IOSH Level 3 Health & Safety Qualification
- NEBOSH Construction Certificate in Health & Safety – Completed in the last 5 years
- CSCS Managers or Professionally Qualified card for those working on construction sites
- Directors of these organisations should have attended senior manager H&S awareness training (e.g., IOSH Leading Safely or equivalent)
- Asbestos awareness training in the last year.

Contractors will be expected to have the following arrangements in place for their organisations and professional staff as a whole:

- Be able to demonstrate a commitment to a program of continuing professional development and H&S training including regular refresh training for all professional staff
- Hold membership of an appropriate association e.g., APS, ICE
- Evidence of CDM15 training which should include an element of how design can affect the health of the workforce
- Demonstrate how they have actively coordinated other designers to adhere to the hierarchy of risk control to achieve an overall design which can be:
  - Constructed safely
  - Used safely by the end user / occupier
  - Cleaned safely

- Maintained safely
- Ultimately dismantled and disposed of safely.

If Vectis becomes aware anyone is not fulfilling their roles this will be managed in the first instance but ultimately escalated.

Smaller contractors who employ fewer than five people and those who are self-employed will still be expected to meet the standards within this document, but they do not legally have to provide a H&S policy. Risk assessments & method statements will still be required as demonstration they have considered the risks to themselves and others during their work.

A comprehensive set of site rules has been developed which all contractors must adhere to and there is a Code of Conduct for Maintenance Contractors which describes in further detail how contractors will be managed safely. All contractors will be involved in an exchange of safety information and will be warned of known hazards by Vectis, especially in respect of asbestos.

Anyone engaging the services of a contractor on behalf of Vectis will receive contractor management training and must be fully conversant with the Vectis Contractor Management Arrangements.

### **Construction (Design and Management) Regulations**

All members of the design team, all sub-contractors and site employees will be expected to observe the requirements in respect of this legislation.

All relevant arrangements are to be in place to comply with the provision of these requirements. How this process will be managed must be clearly defined within the construction phase plan and relevant project documentation.

### **Construction Sites**

Construction sites are potentially hazardous environments. A risk assessment will be created for work on construction sites which will be issued to all relevant employees. The person in control of the site should provide an induction which includes the main hazards at that time.

Construction sites may include areas cordoned off for building work within property visited or inspected.

The controls specified by the person responsible for the site will be observed. As a minimum the following personal protective equipment (PPE) will be issued to all Vectis employees who may be visiting construction sites or areas where construction work is being undertaken. PPE:

- Mobile Phone incorporating a torch
- Safety Headwear (if there is no overhead working this may not be required)
- High-Viz Jacket
- Personal first aid kit.



Any construction site visit will be conducted under the supervision of the person in control of the site. The following PPE will be issued as relevant:

- Safety Shoes
- Basic hearing protection
- Protective Glasses
- Dust protection
- Gloves.

General hazards which should be considered are as follows:

- **Asbestos** – The person in control of the site will have controls in place and it is unlikely staff will be exposed to asbestos on a construction site. Legally, those in control of property must hold a register of asbestos containing materials (ACMs) and anyone working on site, within a relevant role, can request to see it. If an employee suspects they may have been accidentally exposed to ACMs this should be reported as an accident and communicated to the responsible person without delay. If there is a chance ACMs have contaminated outer clothing leave this in a space and be conscious of where you move to. Do not enter areas of which you are unsure.
- **Confined spaces** – These are locations where work is being undertaken within enclosed spaces which could reduce oxygen levels or lead to an explosive environment. Examples are underground drains or sewers or enclosed plant rooms. Employees should not enter enclosed, unventilated spaces or excavations unless a specific risk assessment has been undertaken and the work planned in advance.
- **Dust** – All dust is harmful, and employees should not put themselves in a situation where they are working where there are excessive quantities of dust. There are risks associated with dust from wild bird droppings so visits to roof tops where this is a potential issue are to be avoided.
- **Excavations** – These may not be immediately obvious. In general employees should not enter trenches.
- **Height** – If staff are using ladders on site or undertaking inspections on scaffolds, they should not be alone, and three points of contact always maintained. Look for unprotected openings or edges. Do not access areas if you feel unsafe.
- **Fragile Surfaces** – May include lightweight materials, asbestos roofing materials and skylights. These should be treated as an unprotected opening.
- **Noise** – If you have to raise your voice to speak wear hearing protection. Do not access noisy environments if this is not essential.
- **Slips, Trips, Falls** – There are potentially many obstacles on a construction site. Wear sensible shoes with a good grip. Safety footwear should be worn on construction project sites.
- **Machinery & Moving Parts** – Be aware of rotating equipment or machinery especially in plant rooms or on construction sites.
- **Vehicle Movement** – Be aware of defined safe routes and remain within these.

### **Contaminated Land - Sharps**

It is highly unlikely that employees will be exposed to land contamination. However, unsecured or vacant property may become contaminated with used hypodermic syringes or other clinical waste so sites under Vectis control will be made as secure as

possible and additional security arrangements put in place if relevant.

It is essential that voids and similar places are well lit and visually inspected before entry, to avoid accidental skin cuts or punctures.

If discarded needles or syringes are found during routine property visits arrangements will be taken to have them removed by a contractor. The team member will ensure the area is cordoned off to prevent accidental injury until removal can be undertaken.

In the event of an injury caused by a discarded syringe this must be reported as per the incident and accident arrangements.

It is good practice to wash your hands after visiting sites or undertaking inspections.

Also, refer to the environmental arrangements in respect of waste management and fly tipping.

## **Demolition**

Demolition in this context means the deliberate pulling down, destruction or taking apart of a structure, or a substantial part of a structure. This will apply to all demolition work no matter of size.

