



Health & Safety Policy & Procedures Manual

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Section 1 - Legislation & Policy Statement

1.1 Introduction

In compliance with the requirement of Section 2 (3) of the Health and Safety at Work etc. Act 1974, Empower Housing Association (Empower) is effectively discharging its statutory duties by preparing a written health and safety policy. A copy of the policy, which outlines Empower health and safety arrangements and organisational structure is provided at Empower for interested parties to read and must be read and signed by all employees.

In order for Empower to discharge its statutory duties, employees are required by law to co-operate with the management in all matters concerning the health, safety and welfare of themselves and any other person who may be affected by their acts or omissions whilst at work.

Empower agrees that in order to ensure that the health and safety policy is sustained in an effective condition, it is essential that the information is up-to-date and accurate.

It is the responsibility of Empower Competent Person Sara Sharrock to ensure that suitable revisions are made that reflect changes that have taken place within Empower and any new and relevant legislation. In addition, the policy will be reviewed regularly and in response to significant events that could impact the content.

Empower encourages all employees to inform their Manager of any areas of the health and safety policy that they feel are inadequate to ensure that the policy is maintained as a true working document.

1.2 Health & Safety Legislation

	Legislation	Link to Legislation
1	Health and Safety at Work Etc. Act, 1974 (HASWA)	https://www.hse.gov.uk/legislation/hswa.htm
2	Management of Health and Safety at Work Regulations, 1999	https://www.legislation.gov.uk/uksi/1999/3242/contents
3	Workplace (Health, Safety and Welfare) Regulations, 1992	https://www.legislation.gov.uk/uksi/1999/3242/contents
4	Health and Safety (Consultation with Employees) Regulations, 1996	https://www.legislation.gov.uk/uksi/1996/1513/contents
5	Personal Protective Equipment at Work Regulations, 2002	https://www.legislation.gov.uk/uksi/1996/1513/contents
6	Personal Protective Equipment (Enforcement) Regulations 2018	https://www.legislation.gov.uk/uksi/2018/390/contents
7	Working Time Regulations, 1998	https://www.legislation.gov.uk/uksi/1998/1833/contents
8	Provision and Use of Work Equipment Regulations, 1998 (PUWER)	https://www.legislation.gov.uk/uksi/1998/2306/contents
9	Health and Safety (Safety Signs and Signals) Regulations, 1996	https://www.legislation.gov.uk/uksi/1996/341/contents
10	Health and Safety (Information for Employees) Regulations, 1989	https://www.legislation.gov.uk/uksi/1989/682/contents
11	Health and Safety (Display Screen Equipment) Regulations, 1992	https://www.legislation.gov.uk/uksi/1992/2792/contents
12	Health and Safety (First Aid) Regulations, 1981	https://www.hse.gov.uk/firstaid/legislation.htm
13	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, 2013 (RIDDOR)	https://www.legislation.gov.uk/uksi/2013/1471/contents
14	Manual Handling Operations Regulations, 1992	https://www.legislation.gov.uk/uksi/1992/2793/contents
15	The Control of Noise at Work Regulations, 2005	
16	Health and Safety (Fees) Regulations, 2017	https://www.legislation.gov.uk/uksi/2005/1643/contents
17	Employers' Liability (Compulsory Insurance) Regulations, 1998	https://www.hse.gov.uk/pubns/hse40.htm
18	Confined Spaces Regulations, 1997	https://www.hse.gov.uk/confinedspace/legislation.htm
19	The Work at Height Regulations, 2005	https://www.hse.gov.uk/work-at-height/the-law.htm
20	The Control of Vibration at Work Regulations, 2005	https://www.hse.gov.uk/vibration/hav/regulations.htm
21	The Health Act, 2006	https://www.legislation.gov.uk/ukpga/2006/28/contents
22	Smoke Free (Premises and Enforcement) Regulations 2006	https://www.legislation.gov.uk/uksi/2006/3368/contents
23	Control of Substances Hazardous to Health Regulations, 2002 (COSHH)	https://www.legislation.gov.uk/uksi/2002/2677/regulation/7
24	Dangerous Substances and Explosive Atmospheres Regulations, 2013 (DSEAR)	https://www.hse.gov.uk/pubns/priced/l138.pdf
25	Dangerous Substances (Notification and Marking of Sites) Regulations, 1990	https://www.hse.gov.uk/pubns/indg467.pdf
26	Construction (Design and Management) Regulations, 2015	https://www.hse.gov.uk/construction/cdm/2015/index.htm
27	Control of Asbestos Regulations, 2012	https://www.hse.gov.uk/construction/cdm/2015/index.htm

28	Lifting Operations and Lifting Equipment Regulations, 1998 (LOLER)	https://www.legislation.gov.uk/uksi/1998/2307/contents
29	Electricity at Work Regulations, 1989	https://www.hse.gov.uk/pubns/priced/hsr25.pdf
30	Pressure Systems Safety Regulations, 2000	https://www.legislation.gov.uk/uksi/2000/128/contents/made
31	The Transport (Working Time) Regulations, 2005	https://www.legislation.gov.uk/uksi/2005/639/contents
32	ACoP & Guidance - 'Legionnaires disease: the control of Legionella bacteria in water systems' (L8)	https://www.hse.gov.uk/pubns/priced/l8.pdf
33	The Control of Artificial Optical Radiation at Work Regulations 2010	https://www.hse.gov.uk/radiation/nonionising/optical.htm
34	Corporate Manslaughter and Corporate Homicide Act 2007	https://www.legislation.gov.uk/ukpga/2007/19/contents
35	GDPR UK 2021	https://www.gov.uk/data-protection

Compliance Evaluations to be completed Annually or In line with legislation change

1.3 Health & Safety Policy Statement

It is the policy of Empower Housing Association to comply with the terms of the Health and Safety at Work etc. Act 1974 and subsequent legislation. In doing so will provide and maintain a safe and healthy working environment. Empower Housing Association will ensure that adequate resources are made available to relevant managers in order to meet these requirements.

Empower Housing Association's health and safety objectives are to minimise the number of instances of occupational accidents and illnesses and ultimately to achieve an accident-free workplace.

All employees will be provided with such equipment, information, training and supervision as is necessary to implement the policy and achieve the stated objective.

Empower Housing Association recognise and accept their duty to protect the health and safety of all visitors to the company, including contractors and temporary employees, as well as any members of the public who might be affected by our operations.

Empower Housing Association regards the promotion of Health, Safety and the Environment as a mutual objective between management, employees and sub-contractors. Co-operation on the part of all employees is vital to the success of the objectives of our Health, Safety & Environmental Policy and this will be actively encouraged through involvement and joint consultation.

Whilst the management of Empower Housing Association will do all that is within its powers to ensure the health and safety of its employees, it is recognised that health and safety at work is the responsibility of each and every individual associated with the company. It is the duty of each employee to take reasonable care of their own and other people's welfare and to report on any situation which may pose a threat to the well-being of any other person.

The management of Empower Housing Association will provide every employee with the training necessary to carry out his or her tasks safely. However, if an employee is unsure how to perform a certain task or feels it would be dangerous to perform a specific job then it is the employee's duty to report this to their manager. An effective health and safety program requires continuous communication between employees at all levels. It is therefore every worker's responsibility to report immediately any situation that could jeopardise the wellbeing of themselves or any other person.

All injuries, however small, sustained by a person at work must be reported to the relevant Manager in accordance with Empower Housing Association Accident Reporting Policy. Accident records are crucial to the effective monitoring and revision of the policy and must therefore be accurate and comprehensive.

Empower commit to revising and reviewing the Health & Safety policy as necessary, but no less than once in any 12 - month period.

Signed CEO:



Date: 23 March 2026

Signed Chair:



Date: 23 March 2026

The review date of this policy is to be every twelve months or when significant change occurs to the activities within Empower

1.4 Equal Opportunities Policy

EDI - Empower has an Equality, Diversity & Inclusion policy located at its premises and on its web site and is available for all employees or other interested parties to read.

