

Health & Safety Control Manual



DATE APPROVED BY COMMITTEE: 25/05/22

HEALTH & SAFETY CONTROL MANUAL UPDATES

Note: When making the following changes, remember to update the Amendment Procedure register at the start of the manual as well as the Revision No. and Date of each relevant policy.

Legislation

| | amendment | actioned by | date |
|---|--|----------------------------|----------|
| 1 | All legislation reviewed and updated by Wilson Adrain Safety Management – External Safety Consultant & Trafalgar HA Management | John Ross – H&S Consultant | 24/03/22 |
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Procedures

| | amendment | actioned by | date |
|----|---|----------------------------|----------|
| 1 | All sections reviewed and updated by Wilson Adrain Safety Management – External Safety Consultant & Trafalgar HA Management | John Ross – H&S Consultant | 24/03/22 |
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HEALTH & SAFETY CONTROL MANUAL

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Copy No.

- 1 Paul McShane - Director
- 2 Alison Leabody – Property Services Manager
- 3 Chris Chalk - Housing Manager
- 4 Sara Pattison – Administration Officer
- 5 Admin Copy
- 6 Management Committee's Copy

The Trafalgar H.A. Health & Safety Manual will be held electronically on the Association intranet. This allows ease of access to all staff members and can be made available for Committee Members via the Meeting Room computer or by providing a copy of the Manual on CD.

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HEALTH AND SAFETY AT WORK ETC. ACT 1974

SAFETY POLICY STATEMENT

The Management Committee of Trafalgar Housing Association is responsible for the conduct of the business of the Association.

The *Health and Safety at Work etc. Act 1974* imposes statutory duties on employers and employees. To enable these statutory duties to be carried out, it is the policy of Trafalgar Housing Association so far as is reasonably practicable, to ensure that responsibilities for safety and health are assigned, accepted and fulfilled at all levels of the Association; that all practicable steps are taken to manage the health, safety and welfare of all employees; to conduct the business in such a way that the health and safety of visitors, to any premises under our control, is not put at risk.

1. It is the intention of the **Association** so far as is reasonably practicable, to ensure that:-
 - a) The working environment of all employees is safe and without risks to health and that adequate provisions are made with regard to the facilities and arrangements for their welfare at work.
 - b) The provision and maintenance of machines, equipment and systems of work which are safe and without risks to health to employees, contractors and any other person who may be affected with regard to any premises or operations under our control.
 - c) Arrangements for use, handling, storage and transport of articles and substances for use at work are safe and without risks to health.
 - d) Adequate information is available with respect to machines and substances used at work detailing the conditions and precautions necessary to ensure that when properly used they will be safe and without risk to health.
 - e) Employees are provided with such instruction, training and supervision as is necessary to secure their health and safety.
 - f) The Health and Safety Policy will be reviewed and updated as and when it is necessary. Communication of any such changes will be made to all employees.

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2. It shall be the duty of all **employees** at work to ensure :-

- a) That reasonable steps are taken to safeguard the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- b) Co-operation with the Management Committee so far as is necessary to ensure compliance with any duty or requirement imposed on the employer, or any other person, under any relevant statutory duties.

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- 1) The Association recognises that all individuals within the organisation have a responsibility to ensure their own safety and that of others. Consequently, all employees will have the potential to be held liable if their negligent acts or omissions result in harm being caused to any other persons. Those in positions of responsibility have additional obligations, by virtue of their ‘managerial’ functions. Indeed, the Health and Safety at Work Act Enforcement Policy Statement Paragraph 43 states the following on ‘Prosecution of individuals’:

“... enforcing authorities should identify and prosecute or recommend prosecution of individuals if they consider that a prosecution is warranted. In particular, they should consider the management chain and the role played by individual directors and managers, and should take action against them where the inspection or investigation reveals that the offence was committed with their consent or connivance or to have been attributable to neglect on their part and where it would be appropriate to do so in accordance with this policy. Where appropriate, enforcing authorities should seek disqualification of directors under the Company Directors Disqualification Act 1986.”

- 2) The following sections set out the principal Health & Safety related responsibilities of individuals within the organisation. These duties will be in addition to the general duty on all individuals to ensure the Health, Safety and Welfare of themselves and all others who may be affected by their undertakings.
- 3) In addition to the *individual* liability of senior staff, the *Corporate Manslaughter and Corporate Homicide Act 2007* allows *companies* and *corporations* to be prosecuted for corporate homicide (in Scotland) where serious management failures result in death. Under this Act there is no longer the need to identify a ‘controlling mind’ (i.e. one individual whose negligence or recklessness caused the death) to convict an organisation of homicide, thus making it easier to prosecute organisations.

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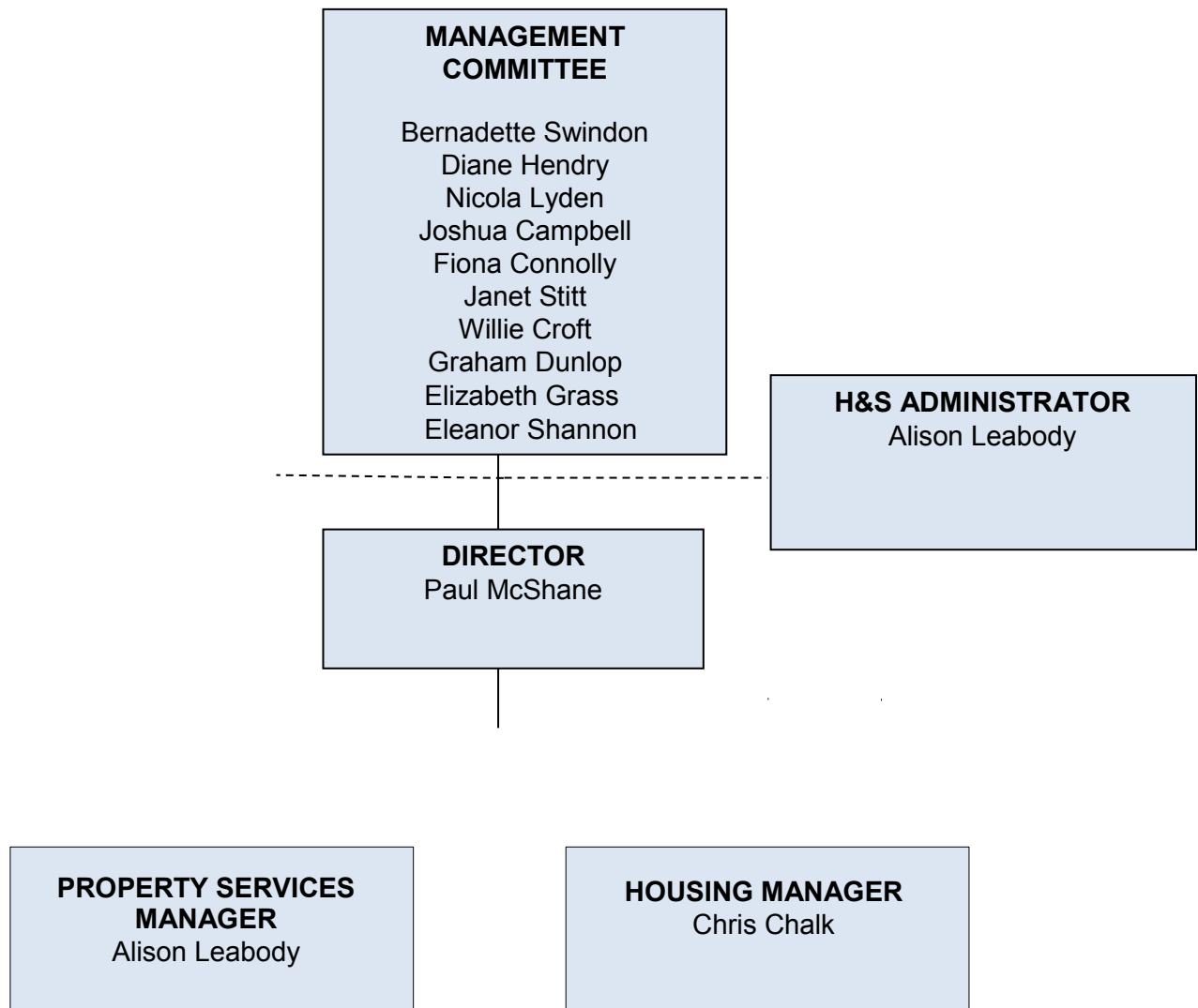
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- 4) The management responsibilities defined within this Control Manual should ensure that adequate and appropriate managerial control is exercised over Health & Safety issues to prevent against prosecution for corporate homicide.

| Subject | Responsibilities - H&S Organisational Chart |
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- 1) It is recognised that the Committee, while not actively involved in the daily running of the organisation, has certain responsibilities in terms of Health & Safety and the following procedures will be adopted to ensure responsibilities are effectively discharged.
- 2) The Committee will place 'Health & Safety' as a standing item on the Agenda of all general meetings. This will allow the staff to report on safety performance, funding requirements, safety failures and other Health & Safety related issues. The Committee will give all such issues due consideration and will make available all reasonable funding and support as may be required.
- 3) The Committee will review the findings of all internal and external Health & Safety audits carried out within the organisation and will authorise the use of all reasonable support required to rectify any significant non-compliances identified by the audits.
- 4) The Committee will take an active interest in the investigation of any significant safety failure, making available all reasonable resources for a full investigation and for the taking of adequate measures to rectify any deficiencies in the existing arrangements.

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| NAME OF COMMITTEE MEMBER |
|--------------------------|
| Bernadette Swindon |
| Diane Hendry |
| Nicola Lyden |
| Joshua Campbell |
| Fiona Connolly |
| Janet Stitt |
| Willie Croft |
| Graham Dunlop |
| Liz Grass |
| Eleanor Shannon |

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| Subject | Responsibilities – Director |
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- 1) The Director is responsible for the general day to day running of the Association. It is recognised that this function incurs the overall responsibility for Health & Safety management within the organisation and the following procedures will be adopted to ensure adequate provisions are made and maintained. In essence, the Director will fulfil the position now commonly known as 'Director Responsible for Health & Safety'.
- 2) The Director will hold ultimate responsibility for the *implementation* of the organisation's policy, procedures and arrangements. To this end, and to comply with the duties set out in the *Management of Health and Safety at Work Regulations 1999, as amended*, he/she will appoint an adequate number of competent persons to achieve and maintain legal compliance. This will include a Health & Safety Administrator and External H&S Consultants. The Director will also take all appropriate action to reduce the risks to Health & Safety arising from the business undertaking and to improve the organisation's safety performance. The Director may be held liable where Health & Safety offences are committed with his/her consent or connivance or as a result of his/her negligence (Health & Safety at Work etc. Act Section 37(1)).

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| Subject | Responsibilities - Employees |
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- 1) It is recognised that ALL employees have general duties to ensure their own safety and that of others. Indeed, the *Health and Safety at Work etc. Act 1974* (Section 7) notes the following in respect of employees' duties:

"It shall be the duty of every employee while at work –

(a) to take reasonable care for the health and safety of himself and of other persons who may be affected by his acts or omissions at work; and

(b) as regards any duty or requirement imposed on his employer or any other person by or under any of the relevant statutory provisions, to co-operate with him so far as is necessary to enable that duty or requirement to be performed or complied with."

The following procedures will, therefore, be adopted by all employees to ensure their duties are adequately discharged.

- 2) Employees will comply with the policies, procedures and arrangements set out in the Control Manual and with any information, instruction and training provided. In addition, any risk control measures and equipment provided to ensure safe working practices will be properly used.

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- 1) Trafalgar Housing Association maintains a contract with an external Health & Safety consultancy firms, which provide professional and technical support to the Association. This service complements the available internal resources, thus assisting the organisation to discharge its duty as set out in the *Management of Health and Safety at Work Regulations 1999, as amended* to appoint an adequate number of competent persons to achieve and maintain legal compliance.
- 2) The H&S service includes the provision of:
 - external auditing of the Health & Safety system as required
 - Control Manual updating service
 - helpline for all Health & Safety related queries
 - specialist consultancy and training support as required

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Purpose

- 1) To ensure that all persons are protected from harm caused by fire on the Association's premises or on adjoining premises.
- 2) To ensure that management and employees comply with the procedures within the adopted Fire Safety Policy.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Fire (Scotland) Act 2005
- 3) Fire Safety (Scotland) Regulations 2006
- 4) IET Guidance Note 3 – Inspection and Testing 18th Edition
- 5) Practical Fire Safety Guidance For Existing Non-Residential Premises February 2022
- 6) Scottish Government guidance on the tolerable standard, Chapter 16: Satisfactory Fire Detection

Key Legal Requirements

See summary at Section 8

Procedures

2.1.1 Fire Certificates

From the introduction of the Fire (Scotland) Act 2005 and the Fire Safety (Scotland) Regulations 2006, Fire Certificates will no longer be valid. Instead, the employer is responsible for assessing fire safety risks and implementing adequate control measures through the process of Risk Assessment (see Section 2.1.3).

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2.1.2 Fire Action

The organisation will develop a site-specific Fire Action Plan for each premises, following the assessment of fire safety risks (see Section 2.1.3). However, the following provides a sample generic plan upon which the site- specific actions will be based.

1) On discovering a fire

- 1.1 Raise the alarm by operating the nearest Fire Alarm point.
- 1.2 If a phone is close at hand, DIAL 999
- 1.3 If safe to do so, (a personal judgement), and only if trained in the use of fire extinguishers, tackle the outbreak with an appropriate extinguisher. Otherwise, leave the building and proceed to the allocated Assembly Point.

2) On hearing the fire alarm

- 2.1 Ensure all persons are alerted.
- 2.2 Evacuate the building quickly, but safely, by the nearest EXIT point. DO NOT USE THE LIFT. Go to your Assembly Point.
- 2.3 Do not delay by taking coats or personal belongings.
- 2.4 Where possible, ensure that all toilets are empty.
- 2.5 Close all windows and doors if this does not significantly delay departure.
N.B. Fire doors must always be kept closed.
- 2.6 Check to ensure that someone has called the Fire Brigade:- DIAL 999
- 2.7 Do not re-enter the building under any circumstances until told to do so by a Fire Officer or the most senior member of staff present.

3) The Emergency Controller

- 3.1 For fire evacuation procedures, each organisation will appoint an Emergency Controller. (This will normally be the H&S Administrator). A second member of staff will be identified as the Deputy Emergency Controller.

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3.2 On hearing the Fire Alarm, the Emergency Controller will:

- i) Ascertain the exact location of the fire, if possible, then report to the Assembly Point. The deputy will proceed directly to the Assembly Point and take charge until the arrival of the Emergency Controller. The head count will be started immediately.
- ii) Take the report sheet from the deputy. This will show if a full roll call was achieved. Wardens, who are trained in the use of extinguishers, will also perform the role of evacuation search teams if there is a need. On arrival of the Fire Brigade, the wardens will evacuate the premises.

The wardens will respond only to directions from the Emergency Controller or subsequently from the Senior Officer of the Emergency Services.

- iii) Direct and inform the Fire Officers of the exact fire location, if this has been determined, and any particular hazards which may exist.
- iv) End the state of emergency on the advice of the Fire Officer and give permission to return to the work areas.

Emergency Controller

Clair Morton

Deputy Emergency Controller

Sara Pattison

4) Registers and checklists

- 4.1 A current list of all Association personnel will be retained by the H&S Administrator and Emergency Controller in a location easily accessible once an evacuation is underway.
- 4.2 The attendance registers for staff and visitors, both retained at Reception, will be uplifted by Reception staff upon evacuation, to be used to assist the Emergency Controller in the headcount at the Assembly Point.

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- 4.3 The Director will be responsible for advising the H&S Administrator and Emergency Controller of any personnel changes. This will include any internal moves which could alter the numbers expected at the Assembly Point.
- 4.4 The H&S Administrator and Emergency Controller will be responsible for updating the lists on personnel changes.
- 4.5 Staff, who in the course of their work must leave the building, will ensure the attendance register has been updated so that unnecessary and perhaps dangerous search operations are not undertaken in an emergency situation.
- 4.6 After normal hours, a separate register will record those employees still on the premises.
- 4.7 Should only one person be working late, it must be ensured that they are familiar with what steps must be taken in an emergency situation. These will be determined by the Lone Working Risk Assessment (see Staff Safety and Violence Policy). It is also considered good practice for this person to phone a contact number on a regular schedule, e.g. reporting on the hour, and this will be taken into account in the Lone Working Risk Assessment.

2.1.3 Risk Assessment

- 1) The Fire (Scotland) Act 2005 and the Fire Safety (Scotland) Regulations 2006 require a Risk Assessment to be carried out of the fire risks present at all premises.
- 2) An assessment of the fire risks will be carried out by a competent person and filed in the Risk Assessment file by the H&S Administrator.
- 3) The assessment will identify possible ignition sources, combustible materials (such as piles of paper, storage of flammable materials etc.), working practices which give rise to fire risk (such as electric heaters being left on overnight), suitability of escape routes, fire detection / control systems, personnel who may be affected by fire and training needs of staff.

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- 4) Where necessary, the existing fire Policy and Procedures will be amended to reflect any improvements deemed necessary by the risk assessment.
- 5) The assessment will be reviewed in the event of any significant change to operating practices, plant or equipment, materials used etc. and, in any case, on a regular basis.