Where existing structures must be dismantled this must be planned and details provided within a site-specific plan for the work. Asbestos demolition surveys must be undertaken before demolition work is undertaken. Once asbestos removals have been carried out information must be updated within the relevant asbestos register.

Vectis will cooperate with contractors to ensure that adequate welfare facilities and first aid are available during demolition work where this is a landlord's responsibility.

Demolition works will be overseen by a project manager appointed by the responsible person.

## **Designers**

Designers have important duties under Construction (Design & Management) Regulations 2015 to ensure they will consider how to reduce risk:

- To the lowest possible level for workers installing or constructing projects
- Associated with future cleaning
- To those maintaining plant & equipment, ensuring good, safe access to all relevant components
- In ultimately dismantling the project.

Also:

- Ensuring all relevant provision for welfare and to minimise risk of infection has been incorporated into the design
- Creating a design which is sustainable making best use of current environmental innovations
- Sourcing materials which are sustainable and do not expose those installing or using them to harm

- Creating a design which minimises waste during the construction phase and once in use
- Considering the future impact of the building on occupiers and others based on how the building will be used on a day-to-day basis, identifying hazards and eliminating these by good design where possible.

Any Design consideration taken will be expected to follow the hierarchy of risk control and minimise risk.

Designers will be expected to consider risks associated with:

- Existing hazards in the building or site to consider how these will have an impact on the project and future use
- Hazardous substances, especially the potential for asbestos exposure
- Potential for falls from height both during the development work and for those who will maintain it in the future
- Generation of dust which means creating designs to reduce the need for power tools and cutting materials which generate dust
- Future maintenance access for those components which must be maintained
- Fire safety standards during the project and for future use
- Protecting others from work being undertaken
- Potential for collapse of structures
- Accidental contact with electrical supplies, gas or water.

Designers will be expected to follow the hierarchy of risk control which means creating designs based on prevention first measures rather than a reliance on specialist equipment, devices or specialist training and skills by the future occupier. Designers will be expected to make their own risk-based decisions and therefore have demonstrated capabilities which meet these criteria.

Building regulations are a minimum standard and designers will be expected to pay due regard to the advice from other professionals within the project team and relevant Vectis stakeholders on the practical operational nature of their design and safe use, maintenance and cleaning. Suitably robust arrangements must be in place to verify high standards of work have been achieved in line with Building Regulations and the design.

Arrangements must include undertaking all relevant checks and audits to verify the design is meeting expected specifications and work has been completed to a high standard meeting all relevant design criteria.

Where Vectis employees can influence design, they will meet the duties of a "Designer" and will receive training to understand the extent of these responsibilities.

All designers and principal designers will be expected to demonstrate they have the skills, experience, knowledge and organisational capability to fulfil the role of designer and principal designer.

Designers' duties are contained within section 6 of Health and Safety at Work Act 1974. Operational and maintenance manuals must be provided with all equipment which is installed and provided as part of the H&S file which must comply (as a

minimum) with the standards contained within Appendix 2.

This includes:

- Safe operating instructions;
- Information on installed safety features;
- Details of the frequency of on-going future maintenance.

Vectis reserves the right to undertake additional monitoring and checks of designer arrangements to verify compliance with:

- These arrangements
- Requirements of the duty holder defined as the "Designer" and/or "Principal Designer" as specified by the Construction (Design & Management) Regulations 2015.

### **Derelict Sites or Disused or Vacant Dwellings**

Everyone is advised to enter vacated sites, or sites which have been unused for some time, with extreme caution and avoid visiting these locations alone.

All necessary enquiries will be undertaken before an initial visit so potential hazards are known, and relevant control measures instigated.

Anyone entering such a location should undertake a visual assessment upon arrival. No one will be expected to put themselves or others at risk. Buildings or structures which are clearly unsafe should not be entered. If it is not possible to work safely additional arrangements will be required and the area should not be entered. Arrangements may be made to ensure that there is a safe route through a building provided this can be undertaken safely. Everyone involved should be aware of their own limitations and seek additional advice or clarification if required.

The following hazards may be relevant:

- Unsafe structures such as suspended floors or staircases in poor or unsound condition
- Infestation by pests or wild birds where dusts may be hazardous
- Potential for falling objects
- Unprotected edges or holes
- Fixed work equipment such as boilers or lifts that have not been maintained
- Unexpected low-level hazards that could cause slips, trips or falls
- Asbestos in poor condition
- Utilities such as gas or electrics in poor condition
- Poor standards of lighting
- Needles and hazardous waste
- Vagrants.

### **Driving for Work**

Anyone using their car to drive between locations, for work, will be expected to provide information attainable from the DVLA to demonstrate they can drive for purposes of work. Any driving convictions must be notified to Vectis. This information will be managed by the Property Services Manager.

The use of mobile phones whilst driving must be avoided. No-one should have an in-depth conversation with anyone who is driving. These calls can always wait.

If phones have a "Do Not Disturb" setting which automatically activates whilst driving this must be used. Driving and talking on the phone means a driver's attention is being split. Short duration calls can only be made over a handsfree device.

If an employee makes a call to someone who is driving, they should offer to call back at another time unless the issue is urgent.

Everyone will be expected to adhere to the Highway Code whilst they are on company business and always wear their seat belt.

Tolerant driving is expected. Anyone driving for work should leave sufficient time to reach the destination and allow extra time when busy routes are used. If anyone thinks they are going to be late due to traffic or other unforeseeable consequences contact a colleague, if necessary, who will call ahead. No-one is expected to exceed the speed limit in order to reach a destination in a time which is clearly unachievable or could put personal safety and the safety of others at risk.

Driving should be avoided, if possible, where roads have not been cleared of snow or ice, and when heavy snow is falling.