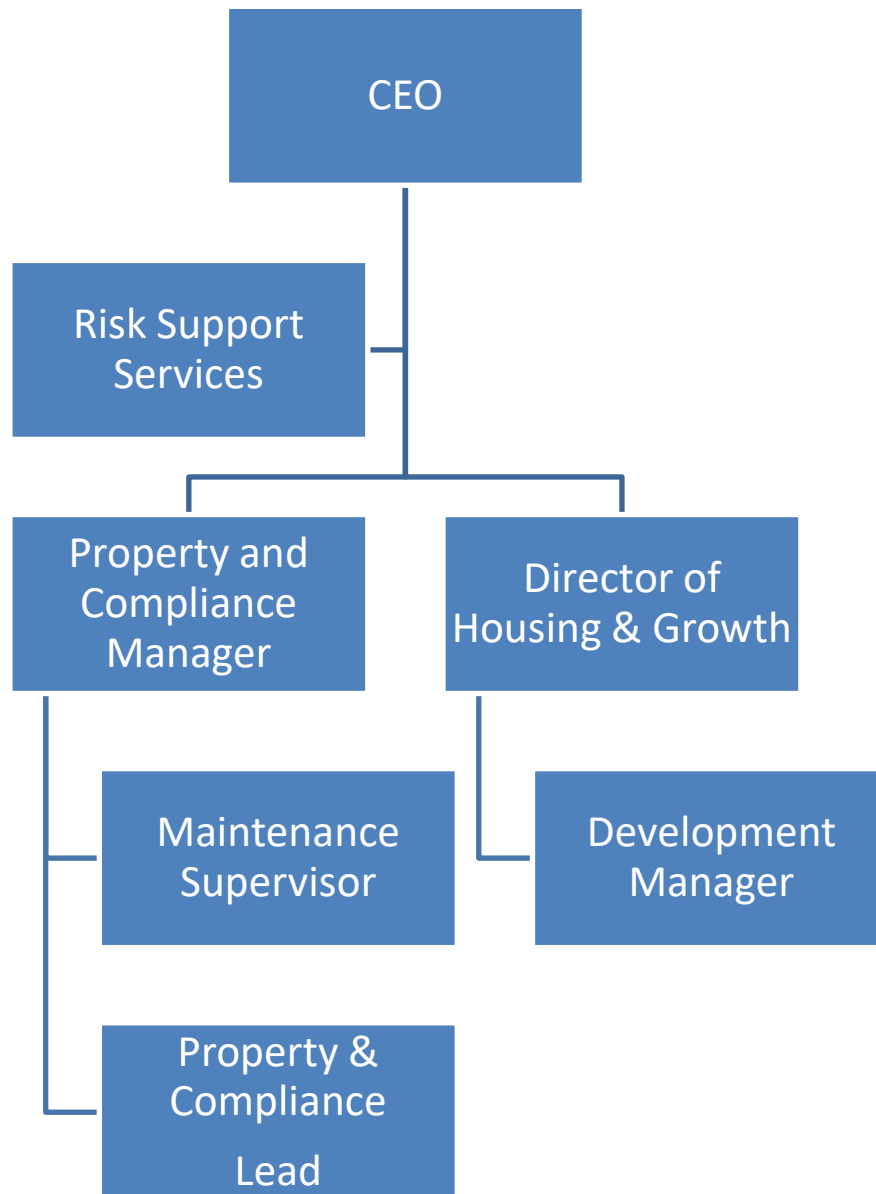
It is the policy of Empower not to discriminate against any person on the grounds of their age, colour, race, disability, religious belief, nationality, or ethnic origin. This applies not only to employees but also to job applicants, customers, suppliers, and members of the public.

1.5 Workplace Stress Policy

Workplace Stress (included within the Colleague Handbook) A main cause of stress in the workplace is the workload of an individual. If the individual is given unrealistic targets, then stress may well become a problem. To combat this, EHA set realistic targets for our Employees to meet and will always encourage communication between Management and Employees to ensure our targets are suitable for everyone.

Section 2 Health & Safety Structure & Responsibilities.

2.1 Health & Safety Organigram



2.2 CEO & Director Responsibilities

The person with overall and final responsibility for health and safety in Empower is the CEO.

The persons responsible for overseeing, implementing, and monitoring the policy is CEO and the Property and Compliance Manager . This responsibility includes:

- The provision of sufficient resources for implementing the general policy
- Ensuring that all employees are fully aware of their responsibilities under Health & Safety at Work etc. Act 1974 and that these responsibilities are fulfilled.
- Ensuring that the company complies with all the requirements of Health, Safety & Environmental legislation.
- Ensuring that the arrangements made for Health, Safety & Environmental and for securing the effectiveness of the general policy are implemented.
- Ensuring that site inspections are carried out to establish the need for any special Health, Safety & Environmental precautions, where required.
- Ensuring that all pre/post inspections and examinations required are carried out and that adequate records are maintained.
- Ensuring that all accidents (including near miss incidents) are investigated and that the necessary reporting and recording procedure is implemented.
- Monitoring the effectiveness of the general policy and revising the policy when required.
- Ensuring that all employees are aware of domestic and site procedures and that these are complied with.

2.3 Health & Safety Lead

The person responsible for compliance with health and safety obligations relating to Empower tenants is the Property & Compliance Manager.

This responsibility includes:

- To monitor Empowers compliance with health and safety requirements,
- Assess risks of failure to comply with health and safety requirements.
- Notify Empowers responsible body of any material risks to or failures of this compliance.
- Advise on steps to ensure Empower address risks and failures are notified to the body responsible

2.4 All Employees and Site Operatives

All employees have a duty to ensure they do not cause injury to themselves or others by their own acts or omissions. They also have a specific duty to comply and co-operate with their employer on all matters relating to health, safety and welfare.

In order to fulfil those duties, employees must:

- Comply with this policy.
- Take reasonable care of their own health, safety and welfare, and the health and safety of others that may be affected by their acts or omissions. Guidance will be given to employees concerning the standards of reasonable care expected.

- Co-operate with the Company in the performance of Company policy and legal duties. All compliance requirements will be clearly defined for each employee within the company handbook and relevant policies
- Not misuse equipment provided in the interest of safety and health. Full training will be provided to ensure employees know how to use equipment safely.
- Ensure that all safeguards and protected equipment are used where necessary. Supervision will be provided to prevent forgetfulness and error so far as is reasonably practicable.
- Assist in the maintenance of good housekeeping.
- Wear and maintain Personal Protective Equipment issued and comply with all its requirements.
- Report immediately any equipment found to be unsafe via the company QR code
- Report immediately to their manager any accidents or near misses (via the company QR code) and, where necessary, obtain first aid treatment.
- Assist in the investigation of accidents, near misses and dangerous occurrences.
- Conform to safety rules at all times.

2.5 New Employees

New employees will receive induction training. The objective is to make them familiar with all aspects of health and safety relating to their time in Empower employment.

Aspects covered will include:

- Emergency procedures
- First aid arrangements
- Accident and injury reporting procedures
- Method statements and Risk Assessments
- Control measures are in place to control risks.
- Health risks involved with substances hazardous to health.
- Use and maintenance of personal protective equipment.
- Reporting of hazards

2.6 Health & Safety Consultant

Empower has contracted the Health & Safety Consultancy Services of: Risk Support Services Ltd
20 – 24 Faraday Road Wavertree Technology Park Liverpool
L13 1EH
Tel. 0330 332 7969
Mobile. 07917 914908
www.risksupportservices.co.uk

2.7 Contractors including sub-contractors specific requirements

Contractors will be expected to provide proof of their own safety standards and procedures (Health, Safety & Environmental Policy, risk assessments, method statements, etc.)

Contractors will only be employed by Empower following an appraisal of the Contractor's health and safety standards relating to staff competence, methods of work, equipment and materials, risk assessments and safety policy.

Contractors will be subject to routine monitoring and will be expected to maintain standards in line with company policy.

All Contractors shall comply with all rules and regulations currently in force throughout Empower.

No Contractors will be permitted to commence work anywhere on Empower premises or sites without first informing the relevant Site Manager, care manager or Property & Compliance Manager (PCM)

Contractors should ensure all equipment brought onto site, including borrowed or hired equipment, is safe and suitable and will only be used in accordance with legal requirements.

No Contractor will endanger other persons by their activities and will use the correct equipment safely and work in a safe manner.

Contractors must have adequate insurance to indemnify the company against any or all loss, injury, damage or claim which may arise directly or indirectly as a result of an act or omission on the part of the Contractor.

All Contractors must report accidents and near misses to the Site Manager or Empower. The following factors will be considered as part of our procedures for vetting contractors:

- Sight of the contractor's own safety policy, risk assessments, method statements, permits to work, etc. as applicable.
- Clarification of the responsibility for provision of first aid and fire extinguishing equipment
- Details of articles and hazardous substances intended to be brought to site, including any arrangements for safe transportation, handling, use, storage and disposal.
- Details of plant and equipment to be brought onto site, including arrangements for storage, use, maintenance and inspection.
- Clarification for supervision and regular communication during work including arrangements for reporting problems or stopping work in cases where there is a serious risk of personal injury.
- Confirmation that all workers are suitably qualified and competent for the work (including a requirement for sight of evidence where relevant)
- Evidence showing that appropriate Employers and Public Liability Insurance is in place.
When working on Empower Housing Association premises or on behalf of Empower Housing Association, it is considered that the main contractor holds all responsibilities with any Contractors they use whilst carrying out any contracted works on behalf of the main contractor"
- All Contractors shall comply with all rules and regulations enforced by Empower.
- Empower will stop contractors working immediately if their working practices appear unsafe.
- External Contractor personnel should report any concerns to their manager immediately, which would then be escalated to the Property and Compliance or Development Manager as appropriate.