2.1.4 Fire Training and Drills

- 1) A clear notice will be exhibited in a prominent position to tell all staff and the public, including disabled people, what to do in the event of an emergency.
- 2) A complete evacuation of all employees will take place at six-month intervals until the H&S Administrator is satisfied with the response obtained. Thereafter a fire drill will be carried out twice a year.

Staff will initially be told the day set aside for this drill but not the time. The date and time will both be unannounced when on the twice a year regime.

- 3) All members of staff will be given basic instructions on how to use the extinguishers.
- 4) All staff will be advised of the office site plan (Section 2.1.8) showing the location of fire alarm points, fire extinguishers, etc. All new staff will be given this information as part of their induction training.
- 5) A record will be kept of any fire incidents and the fire drills carried out in the Association.

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2.1.5 Equipment Testing

- 1) All fire extinguishers will be inspected and certified by a competent person once per year.
- 2) The fire alarm system will be formally inspected and tested by a competent person on an annual basis.
- 3) The fire alarm system will be routinely tested once a month (due to the small size of the Office, and the limited staff numbers) by the Fire Warden using a different test point each time.
- 4) The emergency lighting system will be routinely tested once each month by the Fire Warden.
- 5) The emergency lighting system will be formally inspected and tested by a competent person at least once every three years.
- 6) During safety / housekeeping inspections, all fire equipment and notices will be checked against the office site plan. Any deficiencies will be noted and corrected as soon as reasonably practicable.

2.1.6 Disabled Persons

- 1) The Association recognises the need to plan to assist disabled persons leave the building in event of an emergency situation developing. This will include both disabled members of staff and the general public who suffer from poor eye sight, a hearing impairment or who are physically disabled. The latter state could include those suffering a temporary physical problem.

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- 2) For disabled members of staff, the actions to be taken will be documented in a Personal Emergency Evacuation Plan (PEEP). For visitors etc, two members of appropriately trained staff will be assigned per disabled person to ensure the evacuation goes quickly and smoothly.
- 3) The members of staff volunteering for this duty are nominated below in the pairings that will operate:-
 - i) Clair Morton
 - ii) Sara Pattison

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2.1.7 Visitors and Contractors

1) Visitors / the public

- 1.1 It is part of the safety policy that visitors to any office of the Association will be accompanied at **ALL** times by an employee.
- 1.2 It is not anticipated there will be a need for members of the public to proceed beyond the reception or interview rooms.
- 1.3 In the event that the fire alarm is sounded, it is the responsibility of the employee escorting the visitor to ensure that their visitor is directed safely from the building to the Assembly Point.

2) External contractors

- 2.1 The H&S Administrator will give a short Safety Induction to all external contractors when they first visit the premises (see Section 3.6). The fire safety element of the induction will at least cover:
 - i) the type of fire alarm (bell, siren, klaxon)
 - ii) the route to be followed to the nearest fire exit.
 - iii) the location of the nearest Assembly Point
 - iv) the location of any flammable materials and any other hazards in close proximity to the contractors place of work.
- 2) At the time of letting a contract, the contractor will be informed of the standards of safety that will be acceptable to the Association.
- 3) Information must be given, by the contractor, to the H&S Administrator of any anticipated fire or explosion risks which could occur during work performed on the premises. Where significant risks are present, a 'Hot Work Permit' may be required and will be issued by the Maintenance Manager.

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2.1.8 Floorplan of Offices

- 1) The following plan shows the layout of the offices, indicating the locations of all exits, fire equipment, fire alarm points and Assembly Points.

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Floorplan /

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2.1.9 Fire Detection in Rented Properties

- 1) The Association recognises from 1 February 2022 an amendment to the statutory tolerable standard which came into force under section 86 of the Housing (Scotland) Act 1987, which requires that all houses, regardless of tenure, must have satisfactory provision for detecting fires and for giving warning in the event of fire or suspected fire.
- 2) The Association has taken steps to ensure its housing stock fully complies with the tolerable standard The Housing (Scotland) Act 1987 (Tolerable Standard) (Extension of Criterion).

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Purpose

- 1) To ensure that management and employees comply with the procedures within the adopted Electrical Safety Policy.
- 2) To ensure that all persons are protected from harm which could be caused by misuse of, or by faulty, electrical equipment belonging to the Association.
- 3) To ensure formal safe working procedures are followed when performing maintenance on electrical equipment.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Electricity at Work Regulations 1989
- 3) IET Wiring Regulations 18th Edition
- 4) IET Guidance Note 3 – Inspection and Testing 18th Edition

Key Legal Requirements

See summary at Section 8

Procedures

- 1) Portable Appliance Testing
 - 1.1 All electrical equipment used on the premises will be given a unique identification number.
 - 1.2 A record will be kept of all the equipment by the H&S Administrator.
 - 1.3 All electrical equipment will be subject to a formal documented inspection regime by a competent person and records will be updated regularly in line with the inspections and maintenance carried out. The required frequency and nature of inspections should be determined by the competent person, (e.g. a qualified electrician).

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- 1.4 All the items will be maintained in a safe condition and ready for use, as far as reasonably practicable.
- 1.5 Any new or used electrical equipment brought on to the premises will be tagged, logged and checked prior to being used (including private items brought in by the staff).
- 1.6 Should any item be deemed unfit to repair by the contractor, the H&S Administrator must be informed so that it can be removed from the register before disposal.

2) Isolation of Equipment

- 2.1 Before inspection or repair work on any electrical item, it will be necessary to effectively isolate it from the power supply.
- 2.2 Contractors must comply with 2.1. The method used to isolate will depend on the assessment made by the Contractor.

3) Monitoring

- 3.1 The Director will ensure all staff are trained and suitably instructed in the safe use of electrical apparatus and instructed not to use damaged or defective items.
- 3.2 All employees should observe electrical equipment in use for signs of cable damage, loose plugs, sparks from light switches, cracked casings and overlong trailing cables.
- 3.3 Should any faulty equipment be observed, it will be immediately reported to the H&S Administrator who will take the item out of service until it is repaired or replaced by a competent person. Items which cannot be moved will be isolated and labelled, e.g. DANGER -DO NOT USE.

All such actions will be recorded and the record kept alongside the Record Book (see 1.2).

4) Competent Persons

- 4.1 Staff must not attempt electrical repairs of any nature irrespective of how trivial the repair may seem.

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- 4.2 The Association will ensure that Service Contractors employed for inspection and repair work are competent within the terms of the Regulations and are members of recognised professional bodies.

5) Staff Procedures

- 5.1 Staff can assist in ensuring electrical safety within the organisation by :

- 5.1.1 not overloading any power point by use of multi-point adapters
- 5.1.2 keeping high housekeeping standards around any electrical items such as wall heaters, photocopiers, VDU equipment etc.
- 5.1.3 not tampering with, removing or transferring marking labels on electrical items
- 5.1.4 following all the guidelines outlined above and complying with the Association's electrical policy (in particular 1.5, 3.2 and 3.3)

6) Fixed Electrical Installation

- 6.1 The H&S Administrator will arrange for all fixed electrical installation (wiring, sockets, fuses, switchboards etc.) to be subject to a periodic inspection and testing regime. This regime will involve routine checks (carried out by the office staff) and formal Inspection and Testing programmes (carried out by a competent person).
- 6.2 Routine checks need not be carried out by electrically skilled persons and are intended to take the form of simple visual inspections for obvious signs of problems. The checks will identify wear and tear, breakages, missing parts, signs of overheating and any other abnormal observation. Formal Inspection and Testing must be carried out by a competent person and will include careful scrutiny of the installation, supplemented by testing to verify compliance. Records of all such checks and inspections should be filed by the H&S Administrator.
- 6.3 Should any installation be seen to be faulty, corrective action will be taken as appropriate. Advice will be sought from a competent person where necessary.
- 6.4 The frequency of such tests will be in accordance with that set out in the Electrical Installation Certificate for the premises. In any case, frequency of checks and inspections should not be less than: 5 years.

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| | | |
|----------------------------------|---------------------|--------------------------------------|
| Offices | | |
| i) | Routine checks | Annually |
| ii) | Inspection and test | Every five years |
| | | |
| Residential Accommodation | | |
| i) | Routine checks | n/a |
| ii) | Inspection and test | n/a |
| | | |
| Domestic Premises | | |
| i) | Routine checks | None (responsibility of occupier) |
| ii) | Inspection and test | Change of tenancy / every five years |

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| Subject | Machine Safety |
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Purpose

- 1) To ensure that any machinery used by employees is safe and is safely maintained.
- 2) To ensure that contractors use safe equipment when work is being carried out on Association premises.
- 3) To ensure that both staff and contractors are aware of any hazards which may be caused by machinery.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended
- 3) Provision and Use of Work Equipment Regulations 1998, as amended
- 4) Health and Safety (Miscellaneous Amendments) Regulations 2002

Key Legal Requirements

See summary at Section 8

Procedures

- 1) The Director will ensure that machines used are fit-for-purpose and accommodated in the workplace in a safe layout and safe condition.
- 2) Office layout will take account of spacing to allow safe access for operation, maintenance, cleaning or adjustments.
- 3) Lighting, either natural or artificial, should be sufficient to allow safe operation of the machinery.
- 4) Cables will be laid out such that a tripping hazard does not and cannot exist.
- 5) No machinery used on the premises of the Association will be used without the machine guards supplied by the manufacturer.

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- 6) No new machinery will be installed by the Association unless it is fully machine guarded.
- 7) Machinery (including office equipment such as shredders or guillotines) will only be used by trained personnel.
- 8) Machinery will be inspected and maintained in accordance with manufacturers recommendations. The H&S Administrator will retain records of all such inspection and maintenance.
- 9) Consideration will be given to safety factors (such as noise and vibration levels) at the procurement stage of all machinery and equipment.
- 10) All machinery and equipment will be subject to Risk Assessment and adequate and appropriate control measures, training, etc. provided(see Risk Assessment Policy).

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| Subject | Workplace Conditions |
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Purpose

- 1) To ensure that various sundry obligations placed on the Association by legislation is complied with.
- 2) To provide guidelines within which Association employees will endeavour to operate to comply with these obligations.

References

- 1) Workplace (Health, Safety and Welfare) Regulations 1992, as amended
- 2) Health and Safety at Work etc. Act 1974
- 3) Management of Health and Safety at Work Regulations 1999, as amended
- 4) Health and Safety Information for Employees Regulations 1989
- 5) Health and Safety (Miscellaneous Amendments) Regulations 2002

Key Legal Requirements

See summary at Section 8

Procedures

- 1) Alterations
 - 1.1 Prior to carrying out any alterations to the premises, all necessary licenses, consents and notices will be obtained. Advice will be obtained from an Architect where required.
 - 1.2 When proposing structural changes to the buildings, if at all practicable, consideration will be given to providing alternative means of escape with the exit route clearly marked.
- 2) Maintenance
 - the workplace, equipment, devices and systems will be maintained in efficient working order and in good repair. Where appropriate, they will be subject to a suitable system of maintenance.

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3) Ventilation

- the workplace will be provided with an adequate supply of fresh or purified air, sufficient to reduce stale, contaminated, hot and humid air, without causing discomfort.

4) Temperature

- a reasonable temperature (not less than 16°C after the first hour of working) will be maintained within buildings during work times. The upper level is not determined by legislation but will be maintained at a reasonable level. A sufficient number of thermometers will be positioned around the workplace to allow employees to measure ambient temperature.

5) Lighting

- levels of lighting that are suitable and sufficient will be provided, with natural light being used where possible. Emergency lighting will be provided where failure of normal lighting would cause danger.

6) Cleanliness

- workplaces and furnishings will be kept sufficiently clean. Waste materials will not be left to accumulate, except in suitable receptacles.

7) Space

- work areas will have sufficient floor area, height and unoccupied space. The "Air Space" provided will not be less than **eleven** cubic metres per person.

8) Workstations

- workstations will be suitable for the worker and for the work being undertaken. A suitable seat will be provided where necessary (see Policy on Display Screen Equipment).

9) Floors

- floors will be suitable, not uneven or slippery and unlikely to present a safety risk. They will be kept free from obstructions likely to cause a trip, slip or fall. Handrails will be provided on staircases, except where they would obstruct traffic.

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10) Falls and Falling Objects

- suitable and sufficient measures will be taken to prevent people falling or being struck by falling objects.

11) Windows

- windows and transparent / translucent surfaces will consist of safe materials; will be clearly marked; and will be designed to be safe when they are open. Windows large enough to allow a person to fall out will be so-designed (or modified) to prevent falls. Consideration will be given to glazing full glass doors and patio windows with toughened or safety glass. Any proposed window alteration will be discussed with the Fire Authority.

12) Traffic

- the workplace will be organised to allow safe movement of traffic by pedestrians and vehicles.

13) Doors

- doors and gates will be suitably constructed to comply with relevant specifications, (i.e. Building Control guidelines etc.).

14) Toilets and Washing Facilities

- suitable and sufficient, well ventilated and lit sanitary conveniences and washing facilities will be provided at readily accessible places. Hot and cold, or warm, running water and a supply of towels, soap and waste bins will be provided. Adequate provision will be made for employees with disabilities. Toilet paper in a holder or dispenser and a coat hook will be provided and, in water closets used by women, suitable means will be provided for the disposal of sanitary dressings.

The following tables note the minimum numbers of facilities to be provided:

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Table 1 shows the minimum number of sanitary conveniences and washing stations which should be provided. The number of people at work shown in column 1 refers to the maximum number likely to be in the workplace at any one time. Where separate sanitary accommodation is provided for a group of workers, for example men, women, office workers or manual workers, a separate calculation should be made for each group.

Table 1

| <i>1 Number of people at work</i> | <i>2 Number of water closest</i> | <i>3 Number of washstations</i> |
|---|--|---|
| 1 to 5 | 1 | 1 |
| 6 to 25 | 2 | 2 |
| 26 to 50 | 3 | 3 |
| 51 to 75 | 4 | 4 |
| 76 to 100 | 5 | 5 |

In the case of sanitary accommodations used only by men, Table 2 may be followed if desired, as an alternative to column 2 of Table 1. A urinal may either be an individual or a section of urinal space which is at least 600mm long.

Table 2

| <i>1 Number of men at work</i> | <i>2 Number of water closets</i> | <i>3 Number of urinals</i> |
|--|--|------------------------------------|
| 1 to 15 | 1 | 1 |
| 16 to 30 | 2 | 1 |
| 31 to 45 | 2 | 2 |
| 46 to 60 | 3 | 2 |
| 61 to 75 | 3 | 3 |
| 76 to 90 | 4 | 3 |
| 91 to 100 | 4 | 4 |

15) Water

- an adequate supply of wholesome drinking water and cups will be readily accessible and clearly marked.

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16) Clothing

- suitable and sufficient accommodation for clothing as well as changing facilities will be provided where specific protective clothing is worn.

17) Restrooms

- suitable and sufficient rest facilities will be provided at readily available accessible places. An adequate number of tables and seats with backs will be available. Rest rooms and areas will include suitable arrangements to protect non-smokers from discomfort. Suitable facilities will be provided for pregnant or nursing workers to rest (see New and Expectant Mothers policy), and for workers to eat meals.

18) Posters

- a completed Health and Safety Law poster (ISBN 97807 1766 3149) will be displayed in the workplace. [This may be obtained from HSE Books (Tel.: 01787 881165 / Fax: 01787 313995) or from most good bookshops].

19) Disabled Persons

- where necessary, the workplace will be organised (paying particular attention to passageways, doors, stairs, showers, washbasins, lavatories and workstations) to take account of personnel with disabilities.

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| Subject | Safety Inspections |
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Purpose

- 1) The Association, recognising that accidents may be caused by the absence of adequate management controls and that most accidents can be prevented, have introduced housekeeping and safety inspections as part of a risk control programme.
- 2) By scrutinising areas of the workplace, hazards will be identified and by doing so, it will be possible to reduce the risk of accidents within the organisation.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Managing for Health and Safety HS(G) 65
- 3) Workplace (Health, Safety and Welfare) Regulations 1992, as amended
- 4) Management of Health and Safety at Work Regulations 1999, as amended

Key Legal Requirements

See summary at Section 8

Procedures

- 1) Housekeeping Inspections
 - 1.1 General good housekeeping is the responsibility of all employees.
 - 1.2 Housekeeping inspections will normally be performed by one person, usually the H&S Administrator.
 - 1.3 The workplace will be viewed on a routine basis to check that equipment and procedures are as they should be and that there are no exposed hazards. It is suggested that the inspection be carried out on a monthly basis.
 - 1.4 An inspection checklist and report form should be used to assist the person doing the inspection consider most aspects of safety relevant to the office environment.

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- 1.5 Any non-conformance can be reported directly to the person who can respond and influence the required action.
- 1.6 All completed checklists should be filed by the H&S Administrator, including evidence of rectified non-conformances.