Employees are advised to take breaks from driving at least every 2 hours and plan sensible travel arrangements. Unless serious traffic is encountered individual journeys on behalf of Vectis, on the island, do not usually take longer than 2 hours.

Sensible precautions should be taken by lone drivers. Valuables should never be left on display inside vehicles. Any company equipment that has to be left in vehicles must be locked in the boot, out of sight. Anyone driving or working alone should have access to a fully charged mobile phone.

Any driving incidents which occur during journeys made for the purposes of work must be reported as an incident and an internal incident report generated.

## **Electricity**

Fixed wiring checks will be undertaken five yearly or more frequently if determined by an electrical contractor.

Fixed wiring checks will be undertaken when residents leave.

## **Emergency Arrangements & Fire**

A fire risk assessment will be undertaken for the occupied areas of Head Office once every two years as part of the general office risk assessment. Type 1 fire risk assessments will be undertaken for common parts of the property portfolio every two years by a fire consultant. An internal review of arrangements will be undertaken between these times.

The responsible person will determine the scope of work for the fire consultant and ensure they have the skills, knowledge, experience and organisational capability for the work.

If the fire risk consultant identifies an assessment is required within these timescales this frequency will be brought forward.

The fire risk assessment will include a check of fire doors in each location. Fire doors will undergo an internal check every 6 months, which is recorded. Anyone undertaking this work will be trained to do so and record their findings.

A schedule of works will be created based on the fire risk assessments and other checks of property to verify issues raised have been followed through to conclusion.

Depending on the results of the fire risk assessment additional examinations of property may be undertaken if there is a risk smoke or fire could spread between individual units within a single block. Vectis portfolio does not consist of any high-rise residential property over 17m or seven floors. The construction of the property will be considered during the fire risk assessment to determine if additional checks are required. This will include checks on external cladding where relevant.

In the event of a fire alarm activation, it is expected residents and others vacate the property. Additional measures will be provided so relevant residents know the fire alarm is sounding if they have a hearing impediment. All residents with an impairment will have a Personal Emergency Evacuation Procedure (PEEP) agreed with them. Fire drills will either be practiced annually, or residents will be walked through arrangements, so they know what to do in an emergency.

Each building will have a specific emergency response which is clearly displayed and issued to residents.

Residents will be reminded that:

- fire exits and escape routes must be always kept clear
- the relevant response to the fire alarm must be made following directional signage
- fire doors exist to partition off parts of the building and prevent a fire from spreading. Fire doors should never be propped open as this may cause a fire to spread into areas of a building that would have been otherwise protected
- final exits must be kept clear both inside and out so that they can be used to escape from the building
- everyone should cooperate with fire drills when these are conducted - without exception
- they must follow rules in place to prevent fire such as only smoking in designated areas, not smoking inside, and considering how they use electrical equipment or candles
- open bins or other items should not be stacked against buildings to avoid a potential arson risk.

Residents will be provided with information on fire and emergency arrangements at least annually and this will be discussed with them at resident meetings to ensure they feel engaged in the arrangements in place to protect them.

Vectis fire logbooks will be held on sites which contain information on fire and emergency arrangements including information for first responders and PEEPs.

The responsible person will ensure monthly checks are undertaken of each property and the fire logbook is being kept up to date. These checks will be recorded in the onsite logbook.

Hot work permits will be issued to contractors if they are undertaking work which involves a naked flame and/or isolation of fire alarm systems to avoid accidental activation. Permits will be issued as defined via the contractor arrangements.

### **Falling Objects**

Falling objects can originate from parts of the building and from mature trees especially as a result of inclement weather. Items may also fall if the right arrangements are not in place during construction work.

Building condition surveys will be undertaken at least every 3 years which will include an assessment of the dangers from glazing or external structures fixed to the building such as steel staircases or balconies. The frequency of condition surveys will be agreed with the insurer as required.

The landscape contractor will undertake an annual review of the condition of mature trees.

A record will be made of these checks and maintenance forward planned. In addition, monthly checks of all properties will identify where there may be issues which need addressing.

Structural surveys are more penetrating and will usually be undertaken where the condition survey has exposed a potential issue or if required to justify a "stay put" policy.

There is a risk that handheld work equipment used by engineers working at height may be dropped. Therefore, work areas must be cordoned off below.

### **First Aid**

Anyone working out of the office on a regular basis will be provided with a personal first aid kit. First aid is not provided in properties.

If anyone has reason to use supplies from the first aid kit an incident report should be generated. Where a personal first aid kit has been issued it is the responsibility of the individual to check this on a regular basis and request replacement kit be provided as required.

Contractors are responsible for the provision of their own first aid arrangements based on their work and the substances they use. They should have assessed the requirement for eye wash in locations where they may be working with an absence of a water supply.

## **Gas Safety**

Annual gas safety checks will be undertaken by a competent contractor where Vectis is responsible for a shared gas supply or any gas appliances. If work is identified as being required, this will be organised without delay.

Only gas registered engineers will be permitted to work on gas appliances or installations.

Information on the current status of these checks and resulting work will be provided to the board via the health & safety panel and the responsible person.

## **Glazing**

Workplace Health, Safety & Welfare Regulations 1992 outlines the legal standard expected in respect of glazing. Responsibility for glass in properties managed by Vectis will be defined within lease agreements. Where Vectis is responsible for glass below shoulder height, assessments or other investigations will be undertaken to determine if the glass is adequately protected from accidental breakage. This work will be undertaken as part of the arrangements for condition surveys.

Any glass or transparent surface will be marked to make it apparent and manage the risk of someone walking into it accidentally.

Where Vectis has an influence over design, consideration will be given to how glass is cleaned. Rope access as a method for cleaning windows will only be used where it is not possible to clean high level areas via reach and wash or using access equipment. High level window cleaning will be subject to a site-specific risk assessment and the work undertaken via a high-risk permit.