Section 3 Health & Safety Arrangements

3.1 Consultation

The management of Empower sees consultation and communication between employees at all levels as an essential part of effective health and safety management. Consultation will be facilitated by means of toolbox talks, Inductions and Safety meetings, as often as is deemed necessary.

The purpose of Safety meetings is to provide a forum in which information may be conveyed and employees' questions on health and safety issues answered. In addition, these meetings will provide an opportunity to assess the continuing effectiveness of the policy.

3.2 Communication

The management of Empower will endeavor to communicate to employees their commitment to safety and to ensure that employees are familiar with the contents of the company Health & Safety Policy. Empower communicates with its employees orally, in the form of directions and statements from their manager, in writing, in the form of directives and this policy statement, at Induction's and by example.

If we are to build and maintain a healthy and safe working environment, co-operation between employees at all levels is essential.

All employees are expected to co-operate with management and to accept their duties under this policy. Disciplinary action may be taken against any employee who violates safety rules or who fails to perform his or her duties under this policy.

Employees have a duty to take all reasonable steps to preserve and protect the health and safety of themselves and all other people affected by the operations of the company.

Site Specific Induction's will include information on:

- Site rules
- Method statements or risk assessments relevant to the project
- Significant risks and precautions to take.
- Emergency procedures
- First aid arrangements
- Welfare facilities
- PPE requirements
- Gas and Electricity awareness

Empower will provide additional information advising contractors of tenant vulnerabilities/behaviours which may affect their working practices so they can issue up to date RAMS for works being carried out.

A register confirming training has been carried out will be maintained at Empower Head Office for all Empower Maintenance Technicians.

3.3 Information, Instruction & Training

It is the policy of Empower to provide suitable and sufficient information, instruction, and training to all our employees, not only to comply with statutory requirements but to secure a safe and healthy working environment for employees and visitors who may be affected by our activities. To fulfil this duty, we shall:

- Induct all new employees.
- Inform employees of updates to this Policy and provide them with a copy of the updates.

- Discuss method statements and risk assessments with relevant employees at least annually
- Hold Toolbox Talks on a regular basis, keeping record of the date, attendees and topics covered.
- Ensure employees receive results of any inspections or audits carried out.
- Ensure that employees who have transferred from one task to another receive suitable information, instruction, and training in their new task before they undertake the work. Safety training is regarded as an indispensable ingredient of an effective health and safety program. It is essential that every worker in the organisation be trained to perform his or her job effectively and safely. It is the opinion of Empower that if a job is not done safely then it is not done effectively.

All employees will be trained in safe working practices and procedures prior to being allocated any new role. Training will include advice on the use and maintenance of personal protective equipment appropriate to the task concerned and the formulation of emergency contingency plans.

Training sessions will be held as often as is deemed necessary and will provide another opportunity for employees to express any fears or concerns they might have about their jobs.

Where approved by the PCM, work procedures may be varied to comply with Client safety requirements.

Employees will be provided with suitable information, instruction, and training prior to starting tasks on new work sites. Relevant information and instructions provided and required by the Client on a work site will form part of the site Induction session.

Empower will ensure employees are made aware of method statements and risk assessments undertaken for specific projects.

Employees will be required to sign the company risk assessments confirming they have been made aware of, and will follow, the correct safe systems of work.

No employee shall use any equipment or work in any area unless assessed as competent to do so and authorised to do so by the site manager.

The approved poster “Health and Safety Law– What you need to know” is displayed in a prominent position. This poster will always be kept in a legible condition with the names of the responsible persons entered in the appropriate spaces provided.

3.4 Discipline

Employees will be provided with an online copy of the company Code of Conduct and Colleague Handbook upon induction

Employees will be disciplined in accordance with the procedure laid down in their contract of employment for any breach of safety rules or of Policy requirements.

3.5 Disciplinary Rules

Empower believes that Health, Safety & Environmental is a critical factor that needs to be considered when running a business. To enable the Company to control safety, several safety rules have been drawn up. Failure to comply with these rules will result in employees being subject to disciplinary action.

If after investigation Empower believes that employees have acted in one of the following ways, then employees may be dismissed for gross misconduct:

- Deliberately breaking any safety rules

- Removal or misuse of any piece of equipment, label, sign or warning device which is provided by the Company for the protection and safety of its employees.
- Using a naked flame in no smoking areas
- Failure to follow laid down procedures for the use of:
 - Flammable or hazardous substances
 - Toxic materials
 - Items of lifting equipment
- Behavior in any manner that could lead to accidents (horseplay, practical jokes etc.)
- Undertaking any action that may interfere with an accident investigation.

3.6 Safe Working Procedures

Safe Working Procedures will be detailed in the risk assessments provided. All employees will be made aware of the Empower safe working procedures and must adhere to the requirements. Included in Colleague Handbook; Appogee and on IPhorms risk assessments.

3.7 Risk Assessment

All work activities will be subject to a risk assessment to identify equipment, systems, and training needs. Assessments will be carried out by Empower and advice sought from our consultants where necessary.

The company keeps a record of all activities for which assessments have been made, and includes all activities required by statute (Manual Handling, COSHH, DSE, fire, equipment, workplaces, etc.) and all other areas where potential injury or ill health, both mental and physical, might arise.

All work activities will be carried out in accordance with current good practice as a minimum requirement.

3.8 Company Policy and Procedure on Risk Assessments

As the first step in making such assessments, Empower will identify all significant hazards of the company's activities. Where possible, these hazards will then be eliminated by such means as are reasonably practicable.

In circumstances where a hazard cannot immediately be removed, the risk posed by that hazard will be assessed by Empower.

All measures necessary to control or reduce that risk will be considered, specified, and recorded, and appropriate action taken as soon as possible.

Records of risk assessments will be kept and reviewed and updated at least annually by our PCM and external health and safety advisor to establish their continual validity. Our external health and safety advisors will be notified of any new working practices that require a risk assessment.

Any new process or equipment will have its risks duly assessed before work commences. Any modifications to a process or equipment likely to significantly alter its characteristics, will be similarly assessed by the PCM before such modifications are carried out.

Empower will collate all documentation and will keep a current copy of the assessments carried out within the company, signed copies of which will be held on each employee's training file.

The findings of the assessments will be integrated into the general safety training program to ensure that legal obligations embodied in Regulations, Approved Codes of Practice, Guidance Notes, and other literature are fully evaluated and discharged.

3.9 Audits

In the office environment, managers will carry out a visual audit on a regular basis. These will include looking at housekeeping, workstations and any problems that have been raised by a member of the department.

Risk assessments will be reviewed on an annual basis by the PCM

Display screen equipment assessments shall be undertaken whenever any major changes take place in the office environment. For work outside of the office environment, audits will need to be made more often by managers. These audits will include not only checking the operations being carried out but also fire procedures, machines and their operators, risk assessments and method statements relating to the operations.

Written records of inspections with identified problems and remedial actions taken will be made and kept on file. Senior Management will support all departments by carrying out audits when requested if a specific problem arises. This will be in addition to and will not replace the departmental audits carried out.

For higher risk environments, such as during construction work, any or all persons undertaking any of the following roles, Principal Designer, Principal Contractor, Development Manager or PCM will carry out regular and systematic safety inspections. Site inspections carried out by said persons will be recorded in writing.

Actions arising from the site inspection will be incorporated into the construction phase plan by the principal contractor and a copy given to the site manager at the time of the inspection. Site Managers must ensure that any remedial actions are completed in the required time frame.

3.10 Monitor & Review

The PCM has the specific responsibility for monitoring and reviewing Empower Health & Safety Policy. In order to do this, he will:

- Liaise with the Health, Safety & Environmental Consultants as required, to keep up to date with current health and safety legislation, HSE initiatives and the latest Guidance documentation.
- Review any significant accidents or incidents to decide whether a procedural change is necessary.
- Review any criticism from the HSE, Client, Principal Contractor, or other relevant parties to decide whether any procedural changes are necessary.
- Review new legislation, guidance notes, HSE initiatives, etc.
- Review working procedures and training requirements as necessary.
- Set safety objectives

3.11 Welfare Facilities

Suitable welfare facilities are provided at the office premises for employees. All employees are expected to treat welfare facilities with due respect and leave them in a fit and clean condition after use.

Arrangements will be made when applicable, with the Client or Principal Contractor of a site being worked on for the usage of any existing welfare facilities.