2) Safety Inspections

- 2.1 This is a formal inspection, planned in advance, and undertaken by a team consisting of management and safety committee members.
- 2.2 A schedule will be produced showing time, date and complement of each team and each team member will have a copy. The ideal complement is considered to be three persons.
- 2.3 Should a team member be unable to attend any inspection, then a deputy must be nominated to make up the numbers.
- 2.4 The frequency of the safety inspections will be once every three months, coinciding with the three month accident report assembled for presentation at the Management Committee meeting.
- 2.5 This frequency may be changed depending on the accident record.
- 2.6 Should the team think that an inspection warrants remedial action and a repeat inspection is necessary, then this will be initiated by the team leader.
- 2.7 A Safety Inspection checklist and report form should be used to record the inspection. The report records non-conformances observed and the actions required.
- 2.8 All completed checklists should be filed by the H&S Administrator, including evidence of rectified non-conformances.

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| Subject | Safety Audit |
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Purpose

- 1) The Association wishes to ensure that all the key elements of health and safety management that have been put in place, are continually reviewed, are current and are evaluated.
- 2) To ensure the key elements of health and safety such as policy, organisation, planning and safety systems are audited on a regular schedule.
- 3) To ensure documented procedures comply with existing legislation, so far as is reasonably practicable.
- 4) To provide objective evidence that the system is working in accordance with the laid down procedures.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Managing for Health and Safety - HS(G) 65
- 3) Management of Health and Safety at Work Regulations 1999, as amended

Key Legal Requirements

See summary at Section 8

Procedures

- 1) The Association will ensure that all safety systems and procedures recorded in the Safety Manual will be regularly audited to ensure that the high standards expected are being maintained.
- 2) Safety Audits will consider all aspects of safety and records will be kept such that any non-compliances and recommendations can be actioned upon.
- 3) The audit will be performed by an external auditor who will plan, perform and report the audit.
- 4) The time period between audits will depend on the system under scrutiny.

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| Subject | Safety Records |
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Purpose

- 1) To ensure that all records produced in conjunction with and concerning safety matters will be collated in a central filing system held by the H&S Administrator.
- 2) To ensure that when records are requested by the enforcing authorities, e.g. the Fire and Rescue Service, the records can be easily found and presented.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended
- 3) Manual Handling Operations Regulations 1992, as amended
- 4) Health and Safety (Display Screen Equipment) Regulations 1992, as amended
- 5) Control of Substances Hazardous to Health Regulations 2002, as amended (COSHH)
- 6) Fire (Scotland) Act 2005
- 7) Fire Safety (Scotland) Regulations 2006

Key Legal Requirements

See summary at Section 8

Procedures

- 1) Many of the Association's policies, in accordance with specific regulations or "good practice", require the keeping of records, files, assessment reports, checklists etc.
- 2) The H&S Administrator will keep a central filing system which will permit logical filing and, thus, easy retrieval of such records.

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- 3) The H&S Administrator will be responsible for ensuring records are kept up-to-date and for identifying requirements for reviews / refresher training etc.
- 4) The filing system will include the following records:
 - i) Fire Safety Log Book (containing Evacuation procedures, alarm, detector, emergency lighting and extinguisher tests)
 - ii) Risk Assessments – including General, Fire, Legionella, Lone Worker, DSE, Manual Handling, COSHH, New and Expectant Mothers, Young Persons, Work at Height, Stress and Occupational Driving.
 - iii) Electrical Appliances and Fixed Electrical Installations – Inventory and Testing Records
 - iv) Accident and Near Miss Register and Records
 - v) Personal Protective Equipment – Distribution and Maintenance Register
 - vi) Training
 - x) Safety Inspections
 - xi) Safety Audit
 - xii) Gas Safety Records
- 5) The Association will wherever practical maintain records in an electronic format. Where possible records will be held on the Association's intranet where it can be readily accessed by all staff members.

Where records are not held in the Association's computer system for any reason, precise details of the actual filing location will be entered in the central filing system. This will allow an auditable trail of all relevant records to be maintained, hence permitting easy access to all health and safety related information.

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| Subject | Letter Bombs |
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Purpose

- 1) To reduce the possibility of injury through the receipt of letter bombs.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended

Key Legal Requirements

See summary at Section 8

Procedures

- 1) Should there be a good reason for suspecting that a letter or parcel contains a bomb, then immediate evacuation procedures should be initiated - exactly as for a fire (see Section 2.1).
- 2) Using a telephone system **outside** the premises, contact the Police and Fire Service.
- 3) Re-enter the premises only when told to do so by the Emergency Services.
- 4) Some warning signs that a letter or package may contain an explosive device are :
 - * grease marks on the envelope or wrapping
 - * an unusual odour such as marzipan or machine oil
 - * visible wiring or tin foil, especially if the envelope or package is damaged.
 - * the envelope or package may feel very heavy for its size
 - * the weight distribution may be uneven: the contents may be rigid in a flexible envelope
 - * it may have been delivered **by hand** from an unknown source or posted from an unusual place
 - * if a package, it may have excessive wrapping
 - * there may be poor handwriting, spelling or typing
 - * it may be wrongly addressed or come from an unexpected source
 - * there may be too many stamps for the weight of the package

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| Subject | Gas Safety |
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Purpose

- 1) To ensure the effective inspection, maintenance and management of gas systems within premises occupied by Association staff.
- 2) To reduce the risk of injury occurring in the event of a gas related incident.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended
- 3) Gas Safety (Installation and Use) Regulations 1998
- 4) Gas Safety (Management) Regulations 1996

Key Legal Requirements

See summary at Section 8

Definitions

- 1) “*Gas Appliance*” means an appliance for the heating, lighting, cooking or other purposes for which gas can be used. In general, portable or mobile appliances are not covered, except that portable or mobile space heaters (e.g. LPG cabinet heaters) are covered.
- 2) “*Gas Fittings*” means pipework, valves (other than Emergency Controls), regulators and meters and fittings etc. designed for use by consumers of gas.
- 3) “*Flue*” means a passage for conveying the products of combustion from a gas appliance to the external air.

Health & Safety Executive (HSE) Gas Safety Advice Line Tel: 0800 300 363

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Procedures

1) Competent Persons

- 1.1 All reasonable steps will be taken to ensure that all work (including safety inspections) required to be undertaken on gas appliances and fittings is carried out by a competent person, who will be registered on the Capita 'Gas Safe Register', which is overseen by the HSE. In addition to the normal Association policy on appointment of sub-contractors, potential gas contractors will be required to provide evidence of Gas Safe membership, Quality Control and Quality Assurance programmes, reporting mechanisms and previous similar contracts.
- 1.2 The Association will appoint an internal "competent person" to liaise with external bodies in relation to gas issues and to set up a Gas Safety Management System. This system will allow the competent person to keep an accurate log of all gas appliances within Association premises (including housing stock), appliance servicing records, contractor monitoring arrangements, gas incidents and other issues as required by this policy. The competent person will be provided with appropriate training to permit effective discharging of duties.

Typically, such a system may include policies and procedures on the following:

responsibilities – responsibilities of in-house administrators and external contractors would be defined

contractor selection – a contract specification for gas contractors would be set out to ensure contractors are competent and are commissioned to provide an effective and adequate service

data management – suitable databases would be developed to ensure easily retrievable and up to date information is maintained on all gas-supplied properties, including dates of annual checks, faults reported, vacated properties (which would require an additional check prior to re-occupation) etc. Systems would also be set up for checking and filing received safety check certificates and for maintaining effective lines of communications between parties.

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quality control / assurance – quality checks would be carried out by both in-house staff (including the checking of received safety check certificates) and by external bodies, who would physically audit and report on the work carried out by the contractors

access procedures – structured procedures would be followed, and documented, where access to properties could not be gained. The procedures would clearly define the steps to be taken by contractors, the Association and, ultimately legal bodies.

2) Appliances

2.1 The Association will not knowingly use or permit the use of any unsafe gas appliance within its premises.

2.2 The Association will **not**:

- i) install a gas appliance in a room used or intended to be used as a bathroom or a shower room **unless it is a room-sealed appliance**
- ii) install a gas fire, other gas space heater or a gas water heater of more than 14kW in a room used or intended to be used as sleeping accommodation, **unless it is a room-sealed appliance**
- iii) install a gas fire, other gas space heater or a gas water heater of 14kW or less in a room used or intended to be used as sleeping accommodation, **unless it is a room-sealed appliance or incorporates a safety control designed to shut down the appliance before there is a build up of a dangerous quantity of the products of combustion in the room concerned.**

2.3 The Association will not convert any room into sleeping accommodation which contains an appliance that would contravene points ii) or iii) in 2.2.

2.4 The Association will install room sealed appliances in preference to non room-sealed appliances with control systems, wherever reasonably practicable.

| Subject | Gas Safety |
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3) Inspection and Maintenance

- 3.1 The Association will ensure that all gas appliances, flues and installation pipework are inspected for safety within each 12 month period and that a structured inspection and maintenance programme is implemented. This inspection and maintenance work will be undertaken by an external contractor, who complies with point 1.1, above.
- 3.2 Records of such gas safety inspections will be reviewed by the competent person, to ensure proper completion. Should any discrepancies be observed, the competent person should raise the issue with the contractor. Records will be retained for a 2 year period.
- 3.3 Where a property is due to be re-let (and an annual safety check has been carried out within the previous 12 months), a further check will be carried out by an external contractor which will identify any unsafe equipment and will include a pipework soundness test. Any unsafe equipment will be rectified or replaced before a new tenancy begins. Where an annual safety check has not been carried out within the previous 12 months, one will be undertaken prior to re-occupation.

4) Emergencies

- 4.1 All staff will be made aware of the location and operation of the "Emergency Control" valve (normally adjacent to the meter), which shuts off the supply of gas to the premises.
- 4.2 In the event of a suspected gas leak (including natural gas or carbon monoxide), the Emergency Control valve should be closed as soon as practicable. If the smell of gas is still apparent or if the leak is suspected to continue, the **National Grid (formerly Transco) Gas Emergency Freephone Number (0800 111 999)** should be called immediately and the premises evacuated, as per normal Fire Evacuation Procedures.
- 4.3 It should be noted that in the event of an incident concerning a portable or mobile space heater, the relevant gas supplier should be contacted rather than the Freephone number.

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Purpose

- 1) To provide readily accessible contact details for safety related third parties.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended

Contacts

- 1) **Health & Safety Executive (HSE)** tel 0141 275 3000
Cornerstone, 107 West Regent Street, Glasgow, G2 2BA

Health & Safety enforcing authority for industrial / commercial premises and operations. Relevant contact for safety related enquiries / complaints outwith the normal operation of the Housing Association (see Environmental Services).

- 2) **EMAS (Employment Medical Advisory Service)**
contact details as HSE

Occupational Health and Medical advisory service attached to the HSE. Relevant contact for medical enquiries related to work.

- 3) **Environmental Services** tel 0141 951 7957
(or Environmental Health)

Health & Safety enforcing authority for the Housing Association. Relevant contact for safety related enquiries / problems within the scope of the Housing Association work (e.g. dealing with staff, premises, etc.)

- 4) **Fire Authority** tel 01389 872223
(Local Fire Brigade)

Fire Safety enforcing authority for the Housing Association. Relevant contact for the reporting of fires or other accidents requiring the Fire Brigade. Also relevant contact for fire safety advice.

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| <p>5) RIDDOR reporting centre</p> | <p>tel 0845 300 99 23 fax 0845 300 99 24 email riddor@natbrit.com web https://www.hse.gov.uk/riddor/report.htm</p> <p>add Incident Centre, Business Park, Caerphilly, CF83 3GG Contact Caerphilly Park,</p> |

Relevant contact for reporting 'RIDDOR' reportable accidents, incidents and dangerous occurrences (see Accidents Policy).

6) Police

Police Emergency Line

tel 999

Relevant contact for reporting emergencies where there is a danger to life or a crime in progress.

Local Police Office

tel 0141 532 3300

Relevant contact for reporting non-emergency crimes and for providing advice on crime prevention.

Crimestoppers

tel 0800 555 111

Relevant contact for providing anonymous information about a crime or where one fears for one's safety.

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7) Hospitals etc.

24-hour A&E

Queen Elizabeth

University Hospital

tel 0141 201 1100

Relevant contact for the 24 hour treatment of serious injuries / sudden illnesses. Where injuries or illnesses are not deemed to be an emergency, the local hospital or GP should be contacted (below).

Local Hospital

Royal Alexandra Hospital
0141 314 6126

tel

NHS 24

tel 0845 4 24 24 24

Relevant contact for general advice on health and illness.

8) Gas

Gas Emergency Service (National Grid (formerly Transco))

tel 0800 111 999

Relevant contact for reporting suspected gas leaks.

HSE Gas Safety Advice Line

tel 0800 300 363

Relevant contact for advice on gas safety issues.

9) Water

Scottish Water

24-hour emergency helpline

tel 0845 600 8855

Relevant contact for enquiries / problems with water supply (within or outwith premises).

Local Emergency Plumber

tel 0141 944 6060

Relevant contact for reporting water leaks / flooding on premises.

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10) Electricity

Electricity Supplier

tel

Relevant contact for enquiries / problems with electricity supply.

11) Environment

Scottish Environment Protection Agency (SEPA)

Local Branch

tel 0141 945 6350

24-hour emergency hotline

tel 0800 807 060

Environment / waste enforcing authority. Relevant contact for reporting environmental / waste management complaints and for obtaining advice on same.

12) Housing / General Employment

EVH

tel 0141 352 7435

5th floor, 137 Sauchiehall Street, Glasgow, G2 3EW

Relevant contact for all housing and employment related enquiries.

13) Health & Safety Management System

Wilson Adrain Health and Safety Consultants

tel 0141 563 0330

Huntershill Business
Centre, 25 Auchinairn
Road, Bishopbriggs,
G64 1RX

Relevant contact for general advice on H&S issues and on the EVHH&S Management System.

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| Subject | Kitchen Safety |
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Purpose

- 1) To ensure, so far as is reasonably practicable, that health and safety risks associated with kitchen operations are minimised.
- 2) To set out procedures specific to kitchen areas, over and above the general procedures for the Association as a whole.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended
- 3) Workplace (Health, Safety and Welfare) Regulations 1992, as amended
- 4) Provision and Use of Work Equipment Regulations 1998, as amended

Key Legal Requirements

See summary at Section 8

Procedures

- 1) The general layout of the kitchen, space allocation, flooring surface (slip resistant), room temperature, ventilation and level of luminance will be such that kitchen staff can carry out their duties in a safe and competent manner.
- 2) Equipment will be installed, inspected, maintained and used in accordance with manufacturers' instructions. Particular care will be taken to protect against fire and electrical risks. All equipment will be installed on a level surface on a secure base. Appropriate guards will be used on all equipment with dangerous moving parts. Equipment will be constructed and sited so as not to require excessive stooping, bending or stretching.

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- 3) Any faults identified with the equipment or safety devices will be reported to the H&S Administrator as soon as is reasonably practicable and the equipment / device will be so labelled and put out of use if deemed necessary.
- 4) The kitchen, equipment and safety devices will be subject to regular inspection, in accordance with the Policy on Safety Inspections.
- 5) Staff will be adequately instructed, trained and supervised, as appropriate, in the use of equipment and in the health and safety risks inherent in the kitchen duties. Training records will be filed by the H&S Administrator.
- 6) A suitable and sufficient assessment of the health and safety risks posed by work in the kitchen will be carried out (see Policies on COSHH and Risk Assessment). Staff will make use of all control measures and personal protective equipment provided, as deemed necessary by the assessments.
- 7) Oven hoods are recognised as posing a potential fire risk and will be inspected and maintained by a competent person on a regular basis.
- 8) High standards of housekeeping will be maintained to minimise the level of risk in the workplace, including:
 - i) the cleaning up of spills as quickly as is reasonably practicable
 - ii) the avoidance of trailing cables
 - ii) the correct signage of obstacles, wet floors etc.
- 9) Gas shut-off valves will be located close to gas appliances to allow the gas supply to be stopped in the event of an emergency (see Policy on Gas Safety for further information relating to emergency action).
- 10) Appropriate fire detection and fighting measures will be present in the kitchen (see Policy on Fire Safety).

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- 11) Staff will be made aware of the location and correct use of all safety devices.
- 12) Where pesticides are required to be used in the kitchen, appropriate measures will be taken to protect the health of employees and visitors.
- 13) The microwaving of liquids can result in an “eruption” of boiling liquid upon removal from the microwave, if the liquid is not adequately mixed. To protect against this eventuality, the following precautions will be taken:
 - i) liquids will be stirred before and after heating and at least twice during the heating cycle
 - ii) liquids will not be overheated
 - iii) suitable containers will always be used, which will be at least one third bigger than the volume of liquid to be heated
- 14) Refrigerators will be set to operate between 1°C and 4°C. A thermometer will be located in each refrigerator to allow the temperature to be measured. These temperatures should be recorded on a weekly basis.

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| Subject | Water Systems - Legionella |
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Purpose

- 1) To reduce the risk of Legionella growth in the water tanks and pipework.

