

Employee Health and Safety Manual



Scottish Borders Housing Association
Keeping you safe

Compliance Control Document

SBHA Document Control

Document Summary: The Health and Safety '**Compliance Plus**' Control Manual is designed to describe and inform all persons who work for or engage with SBHA, of the standards employed by the Association in compliance with health and safety legislation and supplementary guidance. It comprises general health and safety subject information and includes, where approved, a link to the Association's current procedures and policies where these impact the Association's health and safety. Where required and as new procedures/policies are designed or existing ones amended (or legislation or best practice changes), these will be added to update the manual.

Approved by: **Scottish Borders Housing Association Management Board.**

Meeting Reference and Date:

Date of Issue: (E issue) Version 1 **August 2024**

Next Review: **August 2027**
[or where changes in SBHA Policy, legislation or best practice deem otherwise].

SBHA Compliance team has current review responsibilities.

Reviews: When making the authorised changes, complete the 'actioned by' and 'date' columns. Also, remember to update the description of the review/change.

Document History	Date	Description	Actioned By
v1	28.04.2021	Document created	KG
v2	04.06.2021	Reviewed pre consultation	SM/KG
v3	07.06.2021	Circulated to SLT to review - return date and meetings to discuss changes – 10.06.2021	SM/KG
v4	19.07.2021	Changes made required by executive	SM/KG
v5	18.08.2021	Changes following Omnirisk review	CP/KG
v6	16.01.2024	Review roles and responsibilities following structure changes	KG/CP/ML
v7	08.08.2024	Review formatting and content	DB/KG/CP
v8	04.12.25	Updated materials with current legislative references following Omnirisk annual review	GM

Foreword



Dear Colleague,

Welcome to your SBHA Employee Health and Safety Manual.

Keeping you, our customers, and anyone else who works on our behalf safe is a top priority for SBHA. As an employer, SBHA must meet and maintain all regulatory standards and requirements to ensure health and safety.

This manual has been designed to give you information about health and safety in the workplace and how we will all ensure we deliver services in a safe manner. You will find links to our policies and procedures and other helpful documents and videos.

This new style manual was originally developed during the Covid-19 Pandemic. Health and safety awareness has been heightened globally and it has been shown that when people work together, better health and safety outcomes can be achieved.

Please take the time to read through your handbook, and if you have any questions or feedback, please get in touch with us using the Health and Safety email inbox healthandsafety@sbha.org.uk

Stay safe.

Julia Mulloy

Chief Executive

Contents

Foreword		3
About this Manual		5
SBHA - Health & Safety Policy and Management Arrangements 2024 – 27		6
Section 1	Accident Reporting	18
Section 2	Asbestos	19
Section 3	Basics – Workplace Information	22
Section 4	CDM - Construction (Design and Management) Regulations	23
Section 5	Consultation and Communication	24
Section 6	Control of Substances Hazardous to Health	25
Section 7	Control of Vibration at Work	27
Section 8	Damp and Mould	31
Section 9	Display Screen Equipment	34
Section 10	Drug and Alcohol Policy	37
Section 11	Electricity at Work Policy	38
Section 12	First Aid	46
Section 13	Fire Safety	47
Section 14	Gas Safety Policy	53
Section 15	Health and Safety Performance Monitoring	57
Section 16	Manual Handling Operations	61
Section 17	Major Incidents and Severe Weather	64
Section 18	New or Expectant Mothers at Work	68
Section 19	Noise at Work	69
Section 20	Personal Protective Equipment	71
Section 21	Personal Safety	74
Section 22	Retention of Records	77
Section 23	Risk Assessment, Suspect Packages and Safe Systems of Work	81
Section 24	Stress in the Workplace	84
Section 25	Transport	86
Section 26	Water Quality and Legionella	87
Section 27	Workplace and Welfare Facilities	92
Appendix 1		97

About this Manual

This Health and Safety Control Manual indicates the way we will organise, arrange, and manage health and safety within SBHA. It covers the main operational activities undertaken by SBHA, and the document will be refined and improved upon on an ongoing basis. The association requires all employees to be wholly familiar with the contents and to co-operate with SBHA to ensure that best safety practices are always adopted.