Skylights will be considered fragile surfaces unless evidence is available to indicate otherwise.

## **Hazardous Substances / COSHH**

There should not be any reason to leave hazardous substances on site. The contractors responsible for cleaning will bring supplies with them and not store them on site.

There is the potential for employees to be exposed to hazardous substances such as dust on construction sites or projects – see Construction sites.

## **Health & Safety File**

The expected contents of the health & safety file are contained within the Construction (Design & Management) Regulations 2015 and associated approved code of practise. This has also been defined within appendix 2.

Where files are not properly developed following a construction project, costs of future maintenance and general use of the site can increase significantly. If additional works are undertaken and relevant information is missing further unnecessary surveys and investigations may also be required duplicating effort and increasing costs further.

Health & Safety files should be passed to the responsible person at the end of every relevant project.



## Height

Employees should not stand on chairs or desks or undertake work from ladders, access equipment or work outside of edge protection unless this work has been risk assessed and they have been trained to do so.

Vectis may manage work at height by contractors and it will be the responsibility of the individual who is overseeing this work to review their risk assessments and method statements for the work. In agreeing costs for the work, safe access must be considered in line with the hierarchy of risk control. If anyone feels they are judging a project or work where they do not have the capability to make this judgement the issue must be escalated.

Employees and others could be at risk when undertaking site visits especially in new or unfamiliar locations.

Work at height must be carefully managed. If work cannot be undertaken safely it should not be carried out. Avoid accessing flat roofs or areas where there are sudden drops and/or no or little edge protection.

The following hazardous work activities must be carefully managed:

- Roof repairs to both pitched roofs and flat roofs
- Gutter clearing and maintenance
- Installation of TV aerials or masts
- Accessing roof spaces and water tanks
- Window and skylight cleaning or work near skylights
- Access across flat roofs to maintain/repair plant or equipment especially where there is limited edge protection or unprotected skylights
- Maintenance of lights including over stairwells and within grounds
- Painting and decorating
- Tree maintenance
- Use of access equipment, cradles and ladders.

The most appropriate means of gaining safe access to equipment or other areas must be utilised. Access to high level areas and roofs must be permanently protected from unauthorised access.

Fragile surfaces, such as skylights or asbestos cement sheeted roofs, must be treated as if there is a drop. Skylights on flat roofs where there is a need for frequent contractor access will be physically protected and signed as a fragile surface.

## Isolation

This is usually included within a range of measures to remove a hazard and is usually relevant in respect of a source of energy. If isolation is being relied upon it is important to ensure that tests are taken after the isolation has occurred to confirm that the isolation is sound. Care should be taken as there may be more than one source of energy. If necessary, test again before proceeding with work.

Contractors should be prepared to isolate and lock off relevant components for

which they have responsibility in an emergency.

Isolated components should be signed and padlocked.

Isolation can be used in relation to unsafe areas. Contractors must not access areas that have been isolated or restricted.

## **Ladders / Stepladders**

A ladder is primarily a means of access. It should not be used as a place of work except for light duty short duration work where both feet and one hand can be kept in contact with the ladder. Wherever possible, mobile towers or access equipment must be used in preference to ladders / stepladders.

The following notes summarise the main safety points:

- Comply with HSE Guidance Note
- Ladders must be secured either at the top, at the base or be “footed” for the duration of the work by a second person
- If used as a means of access, the ladder must extend at least 1 metre above the landing place and must be tied or fixed
- Used only at correct angle (75° or 1 metre out of every 4 metres of height).

All ladder use by employees will be risk assessed and all work at height including justification for ladder use must be contained within the risk and method statements supplied by contractors.

Work from ladders must be avoided, if possible, in favour of working from tower scaffolds, platforms or mobile elevating work platforms. Window cleaning will be via reach and wash methods. Work from ladders cannot be used as a method for reducing costs of maintenance or repair work which will be considered when authorizing works.

Ladders in public areas will be locked-off or removed when not in use.

Anyone using ladders, particularly vertical ladders must undertake a visual inspection prior to use and not use the ladder if it is in poor repair.

## **Lifting Equipment & Lifting Operations**

Lifting equipment in common parts or equipment which is the responsibility of Vectis will be tested at the following intervals:

- For equipment that is used to lift people (e.g., passenger lifts) – every 6 months
- For equipment used to lift objects (e.g., pallet trucks or forklift trucks) – every year.

There may be other items which must be subject to a statutory examination if they are involved in a lifting process, and frequency will depend on use as above.

Harnesses, eye bolts or running lines that support the weight of a person to undertake rope access work will be tested every 6 months. Harnesses, eye bolts or safety lines that are used as restriction devices or to save a person from falling a greater distance will be tested annually.

Residents are responsible for the maintenance and repair of personal lifting equipment within their own homes.

### **Lighting**

High standards of lighting are important to manage risks associated with slips, trips, and falls and to enable people to move around common parts and undertake maintenance/repair duties safely.

Regular checks of areas of the property which Vectis are responsible for will be undertaken to actively look for lighting which has stopped working or areas of the property, including outside, where lighting is not sufficient.

### **Lone Working**

Employees will work alone when visiting residents, checking buildings or driving between appointments.

Generally, work outside of the office will be via appointment with individuals who are known.

Nevertheless, appointments made by employees will be planned. Lone working will not be undertaken if there is a reason to visit locations or people who could be potentially challenging.

Checks will be undertaken in advance before visiting anyone new so identify is confirmed before a meeting is arranged. All employees are expected to maintain an electronic diary, kept up to date with their activities.