References

- 1) Health and Safety at Work Act etc. 1974
- 2) Management of Health and Safety at Work Regulations 1999
- 3) Control of Substances Hazardous to Health Regulations 2002
- 4) L8 Legionnaires' Disease - The control of Legionella bacteria in water systems, Approved Code of Practice and Guidance
- 5) INDG458 Legionnaires' disease - A brief guide for duty holders
- 6) IAC27(rev2) Legionnaires' Disease – A Guide for Employers
- 7) INDG 253 (Rev1) Controlling Legionella in Nursing and Residential Care Homes
- 8) HSG 220 Health and Safety in Residential Care Homes

Key Legal Requirements

See summary at Section 8

Comment

- 1) Legionnaires' Disease is a type of pneumonia caused by inhaling airborne water droplets containing the viable Legionella organism. Certain groups of people are known to be at higher risk of contracting Legionnaires' disease; for example, men appear more susceptible than women, as do those over 45 years of age, smokers, alcoholics, diabetics and those with cancer or chronic respiratory or kidney disease(Ref.: L8 Legionnaires' Disease).
- 2) Water temperatures in the range of 20 – 45°C favour the growth of Legionella in water systems. It is uncommon to find proliferation below 20°C and it will not survive above 60°C. In addition to temperature control, other methods of protection include ionisation, UV light, chlorine dioxide, ozone treatment or thermal disinfection.

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Procedures

- 1) A suitable and sufficient Risk Assessment will be carried out to identify and assess the risk of legionellosis occurring from water sources on the organisation's premises.
- 2) The water system will be adequately inspected and maintained by a competent person at regular intervals, as determined appropriate by the Risk Assessment and set out in a written Control Scheme.
- 3) Hot water will be stored in tanks at a temperature of at least 60°C.
- 4) Water pipes will be as short and direct as possible and pipes and tanks will be effectively insulated. Tanks will be protected against contamination and materials used which do not encourage Legionella growth.
- 5) Hot water will reach taps at 50°C within 1 minute of running.
- 6) Cold water will be stored and distributed at a temperature of less than 20°C.
- 7) Where water is used or stored for consumption in any devices, e.g. water coolers, tea urns, drinks machines etc., an effective system of regular cleaning and disinfecting will be introduced, in accordance with manufacturer's instructions.

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| Subject | First-aid |
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- 1) It is recognised that the office based first-aid cover may not be adequate for employees involved in a significant amount of 'out of office' work. In addition, these peripatetic workers may be at increased risk due to lone working etc. Hence, such employees will be provided with a basic level of first-aid training (e.g. 'Emergency First-Aid at Work') and first-aid equipment as deemed appropriate.
- 2) Appropriate first-aid signs indicating the names and working locations of the first-aiders and Appointed Persons together with a list showing the locations of all the first-aid boxes will be posted at strategic locations on each floor.
- 3) The contents of the first-aid boxes (which will be identified by a white cross on a green background) will be at least as listed in procedure 9, below, and it will be the responsibility of the first aiders to maintain stocks.
- 4) All employees will be made aware of the availability of the first-aid arrangements and will inform a first aider or, in their absence, an Appointed Person, if and when they require first-aid treatment.
- 5) New employees will learn of the first-aid arrangements as part of their induction training.
- 6) Prior to a contractor commencing work in the premises, the induction course given will include the details of the first-aid arrangements.
- 7) Sufficient quantities of each item should always be available in every first-aid box. These will normally be:
 - a) one guidance card
 - b) x 20 individually wrapped sterile adhesive dressings of assorted size and appropriate to the place of work
 - c) x 2 sterile eye pads with attachments
 - d) x 6 individually wrapped triangular bandages
 - e) x 6 safety pins
 - f) x 6 medium sized individually wrapped sterile, unmedicated wound dressings (10cm x 8cm)
 - g) x 2 long sterile individually wrapped unmedicated wound dressings (13cm x 9cm)

- h) x 3 extra large individually wrapped sterile, unmedicated wound dressings (28cm x 17.5cm)

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- 8) Where a first-aid room is deemed necessary (determined by the risk assessment), it will contain essential first-aid facilities and equipment, be easily accessible to stretchers and other equipment needed to convey patients and be appropriately signposted.

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| Subject | Accidents |
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Purpose

- 1) To ensure that the Association complies with the duty placed on it by legislation, to inform the appropriate authorities of any persons injured whilst carrying out work performed for or on behalf of the Association.
- 2) To ensure an accurate record of all accidents and incidents is kept by the Association.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- 3) Social Security (Claims and Payments) Regulations 1987
- 4) INDG453 A brief guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- 5) HSG 245 Investigating Accidents and Incidents – A Workbook for Employers, Unions, Safety Representatives and Safety Professionals

Key Legal Requirements

See summary at Section 8

Procedures

- 1) All Accidents / Incidents
 - 1.1 All accidents, incidents and “near misses” arising on the site, or in connection with any work carried out by Association staff, will be reported to the resident First aider as soon as possible, who will deal with the situation as appropriate.
 - 1.2 The first aider can diagnose a transfer to hospital as being necessary if this is not immediately obvious. This transfer may be achieved by taxi, private car or ambulance, which ever is considered the most expedient at the time.

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- 1.3 The treatment of minor accidents / illnesses must not be carried out by the first aider unless they have been trained specifically to do so.
- 1.4 Following the incident, the H&S Administrator will carry out a full investigation which will address the immediate causes, any contributory causes, faulty equipment or control measures, site rules broken by the casualty or any other member of staff, necessary corrective action and required reviews of the Policies and Procedures. The H&S Administrator may take photographs, interview other operatives and so on.
- 1.5 An Internal Accident/Incident Report Form will be completed by an appropriate person (e.g. H&S Administrator, First- aider, Line Manager) for **all** accidents and incidents (including those reportable under RIDDOR). All completed forms will be submitted to the Director, who will take appropriate action. All forms will be filed in a confidential location and held for 3 years.
- 1.6 The H&S Administrator will give an up to date account of accidents and incidents at each H&S Committee Meeting (see Responsibilities - H&S Committee policy).

2) Reportable Accidents / Incidents

- 2.1 Under certain circumstances, injuries, diseases and dangerous occurrences must be officially reported to the enforcing authority. The "RIDDOR" regulations set out specific definitions of such incidents and the required reporting mechanism.

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2.2 The traditional methods of reporting by a telephone call to the enforcing authority and the submission of form F2508 within 10 days for all reportable incidents may still be used. However, the Association may also report reportable incidents via the “Incident Reporting Service”. This method reduces the amount of work required to be carried out by Association staff.

2.3 Accidents, incidents and illnesses requiring reporting include the following:

- i) Death of an employee, or a self-employed person working on the premises, as a result of an accident or physical violence
- ii) Accidents where members of the public are killed or taken to hospital
- iii) Accidents (including acts of physical violence) where an employee, or a self-employed person working on the premises, is away from work or unable to do the full range of their normal duties for more than 7 days. The 7 days should include weekends, rest days etc. but not include the day of the injury itself.
- iv) “Specified Injuries” suffered by an employee, or a self-employed person working on the premises. Specified injuries are defined in the HSE’s guidance note as follows:

Specified injuries to workers

- The list of ‘specified injuries’ in RIDDOR 2013 (regulation 4) includes:
- a fracture, other than to fingers, thumbs and toes;
- amputation of an arm, hand, finger, thumb, leg, foot or toe;
- permanent loss of sight or reduction of sight;
- crush injuries leading to internal organ damage;
- serious burns (covering more than 10% of the body, or damaging the eyes, respiratory system or other vital organs);
- scalpings (separation of skin from the head) which require hospital treatment;
- unconsciousness caused by head injury or asphyxia;
- any other injury arising from working in an enclosed space, which leads to hypothermia, heat-induced illness or requires resuscitation or admittance to hospital for more than 24 hours.

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- v) “Dangerous Occurrences” which do not actually result in a reportable injury but which clearly could have done. The HSE guidance note summarises such incidents as follows:

Reportable dangerous occurrences

Dangerous occurrences are certain, specified ‘near-miss’ events (incidents with the potential to cause harm.) Not all such events require reporting. There are 27 categories of dangerous occurrences that are relevant to most workplaces. For example:

- the collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- plant or equipment coming into contact with overhead power lines;
- explosions or fires causing work to be stopped for more than 24 hours.

Certain additional categories of dangerous occurrences apply to mines, quarries, offshore workplaces and certain transport systems (railways etc). For a full, detailed list, refer to the online guidance at: www.hse.gov.uk/riddor.

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- vi) “Reportable Occupational Diseases” which are notified to the employer by a doctor. The HSE guidance note summarises such reportable diseases as follows:

Reportable occupational diseases

Employers and self-employed people must report diagnoses of certain occupational diseases, where these are likely to have been caused or made worse by their work. These diseases include (regulations 8 and 9):

- carpal tunnel syndrome;
- severe cramp of the hand or forearm;
- occupational dermatitis;
- hand-arm vibration syndrome;
- occupational asthma;
- tendonitis or tenosynovitis of the hand or forearm;
- any occupational cancer;
- any disease attributed to an occupational exposure to a biological agent.

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- vii) Where an employee dies within a year of sustaining a reportable injury, the death should be reported as soon as it becomes known. The requirement to report the death is irrespective of whether or not the initial injury was reported.

- 2.4 To report all reportable accidents, incidents, diseases and dangerous occurrences, the following procedure will be followed, as soon as reasonably practicable after the incident:

STEP 1

Contact the Incident Reporting Centre by any one of the following means to provide certain requested information pertaining to the incident:

tel 0845 300 99 23
fax 0845 300 99 24
email riddor@natbrit.com
web
www.hse.gov.uk/riddor

add Incident Contact Centre, Caerphilly Business Park,
Caerphilly, CF83 3GG

Where reporting by telephone, trained operators will ask a series of questions regarding the incident and will fill out appropriate reporting forms on behalf of the caller.

STEP 2

The call centre will then fax / post / email the completed forms to the caller for checking and then to the relevant enforcing authority.

STEP 3

Should any new information become available, or should the caller realise that incorrect information was given during the initial correspondence, simply re-contact the reporting line giving the revised information. The call centre will then fax / post / email revised forms to both the caller and the relevant enforcing authority.

- 2.5 Records of all reportable incidents will be filed by the H&S Administrator and kept on file for at least 3 years from the date of the incident.

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Purpose

- 1) To meet its obligations within the requirements of the Management of Health and Safety at Work Regulations 1999, as amended, the Association has drawn up procedures with the objective of completing risk assessments of each task identified within the Association.
- 2) To use the risk assessments to contribute to the health and safety of all employees. This will be achieved by highlighting the areas in need of immediate attention, e.g. whether it be in methods of doing work, a requirement for personal protective equipment (PPE), or perhaps in provision of more space at a work station.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended
- 3) Health and Safety (Display Screen Equipment) Regulations 1992, as amended
- 4) Control of Substances Hazardous to Health Regulations 2002, as amended
- 5) Control of Noise at Work Regulations 2005
- 6) Manual Handling Operations Regulations 1992, as amended
- 7) Control of Lead at Work Regulations 2002
- 8) Control of Asbestos at Work Regulations 2012
- 9) Fire Safety (Scotland) Regulations 2006

Key Legal Requirements

See summary at Section 8

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Procedures

1) General Risk Assessment

- 1.1 A suitable and sufficient assessment of the general health and safety risks will be undertaken at the site, as required by the Management Regulations.
- 1.2 This assessment will be reviewed in the event of any significant change to operating practices, plant or equipment, materials used etc. and, in any case, on a regular basis.
- 1.3 Where non-standard operations are undertaken (such as plant maintenance, cleaning etc.), Job Cards and task-specific risk assessments will be completed prior to commencement of the task.
- 1.4 Arrangements will be made to comply with the recommendations of all risk assessments and reviews, where reasonably practicable.
- 1.5 All risk assessment documentation will be filed in the Risk Assessment file by the H&S Administrator.
- 1.6 Particular care should be taken to assess any risks which may be of more significance to higher risk groups of people, including:
 - staff with disabilities
 - young persons
 - new and expectant mothers
 - inexperienced personnel
 - immuno-compromised personnel, e.g. HIV sufferers
 - personnel with certain medical conditions, e.g. asthma sufferers, may be at increased risk from certain airborne substances

| Subject | Risk Assessments |
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2) Specific Risk Assessments

- 2.1 In addition to the general risk assessment and task-specific risk assessments, other risk assessments (required by more specific regulations) which may be required to be undertaken include the following (see specific Policies):
- Noise assessment
 - COSHH assessment
 - Manual Handling assessment
 - Display Screen Equipment assessment
 - Lead-in-air assessment
 - Asbestos risk assessment
 - Fire risk assessment
 - Legionella
- 2.2 Appropriate sections of the Manual indicate the Association's policies on these areas and provide information useful to the completion of appropriate risk assessments.
- 2.3 A risk assessment register should be produced in order to assist in Health and Safety administration. The register should contain a summary sheet, which identifies the date the assessment was conducted, the review date, the assessor and any significant findings of the previous risk assessment.

Responsibilities

- 1) The Director will be responsible for ensuring the risk assessments are carried out. However, the assessment itself should be carried out by a person familiar with the task being assessed.
- 2) The H&S Administrator will assist and advise on any stage of the procedure.

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| Subject | Staff Safety and Violence |
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Purpose

- 1) To assist in establishing systems and working practices which recognise the potential risk to staff from acts of violence. The procedures have been divided into three areas which identify situations where staff may be at risk, namely:
 - Incidents where violence arises within the Association internal work environment, i.e. interaction between staff members.
 - Incidents where violence arises to members of staff from visitors to the Association office, i.e. interaction between members of staff and tenants, or members of the public.
 - Violent or potentially violent situations which staff may encounter when undertaking home visits to tenants.
- 2) To develop mechanisms by which acts of violence to Association staff are eliminated or minimised wherever possible.
- 3) To generate an open forum for discussion and input from all Association staff in respect of their concerns and experiences in relation to violent or aggressive behaviour within the work environment.

Definition

- 1) It is important that management and staff are aware that violence in the context of health and safety management is not confined simply to physical attack. It also includes verbal abuse, ostracism, discrimination, and racial or sexual harassment.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended
- 3) Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 2013

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Key Legal Requirements

See summary at Section 8

General Comments

- 1) The Association should also be aware that assistance is available to all members of staff through the Employee Counselling Service. This service can be accessed through the Association.
- 2) Information and guidance is available to members of staff through their Trade Union. Initial contact for information should be made to the relevant officer on 0141 332 7321.
- 3) Staff who are involved in incidents may benefit from counselling and/or other appropriate support after the incident. The senior staff member should assist the person involved in obtaining appropriate support.
- 4) Any evidence of violence/aggression to a member of staff will be the subject of investigation by senior management and the findings, and any resulting change to procedures, conveyed as soon as possible to all members of staff.
- 5) The Association will review the systems and security procedures annually. A report will be made by the Director to the Management Committee, who will decide whether any modifications to work practices or procedures will be necessary.

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6) There exists no statutory requirement to report violent incidents to the Police. The decision as to whether to report such incidents to the Police should be based on personal and professional judgment, naturally taking account of the wishes of the affected staff member. The *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013* (RIDDOR), however, do place a statutory duty on the employer to report **all** violent incidents if a reportable injury has been sustained. In situations where the affected party wishes the incident to remain private (e.g. in cases of sexual abuse), the Association will report the incident as a “violent incident”, without going into detail. This ensures that all such incidents are logged into the national reporting system and statistics, without breaching the individual’s privacy rights.

Procedures

1) Violent behaviour between members of staff

- 1.1 The Association will encourage staff to discuss any problems or difficulties which they experience in relation to violent or aggressive behaviour from colleagues.
- 1.2 Any reports received from members of staff concerning violence/aggression from a colleague should be thoroughly investigated and documented.
- 1.3 Reports relating to violence/aggression from a colleague should be made to the Director, who will treat any such complaints with suitable consideration to the confidentiality of the individuals involved.
- 1.4 It is important that complainants are made aware that only by recording and investigating a complaint can the Association reduce the risk of reoccurrence.
- 1.5 A record should be kept of any action taken or the need for further monitoring, in order that the level of risk is reduced.

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2) Violent behaviour from visitors/members of the public

- 2.1 The Association recognises that members of staff are at risk from violence/aggression from visitors to the offices. As part of the risk assessment process potential hazards will be identified and risk control measures to eliminate or reduce such risk will be implemented.
- 2.2 The Association will consider providing guidance and training, where possible, in order that risk reduction techniques are known to staff who may be at risk.
- 2.3 A risk assessment will be undertaken for each interview room and reception / waiting area in order that physical risk reduction measures may be identified. This will include, but not be limited to, ergonomic design considerations, provision of alarms/panic buttons, use of surveillance equipment.
- 2.4 The way the workplace, in particular interview rooms, are laid out might help to prevent incidents of violence. Providing clear pathways and lines of sight for staff in order that they can leave quickly or raise help are examples of such measures. If any staff member considers that improvements can be made to certain areas of the office to reduce the risk of violent behaviour they should raise the matter with a member of management.
- 2.5 All staff will be trained in the use of any security systems which the Association have implemented, e.g. panic buttons, personal alarms etc. All staff will be given instructions on escape routes from interview/meeting rooms where applicable.
- 2.6 Staff members should attempt to ensure that wherever possible a colleague is available to be summoned in the event of an emergency. If the office is likely to be staffed by a single person, consideration should be given to rearranging the interview/meeting for another time.