Where you see the video camera or key logo, there is a link to a useful video or document. You must be connected to the Internet to access these optional videos and linked documents¹. [Be aware that some of the materials may contain ads – just skip past these.]



Document



Video



Website

Each section gives information on a specific safety issue and is supplemented by approved video links – essentially, useful further information, toolbox type information, and further reading resources (SBHA will provide the necessary training to ensure employees are given appropriate levels of understanding for the activity and environments they will engage in). Where a specific SBHA policy exists, a link to the policy is included in the section after subject information. Employees are encouraged to contribute to this safety management system for the purposes of continual improvement. Please note that the guidance in this manual summarises, in an easily readable format, the various health and safety regulations - it does not replace them. To ensure full compliance, you must refer to the regulations and HSE-approved codes of practice (the links of which are supplied in this manual).

Health and Safety Legislation

The [Health and Safety at Work etc. Act 1974](#) and supplementary regulation is the primary legislation that governs, in terms of safety, the way we work in the United Kingdom. The enforcing Authority is, in most cases the United Kingdom Health and Safety Executive.



The following video and document links explain the legislation surrounding workplace safety and puts into context the standards and behaviours SBHA Management (employer) and employees must legally adhere to.

Introduction to Health and Safety



A to Z of HSE Guidance by Topic



Manual Maintenance Requirements

It is critical to keep this manual current by:

- Regularly checking and updating links
- Adding new relevant resources
- Incorporating changes to Health and Safety regulations

OmniRisk recommends performing a formal review of this manual annually.



Forthcoming
Legislation

¹ These online materials are 'free to access' video presentations, etc., or internet resources. SBHA acknowledges this and thanks the producers of such material for their use. Should any copyright be infringed, please contact the SBHA Health and Safety Adviser for its removal with our sincere and genuine apologies.

Health and Safety Policy

Scottish Borders Housing Association Health and Safety Policy Statement



The Scottish Borders Housing Association (SBHA), Board of Management, is fully committed to enhancing lives and communities across the Scottish Borders by shaping our homes and services to meet changing needs and expectations.

This commitment applies equally to the management of health and safety – holding true to the principals and values on which SBHA was founded and its current strategic objectives including the commitment in our strategic plan on **'Safe Places'** moving from embedded compliance to pro-active management of risk. Using technology, systems, and the right culture to instil trust and confidence of tenants in the safety of their homes. This is reflected in a focus on empowering team members, supporting effective governance, and serving our customers.



Ian McDonald
SBHA Chairperson

We recognise this health and safety policy as integral to enabling us to fulfil our potential as an association capable of delivering the best housing choices, solutions, and services.

This can only be achieved through the positive actions and application of best practice in health and safety by SBHA leaders and Team members. The association will adopt, maintain, and develop this best practice in all areas of health and safety management through continuous improvement in the control of risk and the development of a positive health and safety culture and climate known as **Compliance Plus**.

SBHA is committed to achieving effective control of risk by working to the health, safety management and performance standards contained within this policy. These relate to:

- The way we organise – our leadership, resource allocation, and consideration of health and safety implications arising from business decisions.
- Positive organisational health, safety culture.
- Effective, sensible, risk control measures and systems.
- Clear definition of arrangements.
- Competence of those involved in making decisions on health and safety.
- Continuous and planned improvement.
- Taking corrective and preventative action based on monitoring, auditing, and investigating activities.
- Encouraging ownership through communication and consultation.

It is SBHA's policy to consult with employees on health and safety issues before updating or modifying any part of the health and safety policy, and to provide training and information as appropriate.

This policy can only be successful with the active co-operation of employees who have responsibility for taking care of themselves and others, following safe working procedures and reporting any safety issues as soon as possible.

This policy will be reviewed every three years and revised, as necessary, in response to changes in legislation, methods of working, or at other times as deemed appropriate by the Board of Management. This policy (*and associated approved guidance notes*) applies to all persons, premises and activities falling, to any extent, under the association's control.

'We require everyone to work with us to ensure this policy is a success to ensure we, and others, can all enjoy a safe and healthy environment.'