The Construction (Design & Management) Regulations 2015 (CDM) require welfare facilities to include:

- An adequate number of toilets for the number of persons expected on site at any one time.
- Washing facilities (including hot and cold water), soap and towels
- Drinking water and cups
- Eating and rest facilities – tables and chairs with backs, facilities for warming food and making hot drinks

If the Client is not providing any facilities, and Empower are the Principal Contractor, we will ensure necessary arrangements are undertaken for our employees to have access to warm rest facilities where hot drinks can be prepared and food consumed (e.g., within fully equipped welfare units and / or provision of a Portaloo).

Personnel are expected to treat all welfare facilities with due respect and leave them in a suitable condition.

At Empower there is no smoking or vaping within the property/office, or the boundaries of the property & smoking is only permitted at break times.

3.12 First Aid

First aid boxes will be provided and maintained in the office, on construction sites and travel first Aid Kits will be provided in all company vehicles. Regular checks on the contents and expiry dates of sterile items will be carried out by the designated trained First Aider. Replacement items will be taken from any stock items held on site.

First aid boxes will be easily accessible to all employees.

First Aider training courses are undertaken by relevant personnel. Details of the designated Empower site first aider will be provided at each relevant site induction. All incidents must be reported in the accident book or via the near miss QR code provided around the workplace.

Relevant employees will be instructed in basic first aid procedures and must report any injury sustained during work activities to the relevant Manager.

Relevant details such as name/address/telephone of nearest A & E Department is included within pre-contract information for any construction works.

3.13 Mental Health

Empower Housing Association is committed to the protection and promotion of the mental health and wellbeing of all staff.

Empower Housing Association shall continuously strive to improve the mental health environment and culture of Empower Housing Association by identifying, eliminating, or minimising all harmful processes, procedures and behaviors that may cause psychological harm or illness to its employees.

Empower Housing Association shall continuously strive, as far as is reasonably practicable, to promote mental health throughout Empower Housing Association by establishing and maintaining processes that enhance mental health and wellbeing as set out in this policy, the Colleague Handbook and colleague support provided by the AIG Employee Assistance Service.

3.14 CDM

The CDM Regulations place duties on all parties involved in construction work. For Empower this will involve maintenance, refurbishment and development works.

It is the policy of Empower to comply with the law as set out in the Construction (Design & Management) Regulations 2015 (CDM). Empower will:

- Appoint/act as Principal Designer/Principal Contractor on all sites controlled by CDM.
- Co-operate with relevant parties so far as is necessary.
- Comply with rules set out in the Construction Phase Health, Safety & Environmental Plan
- Provide relevant information for inclusion in the Health, Safety & Environmental File
- Produce information regarding accidents, incidents or dangerous occurrences occurring on site.
- Ensure employees and Contractors are aware of sections of the construction phase Health, Safety & Environmental Plan relevant to them.

3.15 Principal Designer

If Empower is acting as Principal Designer, we shall:

- Plan, manage, monitor, and coordinate health and safety in the pre-construction phase of a project. This includes identifying, eliminating, or controlling foreseeable risks, ensuring designers carry out their duties.
- Prepare and provide relevant information to other duty holders. Provide relevant information to the principal contractor to help them plan, manage, monitor, and coordinate health and safety in the construction phase.
- Plan, manage, and monitor the pre-construction phase and coordinate matters relating to health and safety during the pre-construction phase to ensure that, so far as is reasonably practicable, the project is carried out without risks to health or safety.
- Identify and eliminate or control, so far as is reasonably practicable, foreseeable risks to the health or safety of any person carrying out or liable to be affected by construction work, maintaining or cleaning a structure.
- Ensure all designers comply with their duties.
- Coordinate health and safety matters the principal designer must ensure that all persons working in relation to the pre-construction phase cooperate with the client, the principal designer and each other.
- Assist the client in the provision of the pre-construction information so far as it is within the principal designer's control, provide pre-construction information, promptly and in a convenient form, to every designer and contractor appointed, or being considered for appointment, to the project.
- Liaise with the principal contractor for the duration of the principal designer's appointment and share with the principal contractor information relevant to the planning, management and monitoring of the construction phase and the coordination of health and safety matters during the construction phase.

3.16 Principal Contractor

If Empower is acting as Principal Contractor, we shall:

- Take the Pre-Construction Information and develop it into a management document for controlling health and safety throughout the project.
- Take reasonable steps to ensure co-operation between all contractors sharing the site.
- Ensure, so far as is reasonably practicable, all contractors follow the rules set out in the Health, Safety & Environmental Plan.
- Take reasonable steps to ensure only authorised persons are admitted on site.
- Ensure project notification details (F10) are displayed (where applicable)
- Liaise and co-operate with the Principal Designer
- Give reasonable directions to any contractors regarding health and safety.
- Ensure written rules are included in the Construction Phase Health, Safety & Environmental Plan
- Ensure contractors employees are made aware of site rules contained in the Plan and they have been made aware of the site emergency procedures.
- Maintain a project Health, Safety & Environmental File, and present this to the Principal Designer at the completion of the project.

3.17 Contractors including sub-contractors

If Empower takes on the role of a contractor under CDM, with others taking up the Principal Contractor role, we shall fulfill our duties by:

- Informing our employees and Contractors of the Site emergency procedures and any other relevant aspects of the Construction Phase H & S Plan.
- Co-operating with the Principal contractor on health and safety issues and advising them of any new hazards or shortcomings in existing procedures.
- Advising the Principal Contractor of any significant risks identified in our own risk assessments.
- Informing the Principal Contractor of any injuries or dangerous occurrences.

As a contractor, Empower will refer to the Construction Phase H & S Plan for details of hazards already identified,

together with site rules and details of welfare arrangements and emergency arrangements.

At the end of a CDM project, Empower will provide any required documentation for inclusion in the Health, Safety & Environmental File to the Principal Designer. This will include details of the works undertaken and the materials used together with any contract drawings (if applicable).

3.18 Workplace Inspection

It is the policy of Empower to comply with the Workplace (Health, Safety & Welfare) Regulations 1992.

Managers will conduct regular inspections of the various work sites being worked on. Such inspections provide an opportunity to review the continuing effectiveness of the policy and to identify areas where revision of the policy may be necessary.

In addition, inspections will be conducted in the relevant areas whenever there are significant changes in the nature and / or scale of our operations.

3.19 Work Equipment

It is the policy of Empower to comply with the law as set out in the Provision and Use of Work Equipment Regulations 1998.

All plant and equipment provided by Empower will meet all relevant safety standards. The electrical and mechanical safety standards of the equipment provided will be checked periodically and any necessary maintenance repairs to damaged equipment will be carried out.

Empower will endeavor to ensure that all equipment used on the premises is safe and suitable for the purpose for which it is used.

All employees will be provided with adequate information and training to enable them to use work equipment safely. The use of any work equipment that could pose a risk to the well-being of persons in or around the premises will be restricted to authorised persons.

All work equipment will be maintained in good working order and repair.

All employees will be provided with such protection as is adequate to protect them from dangers occasioned using work equipment.

All work equipment will be clearly marked with health and safety warnings where appropriate.

Employees must not use any equipment not belonging to Empower unless specific authorisation has been obtained first.

Empower will consider the need for mobile work equipment and company vehicles. Where practicable, vehicles and people will be segregated by suitable barriers and signage, or pedestrian walkways established with clearly marked crossing points. Any materials for the office or to a work site will be stowed correctly in designated areas & cupboards.

3.20 Operating Equipment

It is the policy of Empower to comply with the law as set out in the Provision and Use of Work Equipment Regulations 1998 (PUWER).

Machinery is fitted with guards to prevent any person coming into contact with moving parts as well as work pieces flying out of the machine. The Law requires all dangerous machinery to be guarded.

It is illegal for employees to remove any guards or tamper with any safety devices such as interlocks. If employees are required to remove any guards, it is important to ensure authorisation to do so and the machine is isolated.

Before operating any machinery, employees shall receive suitable information, instruction, and training to ensure they are aware of how to stop the machine. Always check that guards are in position and functioning correctly.

Do

- Make sure you know how to stop the machine.
- Ensure all guards are in place.
- Check that no oil or grease drips on the floor and always wipe up accidental spills.
- Always report any faulty machinery immediately.
- When using a starting handle, always keep your finger and thumb on the same side of the handle.

Do not

- Talk to or distract any machine operators.
 - Clean a machine whilst it is in motion.
 - Clean machines with compressed air blowers.
 - Wear any jewellery that may be caught in moving parts.
 - Undertake any maintenance operations without the machine being isolated.
- If employees are unsure about the safe operation of a piece of machinery, they must immediately inform their supervisor or the Line Manager.