Mobile phones should be always charged whilst at work and kept on the person. Regular contact should be made with colleagues throughout the day. Colleagues should query individuals whereabouts if contact is not made when this is expected, especially for those who live alone.

There is a policy and operating procedure on Lone Working.

### **Manual Handling**

Generally, manual handling is not expected by staff. Manual handling risk assessments will be undertaken if relevant.

### **Method Statements**

For non-routine work or complex maintenance and repair activities a site-specific method statement must be in place. Contractors will provide relevant risk and method statements. (RAMs)

The method statement must include a site-specific risk assessment and sequence of work. If the expertise is not available internally to understand any information provided further advice must be sought by a competent person such as a specialist project manager. For work on specific equipment such as lift equipment or mechanical/electrical equipment further expertise will be required.

The Property Services Manager will ensure there is a process in place for understanding how relevant work will be undertaken and the potential risks for those undertaking the work or nearby.

### **Mobile Elevating Work Platforms (MEWP)**

Only fully trained operators will be permitted to use this equipment. Use must be fully risk assessed by the contractor operating the equipment. Employees will not be permitted to use this equipment unless authorised by the responsible person.

Operators must be fully trained and have been assessed as being competent in the use of this equipment.

- All tasks are to have been risk assessed
- The supplier must provide all relevant statutory certification and confirm that the equipment is suitable for the intended work and environment in which it will be used
- Only MEWPs with controls at platform may be used
- Where fitted, outriggers / stabilisers are to be fully extended
- Safe working loads are to be clearly displayed and must not be exceeded
- Manufacturer/supplier maintenance instructions are to be complied with
- Operators are to wear and attach safety harness to platform
- Operators using equipment from MEWPs should ensure they use a lanyard between the piece of equipment and the operator.

### **Mobile Towers**

Mobile scaffolding may be used where work has to be undertaken at height and where there is space to erect a tower safely. Users must be trained and competent to erect or dismantle the structure in accordance with the manufacturer's manual / guide.

In particular:

- Height to base ratio will not exceed manufacturer's recommendations
- Outriggers will be used, or the tower connected to the building/ structure, for stability
- Towers will only be ascended from the inside, on narrowest side
- Work only undertaken from fully boarded platforms with guardrails and toeboards
- Ladders / stepladders will not be used to gain extra height as this can cause the tower to overturn
- Comply with HSE Guidance Note GS42 "Tower Scaffolds" and HSE Construction Information Sheets.

This is likely to be a safer means of access to high level areas but any employee using the equipment must be trained to understand the risks associated with it. In general, the equipment will only be used by contractors.

### **Monitoring & Review**

Vectis is committed to ensuring arrangements in place within the organisation are checked on a regular basis. Vectis recognises that proactive checks demonstrate

standards of safety management are being met. They will be an early warning that standards have potentially fallen below those expected so changes can be made, or additional controls introduced.

Regular visual checks will be undertaken on basic office safety to ensure that the first aid kit contains expected supplies and emergency arrangements are in order.

Periodic checks will also be undertaken by the management team and/or the responsible person to ensure that this policy documentation remains current and is being actively observed.

The safety policy will be reviewed and updated every year, following reviews, or when significant changes occur within the organization, whichever is sooner.

Monitoring checks will be undertaken by managers visiting properties for which Vectis is responsible as often as visits are made. Any identified issues raised should be updated into the relevant property action plan.

Other actions that relate specifically to properties are included within an action plan and progress against this is to be monitored and recorded by the responsible person.

Contractors are expected to have their own monitoring regime in place which includes periodic checks of their employees and arrangements.

### **Permits to Work**

Vectis will operate a high-risk permit to work system where relevant, and as per the Vectis site rules for contractors. Only trained members of staff or authorized contractors will be permitted to issue permits. A site-specific risk assessment will be expected from any contractor requesting a high-risk permit.

High risk work includes (but is not limited to):

- Hot work
- Work at height, especially on flat roofs with no edge protection or near fragile surfaces
- Work on electrical installations
- Confined space working e.g., access to closed drains and sewers
- Work to water services that are known to be contaminated with legionella
- Shutting down part of the fire alarm system.

### **Personal Safety & Security**

No-one should put themselves at risk in a confrontational situation. The most appropriate action within the circumstances should be taken to avoid physical or verbal violence. No one is expected to press or pursue any matter which could escalate into a harmful confrontation. If a visit has to be made to a location where there is the potential for aggressive behaviour this should not be alone and must be risk assessed.

Employees should be conscious of possible cultural or religious conventions that may apply or if there are children in the vicinity.

Vectis will provide "Shriek alarms" to employees if relevant or when requested.

All individuals should try to park in well-lit areas and in such a way that it is possible to drive away easily should this be required.

Lone working arrangements are to be always observed.

## **PPE**

The provision of PPE will be decided upon based upon risk and COSHH assessments.

Such clothing / equipment will be properly maintained and used at all relevant times and comply with current standards.

Vectis managers and employees will have access to the following PPE:

- Mobile Phone
- High visibility clothing – to be worn in car parks, access roads and delivery yards
- Torch & spare batteries / bulbs
- Personal First Aid kit to be available and contain wet wipes & phials of eye wash solution
- Personal alarm (if requested or required).

Depending on the nature of their work they may also require:

- Safety helmet – if there is a risk of head injury e.g., on construction projects or where there is overhead work
- Safety glasses – to be worn on construction sites.

Safety footwear, with steel protective soles and ankle protection can be provided if required. This will not normally be necessary, but staff working on sites should ensure that they wear suitable footwear.

Contractors are responsible for assessing their own PPE needs and for monitoring that it is in use. Contractors will be removed from site if their operatives are not wearing the PPE specified within their risk or method statement.

Individuals issued with PPE are responsible for it. If any PPE becomes defective or is lost this should be reported so that replacement equipment can be organised.