Our Management Arrangements

Organisation

The Scottish Borders Housing Association regards the health and safety of employees and customers as an integral part of pursuing its overall mission – ‘**Created by Tenants for Tenants, we enhance lives and communities across the Scottish Borders. We shape our homes and services to meet changing needs and expectations.**’

This document will ensure that those who create risks manage them responsibly and understand that failure to manage real risks responsibly is likely to lead to robust action, enabling individuals to understand that as well as the right to protection, they also must exercise responsibility. **General duties of an employer** [Health and Safety at Work etc. Act 1974 \(legislation.gov.uk\)](#) and **General duties of an employee** [Health and Safety at Work etc. Act 1974 \(legislation.gov.uk\)](#) fully details the responsibilities. All employees receive documentation and guidance on these responsibilities at Induction to the company as part of the health and safety onboarding process.

1.0 Scope

This Health and Safety document (*and any associated policies and approved guidance notes*) applies to all premises and activities falling, to any extent, under the association’s control. This document sets down a framework by which the association and employees will be able to meet their health and safety duties.

2.0 Equalities, Diversity and Inclusion

Consideration has been given to the protected characteristics of all population subgroups identified in the Equality Act 2010. [Equality Act 2010 \(legislation.gov.uk\)](#). These protected characteristics are gender, age, race, disability, sexual orientation, religion/belief, pregnancy, and maternity, among others.

SBHA recognises the need for specific measures to ensure the health and safety of each of these groups. This document and all other associated health and safety related policies and guidelines take this into account.

3.0 Operating Methodology



Scottish Borders Housing Association will adopt the operating methodology for all their operational activities recommended by the United Kingdom Health and Safety Executive (HSE) – Plan / Do / check / Act, to ensure robust leadership and operational control.

<https://www.youtube.com/watch?v=947wRN72Wg0>

<https://www.youtube.com/watch?v=qHVxNH0v7wY>

Fig 1. Summary of Plan / Do / Check / Act

4.0 Leadership in Health and Safety

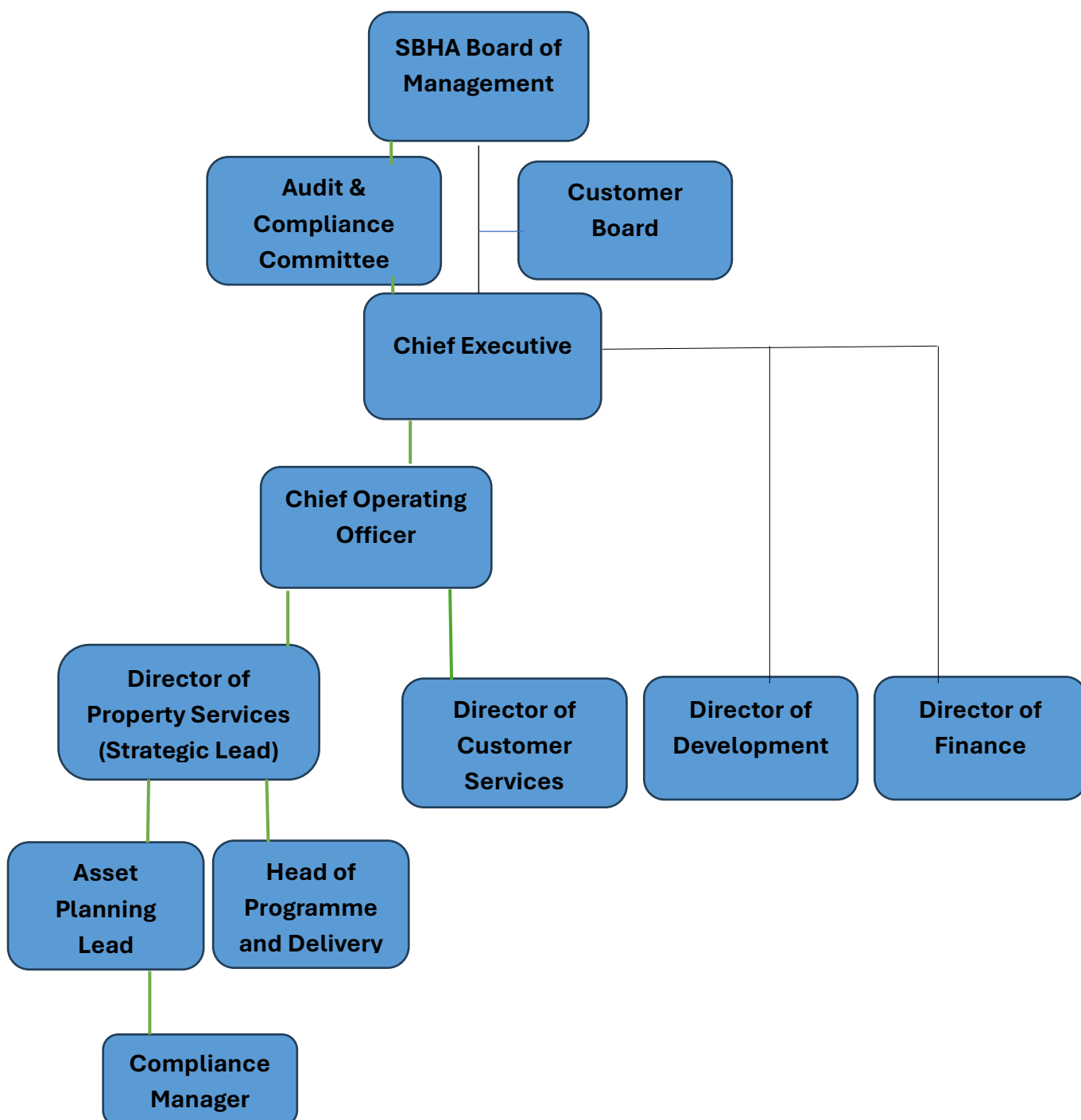
SBHA will ensure the provision of clear and transparent leadership and management systems, defining roles and highlighting significant responsibilities within roles, for health, and safety