Operating unguarded or badly guarded equipment **MAY COST YOU YOUR LIFE.**

3.21 Machinery safety – general

Before any new piece of equipment is purchased, Empower will obtain an assurance from the supplier that it complies with the requirements of Section 6 of the Health and Safety at Work (etc.) Act 1974, Provision and Use of Work Equipment Regulations, Supply of Machinery (Safety) Regulations, and any relevant British or European standards. Certificates of conformity or incorporation where appropriate, will be obtained and held in the office.

It is the responsibility of the relevant Directors and Managers to ensure that, if any machinery on site has dangerous parts, those dangerous parts are fully and properly guarded as intended by the manufacturers.

The relevant Directors and Managers will ensure that machinery known to present particular hazards is operated only by a person trained and authorised, in writing, to do so.

The authorised operator must ensure that all machinery guards are properly in place at all times while the machinery is in use and will check prior to the commencement of each working day that all guards and emergency stop devices are in good condition and function correctly.

The operator will report any defects, actual or suspected, to their Manager who will take the appropriate action forthwith.

The relevant Directors and Managers will ensure that all maintenance schedules are adhered to and will keep written records of all such maintenance.

Should a fault occur with any equipment, employees shall remove the equipment from service and report it to the relevant Director or Manager.

3.22 Asbestos

It is the policy of Empower to comply with the law as set out in the Control of Asbestos Regulations 2012.

Asbestos was used widely in the UK between the 1950s and 1980s (e.g., asbestos cement, in insulation boards and in paints, paper and floor coverings). Consequently, it is likely that asbestos is present in all buildings erected during this period. All reasonably practicable steps have been taken to prevent, and where not possible reduce to the lowest level possible, the exposure of employees and visitors to asbestos.

Empower personnel attend regular asbestos awareness training and records are kept.

Prior to commencing work on site, Site Managers must ensure that the client has provided a copy of the asbestos survey and / or asbestos register, details contained within, will be shared with employees and Contractors employees.

Where asbestos must be removed to enable work to take place safely, Empower will appoint a licensed asbestos contractor to undertake the removal, or utilise the Clients approved contractor.

Empower personnel will not attempt to carry out asbestos removal. Any employee who uncovers hidden material or dust, which he suspects may contain asbestos, will stop work immediately and contact the Site Manager. Arrangements will then be made for the material or relevant area to be inspected (and, if necessary, closed) and for asbestos to be removed.

3.23 Work at Height

It is the policy of Empower to comply with the law as set out in the Working at Height Regulations 2005.

Empower will ensure any work at height is properly planned prior to work being carried out.

- The work shall be appropriately supervised.
- Work at height will be carried out in a safe manner.
- Weather conditions will be taken into account. Empower will comply by:
- Assessing the overall risk, i.e. erection, use
- Addressing the findings of the risk assessment.
- Implementing a safe system of work.

3.24 Ladders & Stepladders

Ladders will be inspected regularly, including before and after use. If any defect is found, remedial action must be taken immediately, and the ladder/access equipment must not be used until such remedial action has been completed. Wooden ladders must not be painted. They must be checked for rot, decay, mechanical damage, splintering and wear and tear of the stiles, head and foot of the stiles and rungs. Metal ladders and access equipment must be checked for corrosion and excessive wear, oxidation, distortion and twisting.

Ladders will only be used for works of short duration or when they are most practicable means of access. All ladders will be:

- Of suitable and sufficient strength for the purpose
- Erected on firm and level ground and at an angle of 75 degrees (approximately 25cm for each 1m vertical).
- Supported by the stiles only.
- Secured from slipping.
- If there is no other means of securing the ladder, then another employee will foot the ladder at the base when it is being used.
- At all times the operator on the ladder shall keep both feet securely on the rungs and not use parts of buildings such as window sills etc.
- Operatives should be able to maintain three points of contact (both feet and one hand) whilst working from a ladder.
- The operator will never over-reach at any time i.e. more than one arm length from the ladder.

- If used as means of access, there must be a suitable handhold to provide a safe stepping off point.

Ladders longer than 3m should be securely fixed at the upper end or if this is not practicable then fixed nearer the lower end. If neither of these is practicable, and the ladder is less than 6.5m long, ladders stop shall be used or a person must hold the ladder at its foot to prevent it slipping.

The carrying of loads should be avoided when using a ladder.

Personnel shall NEVER overreach from ladders. Ladders are to be moved to the next location as required. Regular monitoring of worksites is undertaken and any personnel found (or reported) to be overreaching and putting themselves and others at risk shall be removed from the particular project and may face disciplinary action.

Work tasks involving fairly extensive use of ladders will be subject to specific written method statements. Stepladders will only be used when:

- They are the most practicable means of access
- They are the correct type
- They are in good condition
- They are stood on firm, level ground
- There is adequate working space
- They are positioned so that personnel do not need to overreach

Ladders and stepladders will always be removed from working areas when the area is to be left unattended, e.g. overnight.

3.25 Electricity at Work Regulations 1989

In accordance with the requirements of the Electricity at Work Regulations, Empower maintains a register of electrical equipment and ensures the equipment is inspected and tested on a regular basis.

This includes:

- Visual inspection before use and at monthly intervals
- Test and visual inspection at three monthly intervals for portable tools used regularly
- Annual inspection for site accommodation units
- Hired electrical equipment will be inspected and tested

Portable electrical equipment should be operated at 110volts, supplied from a transformer centre tapped to earth. This includes temporary site lighting.

3.26 Electrical Equipment

All electrical equipment must be safe and suitable for its intended use and must be used in accordance with manufacturer's instructions and information.

In particular:

- Electrical equipment must never be used with wet hands
- Earth connections and screens must not be interfered with
- Electrical equipment must be positioned safely and securely, e.g. not too close to walls and partitions and allowing for adequate ventilation and cooling
- Conductors and liquid containers (e.g. a cup of tea) must be kept clear of all electrical equipment
- Electrical equipment and the mains supply must not be overloaded

All electrical equipment and their location shall be recorded on the shared drive to enable necessary tests to be made.

All electrical equipment will be visually inspected and tested regularly.

Faults can occur between checks. Therefore, Employees should look out for and pay particular attention to the following potential faults/defects:

- Damage to the insulating sheath around an electrical cable
- Damage to a plug
- Joints in the cable, other than due to proprietary cable connections
- Damage to the external casing of equipment
- Overheating, this may be evidenced by burn marks or discoloration to plugs, casing or cables
- Evidence of inappropriate use, e.g. if equipment is wet
- Any loose connections

Employees must report any defect or fault which they notice in any electrical equipment to their Manager as soon as they discover it. Faulty or defective equipment must not be used until repaired. If electrical equipment cannot be repaired immediately, its power supply should be switched off and it should be isolated.

All equipment shall have a suitable means of isolation which is easily accessible and identifiable. The isolation points must be secured (e.g. by removing the plug) or, if this is not possible or cannot be done safely, by attaching a clear notice (e.g. "DO NOT USE – FAULTY EQUIPMENT"). Barriers must be used where necessary.

Only adequate replacement parts shall be used (e.g. double insulation parts for double insulated equipment).

Any conducting part of a system which could conceivably become live and yet be handled (e.g. external metal casing of an electric apparatus) must be earthed. All equipment designed with an earth shall be tested before being put into use, to ensure that it is properly earthed.

The use of any electrical equipment which is not owned by Empower is prohibited, except where the employee has received prior written authorisation from the PCM (in which case the equipment must be PAT tested regularly).

Employees who are in doubt about the use of any electrical equipment or who require advice in relation to any such equipment should contact their Manager.

Flexible cables shall be of the correct size for the load to be carried and must be sheathed with rubber or PVC. The outer sheath of every flexible cable must be firmly clamped to stop the wires pulling out of the terminals.

All flexible cables must be examined frequently to ensure they are free of damage and that earth continuity is maintained. Trailing, frayed and loose cables must be reported immediately, in order to be fixed.

Flexible cables of excessive length should not be used. In so far as this is practicable, there shall be sufficient socket outlets to avoid the need for long flexible cables or extension cables.

Extension cables should be used with caution and must be joined by proper plugs and sockets and have a cut off surge protection function.

In so far as possible, all cables must be:

- Kept clear of the floor or be protected to prevent heavy objects being placed or dropped on them or people walking or tripping over them.
- Protected where they pass over or round sharp objects or corners.

- Kept clear of radiators and pipe work.
- Laid so as to avoid being trapped in doors.

3.27 Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)

It is the policy of Empower to comply with the law as set out in the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER). Empower will ensure that lifting equipment is safe to use, properly maintained and that lifting operations are planned, supervised and carried out by competent people. A schedule of inspection and thorough examination for lifting equipment, including lifting accessories, will be maintained as required and detailed under the LOLER Regulations

3.28 Personal Protective Equipment

It is the policy of Empower to comply with the law as set out in the Personal Protective Equipment at Work Regulations 2002

All necessary equipment required for the protection of employees and those who may be affected by certain activities will be provided. All such equipment will comply with the relevant British Standard or European Community Standard. All personal protective equipment provided by Empower will be properly assessed prior to its provision.