Defective equipment should not be used and tasks that require PPE should not be undertaken if the right PPE is not available.

## **Portable Electrical Equipment / Tools**

Vectis will undertake annual PAT testing on portable appliances it is responsible for.

Residents are responsible for their own standards.

Contractors should use battery power tools or 110volt equipment.

## **Risk Assessments**

Risk assessments are in the process of being developed for the range of activities and roles undertaken by employees within Vectis. The risk assessments form the basis of these arrangements and how health and safety risks are managed throughout the organisation. They will also determine health monitoring standards.

Employees will receive information, instruction and training identified from the assessments and if relevant, personal protective equipment will be issued. Employees are expected to co-operate with this process and observe any controls implemented to protect them whilst they are at work.

Relevant property will be subject to a general risk assessment at least every two years or as prescribed following the first assessment. These will be undertaken by a suitably qualified and experienced consultant. The general risk assessment is an essential part of the Vectis safety management system and will verify arrangements are in place or recommend other controls are instigated. The general risk assessment should verify that on site monitoring is being undertaken correctly. As such, a Vectis employee will always accompany the risk assessor to ensure the consultant can access all relevant areas, that questions can be answered and ensure that Vectis can be confident recommendations made are reasonable and achievable. Findings from risk assessments will also be used to define policy.

Employee risk assessments will be undertaken for tasks conducted by employees.

Unusual or high-risk work must be subject to a site-specific risk assessment undertaken by the contractor, if necessary, in conjunction with Vectis. See site rules for further information regarding contractor risk assessments.

Contractors will remain responsible for ensuring their risk assessments are suitable and sufficient. Relevant Vectis staff will be provided with training so that they are aware of how they can verify that risk assessments provided contain a sensible amount of information.

At all times Vectis will ensure that when making decisions regarding work that the hierarchy of risk control is observed and that decisions are not made purely based on cost.

Hierarchy of risk control will be:

- **Hazard Elimination** – Can the task be avoided? Make a list of activities, are they all absolutely necessary, then prioritise the rest for risk assessment.
- **Substitution** – Can the task or hazard be substituted for something lower risk? This about looking for clever alternatives to the way that work is undertaken and thinking of new ways to reduce the risk at source.
- **Use of Barriers** – Can a guard or a physical barrier be provided? This must be considered before the measures described above.
- **Procedures** – Can a Safe System of work be introduced? This could include a method for working safely.

- **Warning Systems** – Is it possible to let people know that there is a hazard? E.g., use of signage or labeling.
- **Personal Protective Clothing** – Is it possible to protect the individual with special clothing? This must be considered as a last resort and not as an alternative to the arrangements above.

## Scaffolding

Erection and alteration of scaffolding is to only be undertaken by competent persons and all structures are to comply with Construction (Design & Management) Regulations and National Access & Scaffolding Confederation (NASC) Guidance.

- All operatives must ensure all working platforms are fully boarded, fitted with guardrails / toeboards, and that adequate stability is maintained
- Always ensure all scaffolders wear safety harnesses, and they are secured when required.

Scaffolds must be inspected on a regular basis and all scaffolds "Scafftagged" so this can be checked by Vectis.

Unusual scaffolds, those that are provided to support a structure and any over five lifts must be accompanied by a design drawing.

Contractors are responsible for engaging competent sub-contractors to erect and alter scaffolds. They should be a holder of a Construction Industry Scaffolders Record Scheme (CISRS) Card and have the experience and knowledge of working on a previous scaffold of a similar design elsewhere.

Working platforms should only be used when they are complete, fully boarded, fitted with all relevant toe boards, guard rails and when they are fully secured. Scaffolds must be protected from access by unauthorised persons, and this will be the responsibility of the contractor.

Records on site should confirm that the scaffold has been completed by a competent person and regularly inspected.

## Signage & Notices

Safety signage will comply with The Health and Safety (Safety Signs and Signals) Regulations 1996 and be provided as required.

Relevant emergency and other signage will be provided in common parts where relevant.

## Site Rules

Vectis site rules have been developed to ensure that anyone undertaking maintenance or construction work understands the standards to which they should be working. The site rules contain additional information for trades and apply to all contractors and self-



employed people. Managers should ensure that they are familiar with the contents of the site rules.

### **Slips, Trips & Falls**

Work areas are to be maintained in a clean and tidy manner. Everyone is responsible for observing high standards of housekeeping throughout all common parts and external areas which Vectis are responsible for. Low-level obstacles and external trip hazards will be kept to a minimum.

Any identified trip hazards will be reported for appropriate action as part of routine property checks.

Issues that are identified are to be prioritised based on their seriousness and the use of the property.

On-going work will be undertaken to ensure that external steps are provided with handrails, travel routes are maintained, even, unobstructed and well lit. Footpaths and external areas will be checked to ensure that they do not become slippery due to moss.

If hazards cannot be dealt with straight away residents will be informed and, where possible, hazards highlighted.

Where Vectis is responsible for external areas, gritting will be undertaken when there is snow or ice. If necessary, gritting will be undertaken in the morning and repeated in the evening as required.

If it is not possible to clear areas due to the volume of snow, safe routes will be defined and clearly signed. Where routes cannot be kept open safely, they will be closed.

### **Smoking**

Smoking is not permitted except in designated smoking areas. Contractors are not permitted to smoke on site and smoking is not permitted inside property that Vectis is responsible for.

### **Tidiness / Housekeeping**

High standards of housekeeping will be expected in all common parts and when work is being undertaken by contractors.

Measures are to be made to limit dust. Dust suppressant systems should be used if necessary and areas screened off to prevent dust escaping. Contractors will be expected to cooperate with any final clean arrangements.

Work areas must be left in a neat and tidy manner at the end of the day.