risks. SBHA will ensure that they have access to competent health and safety advice and that processes are in place to escalate to the appropriate level relevant information regarding organisational health and safety performance and any significant health, safety and wellbeing risks, issues, and failures. This competent advice shall also be made available to all managerial levels and team members, as appropriate. □

SBHA will consult employees about their risks at work and about the design and implementation of preventive and protective measures, and, when necessary, about amending current practices and will maintain effective measures for leadership, planning, organisation, control, monitoring and review of health and safety matters with a view to continuous improvement.

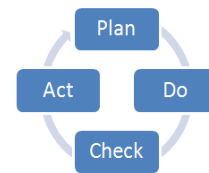
5.0 Organisational Health and Safety Management Roles

Green lines represent Health & Safety reporting responsibilities



5.1 Board of Management

The corporate responsibility for Health and Safety rests with the Board of Management in all aspects. The Board will approve and endorse the Health and Safety Employee Manual and authorise the Chair and Chief Executive to sign it. The Board shall receive regular KPIs which includes information on any outstanding Health and Safety actions, and the progress made to resolve these, to ensure compliance with the Health and Safety Policy.



Specifically, the Board of Management shall plan to ensure:

- Appropriate governance and communications systems are put in place to support this policy including its review and development.
- Awareness of significant health and safety risks faced by SBHA.
- Oversight of the health and safety implications of strategic decisions; and
- Emergency planning arrangements are kept up to date.

The Board of Management will seek assurances from the Leadership Team that:

- Health, safety, and wellbeing arrangements are adequately resourced.
- Risk control measures are in place and acted upon.
- Effective processes to ensure training and competency.
- Suitable processes for auditing health and safety performance.
- There is access to competent health and safety advice; and
- A process for employees or their representatives to be involved and engaged in decisions that affect their health, safety, and wellbeing.

5.2 Customer Board

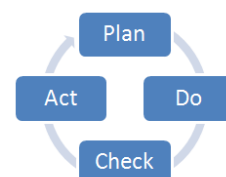
Will approve any health and safety policies that relate directly to SBHA's customers within the schedule of delegated authorities.