All personal protective equipment provided by Empower will be maintained in good working order.

All employees provided with personal protective equipment by Empower will receive comprehensive training and information on the use, maintenance and purpose of the equipment. Empower will endeavor to ensure that all personal protective equipment provided is used and used properly by its employees.

Face coverings – All Empowers technicians will be put on a face fitting course. This focuses on the correct selection of RPE in the environment where it is required. It will also provide guidance on how to fit / wear the correct RPE.

Safety eyewear – All employees will be issued with suitable impact grade and optical clarity (1F) safety goggles and or safety glasses as prescribed in the relevant task risk assessment. All safety goggles supplied by Empower will be class 1.

Safety footwear – All employees will wear suitable safety footwear (boot or shoe) which has toe and midsole protection. This can be composite or steel construction.

Clothing – Suitable clothing will be worn on site for the environment in which employees are working e.g. wet weather gear during winter months. Employees are required to wear Empower polo shirts when working in our properties.

Hard Hats – All maintenance technicians, supervisor and PMC and DM to be issued with hard hats. Spare hard hats to be kept in the office for site visits from other colleagues. Maintenance technicians to be issued with steel toe capped trainers to wear in tenanted properties, steel toe capped boots will be used for any form of external works. Steel toe capped trainers to be kept available in the office for other colleagues who need to visit site. All works to be carried out will be assessed by the operative in relation to both the task to be undertaken and other activity on site/ property

Ear Defenders – Employees who may be affected by high noise levels will be issued with ear defenders. These must be worn where noise levels exceed 85db (A).

3.29 Manual Handling Operations

It is the policy of Empower to comply with the law as set out in the Manual Handling Operations Regulations 1992 (as amended).

Manual handling operations will be avoided as far as is reasonably practicable where there is a risk of injury.

Where it is not possible to avoid manual handling operations an assessment of the operation will be made taking into

account the task, the load, the working environment and the capability of the individual concerned. An assessment will be reviewed if there is any reason to suspect that it is no longer valid. **(Manual Handling weights are 25kg for Males 16kg for Females).**

Assessment will include:

- Type of load to be carried/lifted
- Weight of load
- Distance of travel
- Ground conditions
- Fitness and health of personnel
- Lighting of the area

All possible steps will be taken to reduce the risk of injury to the lowest level possible.

In a construction environment, where the workplace can be constantly changing, assessment of manual handling operations will be continually monitored. The Site manager Development Manager or Property Compliance Manager will try to minimise requirements for manual handling and ongoing training will be provided to employees to enable them to carry out their own assessment of a load before carrying out the manual handling tasks.

3.30 Control of Hazardous Substances

It is the policy of Empower to comply with the law as set out in the Control of Substances Hazardous to Health Regulations 2002 (as amended).

A risk assessment will be conducted of all work involving exposure to hazardous substances. The assessment will be based on manufacturers' and suppliers' health and safety guidance and our own knowledge of the work process.

Assessments will be reviewed periodically, whenever there is a substantial modification to the work process and if there is any reason to suspect that the assessment may no longer be valid

All chemical substances (solvents, fluxes, oils, etc.) will be assessed for possible health effects or safety requirements by consulting the relevant suppliers/manufacturers hazard information sheets.

Empower will ensure that exposure of employees to hazardous substances is minimised and adequately controlled in all cases. Appropriate precautions will be taken before use and no substance will be used unless approved by the PCM.

All employees who will come into contact with hazardous substances will receive comprehensive and adequate training and information on the health and safety issues relating to that type of work.

All containers used for transporting substances will carry the appropriate warning labels as required by the relevant packaging and labeling regulations.

Storing of chemical substances, flammable materials, liquids and gases will follow current good practice and will comply with any legal requirements.

Empower produce generic assessment of substances in regular use and copies are kept and made available on site. The Site Supervisor makes checks to ensure the assessments are relevant to the site. COSHH assessments can then be submitted and agreed with the Principal Contractor (where applicable).

The risks associated with the use of hazardous substances will be assessed by making a systematic review, which includes:

- Quantities of the substance required
- The form of the substance (liquid, solid, dust, etc.)

- How is it likely to cause harm (inhalation, skin contact, ingestion, etc.)
- How many people are likely to be exposed, and for what length of time
- Can the substance be replaced by a less hazardous substitute?
- Employees using hazardous or dangerous substances will ensure:
 - Chemicals and substances in use are known to the Construction manager /PCM
 - Chemicals and substances are used only as directed by the Construction manager/PCM
 - Chemicals and substances are stored in approved locations as indicated by the Construction manager/PCM
 - Residual and waste materials are safely removed from site on completion of work and disposed in accordance with relevant legislation (No dangerous substances must be disposed of down drains or sinks)

3.31 Tools

It is the policy of Empower to comply with the law as set out in the Provision and Use of Work Equipment Regulations 1998.

Only trained and competent persons will mount abrasive wheels. Certification will be available of training and the date on which training was undertaken.

Suitable steps will be taken to control risks. These include:

- Adequate support and stability for the work piece
- Guards in place and suitably adjusted and secured
- Operative will maintain a firm grip when operating the machines
- Necessary PPE being worn correctly

Noise

It is the policy of Empower to comply with the law as set out in the Control of Noise at Work Regulations 2005. Noise is commonly defined as unwanted sound. It can be a hazard and can cause illness when noise levels are very loud or prolonged. Many elderly people experience difficulties with hearing which is quite normal.

Employees will be encouraged to wear personal hearing protection wherever necessary to safeguard their hearing from excessive noise whilst at work.

Wherever possible, noise levels will be reduced as far as practicable by fitting mufflers on tools where appropriate. In accordance with the Regulations, Empower will carry out assessments of noise levels to which employees are exposed and reduce the noise levels whenever practicable. Where the levels exceed the First and Second Action levels, 80dB(A) and 85dB(A), warning signs will be prominently displayed telling or advising all personnel to wear ear protection

Quiet plant and equipment will be selected wherever practicable. Operator noise levels will be checked from manufacturers or supplier's information. All non-essential employees will be prohibited from noisy areas and regular breaks arranged for the equipment operators.

Hearing protection will be worn by operatives and persons in the immediate vicinity if any equipment carries a noise warning sign.

Vibration

It is the policy of Empower to comply with the law as set out in the Control of Vibration at Work Regulations 2005. Empower will assess the vibration risk from tools and plant to our employees and introduce a programme of control to eliminate the risk or reduce it to as low as level as is reasonably practicable.

Management will provide employees with information and training on possible health risks through excessive exposure to vibration. Empower will keep records of all tools and machines in a HAVS register, including M/S2 readings.

Vibration white finger is a common hazard associated with vibrating tools and equipment. Empower employees can help reduce the risk to themselves by:

- Informing their Supervisor about tools or processes which produce high levels of vibration
- Keeping warm whilst at work (especially the hands) helps maintain good blood flow to the hands and fingers. Wear suitable gloves and warm clothing when working outside or in cold conditions.
- Not smoking (smoking affects the blood flow)
- Exercising the hands and fingers to improve blood flow.
- Using the correct tool for the job
- Never applying more force than necessary
- Avoiding long periods of using vibrating equipment without a break
- Maintaining tools and equipment in good working order. If tools are in a poor condition, then the relevant Supervisor should be informed so that the tool can be repaired or replaced.
- Never ignore symptoms. If an employee thinks vibration white finger could be affecting their hands or fingers, they must consult a doctor and inform their supervisor or the Site Manager.

Empower will ensure the best available tools and equipment are selected for particular tasks. This will include ensuring new tools have vibration controls built in.

Empower will ensure personnel take regular breaks from the task and the task is rotated between personnel. Suitable gloves and clothing will be provided

3.32 Company Vehicles

It is the policy of Empower to comply with the law as set out in the Road Traffic Act.

All company vehicles will be insured for their intended purpose and only authorised persons allowed to drive them. All persons using company vehicles must hold a current driving license appropriate to the type of vehicle.

All company vehicles will be maintained in good order and regularly inspected and serviced in accordance with manufacturers' recommendations and Ministry of Transport requirements. Private vehicles used for company business are subject to the same requirements.

Drivers will visually examine their vehicles prior to use, paying particular attention to tyres, lights, horn, brakes, engine, screen wash, wipers, coolant, oil and fuel levels. Any defect must be immediately reported to enable the necessary actions to be taken.

Empower will log all weekly vehicle checks and take any action necessary.