## **Traffic Routes and Vehicle / Pedestrian Conflict** *(See also driving for work).*

If employees are working in car parks or locations where vehicles negotiate small spaces, especially delivery areas, they must observe safe pedestrian routes and wear hi-viz clothing.

Employees are not permitted to marshal vehicles unless they have been trained to do so and their work has been risk assessed.

Vehicle access and safe traffic and pedestrian routes will be risk assessed on a property-by-property basis, as part of the general risk assessment.

All necessary arrangements will be instigated to separate pedestrians and vehicles.

On sites where there are potential conflicts or restrictions residents will be consulted.

Contractors must risk assess use of vehicles where there is the potential for conflict with pedestrians particularly whilst working on a site where residents are also living and moving around. Signage must clearly state the routes that vehicles and pedestrians should take, and any specific site rules must be observed.

Reversing and use of a banksman should be avoided if possible.

Contractors must ensure that those using plant and equipment on site have the correct training and experience for the equipment that they use and are competent.

## **Training**

The Health & Safety at Work Act 1974 requires that all employees receive adequate information, instruction and training, commensurate with their duties from their employer. Training is crucial in ensuring that safety management procedures are implemented appropriately, and no-one should undertake tasks for which they have not previously been trained or instructed upon.

Training needs will be identified based on risk assessment and included within a training matrix that tracks training required against role, training completed, and when refresher training is required.

New staff will undergo a health and safety induction. Employees who are responsible for operational property management will have their training need identified and met to ensure that properties are being managed in compliance with relevant legal standards and Vectis policy.

Directors and senior executives will be encouraged to attend training on health, safety and environment that covers their responsibilities. Training will be refreshed when legislation changes or as matters progress within the organisation.

Contractors are responsible for organising their own training arrangements.

No-one should undertake tasks for which they have not previously been trained.

## **Vibration**

Contractor's must reduce the use of vibrating tools. Where there is no alternative, they must carefully select work equipment to be low vibration. Anyone undertaking the work will be medically fit, non-smokers, and introduce job rotation. The operators should wear safety footwear, gloves to keep the hands warm, ear protection, eye protection, RPE as appropriate, and safety helmet.

## **Water Hygiene**

Where there are shared water services for which Vectis is responsible, water risk assessments will be undertaken and then reviewed at least every two years by a specialist water consultant or more frequently if specified.

Water risk assessments will include a schematic of the water system within the property and details of required monitoring to ensure that conditions that could encourage the development of bacterium are avoided. Relevant temperature monitoring, flushing of under used systems and sampling will be undertaken. Water tanks will be inspected as specified and relevant parts of water systems cleaned or descaled as necessary. A logbook will be used to record monitoring and be held on site. Relevant employees will receive training commensurate with their roles, so they are aware of the risks of legionellosis and how to assist with monitoring if this is required on sites that they manage.

If work is identified as a result of risk assessments, assessment reviews or monitoring will be added to a prioritised action plan and dealt with in planned order. Where possible, Vectis will commit to a program of design changes to water systems to manage dead legs in systems, reduce the amount of stored water on sites and provide mains supplies where this is possible and where the association is responsible for shared systems.

If bacteriological sampling identifies the presence of legionella, immediate action will be taken to limit potential access to the supply if there is a risk of aerosol formation. This will be by isolating systems or restricting access and by giving relevant information to residents. A contractor will be asked to deal with the matter as an emergency, and further sampling undertaken until the system is clear.

## **Welfare Facilities**

High standards of welfare facilities which comply with The Workplace (Health, Safety & Welfare) Regulations 1992 and Construction (Design & Management) Regulations 2015 will be provided.

On construction or maintenance projects for which Vectis is the client, washing facilities must be suitable for operatives to clean their arms and wash their faces in warm water with soap and hand drying available. Suitable rest facilities and drinking water should be arranged as per legal standards. How this will be achieved must be planned and provided before work begins on site.

## **Work Equipment**

Work equipment is defined by the Provision & Use of Work Equipment Regulations 1998. This includes handheld equipment and fixed equipment which Vectis may repair or maintain.

Use of work equipment within Vectis will be risk assessed based on the hierarchy of risk control where this is the associations responsibility.

Where work equipment does not meet expected standards or is ever identified as being faulty or unsafe to use it must be fully disabled until permanent repairs can be undertaken. Everyone is responsible for ensuring that any such equipment is taken out of use immediately, isolated and signed that it must not be used.

An asset register of work equipment which Vectis are responsible for will be maintained to demonstrate routine maintenance and statutory examinations have been completed.

Pre-user visual checks must be undertaken before employees use equipment, if any issues are identified do not use the equipment and report the matter to your line manager.







Only operatives who have received the correct training will be authorised to use some specified work equipment.

Where work equipment does not meet expected standards, it will be fully disabled until permanent repairs can be undertaken.

Contractors should similarly hold an asset register of work equipment and will be expected to have the same standards in place.