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- 2.7 If a visitor is known to be potentially violent, measures should be implemented to reduce the risk to staff.
- (i) In the case of interviews these should be scheduled with a minimum of two members of staff present.
 - (ii) In situations where such a person arrives at the office without prior arrangement, reception should immediately advise a responsible person who should, with a colleague if possible, go promptly to reception and attend to the visitor.
- 2.8 In the event of an incident:
- (i) The senior member of staff (or most suitably trained member) of staff present will assume control of the situation.
 - (ii) The First aider will render treatment as appropriate.
 - (iii) If the senior member (or most suitably trained member) of staff considers it necessary the appropriate emergency services will be contacted.
 - (iv) The office will be closed to the public if necessary until the incident has been resolved.
- 2.9 It is recognised that the ability of the Association to implement some / all of the above will be dependent on size and availability of resources.
- 2.10 It is emphasised that the key approach is for organisations to do as much as is reasonably practical - concentrating first in those aspects which present the highest potential risk. These are likely to be best identified through normal risk assessment techniques, and by fully consulting the staff who actually undertake the activities.

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3) Violent behaviour to staff when conducting home visits

- 3.1 Members of staff who are required in the course of their normal work to visit homes will, wherever possible, be offered suitable training or instruction on how to deal with potentially violent situations.
- 3.2 Wherever possible interviews with persons who are not known to staff, or persons whom experience shows may be potentially violent, should be conducted at the Association offices.
- 3.3 Wherever possible information should be obtained about the interviewee's background prior to any visit.
- 3.4 If there is a known history of violent behaviour and the interview must take place at the home, the proposed visit should be discussed with a member of staff before making arrangements.
- 3.5 Where possible, visits should be made in pairs.
- 3.6 All organisations are asked to consider developing a system where staff leaving the office to carry out visits record details of their proposed movements and approximate follow up action to be invoked where staff have not returned within a reasonable period of time.
- 3.7 Some security firms may be able to offer an external 'tracking' system, where internal staff resources are limited.
- 3.8 Staff should complete an Incident Report Form if any home visit raises cause for concern in terms of safety. Only through such reports will management be able to adopt suitable measures for preventing other staff members being placed at risk.

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- 3.9 The Association will undertake a risk assessment of the hazards associated with home visits within their area and consider the implementation of practical measures wherever possible. Such measures may include personal alarms, mobile phones, two-way radios, etc.
- 3.10 Again it is recognised that the ability of Association to implement some / all of the above will be dependent on size and available resources.
- 3.11 It is again emphasised that the key approach is for organisations to do as much as is practical - concentrating firstly on those aspects which offer the highest potential risk. These are likely to be best identified through normal risk assessment techniques, and by fully consulting the staff actually undertaking the activities.

4) Post Incident Support

- 4.1 Responding to staff needs after an incident is to be viewed as an extremely important aspect of any incident. Providing support for staff is part of the overall policy on preventing and controlling violence at work. Support measures will help to minimise and control any impact on staff that they recover from the incident as soon as possible.
- 4.2 Response arrangements will naturally vary in line with the size complexity and culture of the individual organisation. The following framework is suggested as containing many elements of good practice.
 - (i) The initial response should be made as soon as possible after the incident has happened. This may take the form of an informal group meeting or individual conversations with an appointed member of staff. The objective is to respond to immediate needs and to help staff to feel that what they are expecting is a normal reaction and that the need for support is not seen as a failure on their own part.
 - (ii) An effective, sensitive initial response is important to people's ability to cope in the longer term. It can help to avoid loss of confidence and adverse on work performance.

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- (iii) As well as giving a member of staff the opportunity to express their feelings and reaction to the incident, an initial conversation should also cover:
- an outline of incident reporting procedures
 - a report on the progress of any investigation or action taken by the Association or the authorities, including what is likely to happen next
 - details of further support that is available, i.e. independent counselling, and how this would be arranged
 - legal advice and help in taking proceedings against the assailant
- (iv) Whatever form of help is given, it needs to combine emotional support and practical information. It must be made clear that management understand the anxiety and stress associated with such incidents and that staff should be able to express such feelings without fear.
- (v) In certain cases long term support may be required, this should be established through follow up sessions with the individual involved.
- (vi) Learning from feedback of the experiences of staff is one of the most helpful ways of developing strategies designed to reduce risks. Associations are urged, therefore, to regularly review and discuss all aspects of their operational procedures.

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5) Lone Working

5.1 The Association will develop a policy and procedures to reduce so far as is reasonably practicable the risks associated with lone working both in the office and at remote locations. In particular, procedures should be developed for tasks such as:

- opening premises
- closing premises
- lone working within offices and at remote locations (including out of office hours)
- dealing with emergencies

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Purpose

- 1) To comply with Health and Safety legislation, all employees will be given sufficient practical training to allow them to perform their tasks safely and efficiently.
- 2) To ensure, as far as is reasonably practicable, that no injuries or dangerous occurrences happen within the Association because of lack of staff training.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended
- 3) Manual Handling Operations Regulations 1992, as amended
- 4) Provision and Use of Work Equipment Regulations 1998, as amended
- 5) Personal Protective Equipment at Work Regulations 1992
- 6) Health and Safety (Display Screen Equipment) Regulations 1992, as amended
- 7) Control of Substances Hazardous to Health Regulations 2002, as amended (COSHH)
- 8) Control of Noise at Work Regulations 2005
- 9) Health and Safety (First-aid) Regulations 1981
- 10) Electricity at Work Regulations 1989
- 11) Safety Representatives and Safety Committees Regulations 1977
- 12) Health and Safety (Safety Signs and Signals) Regulations 1996
- 13) Health and Safety Information for Employees Regulations 1989
- 14) range of other specific Regulations dealing with, for example, asbestos, lead, pesticides etc.

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Key Legal Requirements

See summary at Section 8

Procedures

- 1) A range of health and safety legislation requires the provision to employees of information, instruction and training to ensure their health and safety. Thus, all new employees will be given an induction course which will include elements of safety pertinent to their job role and working environment. Such elements will include their responsibilities for health and safety matters, relevant sections of the Control Manual and in-house policies and procedures on safe working practices. Documented records of attendance at these courses will be filed in the training file by the H&S Administrator.
- 2) Any specific training required by individual Regulations will be carried out by a competent person and records filed by the H&S Administrator.
- 3) A copy of the HSE **Health and Safety Law** poster (ISBN 9780717663149) will be prominently displayed at a central location on each floor. Each poster will be completed with contact details of the relevant enforcing authority and EMAS (Employment Medical Advisory Service). The poster may be obtained from HSE Books (Tel.: 01787 881165 / Fax: 01787 313995) or from most good bookshops.
- 4) Should any member of staff be moved to a new position which involves equipment not previously used or exposure to any different risks, training and instruction will be given to ensure the health and safety of themselves and fellow employees.
- 5) The Association will introduce a documented training plan so that all employees will be given training and update training as required to ensure they keep abreast of all safety matters. All records will be filed in the training file by the H&S Administrator.
- 6) Supervision of trainees will be maintained until line management are convinced that the desired competency to work safely and to a high standard has been achieved.
- 7) Any machinery, equipment or substances which can be classed as dangerous being used in the premises occupied or served by the Association, will not be operated by any person under 18.

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- 8) The safety awareness of an operative using hand tools will be assessed before he/she uses the equipment for the first time - safety training will be given if required.
- 9) Safety training within the organisation will be carried out by a competent person. The person used to deliver the training will depend largely on the nature and depth of the training required. Training may be carried out by the H&S Administrator alone, or with a manager conversant with the operations in question. However, in certain circumstances, an external competent training agency may be required to deliver specialist training.
- 10) All contractors carrying out work on Association premises will be formally inducted on relevant health and safety issues within the organisation. The induction will include such topics as fire and evacuation procedures, first-aid arrangements and known hazards on the premises. A record of the training will be signed and dated by all participants and filed by the H&S Administrator. Where the same contractors undertake similar works on the same premises, the induction need only be provided on an annual basis.

| | |
|---------|-------|
| Subject | COSHH |
|---------|-------|

Purpose

- 1) To ensure that the Association complies with the obligations placed on it by the COSHH Regulations.
- 2) To ensure that control measures are in place to prevent or control exposure of employees to identified hazardous substances.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Control of Substances Hazardous to Health Regulations 2002, as amended (COSHH)
- 3) Chemicals (Hazard Information and Packaging for Supply) Regulations 1994, as amended – “CHIP Regulations”

Key Legal Requirements

See summary at Section 8

Procedures

- 1) COSHH Assessment
 - 1.1 A survey of **ALL** the chemicals used within the Association's business area will be undertaken. The survey will also take account of any dusts, fumes, vapours etc. to which personnel may be exposed.
 - 1.2 This survey will be done irrespective of the quantities of chemicals used or stored so that those which are hazardous can be identified.
 - 1.3 A documented Risk Assessment of the use of any hazardous substances will be carried out. This “COSHH Assessment” will include an investigation of the use of all materials, appraisal of the hazards and risks to health, determination of whether it is possible to eliminate or substitute the material, investigation of available control measures and provision of suitable training.
 - 1.4 Measures will be taken to eliminate or control exposure to identified hazardous substances, so far as is reasonably practicable.

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- 1.5 The COSHH Assessment will be reviewed on a regular basis, as will any control measures or PPE that have been put in place.
- 1.6 Employees will be required to assist with COSHH procedures:-
 - i) by using control measures when and as required
 - ii) by reading hazard labels on containers before using chemical substances
 - iii) by using tools fit for the purpose
 - iv) by co-operating with the Association on Health and Safety programmes
 - v) by using safe working procedures when doing any job
- 1.7 Employees are encouraged to report anything which they find unusual in the normal course of their job. For example, a burst or leaking container must never be assumed to have been already noticed and reported.
- 1.8 The H&S Administrator will inspect and examine on a regular basis, any safety equipment put in place by the Association as recommended by the equipment suppliers or by legislation.

2) Suppliers

- 2.1 Under the CHIP Regulations, suppliers must provide "Material Safety Data Sheets (MSDS's)" for all products containing hazardous substances. These sheets will be requested, if not supplied, for **ALL** the chemical products used by the Association.
- 2.2 The Association will follow recommended handling procedures, control measures or personal protective equipment (PPE) requirements, as stipulated by the manufacturer / supplier.
- 2.3 The MSDS's sent by the suppliers will be filed by the H&S Administrator alongside the COSHH Assessment and made available for perusal by all employees. Employees will be informed of any known hazardous chemicals in use in the Association.
- 2.4 A request form for seeking hazard information from suppliers will be prepared for use on occasions when the information has not been forthcoming.

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3) Training

- 3.1 All chemicals must be handled with caution, initially assuming there is a potential for harm.
- 3.2 All staff likely to be exposed to hazardous substances will be informed of the hazards and risks to health, the findings of the COSHH Assessment and the correct use of any control measures or good working practices.
- 3.3 Where special training may be required, the issue and use of chemical substances will be limited to those who have had such training.

| Subject | Noise |
|---------|-------|
|---------|-------|

Purpose

- 1) To ensure that the Association complies with the obligations placed on it by the Control of Noise at Work Regulations.
- 2) To reduce the risk of noise induced hearing loss occurring among employees from exposure to noise at work.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Control of Noise at Work Regulations 2005

Key Legal Requirements

See summary at Section 8

Procedures

- 1) Any new equipment being obtained for use by Association staff will be investigated to establish what noise levels are likely to be produced. [Manufacturers now have to supply such information.]
- 2) Workshops are areas where noise levels can be high. The wearing of suitable ear defenders when using equipment generating high levels of noise, or when working near noisy machinery, is mandatory.
- 3) If jobs undertaken outwith the premises incur prolonged exposure to high noise levels then the wearing of ear defenders will be required. This will be noted in the risk assessment and marked on the Job Card for the work.
- 4) The fact that noise does not just damage hearing but can cause other problems such as disturbance, interference with communication and stress will be considered when reviewing safety procedures.
- 6) Use of the guidelines shown in Figure 1 will determine if a noise assessment in accordance with the Regulations will be required in any area or at any job function.

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7) Figure 1 shows typical decibel, dB(A), levels for some common sounds. These can be used to make comparison with some of the sounds produced in suspect areas of the premises to determine whether further investigation is necessary.

| Subject | Noise |
|---------|-------|
|---------|-------|

| Decibel Levels (dB(A)) | | (Guidelines Only) |
|------------------------|-----|------------------------------|
| Threshold of Pain | 140 | Jet Engine (25m distance) |
| | 130 | Jet Aircraft taking off 100m |
| | 120 | Riveting Hammer |
| | 110 | Pop Group |
| | 100 | Pneumatic Drill/Chipper |
| | 90 | Heavy Truck (7m away) |
| | 80 | Busy Street |
| | 70 | Loud Radio |
| | 60 | Business Office (noisy) |
| | 50 | Conversational Speech |
| | 40 | Business Office (quiet) |
| | 30 | Quiet Library |
| | 20 | Sound Studio |
| | 10 | Quiet Woods |
| Threshold of Hearing | 0 | Faintest Audible Sound |

- 8) The Regulations require that a full Noise Assessment (undertaken in accordance with the Regulations) is carried out where it is likely that personnel may be exposed to a noise exposure of 85 dB(A) averaged over an 8-hour day. To ensure that exposure is kept below this level, the Association will arrange for a noise assessment to be undertaken where it is likely that employees may be exposed to any noise levels above 85 dB(A) on a regular basis.
- 9) The H&S Administrator will keep records of all noise assessments carried out and of manufacturer's data on noise levels of machinery / tools etc.
- 10) Where an assessment indicates that employees may be exposed above the 85 dB(A) daily average, the full requirements of the Regulations will be complied with, including the use of appropriate control measures, staff training etc.

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| Subject | Display Screen Equipment (DSE) |
|---------|--------------------------------|

Purpose

- 1) To ensure that the Association complies with the obligations placed on it by the Display Screen Equipment Regulations.
- 2) To reduce the risk of injury and discomfort to “users” of Display Screens.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Health and Safety (Display Screen Equipment) Regulations 1992, as amended
- 3) Workplace (Health, Safety and Welfare) Regulations 1992, as amended
- 4) Health and Safety (Miscellaneous Amendments) Regulations 2002

Key Legal Requirements

See summary at Section 8

Procedures

- 1) All work stations will be examined via a Risk Assessment to assess the risks to the health and safety of Display Screen Equipment (DSE) “users”. The intention is to reduce the risks to the lowest level reasonably practicable.
- 2) Employers must decide which of their employees are DSE “**users**” and therefore exposed to the risks associated with DSE. The likelihood of experiencing these is related to the frequency, duration and intensity of DSE use. The combination of factors that given rise to risk makes it impossible to lay down hard and fast rules (e.g. based on set hours’ usage per day or week) about who should be classified as a user or operator. If display screen equipment has been provided and the individual depends on use of DSE to do some or all of their job then it makes sense to assess all such people and let the assessment decide who is, or is not, at risk.

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- 3) Each work station will be examined using an ergonomic approach to office furniture, office equipment, workstation design and layout and the immediate work environment relating to the operator.

These forms, along with DSE Risk Assessments covering information, instruction, training, breaks, posture changes etc will be recorded and copies filed by the H&S Administrator.

- 4) "Users" will have their work routines set up such that changes in work activity will reduce the time periods spent operating the DSE. Ideally between 5 to 10 minutes in every hour (cumulatively) should be spent carrying out other tasks which cause the users focus to be away from the screen. Postural change should also be strongly encouraged at the same time.
- 5) Note that breaks away from DSE should not be accumulated to give longer breaks and a break in this context does **not** mean the operator does **no** work at all during this period away from DSE.
- 6) Although there is no evidence linking work involving DSE with eye damage or deterioration of eyesight, employees who are "users" are entitled, but not obliged, to undergo eye tests at the expense of the employer. New employees will be made aware of the eye test policy and, if an eye test is requested, this will be carried out prior to the employee becoming a "user".
- 7) These eye tests will be repeated at regular intervals on the advice of the optician. The eye tests should include a test of vision and an examination of the eye. In addition, the test should take account of the nature of the user's work, including the distance at which the screen is viewed, and the working environment.
- 8) The optometrist conducting the eye test should make a report to the employer, copied to the employee, stating whether a corrective appliance is required specifically for DSE work and when re-examination should take place. Any prescription, or other confidential clinical information, should only be passed to the employer with the employee's consent.

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- 9) When spectacles are prescribed **specifically** for work with DSE, the Association will provide the basic cost of suitable lenses and frames. This will not include “designer frames”, the extra cost of which may be funded by the employee.
- 10) Office lighting will be maintained at the highest possible standard and glare or reflections on screens will be eliminated, if possible, either by changing the work station arrangement or through the provision of glare inhibitor screens.
- 11) Any other control measures identified during the Risk Assessment as being required (e.g. wrist rests) will also be provided, and employees trained in their correct use.
- 12) Following the Risk Assessments, users will be informed of the hazards and risks, available control measures, good working practices, reasons for making any changes to work practices and of their responsibilities in properly using the DSE supplied. Users will also be informed of the procedure for reporting faults / defects of the equipment and will be required to report any musculoskeletal discomfort or eye defects suspected to be caused by DSE to their Line Manager as soon as is reasonably practicable. A record will be retained of all information, instruction and training provided.
- 13) A key principal of the DSE Regulations and the risk assessment requirements outlined above is the need to set up each work station to specifically suit the needs of the particular User during the time DSE is being used (e.g. the height or back support setting of a chair may suit one individual but not another). It is, therefore, important that the Users are personally involved in the risk assessment process and receive adequate information, instruction and training to allow them to recognise how their own workstations should be set up. This is of particular importance where ‘hot-desking’ is adopted or where personnel may share workstations.