5.3 Audit and Compliance Sub Committee

- Oversee compliance with the Board-approved Health and Safety Policy.
- Monitor the implementation of the Association's Health and Safety Control Document.
- Review the Association's Health and Safety Risk Register on behalf of the Board and receive KPIs and other metrics on compliance.
- Commission any competent internal and/or external health and safety audits and ensure any resulting actions are carried out.
- Report to the Board and Chief Executive on audit findings.
- Take an active interest in an investigation of any significant health and safety failure.
- Ensure measures are in place to rectify any resulting issues.
- Report to the Board on health and safety failures and rectification measures.

5.4 Chief Executive

The SBHA Chief Executive Officer has delegated authority from the SBHA Board for the delivery and performance management of this Health and Safety Policy and is supported in this by the Chief Operating Officer and Director of Property Services as the strategic lead for health and safety, the Directors and Leadership team comprising Head of Service, Asset Planning Lead, Leaders, Co-ordinators, Supervisors, Compliance Team, contractors, SBHA teams, and external Compliance Consultants where appropriate.



The Chief Executive shall:

- Implement and endorse this policy as a visible demonstration of ownership and communicate its values.
- Agree on how this policy will be measured, monitored, and reported through the setting of appropriate key performance indicators
- Review performance data celebrating achievement and taking corrective action where targets are not being met.
- ensure that emergency procedures encompass all relevant risks.
- ensure that compliance, health, safety, and wellbeing implications of strategic decisions such as large projects etc. are adhered to.

5.5 Chief Operating Officer

The Chief Operating Officer provides operational assurance by ensuring:

- Suitable resources are allocated for the management of compliance, health, safety, and wellbeing.
- Ensure that an occupational health service is integrated into the health, safety, and wellbeing management system.
- Review compliance, health, safety, and wellbeing performance on an annual basis and to share such results with team members and other interested parties, where appropriate.
- Shall ensure this policy is measured, monitored, and reported through the setting of appropriate key performance indicators/metrics.
- Review such performance data celebrating achievement and taking corrective action where targets are not being met.

5.6 Director of Property Services – the Strategic Lead for Health and Safety

The Director of Property Services provides operational support to the Chief Executive and Chief Operating Officer, handling many day-to-day Health and Safety management tasks. This function carries additional Health & Safety responsibility.

The Director of Property Services will undertake the role of Strategic Lead on compliance and Health and Safety, ensuring the safety and welfare of Tenants, team members and stakeholders through safe working practices and compliance with all health and safety legislation and other related regulatory requirements

The Director of Property Services shall:

- Give all safety related queries consideration, liaising with the Chief Executive, head of programme and delivery, Asset Planning Lead, Compliance Manager, All Directors, and other relevant bodies as appropriate.
- Seeking assurance that all health and safety registers and actions maintain legislative compliance and are being upheld with action being taken where required ensuring any areas of arising failure, new significant risk or incidents are communicated immediately to the Chief Executive.

5.7 Executive Team

- Shall endorse the policy as a visible demonstration of ownership and communicate its values.
- They will take an active participation in Health & Safety. Where Directors identify any significant breach of Health & Safety procedures, appropriate action will be taken to reduce the risk in the short-term consulting with the Compliance Manager where

appropriate, and the issue will be reported to the full executive team without undue delay. This will include the identification of Health & Safety concerns within their service area, the raising of pertinent issues for consideration by the Chief Executive, Director of Property Services, and the actioning of measures identified by the Compliance Manager as being required.

- Will ensure that adequate communication channels exist throughout their departments to allow Health & Safety issues to be dealt with timeously and effectively. All departmental team members will be given the opportunity to raise any safety-related queries with their line leaders or Directors.
- Will ensure that effective training and health & safety plans are in place, and that the leadership teams have safe working procedures that are adopted and work in accordance with any training provided with proper use of any control measures, including protective equipment etc. that are appropriate for the work being carried out.
- Where Directors identify the need for further health & safety training or any other form of risk control for departmental team members, the issue will be communicated to the Compliance Manager and the Director of Property Services for further guidance. HR shall administer and update the learning and development plan.