No driver or operator of a company vehicle shall attempt to drive whilst under the influence of alcohol or drugs. Any such event will result in suitable disciplinary action.

No unauthorised passengers will be carried in company vehicles.

No person shall answer or make a telephone call from a hand-held mobile telephone whilst driving a company vehicle. Non-Hands-Free Mobile devices should be switched off whilst driving as their use is prohibited whilst driving a vehicle. Smoking, including the use of electronic cigarettes (vaping), is prohibited in all company vehicles.

Speed limits will be adhered to at all times. This includes site speed limits. First aid boxes and fire extinguishers are provided in all company vehicles.

Loads

The engine of the vehicle will be switched off whilst the vehicle is being loaded or unloaded.

Vehicle drivers will not attempt to move an overloaded vehicle. Empower employed drivers shall never allow their

vehicle to be overloaded. If in doubt, the driver must seek assistance from a Site or Senior Manager.

The vehicle, control and operation, and the security of the load is the responsibility of the driver at all times. This duty applies equally when the vehicle is travelling loaded or unloaded.

Loads shall be placed in such positions that no danger or nuisance is caused to any persons, property or other road users. Special care must be taken to prevent debris falling or blowing onto roadways.

The load should be positioned and secured so that it will not move in relation to the body of the vehicle that may adversely affect the stability and roadworthiness of the vehicle. It is the responsibility of the driver to ensure loads are secured. Straps, etc. which may be required to restrain the load must be in the correct position and securely fastened.

3.33 Disabled Employees and Visitors

It is the responsibility of the PCM and the relevant Directors / Managers to be aware as far as reasonably practicable of any disabled employee or visitor in the premises. In the event of an emergency, in addition to following the normal emergency procedure, they shall arrange assistance for disabled employees or visitors, inform or remind them of the guidance contained below and inform the designated employee of the situation.

Disabled employees or visitors with impaired mobility (i.e. anyone who cannot, without the assistance of another, leave a building) who are on a ground floor should, in case of an emergency, wait until the initial rush is over and then evacuate the building, if such an employee or visitor is on another floor, they must inform at least two persons of their location as soon as an emergency occurs and ask them to inform the designated employee or emergency services.

The employee or visitor should then proceed to a designated protected escape area which will be separated from a fire by fire-resisting construction and await assistance (protection lasts at least 30 minutes). The employee or visitor may ask someone to stay with them whilst waiting for assistance. Should a disabled employee or visitor have to be evacuated, and this is safe, the employee or visitor shall be evacuated through the building or by the stairs by the emergency services.

Employees with impaired hearing that cannot hear the fire or emergency alarm must inform their manager about this and avoid working in isolated areas. If such an employee must work alone, they must ensure that someone knows where they are and will inform them in case of an emergency. Visitors with impaired hearing must be told as soon as the fire or emergency alarm is raised.

3.34 Violence, harassment and bullying

All reasonable security precautions have been taken to prevent the risk of violence, abuse or threatening behaviour against employees and of harassment or bullying of employees at work. Where necessary, appropriate information, instruction and training shall be provided by Empower .

Except where this cannot be reasonably avoided, no employee should work alone, except in accordance with the safety measures outlined in the 'lone working' procedure and corresponding risk assessment.

In the event that an Employee is subjected to violence, abuse or threatening behavior at work, they should call for help or raise the alarm, if it is safe to do so.

Under no circumstances should Employees risk their safety. In all cases, employees who are subject to violence, abuse or threatening behavior shall report the matter to their Line Manager or any other manager as soon as reasonably practicable.

Employees who are subject to bullying or harassment at work are encouraged to report the matter at the earliest opportunity.

All complaints of harassment, bullying, violence, abusive or threatening behavior shall be taken seriously and shall be investigated fully, promptly and objectively. Where the alleged offender is an employee of Empower, then so far as is reasonably practicable, Empower shall take reasonable steps to keep the identity of the employee who made the complaint, the nature of the complaint, the identity of the alleged offender and the investigation, confidential. If the result of the investigation so merits, disciplinary action shall be taken against an offending employee.

3.35 Lone and after hours working

As far as reasonably practicable, Empower shall endeavor to arrange that lone /after hours working shall be carried out only if:

- Risk assess lone working activities and will put in place reasonable control measures to reduce the risk of harm or distress occurring including up to date tenant risk assessments
- Provide procedures for working safely while you are lone working,
- Identify and monitor colleagues who are lone workers,
- Putting procedures, ORBIS devices and / or safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone
- Ensure that lone workers are given appropriate information, instructions and training, updates and refresher training as necessary
- Provide information to ensure that colleagues are aware of any potential risks related to lone working, and the procedures in place to manage and reduce risks,
- Ensure that new colleagues are fully inducted and trained in lone working procedures, and that lone working issues are discussed in meetings
- Ensure colleagues understand how to assess risks and know what their responsibilities and duties are
- a telephone (allowing external and internal connection) is available to the person working alone or after normal hours
- special arrangements are made to ensure the safety of any disabled employee who works alone or after normal hours

Empower recognises that in the course of their duties, employees may work away from their colleagues depending on the particular project being undertaken. They often do this alone and are exposed to greater risks during this time. Management shall carry out a risk assessment to determine what risks this entails and implement the necessary controls. Refer to Empower Risk Assessment EMRA 010 - Lone Working V1.02 February 2025 for further guidance and advice

As a minimum the lone worker should:

- Always book out when leaving their normal place of work.
- Ensure details of their mobile phone or other means of communication are available.
- Agree an expected return time.
- If delayed or arrangements are changed contact the office and let them know.

Should a lone worker become overdue:

- A member of the Project team should contact them on their mobile phone.
- If they cannot raise them, they should phone another colleague on the site in question and then try their home telephone number
- If still unable to contact them, a senior manager should be informed and they should notify the police.
- A senior member of staff should remain available until the situation is resolved.

3.36 New and expectant mothers

An assessment will be carried out of the health and safety risks to female employees who are of child-bearing age and their baby and Empower has taken and shall continue to take all reasonably practicable steps to prevent such risks, as required.

Where it is not reasonably practicable to prevent the risk to health and safety of a particular employee who is a new or

an expectant mother or to her baby, Empower shall alter the Employee's working conditions or hours of work if this is reasonable and will avoid such risk.

If it is not reasonable to alter the employee's working conditions or hours of work, or doing so would not prevent health and safety risks, Empower shall suspend the employee for as long as is necessary to avoid such risk. During her suspension, the employee shall receive remuneration at the rate of a 'week's pay (as defined by law) for each week of suspension.

A new or expectant mother who works at night and who is required for health and safety reasons not to be at work for a period of time (under a certificate of a registered medical practitioner or midwife), shall be suspended for this period. During her suspension, the employee shall receive remuneration at the rate of a 'weeks' pay' (as defined by law) for each week of suspension.

3.37 Visitors

Visitors to Empower premises shall be given safety information and instruction as may be necessary and appropriate. As far as reasonably practicable, a visitor with impaired mobility shall be known to a person throughout the visit. If reasonably practicable, the visitor shall not be taken above or below ground floor level. For the purpose of this Policy, a person has impaired mobility if he or she cannot, without the assistance of someone else; use stairs to leave a building. Every precaution must be taken to ensure that Visitors (including Employees' visitors) do not enter hazardous areas (unless they have written authorisation; they were informed in advance of the specific hazards; and they wear suitable protective clothing where applicable).

3.38 Young Person's Safety

It is the policy of Empower to comply with the law as set out in the Management of Health and Safety at Work Regulations 1999.

All work activities undertaken by any person under the age of 18 years will be risk assessed with respect to the following

- The immaturity and inexperience of the young person
- The required health and safety training
- The types of equipment, chemicals and method of use
- The task undertaken

Wherever the risk assessment identifies the need for supervision, then adequate supervision must be given throughout the work undertaken.

3.39 Safeguarding of children and vulnerable adults

Empower recognise that given the nature of some of the projects they work on, there may be occasions where vulnerable adults and/ or children reside at a property where work is taking place.

It is company policy to perform Enhanced Disclosure checks on all employees who are in contact with tenants. This is performed at the point of joining the company.

Further disclosure checks are not performed as employees do not have regular contact with children and /or vulnerable adults. Any changes to an employee's status re: DBR must be reported to the employer and may result in further record checks.

Empower, aim to ensure that; no act or omission on part of the organisation, or that of our employee's, consultants or Contractors puts a child, young person or vulnerable adult inadvertently at risk.

Should children, young persons or vulnerable adults be present at a property who are unsupervised by a responsible adult, work should not commence or cease immediately, and your manager informed.

No photographs must be taken of tenants without a signed consent form being completed by the tenant or person with

designated authority to sign on their behalf– this must specify how they consent for their images to be used. Any photographs used must not display the tenants full name or address – if requested it must be anonymised. Please refer to EHA Safeguarding Policy.