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| Subject | Vehicles |
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Purpose

- 1) The Association has a safety policy on vehicles supplied to employees to ensure that the vehicles are considered in the same terms of safety as other places of work.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended
- 3) Provision and Use of Work Equipment Regulations 1998, as amended

Key Legal Requirements

See summary at Section 8

Procedures

- 1) Cars supplied to employees to assist them in carrying out their work are considered an extension of the workplace and, as such, will be appropriately insured, maintained in a roadworthy condition and provided with safety equipment, e.g. a small fire extinguisher and a small travelling first-aid box. All drivers will be given training in the correct use of the fire extinguisher, use of which will be based on a personal judgment of whether it is safe to do so. A contract will also be maintained with a suitable road recovery / breakdown firm.

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- 2) All staff required to drive on company business or being allowed the use of company vehicles will submit a current copy of their driving licence. Staff using their own vehicles for company business will also submit a current copy of the insurance certificate (indicating whether the vehicle may be used for business) and a signed assurance that the vehicle to be used is in, and will be maintained in, a road-worthy condition and that they know of no adverse health / fitness effects that could affect their driving. These documents will be requested on an annual basis and will be filed by the H&S Administrator.
- 3) Employees will be required to inform the H&S Administrator of any changes to the documents / information required by point 2, who will take appropriate action.
- 4) Staff using vehicles on company business should adhere to the following:
 - i) Good driving practices, in accordance with the Highway Code, are expected of all vehicle users.
 - ii) Any accidents / incidents incurred will be reported, investigated by senior staff and recorded on an accident report form and in the accident book.
 - iii) Employees should not attempt to drive when feeling tired, unwell or under the influence of alcohol / drugs.
 - iv) Any noticeable irregularities in company vehicles' performance should be reported to the Director.
 - v) Drivers should ensure an adequate means of communication is available on all excursions.
 - vi) Drivers must not use mobile telephones (including via hands- free kits) or any other communications devices unless the vehicle is parked in a safe location and the engine is switched off.

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- 5) A Risk Assessment will be carried out in respect of all employees using either Company vehicles or their own vehicles for Company business. The depth and complexity of the assessment will depend upon the extent and nature of the actual driving operations carried out and the following issues will be considered:
 - i) The driver – competency / training / fitness and health
 - ii) The vehicle – suitability / condition / safety equipment / safety critical information / ergonomic considerations
 - iii) The journey – routes / scheduling / time / distance / weather conditions
- 6) In the event of an accident or emergency situation, drivers will not attempt to deal with any situation unless they have been specifically trained and, making a personal judgment, believe that it would be safe to do so. Drivers will make a personal judgment on whether to contact the emergency services or road recover firm but will, on all occasions, report details to senior staff as soon as is reasonably practicable.
- 7) Public and hired vehicles such as taxis and buses may be used to convey staff from one location to another. Where practicable, all public transport will be pre-booked and a contract between the Association and a hire company will be considered so that some element of control can be exercised on standards of safety.
- 8) It is the intention that, so far as is reasonably practicable, only hire companies that are reputable, appropriately licensed, have suitably trained drivers and whose vehicles carry safety equipment will obtain a contract for vehicle hire.
- 9) Only UN approved containers will be used to transport liquid fuel (e.g. petrol) in vehicles.

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| Subject | Smoking |
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Purpose

- 1) To ensure that the welfare requirements placed on the Association by legislation are complied with.
- 2) To help to protect non-smoking employees from discomfort and the possible adverse health effects of passive smoking.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Smoking, Health and Social Care (Scotland) Act 2005
- 3) Prohibition of Smoking in Certain Premises (Scotland) Regulations 2006

Key Legal Requirements

See summary at Section 8

Procedures

- 1) From 26th April 2006, smoking will not be permitted within **any** Association premises which are wholly or substantially enclosed. This will include all buildings and vehicles owned / leased / hired by the Association as well as employees' own vehicles while transporting colleagues / clients / visitors on company business.

[Substantially enclosed means premises which have a ceiling or roof and walls on more than 50% of its perimeter].

- 2) 'No Smoking' signs will be obviously displayed which can be seen by people in the premises and approaching the premises. The signs will:
 - be a minimum of 230mm by 160mm
 - state that the premises are 'no smoking' and that it is an offence to smoke there or knowingly to permit smoking there
 - display the international 'no smoking' symbol (at least 85mm in diameter)
 - display the name of the person to whom a complaint may be made by anyone who observes someone smoking

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- 3) Where it is deemed necessary to display additional signs throughout the premises, these additional signs will:
 - state that the premises are 'no smoking' and that it is an offence to smoke there or knowingly to permit smoking there
 - display the international 'no smoking' symbol (at least 85mm in diameter)
 - 4) All vehicles owned / leased / hired by the Association will also display signage which:
 - states that the vehicle is 'no smoking' and that it is an offence to smoke there or knowingly to permit smoking there
 - displays the international 'no smoking' symbol
 - display the holder of a particular post to whom a complaint may be made by anyone who observes someone smoking
- [Note that copies of sample signage can be downloaded from www.clearingtheairsotland.com].
- 5) Where employees are exposed to passive smoke outwith Association premises / vehicles while on company business, they will be entitled to request a smoke-free environment in which to continue their business. Where no such environment is available, the employee will be entitled to cease work within the area. In such circumstances, the employee will report the situation to their Line Manager without delay, who will take the appropriate action.
 - 6) If the Management Committee, in conjunction with the Director, determines there is a general need, a smoking support regime will be established. This could take the form of self-help groups, outside counsellors or the supply of smoking patches.

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|---------|-------------------|
| Subject | Alcohol and Drugs |
|---------|-------------------|

Purpose

- 1) To ensure that the Association's aim to have a safe and healthy work environment is not compromised.
- 2) To ensure that any employee experiencing alcohol or drug related problems will receive a consistent and caring response.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Example Policy Document produced by the Scottish Council on Alcohol, Glasgow.

Key Legal Requirements

See summary at Section 8

Procedures

- 1) The Association will provide a fair and consistent system under which management may refer for help those employees with alcohol / drug related performance difficulties. Disciplinary action will normally be withheld in such circumstances.
- 2) Any employee observed to have such a problem will be offered the opportunity to seek an independent assessment and be given an assurance of confidentiality.
- 3) Attendance at such an assessment will be granted as leave of absence with pay. The employee's attendance will be confirmed to management by the agency.
- 4) The job or a comparable one will be held open for an employee who as a result of the assessment undergoes treatment and the employee's promotion prospects will not be impaired by this absence.
- 5) In a relapse situation, the case will be considered on its merits and further help may be offered.

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| | |
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| Subject | Blood, Body Fluids, Sharps |
|---------|----------------------------|

Purpose

- 1) The Association recognises that its staff may be put at risk through exposure to contaminated blood, body fluids or sharps. It has introduced control systems to reduce this risk as far as is reasonably practicable.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended
- 3) Control of Substances Hazardous to Health Regulations 2002, as amended (COSHH)

Key Legal Requirements

See summary at Section 8

Procedures

- 1) Work Carried out by Association Staff
 - 1.1 Housing Association staff should only carry out remedial cleaning-up work themselves if they have been provided with appropriate training and equipment and are reasonably sure that it can be done safely. If in doubt, an external competent agency should be contracted.
 - 1.2 Blood and Body Fluids
 - 1.2.1 Each office will have a supply of Blood/Body Fluid Spillage Kits readily available.
 - 1.2.2 Designated members of staff will receive detailed instructions on the use of the kits and on the procedures to be adopted following discovery of blood, body fluids or sharps.

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1.3 Discarded Sharps

- 1.3.1 A number of member organisations have encountered difficulties concerning the collection of discarded sharps and disinfection of blood spillages. This has been mainly within the City of Glasgow, and the applicability of comments below on Environmental Health / Services Department will vary throughout Scotland.
- 1.3.2 The Environmental Health Department may be able to provide the necessary equipment via a holdall sharp safe box, needle uplift tool, disinfectant and neoprene gloves to allow employees to remove sharps themselves.
- 1.3.3 Alternatively, this can be purchased from suppliers of Health & Safety products (*current cost approximately £20*) e.g. *P&R Laboratory Supplies* (Tel.: 01509-231166).
- 1.3.4 The sharps box is bright yellow in colour, and clearly marked as a sharps box, conforming to the relevant British Standard. (*These are the boxes used in doctors'/dentists' surgeries*).
- 1.3.5 The sharps kit should be stored in close proximity to the first-aid kit in the Housing Association's office (*in an area secure from the public*).
- 1.3.6 When sharps are found, the whole kit should be transported to the site by a designated trained member of staff and using the uplift tool and gloves, sharps should be carefully put inside the container. The sharps box should then be transported back to the Housing Association's office.
- 1.3.7 When the sharps box approaches half-full, the Environmental Health Department should be contacted to arrange for uplift and safe disposal.
- 1.3.8 SHARE and some Environmental Health Departments are able to offer training courses on collection and disposal of sharps. The course should provide advice on protective clothing, safe working practices, information on disinfectants and COSHH assessment if required.

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2) Work Carried out by External Agencies

- 2.1 Some Environmental Health Departments provide a free same day response service for uplifts of sharps and disinfection of body fluids in public areas *e.g. close entrances, stairs etc.*
- 2.2 Similarly, some Environmental Health Departments can provide a free uplift of syringes service from within houses within a 3 day response time.
- 2.3 Searching of houses for sharps or clearing out houses of furniture, etc. where there may be a risk of sharps, may be done by the Environmental Health Department. In Glasgow, this can be at short notice, and outwith normal working hours. A charge would be made for this service.

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Purpose

- 1) To ensure the protection of employees who are pregnant or who have recently given birth, and to protect the developing child.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended
- 3) Workplace (Health, Safety and Welfare) Regulations 1992, as amended
- 4) INDG 373 – A guide for new and expectant mothers who work

Key Legal Requirements

See summary at Section 8

Definitions

- 1) “*New or expectant mother*” means a worker who is pregnant, who has given birth within the previous 6 months or who is breastfeeding.
- 2) “*Given birth*” is where a woman has delivered a living child or, after 24 weeks of pregnancy, a stillborn child.
- 3) “*Pregnant employee*” means a worker who has given her employer a medical certificate (or similar) stating she is pregnant.

Procedures

- 1) On receiving notification that an employee is pregnant, an employer must assess the risks specific to that employee and take action to ensure that she is not exposed to anything which will damage either her health or that of the developing child. This Risk Assessment should be recorded and filed by the H&S Administrator.
- 2) If the assessment shows that there is a risk then the employee must be informed and measures must be introduced to eliminate or adequately control the risk.

| Subject | New and Expectant Mothers |
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3) The main risk areas to be considered for new and expectant mothers include:

- Trips, falls, confined spaces
- Physical shocks – particularly blows to the abdomen
- Handling of loads
- Excessive heat and cold
- Ionising radiation
- Non ionising radiation
- Biological agents – bacteria, viruses, etc.
- Chemicals and lead

4) Risks may be eliminated or controlled by:

- Adjusting working conditions and / or hours
- Providing alternative work (mandatory for certain regular night workers)
- In extreme cases, giving the employee Safety and Health leave under Section 18 of the Maternity Protection Act 1994

5) Electromagnetic radiation from computer screens is currently not believed to adversely affect the mother or foetus. However, certain pregnant employees may be anxious about possible health effects and, as a consequence, the anxiety may cause unwanted health effects. The Association will inform pregnant employees of the current thinking on this subject with a view to reducing DSE work should the employee strongly wish.

6) The Association will provide facilities for new and expectant mothers to rest. These facilities will be located conveniently to sanitary facilities and will include provisions for lying down, where necessary.

7) It is recommended that the New and Expectant Mothers riskassessment be reviewed regularly throughout the pregnancy.

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| Subject | Stress |
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Purpose

- 1) To take reasonable steps to assess the risks and reduce the likelihood of employees suffering from stress related illness.
- 2) To help prepare staff to understand stress, identify it and develop appropriate coping mechanisms.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended
- 3) HSE Management Standards on Stress
- 4) INDG 430 How to tackle work-related stress

Key Legal Requirements

See summary at Section 8

Definitions

- 1) The HSE defines stress as an *“adverse reaction people have to excessive pressures or other types of demand placed upon them”*. Typical symptoms include:
 - short temper
 - mistakes in work/errors in judgement
 - absence from work/illness
 - loss of concentration
 - tiredness
 - anxiety
 - loss of confidence/motivation
 - increased alcohol consumption
 - unusual mood swings
- 2) From the Sutherland -v- Hatton case, the legal test for cases of alleged ill-health caused by occupational stress is *“whether this kind of harm to this particular employee was reasonably foreseeable”*. Also, the employer is usually entitled to assume that an employee can withstand the normal pressures of the job unless they are aware of some particular problem or vulnerability.

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Procedures

- 1) The Association recognises that certain employees may suffer ill-health as a result of undue stress at work and will, therefore assess the risks and take all reasonable steps to control such risks. This will involve working towards the HSE's Management Standards on Stress.
- 2) A system / culture of supervision, teamwork and staff meetings will be developed which aims to support and protect staff. Employees are encouraged to make their line managers and ultimately the Director aware if they, or any member of staff, appear to be having difficulty coping with stressful situations in everyday work. Employees should also inform Management staff of any work process that appears to be putting undue stress on staff.
- 3) The Association will assume that an employee can withstand the normal pressures of the job unless the employee indicates otherwise or there are plain indications of impending harm caused by occupational stress. All information provided by an employee in terms of his ability to cope with stress will be taken at face value, unless there is good reason to think to the contrary.
- 4) Training and other opportunities will be provided to assist staff in identifying and helping them prepare towards coping with stressful situations. This may include training in such issues as dealing with aggression and violence, assertiveness and time management.
- 5) Employees will be made aware that assistance, advice and support is available to all members of staff through the confidential Employee Counselling Service. This service can be accessed through the Association or by individual employees who can contact the service direct without reference to their employers. Staff will also be provided with additional relevant written information / contacts / support services that might assist in coping with stress.

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- 6) Reasonable steps will be taken to protect employees identified as adversely suffering from stress. These arrangements may include reallocation of duties, provision of additional staffing support, counselling etc. All such issues will be dealt with in confidence. Where the only reasonable and effective step available to control the risks would be to dismiss or demote the employee, a willing employee may be allowed to continue in the job but the Association could no longer be held in breach of duty should stress-related illness occur (Sutherland - v- Hatton).

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| Subject | Young Persons |
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Purpose

- 1) To ensure the Association complies with current legislation and good practice to protect the health and safety of young persons at work.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended

Key Legal Requirements

See summary at Section 8

Definitions

- 1) “*Young Person*” means any person who has not attained the age of 18
- 2) “*Child*” means a person who is under the minimum school leaving age

Procedures

- 1) Before employing a child or a young person a full risk assessment of the proposed job function(s) will be carried out. This risk assessment will be recorded and filed by the H&S Administrator.
- 2) The risk assessment will take particular account of the inexperience, lack of awareness of risks and immaturity of the child/young person.
- 3) Before employing a **child**, the employer will provide the **parent / guardian** with comprehensive and relevant information on the identified risks to health and safety and any protective measures.
- 4) The Association will take particular care that the young person is not employed on work which is beyond his / her physical or psychological capacity.
- 5) The Association will also take care that the young person is not exposed (*e.g. during building / refurbishment work*) to toxic or carcinogenic substances, or any other substances which may cause genetic damage or harm.

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- 6) The Association will provide relevant and comprehensible information on risks, and full training in preventative / protective measure where necessary.

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| Subject | Electromagnetic Radiation |
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Purpose

- 1) To protect employees from possible risks caused by exposure to electromagnetic radiation as far as is reasonably practicable.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended
- 3) Keep Your Top On – HSE Guidance Note INDG 147 (Rev1)

Key Legal Requirements

See summary at Section 8

General Comment

- 1) The principal sources of radiation to which employees may be exposed at work include:
 - i) radiation from the sun (outdoor work)
 - ii) radiation from VDU's
 - iii) radiation from mobile telephones
 - iv) radiation from microwave ovens

Procedures

- 1) Radiation from the sun
 - 1.1 Employees most at risk from health risks associated with exposure to the sun include gardeners, handymen and other outdoor workers. Short-term health effects can include sunburn and blistering and peeling of the skin. Long-term risks can include premature skin ageing and skin cancer.
 - 1.2 Employees working out of doors will be instructed in the possible health risks associated with exposure to the sun and will be encouraged to adopt the following good working practices:

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- i) always keep the skin covered and refuse the temptation to remove clothing in the hot weather
- ii) take particular care in the 3-4 hours around mid-day, when the sun's rays are strongest
- iii) take care even on cloudy days, as the rays can penetrate clouds
- iv) take breaks in the shade, where possible

1.3 Persons most at risk include:

- i) persons with fair or freckled skin, or who go red before tanning
- ii) persons with red or fair hair and light coloured eyes
- iii) persons with a large number of moles – say over 50

1.4 The Association will provide outdoor workers with a sunscreen of (at least) SPF (sun protection factor) 15, for use on parts of the body which cannot comfortably be covered by clothing – e.g. backs of hands, back of neck, face.