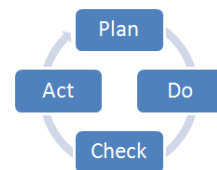
5.8 Asset Planning Lead

The Asset Planning Lead is responsible for operational health and safety delivery and assurance to the Director of Property Services in relation to Health & Safety and will:

- Ensure that any compliance, health and safety standards are achieved and maintained and that legislative requirements are continuously met across all areas of Health & Safety.
- Providing assurance to the Director of Property Services on all areas of operational performance relating to Health and Safety and to ensure any areas identified as non-compliance are dealt with appropriately with remedial actions.
- Lead the Compliance Team to ensure health and safety is embedded as an integral part of the overall management culture within the association, helping promote a positive health and safety climate and culture.
- Where any breaches or non-compliances are identified by the compliance team to notify the Director of Property Services without delay and to ensure any necessary action is taken to reduce risk in the short term.

5.9 Strategic Leadership Team

Members of the Strategic Leadership Team (SLT) are responsible for providing robust health and safety by providing robust health and safety leadership throughout the undertakings of the Scottish Borders Housing Association within the service areas they manage and control.



Specifically, SLT shall:

- Ensure health and safety is embedded as an integral part of the overall management culture within the association, helping promote a positive health and safety climate and culture.
- Planning for health and safety, including the setting of realistic health and safety objectives of their team members through regular team reviews and deciding on priorities within service areas.
- Monitoring and reviewing the health and safety performance of their service area to ensure high standards are maintained and developed promoting a one team ethos.

- Ensuring that arrangements are made for the provision of health and safety with adequate information, instruction, training, and supervision of all employees within their teams.
- Contribute to and putting in place opportunities to enhance general health and safety within their teams.
- Identify and assess the risks associated with all the activities of the association with the ambition of eliminating or controlling such risk, so as far as is reasonably practicable.
- Ensuring that those employees within their service area are made aware of this policy, arrangements, and guidance notes, as appropriate.
- Ensuring adequate arrangements are in place for the consultation and involvement of employees in matters involving health and safety and health & safety is included in all team agendas.
- Where SLT identify the need for further health and safety training or any other form of risk control for departmental team members the issue will be reported without undue delay to the compliance manager and director of property services. HR will take an active role in implementing any health and safety training needs identified.

5.10 Compliance Manager

The primary role of the Compliance manager is to advise the executive team, heads of service and leaders on all safety, health and welfare matters to ensure the company complies with its statutory obligations. Providing any necessary health & safety guidance to all SBHA departments in their undertaking of risk assessments, control implementation, policy development, etc. as required. This may involve liaison with external support as and when required.

The Compliance Manager role is to provide guidance and assistance to teams in their development and implementation of their service area risk responsibilities.

The Compliance manager is designated responsibility by the Strategic lead for health & safety director to control and update this Safety Manual and to ensure that all departments operate to the contents and instructions contained within.

The Compliance Manager will encourage ownership of health and safety by all department leaders through communication and consultation and will:

- Assist the Director of Property Services and Asset planning Lead to give assurance and take accountability for general compliance with all statutory and other legislative requirements relating to health, safety, environmental issues, and welfare.
- Have sufficient knowledge to fulfill Duty Holder responsibilities, obtaining expert advice from consultants where required and seek assurance that the implementation of any policies, procedures and arrangements set out in the safety Manual are up to date and maintained by Individual service areas as required.
- Audit the compliance of the other Leaders and their Teams in the management of all statutory and other relevant legislative requirements while always ensuring SBHA team members and activities are undertaken in accordance with Health and Safety legislation.
- Ensure the health and safety Manual is kept up to date with any legislative changes and processes, ensuring the Asset Safety Administrator keeps any relevant safety registers in an up to date and tidy condition.
- Keep up to date with legislative changes and attend such courses/seminars run by external sources to enable accurate interpretation of legislation to enable appropriate implementation within the organisation.