## Appendix 1 – Access to Confidential Help Lines and Services

Alcohol		
	0300 123 1110 Mon-Fri 9 am - 8 pm Weekends 11 am - 4 pm	Information and support to anyone concerned about their own or someone else's drinking  <a href="https://www.drinkaware.co.uk/">https://www.drinkaware.co.uk/</a>
Bereavement		
	Adults: 01707 278389  Young People & Children: 01707 264293	Helpline for bereaved people and those caring for bereaved people.  <a href="http://www.cruse.org.uk/">http://www.cruse.org.uk/</a>
Carers		
	0808 808 7777  10am to 4pm	Information, support and advice for carers  <a href="http://www.carersuk.org/">http://www.carersuk.org/</a>
Young People		
	0800 1111	Helpline for children and young people in danger, distress or with any problem  <a href="https://www.childline.org.uk/">https://www.childline.org.uk/</a>
	0808 800 5000	For anyone concerned about a child at risk of abuse.  <a href="http://www.nspcc.org.uk/">http://www.nspcc.org.uk/</a>
Disability		
	0808 800 3333	UK network of disability information and advice services run by people with direct experience of disability.  <a href="http://www.scope.org.uk/">http://www.scope.org.uk/</a>
DIAL		
Domestic Violence		
	0808 200 0247	helpline providing practical advice and support for those experiencing domestic violence.  <a href="http://www.refuge.org.uk/">http://www.refuge.org.uk/</a>

Drugs		
 <p>Promoting evidence-based information on drugs, alcohol and tobacco</p>	Use link for various contacts	Link to various websites including helplines <a href="https://www.drugwise.org.uk/find-a-service/">https://www.drugwise.org.uk/find-a-service/</a>
	0800 00 22 00	Quit smoking helpline <a href="http://www.quit.org.uk/">http://www.quit.org.uk/</a>
Emotional Crisis		
	116 123	Confidential, emotional support for anyone in a crisis. <a href="http://www.samaritans.org/">http://www.samaritans.org/</a>
	Use link for various contacts	Breaking down the stigma of mental ill-health in the construction industry <a href="https://www.matesinmind.org/need-help.html">https://www.matesinmind.org/need-help.html</a>
	0300 123 3393 9am-6pm Mon-Fri	Advice & Information on mental health <a href="http://www.mind.org.uk/">http://www.mind.org.uk/</a>
Family		
	0808 802 5544	Mental health support aimed at children and their carers <a href="http://www.youngminds.org.uk/">http://www.youngminds.org.uk/</a>
Money		
	0808 808 4000	Help for anyone in debt or concerned they may fall into debt. There is also an on-line chat facility <a href="https://www.nationaldebtline.org/">https://www.nationaldebtline.org/</a>

Older People		
	0800 055 6112	For older people, their families and people working with them  <a href="http://www.ageuk.org.uk">http://www.ageuk.org.uk</a>
Social Welfare		
	0808 800 4444 8am-8pm Weekdays 9am-5pm weekends	Helpline for anyone facing a housing emergency  <a href="http://www.shelter.org.uk/">http://www.shelter.org.uk/</a>
	Use link to find local office	Free, confidential advice on a host of topics  <a href="https://www.citizensadvice.org.uk/">https://www.citizensadvice.org.uk/</a>
Asbestos		
		Support for anyone suffering from asbestos related cancer  <a href="https://www.mavisnyefoundation.com/information.html">https://www.mavisnyefoundation.com/information.html</a>

## **Appendix 2 – Contents of the Health & Safety File, Construction (Design & Management) Regulations 2015**

The Health & Safety file will be collated by the Principal Designer during the project and presented to the client within 1 month of the project being completed. The amount of information will depend on the project size and exact nature.

The following should be included:

1. References to previous H&S file and existing building information
2. Project description and program with the actual start and finish dates which clearly show how the project was finally completed and in what time frame
3. Schedule of everyone involved in the project including sub-contractors, suppliers and what their role in the project is/was. Details of the client, PC and PD to be provided. Names, (web) addresses and contact information.
4. Details of construction methods adopted and a general overview on techniques and sequencing. This could be included in working drawings. The sequence is important as it will enable the work to be reverse engineered in the future.
5. Designer(s) information concerning design features which have been incorporated for the purposes of health & safety. This will include features to manage risks to building users, maintainers, cleaners and will enable the project to be dismantled in the future. This could include items such as special features for window cleaning through to cut off features within plant and equipment or access to special features which will were built in during the construction phase which remain for future use
6. Brochures, user manuals and O&M documentation for all installed mechanical and electrical work equipment. The information should contain maintenance and servicing arrangements
7. Materials schedule. Information on types of wood, materials and specifications for finishes, bricks etc. are to be included. This is an example of something which should be collated during the project.
8. Cause and effect information where work equipment or components have been connected to a fire alarm system. For example, information on effects of the passenger lifts when the alarm sounds, fire shutters which descend or details of double knock systems
9. Updated fire strategy information which shows the relevant fire ratings and standards for installed components including external components. An amended fire strategy should form part of the Health & Safety File as relevant from which the occupier can review their fire risk assessment
10. COSHH data sheets for substances which have been used within the build and will remain there. e.g., chemical damp proofing, glues, adhesives, paint finishes. COSHH assessments are not required, just the substance data sheet.
11. Details of hazards which could not be designed out. For example, the location of asbestos which has been encapsulated rather than removed.
12. All commissioning certificates, building control handover notes, electrical handover, gas safety checks etc. Work with M&E contractor and PC to ensure all



documentation has been received. Request they provide written confirmation all expected formal documentation has been handed over to you.

13. Information provided which users of the building will need to be aware of in the future e.g., residents, occupiers, visitors, managing agent. This could include cause and effect information for new fire alarm systems, escape routes or how to use an entry system
14. As built drawings for parts of the structure which are hidden. For example, structural elements or foundations. Include photographs of hidden structural elements
15. As built drawings which show where power supplies have been installed. Also provide information on other cabling such as network cables so this is distinguished
16. As built drawings which show where water supplies have been installed.
17. As built drawings which show where gas supplies have been installed
18. As built drawings which show where fire installations have been installed e.g., alarm systems, dry risers etc.
19. As built structural drawings and calculation.
20. As built drainage drawings where drains have been installed
21. Photographs provided to demonstrate work completed and to back up as built drawings (Especially useful for hidden features.)
22. As built drawings of the overall design issued for all aspects. Check as built drawings have been marked by designers as "AS BUILT" and spot check as designs can change from the original plan.