1.5 Where employees notice the following signs, they should inform the resident First aider, who will arrange for a medical check to be carried out by a doctor. Alternatively, the employee may wish to consult their own GP.

- i) small scabby spots which do not disappear after a few weeks
- ii) changed or newly formed moles, or moles which grow or bleed
- iii) any growths which appear on the face or backs of hands

2) Radiation from VDU's

2.1 Electromagnetic radiation from computer screens is currently not believed to adversely affect users, including pregnant employees (see Section 3.14), although existing skin conditions may be aggravated in conditions of low humidity.

2.2 VDU's will be subject to assessment under the DSE Regulations (see Section 3.9) and users will follow safe working practices.

2.3 Personnel should immediately report cracked, broken or damaged screens or casings to the H&S Administrator, who will arrange for the VDU to be taken out of service until a professional assessment of the unit has been made.

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3) Radiation from mobile telephones

- 3.1 The possible effects of exposure to radiation from the use of mobile telephones is presently under research by the Government, telecommunications companies, the Radiation Protection Division of the Health Protection Agency and the HSE.
- 3.2 Although “official” indications are that risks from the limited use of mobile telephones are negligible, the Association will strive to take the prudent course of action of reducing exposure as far as is reasonably practicable.
- 3.3 In line with the general risk control hierarchy, the Association will adopt the following control strategy for the use of mobile telecommunications equipment:
 - i) provide mobile telecommunications equipment only where required as part of a job function (e.g. for security or essential communications purposes)
 - ii) consider the provision of pagers for certain employees in place of mobile telephones
 - iii) where mobile telephones are provided, supply “hands-free” kits or proprietary “guards” to reduce the level of radiation passing between the aerial and caller’s head
 - iv) encourage employees to make only short calls on mobile telephones – calls should never last for longer than 20 minutes
 - v) encourage employees to carry mobile telephones / pagers in bags etc. where practicable, or in outer pockets, away from the body. In any case, mobile telecommunications equipment should not be carried next to the body or in front pockets adjacent to the genitals.
- 3.4 An inventory of all mobile telecommunications equipment will be kept on file by the H&S Administrator, together with a log of all users. All users will be instructed in safe working practices and will not be forced to use such equipment where they are concerned about the level of risk.
- 3.5 Where employees who use mobile telecommunications equipment experience adverse health effects believed to be associated with the use of the equipment (e.g. headaches, fatigue), symptoms should be reported immediately to the H&S Administrator, who should arrange for an independent medical examination to be carried out.

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4) Radiation from microwave ovens

- 4.1 Microwave ovens are manufactured to strict quality and safety standards and should not pose a risk to health under normal use.
- 4.2 Microwave ovens will be subject to the PAT Testing regime of all electrical equipment (see Section 2.2) and will be maintained and inspected in strict accordance with manufacturer's guidelines.
- 4.3 Under no circumstances will the microwave oven be used if the door does not close properly or if the oven casing is damaged or cracked in any way, until a professional assessment has been carried out. In addition, if the interlock switch (which switches off the oven when the door is opened) does not function correctly, the oven will not be used.
- 4.4 The oven will be located on a level surface in such a position as it is not subject to knocks and the air vents will not be obstructed by walls etc. Objects should not be placed on top of the oven during cooking cycles.
- 4.5 Records of all inspection, testing and maintenance operations will be filed by the H&S Administrator.

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Purpose

- 1) To advise management and staff on all matters relating to the effect of health on work and work on health.
- 2) To prevent ill health caused by work and to promote good health.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended
- 3) Control of Substances Hazardous to Health Regulations 2002, as amended (COSHH)
- 4) Manual Handling Operations Regulations 1992, as amended
- 5) Health and Safety (Display Screen Equipment) Regulations 1992, as amended
- 6) Control of Noise at Work Regulations 2005
- 7) Securing Health Together (Government Strategy for Occupational Health), 2001

Key Legal Requirements

See summary at Section 8

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General Comments

The Health & Safety Executive (HSE) estimates that within the UK:

- 1 in 20 of the population (some 2 million people) experience ill health caused by work
- Of these, some 1.2 million suffer from musculoskeletal disorders and 0.5 million suffer from work-related stress
- Over 25,000 people a year leave the workplace on a permanent basis because of a work-related injury or ill-health caused by work
- Workplace accidents and work-related ill health costs society up to £18 billion per year – more than 2% of the Gross Domestic Product (GDP)
- Each year, accidents in the workplace and work-related ill health costs employers between £3.5 billion and £7.3 billion

The HSE's figures for Scotland indicate that:

- 170,000 people suffer from work-related health problems a year, amounting to a loss of some 2.2 million work days
- Workplace accidents and work-related ill health is estimated to cost employers in Scotland up to £539 million a year

This policy makes reference to an 'OH Advisor', where advice and support is required in dealing with specific OH issues. Such an Advisor may be retained by the organisation or services sought from a consulting firm as required. However, all OH Advisors consulted should be Registered Nurses with specialist qualifications in Occupational Health Nursing (OHNC, Diploma or Degree).

It should be noted that, with the exception of certain health surveillance requirements under specific situations of exposure to chemical or physical hazards, the provision of OH support is not a specific statutory requirement. The changing nature of occupational injuries does, however, render the provision of sound OH support an important tool in effective Health and Safety management.

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Procedures

1) Attendance Management

- 1.1 A “return-to-work” interview will take place following certain periods of absence due to, for example, the length of the period of absence or the nature of the illness. The decision on whether an interview will be appropriate will be made by the employee’s Manager. The interview will be conducted by the Manager.

The interview may be conducted in the absence of the interviewee’s supervisor and / or in the presence of another senior member of staff should the interviewee so request.

Advice may also be sought from an OH Advisor, where deemed appropriate.

- 1.2 The objective of the interview will be to determine whether the employee is fit to return to work or whether further rehabilitation is required. It will also identify any means of support required to be provided to the employee upon return to work. These decisions will be made by the Manager.

2) Health Surveillance

- 2.1 Where employees are exposed to certain physical and chemical hazards (e.g. noise, hazardous substances) and where an OH Advisor deems it appropriate, employees will be referred to specialists for further specific investigation (and testing where required).

3) Occupational Illness (sickness / ill health caused by work) / Infectious Diseases

- 3.1 In the event that any employee is suspected to be suffering from a work related illness, specific advice will be sought from an OH Advisor on how best to deal with the situation. This may include referral of the employee by the OH Advisor to a specialist.
- 3.2 It is recognised that staff may suffer from / become exposed to infectious diseases during the course of their work and all reasonable efforts will be made to reduce the spread of such diseases.

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4) Rehabilitation

- 4.1 Employees suffering from ill-health, including those injured at work or suffering from a work-related illness, will be offered the appropriate support needed to return to work. Rehabilitation programmes will be tailor-made to suit the individual as it is appreciated that no two people will respond to treatment in the same way.

5) Recording and Record Keeping

- 5.1 Records will be kept of the following:

- details of return-to-work interviews and opinion of OH Advisor, where applicable
- results of any health surveillance tests carried out

- 5.2 **All** records will be treated as being confidential. While some records may be kept in individuals' personnel files, certain other records may be required to be retained by an OH Advisor. All record keeping will be under the direction of an OH Advisor.

- 5.3 All OH records, or copies thereof, will be held for a period of 40 years from the date of the last entry made in them.

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| Subject | Homeworking |
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Purpose

- 1) To ensure that the risks associated with homeworking are adequately controlled.
- 2) To apply all relevant Health & Safety legislation to employees, equipment, premises and working procedures associated with homeworking.

References

- 1) Health and Safety at Work Act etc. 1974
- 2) Management of Health and Safety at Work Regulations 1999
- 3) Control of Substances Hazardous to Health Regulations 2002, as amended
- 4) Electricity at Work Regulations 1989
- 5) Fire (Scotland) Act 2005
- 6) Fire Safety (Scotland) Regulations 2006
- 7) Health and Safety (Display Screen Equipment) Regulations 1992, as amended
- 8) Health and Safety (First-aid) Regulations 1981
- 9) Health and Safety Information for Employees Regulations 1989
- 10) Health and Safety (Miscellaneous Amendments) Regulations 2002
- 11) Manual Handling Operations Regulations 1992, as amended
- 12) Provision and Use of Work Equipment Regulations 1998, as amended
- 13) Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- 14) Homeworking – Guidance for employers and employees on health and safety (HSE Ref.: INDG 226)

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Key Legal Requirements

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Definitions

- 1) The HSE defines homeworkers as “*those people employed to work at home for an employer*”.

Comment

- 1) The organisation does not consider any of its employees to be ‘homeworkers’, although certain employees may be permitted to work from home on occasion, due to personal circumstances and as a result of a Government public health directive.
- 2) Should circumstances change such that any employee may be regarded as a ‘homeworker’, a full revision to this policy would be made prior to the appointment, taking account of the most current HSE guidance on the topic. In particular, policies and procedures will be defined for the following:
 - risk assessment – of the premises, equipment, individual, proposed working practices (to include DSE assessment programme)
 - equipment – ensuring all equipment provided is fit-for-purpose / provision of adequate information, instruction and training / effective inspection and maintenance programmes / provision of suitable risk control measures
 - communications between office and homeworker
 - accidents and incidents (including reporting)
- 3) The following procedures, therefore, are relevant only for the occasional circumstances where employees may be permitted to work from home. In addition, only normal ‘office-type’ work will be permitted to be carried out at home.

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Procedures

- 1) An employee will only be permitted to work from home where the Director is satisfied with the individual's maturity and knowledge of safe working practices.
- 2) An employee will only be permitted to take home equipment that has been subject to a suitable and valid inspection and test regime (e.g. PAT).
- 3) No employee will be permitted to hold any meetings within their home.
- 4) Any accident / incident / near miss occurring during the time an employee is working from home will be reported without delay to the H&S Administrator, who will deal with the situation as appropriate.

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| Subject | Manual Handling / Lifting |
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Purpose

- 1) To ensure, so far as is reasonably practicable, that no injuries are incurred by employees through unsafe manual handling techniques or poor ergonomics.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Manual Handling Operations Regulations 1992, as amended
- 3) Lifting Operations and Lifting Equipment Regulations 1998
- 4) Health and Safety (Miscellaneous Amendments) Regulations 2002

Key Legal Requirements

See summary at Section 8

Procedures

- 1) A Manual Handling "Risk Assessment" will be carried out of all job functions to identify operations which may pose a risk of physical injury. All tasks whereby a load is moved by bodily force will be investigated and suitable control measures identified and implemented.
- 2) The general hierarchy of risk control will be followed to reduce risks identified by the Risk Assessment. This includes:
 - i) elimination of the task, where reasonably practicable
 - ii) mechanising the task, where reasonably practicable
 - iii) training of employees in safe working practices, where tasks cannot be eliminated or mechanised
- 3) Employees involved in any manual handling operations or operations which involve ergonomic issues (e.g. the need for correct posture etc.) will be trained in the hazards and risks and the use of safe working practices.
- 4) Employees will be instructed that lifting, pushing or pulling even light loads incorrectly can put severe strain on the back muscles.

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| 5) | Employees will be encouraged to employ correct handling methods using the strong leg muscles where possible and not just the arms. |
| 6) | A load which is large, though perhaps light in weight, should not be carried by one person if it obscures their vision. |
| 7) | Employees who regularly lift loads should wear protective footwear and if the load is metallic, with possibly sharp or jagged edges, gloves. |
| 8) | No untrained person will be allowed to direct, or carry out, a lifting operation involving hoists, pulleys or cranes. |

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| Subject | Work at Height |
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Purpose

- 1) To protect Association employees, so far as is reasonably practicable, from the dangers presented by working at height.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended
- 3) Work at Height Regulations 2005
- 4) Confined Spaces Regulations 1997
- 5) Health and Safety in Roof Work – HSE Guidance Note HSG 33

Key Legal Requirements

See summary at Section 8

Definitions

- 1) The Work at Height Regulations 2005 apply to all work at height where there is a risk of a fall liable to cause personal injury. (Note that the former '2 metre rule' no longer applies).

Procedures

- 1) Work at Height Regulations
 - 1.1 Before any work at height is carried out, a competent person will plan and properly organise the task. This will involve the undertaking of a suitable and sufficient risk assessment and, where appropriate, the development of formal working procedures.

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- 1.2 The planning, organising and risk assessing process will take account of the following hierarchy:
 - i) avoid the need to work at height through designing out the work at height activity
 - ii) protect through the installation of guard rails or parapet wall construction
 - iii) arrest the fall with as short a potential fall distance as is practicable and the impact on the faller as low as is feasible (e.g. safety nets are favoured over harnesses).
- 1.3 Where work at height is unavoidable, the following will be considered as part of the risk assessment:
 - competence of person(s) to work at height
 - selection and use of appropriate work equipment
 - the particular risks from fragile surfaces
 - inspection and maintenance of equipment

2) Roof Work

- 2.1 In addition to the requirements of 1), above, the following procedures will be followed for roof work.
- 2.2 Only roof work of a non-extensive nature may be carried out by employees of the Association. In deciding what is non-extensive work, an assessment of the time, difficulty, content of the work and number of people involved, will be made by the Maintenance Manager.
- 2.3 All roofs on any Association property will be considered 'fragile' unless reliable information to the contrary is available.
- 2.4 Access to all roofs will be restricted to appropriately trained and competent personnel.
- 2.5 Roof ladders and duck boards of sound construction **must** be used for roof work.

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| 2.6 | Extra care will be taken where skylights or other fragile panels are present. |
| 2.7 | When using safety harnesses a check must be made that there is a suitable and secure anchorage point and that there is safe access to the anchor point. |
| 2.8 | If a skylight is being used as the means of getting onto the roof, the anchorage point must be located inside the loft. |
| 2.9 | In all cases the anchorage point must be deemed capable of withstanding the shock of a fall. |
| 2.10 | No roof work will be undertaken in adverse weather conditions. |
| 2.11 | No roof top work will be undertaken if there are overhead power lines which have not been isolated prior to work commencement. |
| 2.12 | Work will always be planned and executed in such a way as to ensure the safety of all concerned, including the general public. |
| <u>3)</u> | <u>Loft Work</u> |
| 3.1 | In addition to the requirements of 1), above, the following procedures will be followed for loft work. |
| 3.2 | All work which requires the entry into loft space will be conducted by at least 2 members of staff. Both will be familiar with the safe working practices and with procedures to be adopted in emergency situations. |
| 3.3 | Loft work or access to loft space will only be allowed if a suitable boarded passageway exists or if duck boards can be placed across roof joists or beams. |
| 3.4 | This will also be the case if the loft and a skylight are being used as the access route to the roof. A small platform will require to be constructed under the skylight before this procedure can be followed. |

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- 3.4 It must be ensured that an adequate source of light and ventilation is available inside the loft **before** entering the loft space.
- 3.6 Employees will wear approved CE marked dust respirators and overalls when entering all loft spaces. Overalls should have open collars and cuffs, to reduce the likelihood of irritation upon contact with Machine-Made Mineral Fibre (MMMF) dusts (e.g. glass fibre insulation).
- 3.5 If MMMF is evident in the loft space, then it is recommended that minimal disturbance of insulation is made and goggles should be worn in addition to the respirator.
- 3.8 Upon leaving loft spaces which contain MMMF, in order to prevent skin irritation the skin should be rinsed in lukewarm water **prior** to using soap.
- 3.9 No hot work will be carried out in the loft space unless adequately covered in the Risk Assessment.
- 3.10 Asbestos materials may be present in the loft as lagging on hot water tanks or hot water pipes, thermal insulation material or asbestos boards. Where such materials are suspected of containing asbestos, are friable or damaged or are to be disturbed, a professional assessment of the materials should be carried out by an accredited asbestos testing firm (see Policy on Asbestos, Section 4.8).

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4) Ladders

- 4.1 Ladders used by Association personnel will be of sound construction with no missing steps or rungs and will remain unpainted so that cracks and other faults can be easily recognised. All ladders used by the Association will be to standard BS EN 131.
- 4.2 Ladders will be visually inspected before and after use, looking out for warping, splintering, cracking, bruising, missing steps / rungs etc. Defective ladders will be removed from use, labelled and a request for repair or replacement submitted to the H&S Administrator. Where it is not possible to repair a ladder, it will be destroyed as soon as reasonably practicable. A Ladder Inspection Report will be completed for each ladder on a monthly basis (see 22).
- 4.3 Ladders in use must be positioned at the correct angle (4 up for 1 out) on a firm base and be tied at the top for support. The ladder will be supported by a second person until tied. Alternatively, if the ladder cannot be tied, a second person will act to 'foot' the bottom of the ladder and act as a look-out.
- 4.4 Not more than one person at a time will be allowed on a ladder and, if the ladder is the actual work platform, then the ladder should extend at least 1.50m above the highest rung on which the employee has to stand. Pole ladders (i.e. single section ladders with the stiles made from a single pole cut lengthways) will only be used for gaining access and will not be used as working platforms. When using step-ladders, the user will not use the top step as a platform.
- 4.5 Where using a ladder to gain access to a work platform, the ladder will extend at least 1m above the landing place. The landing rung should be level with or slightly above the landing platform. There should be space between each rung for a proper foothold, ensuring that there are no obstructions to the foot.
- 4.6 Ladders will not be climbed higher than the third rung from the top.