- Seek assurance where required that any SBHA project safety documentation complies with CDM or any other health and safety legislative requirements and report significant findings to the Asset planning Lead and/or the Director of Property Services without undue delay. Where the Compliance Manager has reason to believe that any persons are, or may foreseeably become, exposed to unacceptable risk or non – compliance they shall take all necessary immediate steps to mitigate or reduce the risk from escalating and further direction will be sought from the Director responsible.
- To highlight areas where training/certification is required to meet the standards imposed by legislation, approved codes of practice, or H.S.E. guidance.
- The compliance manager will take accountability for providing any necessary guidance to the chief executive, Director of property services, and any other senior leadership Directors and leaders in their undertaking of risk assessments, control implementation, policy development, etc as required. This may involve liaison with external support. It should be noted that the Compliance Manager will not be solely responsible for developing corporate policies, risk assessments, or procedures but merely for technically assisting others in their development and implementation.

5.11 Compliance Team

The compliance team is managed, and co-ordinated by the Compliance Manager in giving technical advice and assurance to the executive and Senior Leadership Team of all matters in relation to health, safety, environment, and welfare. The team consists of the Asset Safety Officer and the Asset Safety Administrator who are involved in the effective delivery of the Compliance policies, procedures, registers, and information required for KPI reporting that demonstrates compliance plus across all areas of Health & Safety.

The Asset Officer will:

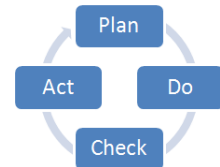
- Assist the Compliance Manager to ensure compliance with all statutory and other relevant legislative requirements while always ensuring SBHA team members and activities are undertaken in accordance with Health and Safety legislation aligning with SBHA policies.
- Contribute to ensure compliance with Construction (Design & Management) for all relevant works and that risk assessments and method statements are in place that provides robust safe systems of work. Ensuring all planned and responsive work programmes are undertaken in accordance with SBHA procedures for the management of CDM, Asbestos, Legionella, Electrical testing, and Gas/other heating safety.
- Work in conjunction with the Compliance Manager and Asset Safety Assistant to be accountable and ensure that SBHA meet all our Gas Safe statutory obligations as well as those for renewable technologies, damp and mould, electrical, other fuels, fire and renewable services. To assist in Health and Safety reporting ensuring compliance (internal and external) for Gas, Electric and Contracts administration, along with all legislative health and safety requirements surrounding asset and people safety.
- Assist the Compliance Manager to manage internally led audits to ensure that all teams are trained, and works are carried out are to Gas Safe, CDM and any other H&S legislation including completion and distribution of appropriate documentation to ensure operational risk is minimised.
- Hold toolbox talks as appropriate to educate Neighbourhood teams and employees to employ a risk-based approach to Health & Safety and helping to shape efficient operational practices with expert technical advice.

The Asset Safety Administrator will:

- Gather, compile, verify, and analyse information and give assurance to leadership relating to gas, renewable technologies, other heating, fire, and electrical servicing including conducting research and drafting letters, reports, presentations, communications and KPIs.
- To ensure Gas Safe administrative systems and Electrical/fire registers comply with legislation and are always up to date and available for inspection and escalate reports of high risk or complex issues in a timely manner to the Compliance Manager for action as part of the health and safety management of risk.
- To take appropriate and timely action on receipt of any gas or electrical issues or concerns including escalation to the Compliance Manager as necessary.

5.12 Leaders, Co-ordinators, Supervisors and Officers

Leaders, Coordinators, Supervisors and officers must take responsibility to manage the health and safety of the day to day running of their specific areas of control. Responding to any Compliance team risk queries or audits with documentation and evidence to ensure compliance plus.