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- 4.7 Short ladders may be carried by one person, either vertically against the shoulder or horizontally across the shoulder. Longer ladders will be carried horizontally on the shoulders of two people, one either end, in as comfortable a manner as possible. Care should be taken to avoid overhead hazards (such as power lines).
- 4.8 As over-reaching or stretching whilst on a ladder can lead to loss of balance, if the work area can not be reached, the ladder will be moved, or a longer one used, to allow the work area to be reached safely.
- 4.9 After use, ladders will be cleaned. Ladders will not be stored outside unless adequately covered and will be hung horizontally on a rack (supported under the stiles) or supported on blocks (under the stiles). They will not be supported by the rungs, stored flat on the ground or placed against walls, radiators or hotpipes, which can lead to warping, sagging or distortion.

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| Subject | Scaffolds |
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Purpose

- 1) To ensure the safe use of scaffolding as a working platform or as a means of access to the place of work.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended
- 3) Construction (Design and Management) Regulations 2015

Key Legal Requirements

See summary at Section 8

Procedures

- 1) Scaffolds, built by outside contractors, will be inspected by a suitably trained Association employee prior to the scaffold being used.
- 2) Alternatively, if no Association employee present has been trained to inspect scaffolding, the contractor will be asked for a safety certificate (including "pull tests" etc.) which states the scaffold is safe for use.
- 3) This rule will apply whether the scaffold provides access for employees of the contractor or of the Association or both.
- 4) If scaffolding is to be left unattended at any time, it essential to prevent illegal access. To achieve this, access ladders will be removed, unless the scaffold is protected by hoardings erected around its base. This will be carried out at the end of each working day.
- 5) Before erecting a scaffold on a public highway the appropriate authority will be contacted to obtain permission.
- 6) Suitable measures will be carried out to protect the public from any operations carried out from scaffolding structures.

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- 7) Guidance will be taken from a specialist on whether a scaffold structure erected for the Association's use requires to be earthed.
- 8) Scaffolds will be inspected on an on-going basis as deemed necessary (at least weekly) by a competent person.

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| Subject | Personal Protective Equipment (PPE) |
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Purpose

- 1) To ensure that appropriate Personal Protective Equipment (PPE) is available and is correctly stored and maintained.
- 2) To ensure that personnel are adequately trained in the correct use of PPE, where required.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended
- 3) Personal Protective Equipment at Work Regulations 1992
- 4) Personal Protective Equipment Regulations 2002
- 5) Health and Safety (Miscellaneous Amendments) Regulations 2002

Key Legal Requirements

See summary at Section 8

Definition

- 1) Personal Protective Equipment (PPE) includes a range of clothing and protective devices to protect the wearer from certain hazards. PPE includes such items as hard hats, respirators, safety boots, protective gloves, weatherproof clothing, overalls etc.

Procedures

- 1) All tasks which require PPE will be identified in the Risk Assessment procedure. A system based on Job Cards will be set up to record what PPE is required to carry out any job within the business sphere of the Association. It is recognised that PPE should be used as a last line of defence, acceptable only where engineering controls would not be reasonably practicable.

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- 2) It is possible that a Job Card will be required for a job which has **not** previously undergone a risk assessment. The Maintenance Manager and/or the H&S Administrator will determine suitable precautions to be taken and PPE to be worn.
- 3) All PPE will be fit for purpose, properly cleaned, serviced and maintained, correctly stored and compatible with other PPE required to be worn. Where available PPE will be CE marked. To ensure that PPE is hygienic and otherwise free of risk to health, all such equipment will only be used by the individual to whom it is issued.
- 4) Personnel requiring to use PPE will be trained in its correct use (which will include demonstrations where deemed necessary) and in the appropriate procedures for reporting defects, inspecting PPE before use, etc.
- 5) A register of all PPE, together with details of servicing, issue to personnel, repairs etc. will be kept on file by the H&S Administrator.
- 6) Where respiratory protective equipment (RPE) is required (e.g. dust masks or respirators), a satisfactory face-fit test will be carried out by a competent person before the RPE is used. Repeat fit tests will be carried out where a different model of RPE is to be used, where a new facepiece is required or where the facial characteristics change significantly.

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| Subject | Asbestos |
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Purpose

- 1) To effectively manage all asbestos containing materials and to reduce the asbestos related risks to as low a level as is reasonably practicable.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Control of Asbestos Regulations 2012

Key Legal Requirements

See summary at Section 8

Procedures

- 1) General
 - 1.1 In a case where material is suspected of containing asbestos, an external consultant having UKAS (United Kingdom Accreditation Service) accreditation for sampling and analysis, will be contacted to carry out an identification.
 - 1.2 If asbestos material is identified on any premises occupied by the Association, it will be examined carefully to determine its condition.
 - 1.3 If it is observed to be damaged or cracked, or if it is of a “friable” nature (liable to produce airborne fibres) then a report should be immediately made to the Director.
 - 1.4 The Director will contact a competent person who will advise on the most appropriate course of action.
 - 1.5 No Association employee will handle or remove asbestos materials.
 - 1.7 Asbestos products such as gloves, aprons or fire blankets will not be used.

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2) Asbestos Surveys and Management Plans

- 2.1 Where Association premises or housing stock were built or renovated prior to 2000, a 'Type 2' asbestos survey will be carried out by a competent asbestos management consultant. (HSE expects that no asbestos containing materials would be in use from 2000.) The surveyor should determine an appropriate strategy to cost-effectively assess relevant premises.
- 2.2 The findings of all surveys undertaken should be used to prepare a register of asbestos containing materials (including their location and condition along with details on how best to manage / remediate the material) in all relevant premises.
- 2.3 An asbestos management plan will be developed and implemented, ensuring that all asbestos containing materials are properly managed. This will include procedures for inspecting materials and carrying out remedial works where necessary.
- 2.4 A member of staff will be designated "asbestos co-ordinator" and will be responsible for maintaining registers, providing information to contractors etc.
- 2.5 All contractors whose work could foreseeably damage asbestos containing materials will be informed before the start of site works of the presence and type of asbestos containing materials.

Asbestos Co-ordinator Alison Leabody

3) Maintenance / Refurbishment / Demolition / Repair Works

- 3.1 Prior to any work being carried out on the fabric of buildings, the asbestos register will be interrogated to determine whether asbestos may be encountered and appropriate precautions (including the use of HSE licensed contractors where necessary) will be taken. Where the works are likely to disturb material not included in the registers (e.g. behind wall panels, within voids, etc.), 3.2 will apply.

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- 3.2 Prior to any refurbishment, demolition or repair works on building fabric which is not known to be asbestos free, a competent asbestos management consultant will be commissioned to carry out a 'Type 3' (i.e. intrusive) asbestos survey of the area to be worked upon. Appropriate precautions (including the use of HSE licensed contractors where necessary) will then be taken.

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4) Work with Asbestos Materials

- 4.1 Most work likely to disturb or remove asbestos must be carried out by an HSE licensed asbestos removal contractor and notified to the HSE 14 days prior to commencement. However, the Control of Asbestos Regulations 2012 do allow work with certain lower risk asbestos containing materials (e.g. asbestos cement and asbestos textured coatings) to be carried out by non-licensed personnel and without notification to the HSE. Advice will be sought from a competent UKAS accredited asbestos management consultancy prior to any works being carried out on asbestos containing materials.
- 4.2 Where work does not require to be carried out by licensed contractors and does not require notification to the HSE, it will, nevertheless, be undertaken in a safe manner, by appropriately trained personnel, reducing the generation of airborne dusts to as low a level as is reasonably practicable. All method statements and risk assessments for such work will be screened by a competent person prior to work commencing.
- 4.3 Where licensed contractors are required to carry out asbestos works, the following documentation will be requested from the contractor prior to commissioning, and copies kept in the job file:
- current asbestos licence (issued by the HSE)
 - insurance certificate indicating the insured is covered for asbestos work
 - medical examination certificates of all personnel who will work on the job
 - training records for all personnel who will work on the job (asbestos management and handling courses)

In addition, evidence of the following should be seen:

- where applicable, notification of the job to the HSE 14 days prior to commencement
- method statement for the job

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| Subject | Selection and Control of Contractors |
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Purpose

- 1) To ensure that competent and reliable Contractors are chosen to work on Association sites.
- 2) To ensure that selected Contractors comply with all current and relevant statutory requirements and good practice.

References

- 1) Health and Safety at Work etc. Act 1974
- 2) Management of Health and Safety at Work Regulations 1999, as amended

Key Legal Requirements

See summary at Section 8

Procedures

- 1) The Director shall ensure that only qualified and experienced Contractors with proven safety records are appointed to carry out work for the Association.
- 2) The following information shall be obtained so that a suitable and sufficient assessment of the Contractor can be made before work activities commence:-

Mandatory

- (i) Provision of EL/PL/PI insurance details
- (ii) Provision of suitable references from previous clients for similar work
- (iii) Provision of Safety Policy
- (iv) Provision of licence to operate, where appropriate *e.g. asbestos workers*
- (v) Provision of risk assessments and method statements

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Preferred

- (ii) Description of safety training provided
 - (iii) Details of membership of a Trade Association or Safety Group
 - (iv) Details of access to a qualified safety advisor
 - (v) Accident/injury data
 - (vi) Health & Safety prohibition and improvement notices
-
- 3) It is recognised that Associations often prefer to employ small local companies, particularly for small "jobbing" contracts. In these circumstances the initial approval process may be less exhaustive - especially where the Company is known to the Association. It is recommended, however, that all elements of the mandatory list still be scrutinised.
 - 4) A list of those "Approved" Contractors shall be made up and held by the Maintenance Manager.
 - 5) Prior to the commencement of any work the Maintenance Manager shall arrange for the Contractor to be provided with details of the risks to health and safety arising out of work activities on the site.
 - 6) The Maintenance Manager shall ensure that the Contractor has been supplied with a copy of the Association's "Safety Rules for Contractors" document.
 - 7) The Contractor shall formally acknowledge receipt of the "Rules" and confirm their acceptance of / compliance with same.
 - 8) The Maintenance Manager shall be responsible for monitoring the activities of the Contractor for the duration of their time on site in order that the necessary safety and security and management supervision can be carried out. This will include carrying out and recording sample measurements of actual performance observed on site against the risk assessments and method statements provided.

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- 9) On completion of the work, the Maintenance Manager shall ensure that the site has been left in a clean and tidy condition and any unused materials removed.
- 10) The Director shall ensure that appropriate Health & Safety Contract Records are maintained viz.,
 - i) Contractor Assessment Checklist
 - ii) Approved Contractors List
 - iii) Acknowledgement of Safety Rules
 - iv) Safety Inspection Checklist

| | |
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| Subject | Construction Design and Management |
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Purpose

- 1) To ensure that the Association complies with relevant safety legislation during major construction works.

Reference

- 1) Health and Safety at Work etc. Act 1974
- 2) Construction (Design and Management) Regulations 2015 (CDM)
- 3) L153 Managing health and safety in construction Construction (Design and Management) Regulations 2015
- 4) INDG411 A short guide for clients on the Construction (Design and Management) Regulations 2015

Key Legal Requirements

See summary at Section 8

Definitions

“construction site” includes any place where construction work is being carried out or to which the workers have access, but does not include a workplace within it which is set aside for purposes other than construction work;

“construction phase” means the period of time starting when construction work in any project starts and ending when construction work in that project is completed;

“construction phase plan” means a document recording the health and safety arrangements, site rules and any special measures for construction work;

“construction work” means the carrying out of any building, civil engineering or engineering construction work

“pre-construction information” means information in the client’s possession or which is reasonably obtainable by or on behalf of the client, which is relevant to the construction work and is of an appropriate level of detail and proportionate to the risks involved.

“principal contractor” means the contractor appointed under regulation 5(1)(b) to perform the specified duties in regulations 12 to 14

“project” means a project which includes or is intended to include construction

work and includes all planning, design, management or other work involved in a project until the end of the construction phase;

“principal designer” means the designer appointed under regulation 5(1)(a) to perform the specified duties in regulations 11 and 12;

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For the purposes of the CDM Regulations 2015, a project is notifiable to the HSE if the construction phase is likely to involve more than

- (a) 30 days with 20 or more operatives on site; or
- (b) 500 person days, of construction work.

Procedures

- 1) It is important to realise that, under the CDM Regulations, Health and Safety is a **shared** responsibility between the Association and other relevant parties, including the Principal Designer, Designers, the Principal Contractor and other persons involved with the construction work.

- 2) Under the CDM Regulations, the duties of all parties will be as follows:

a) Client

For all projects, commercial clients must:

- make suitable arrangements for managing their project, enabling those carrying it out to manage health and safety risks in a proportionate way. These arrangements include:
- appointing the contractors and designers to the project (including the principal designer and principal contractor on projects involving more than one contractor) while making sure they have the skills, knowledge, experience and organisational capability
- allowing sufficient time and resources for each stage of the project
- making sure that any principal designer and principal contractor appointed carry out their duties in managing the project
- making sure suitable welfare facilities are provided for the duration of the construction work
- maintain and review the management arrangements for the duration of the project
- provide pre-construction information to every designer and contractor either bidding for the work or already appointed to the project
- ensure that the principal contractor or contractor (for single contractor projects) prepares a construction phase plan before that phase begins
- ensure that the principal designer prepares a health and safety file for the project and that it is revised as necessary and made available to anyone who needs it for subsequent work at the site

For notifiable projects (where planned construction work will last longer than 30 working days and involves more than 20 workers at any one time;

or where the work exceeds 500 individual worker days), commercial clients must:

- notify HSE in writing with details of the project
- ensure a copy of the notification is displayed in the construction site office

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b) Principal Designer (required on projects with more than one contractor)

- plan, manage, monitor and coordinate health and safety in the pre-construction phase. In doing so they must take account of relevant information (such as an existing health and safety file) that might affect design work carried out both before and after the construction phase has started
- help and advise the client in bringing together pre-construction information, and provide the information designers and contractors need to carry out their duties
- work with any other designers on the project to eliminate foreseeable health and safety risks to anyone affected by the work and, where that is not possible, take steps to reduce or control those risks
- ensure that everyone involved in the pre-construction phase communicates and cooperates, coordinating their work wherever required
- liaise with the principal contractor, keeping them informed of any risks that need to be controlled during the construction phase

c) Designer

- make sure the client is aware of the client duties under CDM 2015 before starting any design work
- when preparing or modifying designs:
 - take account of any pre-construction information provided by the client (and principal designer, if one is involved)
 - eliminate foreseeable health and safety risks to anyone affected by the project (if possible)
 - take steps to reduce or control any risks that cannot be eliminated
- provide design information to:
 - the principal designer (if involved), for inclusion in the pre-construction information and the health and safety file
 - the client and principal contractor (or the contractor for single contractor projects) to help them comply with their duties, such as ensuring a construction phase plan is prepared
- communicate, cooperate and coordinate with:
 - any other designers (including the principal designer) so that all designs are compatible and ensure health and safety, both during the project and beyond
 - all contractors (including the principal contractor), to take account of their knowledge and experience of building designs

d) Principal Contractor (required for projects with more

than one contractor)

- plan, manage, monitor and coordinate the entire construction phase
- take account of the health and safety risks to everyone affected by the work (including members of the public), in planning and managing the measures needed to control them
- liaise with the client and principal designer for the duration of the project to ensure that all risks are effectively managed
- prepare a written construction phase plan (PDF) before the construction phase begins, implement, and then regularly review and revise it to make sure it remains fit for purpose
- have ongoing arrangements in place for managing health and safety throughout the construction phase
- consult and engage with workers about their health, safety and welfare
- ensure suitable welfare facilities are provided from the start and maintained throughout the construction phase
- check that anyone they appoint has the skills, knowledge, experience and, where relevant, the organisational capability to carry out their work safely and without risk to health
- ensure all workers have site-specific inductions, and any further information and training they need
- take steps to prevent unauthorised access to the site
- liaise with the principal designer to share any information relevant to the planning, management, monitoring and coordination of the pre-construction phase

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e) Contractors

Contractors on all projects must:

- make sure the client is aware of the client duties under CDM 2015 before any work starts
- plan, manage and monitor all work carried out by themselves and their workers, taking into account the risks to anyone who might be affected by it (including members of the public) and the measures needed to protect them
- check that all workers they employ or appoint have the skills, knowledge, training and experience to carry out the work, or are in the process of obtaining them
- make sure that all workers under their control have a suitable, site-specific induction, unless this has already been provided by the principal contractor
- provide appropriate supervision, information and instructions to workers under their control
- ensure they do not start work on site unless reasonable steps have been taken to prevent unauthorised access
- ensure suitable welfare facilities are provided from the start for workers under their control, and maintain them throughout the work

In addition to the above responsibilities, contractors working on projects involving more than one contractor must:

- coordinate their work with the work of others in the project team
- comply with directions given by the principal designer or principal contractor
- comply with parts of the construction phase plan relevant to their work

Where a contractor is the only contractor working on a project, they must ensure a construction phase plan is drawn up before setting up the site.