Specifically, Leaders, Coordinators and Supervisors must ensure:

- The assessment of identified risks within their area of control is fully documented, kept up to date, reviewed in time and to take steps to remediate the risk so far as is reasonably practicable.
- Ensure that all employees in their area of control are made aware of any relevant safety policy and procedures with risk assessments being communicated and understood throughout their teams.
- Ensure robust and accurate record keeping is maintained on systems/CRM.
- provide additional service area induction training for new team members incorporating general health & safety assessments, reporting, and remedial actions relating to their specific service area.
- Relay health and safety information communicated from the compliance team and in general take responsibility for ensuring relevant department training for existing team members is carried out.
- Manage, review, and arranging the safe use, handling, storage, conveying and disposal of articles and substances their teams are faced with.
- ensuring workplaces including project facilities under their control are safe, without risk to health and regularly inspected and documented to maintain safe conditions.
- Assist with any audit or inspections of their service area to maintain high standards and compliance plus.
- Ensuring the provision of adequate facilities and arrangements in place for employee welfare wherever this is a requirement or location.
- Operate the association's accident reporting and investigation system, as per current procedures.
- Ensure that prompt and commensurate action is taken to remedy any reported defect, deficiencies, or non-compliance. Reporting directly to the compliance team any mitigation action taken and give assurance on any reported risks.
- Monitor and review the effectiveness of any policy or procedures within their area of control.

5.13 External Compliance Consultancy

The Compliance external Consultants role is to provide services as required by the association and give additional expert guidance to the Compliance Manager. This ensures that the health, safety and wellbeing systems, activities / operations and environment of the

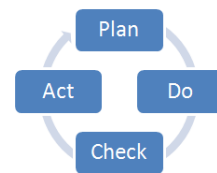
Association is competent and robust. The Compliance Consultant shall also assist and advise the Board and Senior Leadership team, to ensure, so far as is reasonably practicable, the health, safety, and welfare of all employees whilst at work.

The Compliance Consultant will give expert guidance where required to the Compliance Manager and 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.

- Any procured consultancy service shall include the provision of:
- auditing of the Health & Safety management system
- Control Documentation update guidance service
- Escalation helpline for all Health & Safety related queries
- Specialist consultancy and bespoke training support as required

5.14 Employees

Everyone has a legal responsibility for their own health and safety, as well as that of others who may be affected by their work and/or their acts or omissions. Everyone has the right not to proceed with any activity if they feel it poses a danger to their safety or that of others, and they must immediately raise their concerns with their Line Manager. Notification of any accidents, incidents or near misses whatever the cause are to be reported to the Compliance team through the health & safety inbox healthandsafety@sbha.org.uk. This enables an understanding of the immediate and root causes and any trends or patterns, which will aid the decision on what preventive measures are required.



Employees must: -

- Take reasonable care of themselves and co-operate with SBHA on all health and safety matters.
- Carry out their work safely and in accordance with this document, protocols, local arrangements, guidance from compliance team, or any relevant legislation.
- Complete and follow the requirements of any risk assessment or method statement and implement and any identified control measures.
- Use the healthandsafety@sbha.org.uk inbox to report any adverse event (accident, incident, near miss / dangerous occurrence or work-related illness)
- Notify their line manager and HR if they have a condition affecting their health which may be caused by or made worse by work activities.
- Undertake health and safety training and induction, when requested and as required.
- Report any faults, damage, unsafe or unhealthy working conditions, practices, or equipment, using the healthandsafety@sbha.org.uk inbox and notifying their line manager without delay.
- Use any equipment supplied only for its intended purpose.
- Not interfere with or misuse anything provided for health and safety or a control measure.
- If an emergency alarm sounds, to assist in the evacuation of members of the public from the affected premises, without taking personal risk.
- Not damage the fabric of any building or connect directly to the electrical services - other than through a standard electrical socket - without prior agreement from the compliance team.
- Bring any breaches of this document, protocols or local health and safety arrangements to the attention of their line manager and the compliance Manager without delay.

5.15 Audit & Review

SBHA is committed to reviewing and developing its policy and procedures in line with SBHA's Strategic and Business Plan which sets out a key strategic theme of Safe Places which aims to move from embedded compliance to pro-active management of risk and a Compliance Plus approach to achieve best practice and to ensure that it remains both current and relevant. The Compliance Manager will ensure a programme of internal safety audits are periodically undertaken throughout the association to measure the effectiveness of safety measures within specific service areas and to measure the performance of this policy. The compliance Manager shall take responsibility to liaise fully with any external health and safety audits as required and the results of such audits, including successes and areas of non-compliance, shall be relayed to the Director of Property services along with recommended actions.