3.40 Exposure to the sun

Empower are aware of the dangers of prolonged exposure to the sun and will ensure personnel are suitably informed, instructed and trained in how to avoid overexposure. This shall include ensuring personnel:

- Are aware of the dangers of the sun's rays and always wear sun-blocking agents.
- Cover up as much exposed skin as possible.
- Only expose skin to the sun's rays for short periods of time.
- Where possible, wear a hat to prevent the sun burning the head or the back of the neck.
- Drink plenty of fluids to replace lost body fluids and prevent dehydration.

3.41 The Environment

It is the policy of Empower to comply with the current law in respect to the environment, Empower has an Environmental Policy

Where Empower produces any waste, we will be solely responsible for its safe control and disposal. If Empower produces any hazardous waste it will be disposed of as per the current legislation.

3.42 Fire Safety

It is the policy of Empower to comply with the law as set out in the Regulatory Reform (Fire Safety) Order (RRFSO) 2005. Empower fire safety policy and procedures take account of special fire hazards in specific areas of the premises and worksites.

All employees within the company have a duty to report immediately any fire, smoke or potential fire hazards to the fire service (dial 999).

All employees have a duty to conduct their operations in such a way as to minimise the risk of fire. This involves keeping combustible materials separate from sources of ignition and avoiding unnecessary accumulation of combustible materials.

Office and worksite cleanliness and the regular removal of rubbish is essential. Facilities will be provided for the storage of any flammable materials.

3.43 Fire Procedure

In the event of the fire the following procedures will apply:

- Raise the alarm and notify a Manager or Supervisor
- Telephone the Fire & Rescue Services
- Without putting yourself at risk, attempt to extinguish the fire using an extinguisher or fire blanket only if it safe to do so and you are trained to do so. Never use water appliances on electrical apparatus or flammable liquids.
- When the alarm sounds, leave by the nearest exit. Switch off machinery, etc. as you leave only if there is sufficient time to do so.
- Assemble at the designated assembly point and report to the nominated Supervisor.
- Do not panic or run
- Do not stop to collect personal belongings.
- Do not re-enter the premises until given permission by either the Fire & Rescue Services or the designated Manager

On hearing the alarm, all operatives will evacuate and assemble at the designated assembly points where a roll call will be taken if necessary. (If EHA office the designated assembly point is across from the office on Fellery Street)

Personnel will be informed of the designated assembly point during employee Induction.

Employees are to familiarise themselves with the Client's fire procedures when working on other sites. Information will be provided at site Induction

3.44 Fire Extinguishers

Appropriate fire extinguishers will be provided in our office. Employees will receive instruction and training in the correct use of the appliances. Exit doors and corridors must never be locked, blocked or used as storage space.

3.45 Fire Exits

Exit doors and corridors must never be locked, blocked or used as storage space.

3.46 Fatigue Policy

In a high risk working environment, fatigue can cause or contribute to potentially dangerous mistakes not only affecting our employees, but also other contractors.

Fatigue can be caused by a number of factors; the job design and workload, the working environment, long working hours, inadequate breaks or a lack of quality sleep. It can reduce worker's mental alertness and can affect performance; they may find it harder to concentrate, make clear decisions or take in and act on information. Their perception of risk may be affected and they may react more slowly to hazards arising in the workplace.

Directors with the assistance by other members of their management team are responsible for ensuring that work is planned to reduce the risks to health & safety that are associated with working patterns and excessive working hours.

This includes:

- Restricting the number of consecutive night or early morning shifts
- Providing adequate rest between shifts and between blocks of shifts to allow fatigue to dissipate
- Avoiding overly long shifts, too much overtime and arranging for quality breaks during the working day
- Considering the impact of travelling time and work load when scheduling shifts longer than 8 hours

Exceeding working hour limits shall only be permitted with prior approval, on an infrequent basis & only in exceptional circumstances once the risk of fatigue has been assessed and steps taken to mitigate the risks.

Managers are responsible for taking steps to relieve staff who have worked in excess of the working time limits as soon as practicable, and for taking steps to mitigate against further exceedances.

Managers and supervisors are authorised to prevent any employee from commencing work or continuing to work if they believe the person is unfit due to fatigue. Reasons for the fatigue shall be established and appropriate measures shall be introduced before the individual is permitted to commence work.

Managers are responsible for ensuring that staff are briefed on this policy, the effects of fatigue and how it is controlled.

This policy and the arrangements for managing the risks of fatigue shall be reviewed at least annually, where working limits are exceeded regularly or when fatigue has been identified as a casual factor in an incident, when circumstances indicate a change is needed or following a change in legislation.

3.47 Smoking

Smoking, including the use of electronic cigarettes (vaping) is prohibited in all areas of the workplace. Smoking and the

use of electronic cigarettes is prohibited within company vehicles.

Personnel may smoke and vape outside of company premises (well away from the building), during any allocated breaks.

3.48 Emergency Procedures

In the event of the fire alarm being activated, or in any other emergency situation (such as a bomb scare), all employees must leave the building by the nearest available exit and assemble at the designated assembly point.

The designated assembly points are: **Corner of Fellery Street**

Practice fire evacuation drills will be conducted at least every 6 months to ensure employee familiarity with emergency evacuation procedures.

3.49 Accident, Incident and Dangerous Occurrence Reporting

It is the policy of Empower to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences (Amendment) Regulations 2013 (RIDDOR).

All accidents and incidents (however minor) must be reported immediately to a Manager and via the QR code. The QR informs a number of parties including Empowers PCM and the external health and safety consultant about any incidents that occur.

Where the accident occurs at Empower properties / tenancies, notification should also be given to Empower. Details of injuries and the receiving of first aid treatment will be entered into the Accident Book and recorded on appropriate accident form (care provider or contractor).

Details of fatalities, specified injuries, dangerous occurrences and diseases will be reported to the HSE via telephone (fatality) or using the online F2508 reporting system, by a designated Director or Manager.

Empower sees accident investigation as a valuable tool in the prevention of future incidents. In the event of an accident resulting in injury a report will be drawn up detailing:

- The circumstances of the accident including photographs and diagrams wherever possible
- The nature and severity of the injury sustained
- The identity of any eyewitnesses
- The time, date and location of the incident
- The date of the report

All eyewitness accounts will be collected as near to the time of the accident as is reasonably practicable. The completed report will then be analysed in an attempt to discover why the accident occurred and what action should be taken to avoid a recurrence of the problem.

3.50 Near Misses

All incidents that could have caused injury, ill health or damage to property must be reported to one of the Managers or via the QR code provided in the office/company vehicles.

3.51 Damage Incident

All incidents resulting in damage to plant or equipment must be reported to an Empower Manager. If equipment belonging to a contractor is involved, the contractor must also be notified

3.52 Defects

Any defect in plant, equipment, buildings, temporary access structures or vehicles must be reported to PCM immediately. Where appropriate, the client should also be notified

3.53 Accident Prevention

Management will carry out regular inspections of all plant and equipment, workplaces, and work procedures. Where examination of certain pieces is required by statute then Empower will appoint a competent person to fulfil the legal requirements. Records will be kept of such inspections.

3.54 Medical, Injury and Occupational Health Provision

Trained First aiders are appointed for all office employees and remote workers where necessary. Accident records are compiled and stored by Empower.

The Property & Compliance Manager is responsible for ensuring that cases of accident and disease are reported to the relevant enforcing authority under the RIDDOR Regulations where applicable.

3.55 Alcohol & Drugs

All alcohol and drugs impair an individual's reaction speed and it is not wise to be in the workplace after consuming any alcohol or drugs.

Under no circumstances will any employees:

- Report for work in an unfit state due to use of alcohol or drugs.
- Be in the possession of any drugs whilst on the premises.

Drugs properly prescribed by a General Practitioner for medical treatment are permitted, provided such use does not adversely affect the person's ability to carry out the work for which he is employed in a healthy and safe manner. Failure to comply with this requirement will result in immediate removal of the subject person from the premises or site and the person suspended on full pay pending formal disciplinary action.

No employee of Empower may enter a company vehicle, worksite or perform a service for the company whilst under the influence of alcohol or any controlled substances.

The consumption of alcohol on company premises or on a client's site or premises is specifically forbidden.

The possession of alcohol on company premises or on a client's site or premises with the intent to consume or sell is forbidden.

The sale, illegal possession or illegal use of controlled drugs whether on site or on company premises is strictly forbidden.

Any employee who is caught in possession of or is suspected to be under the influence of any of the above-mentioned points could be instantly dismissed for gross misconduct.

Each case will be treated on its own merit. The excessive or inappropriate use of drugs or alcohol on a random occasion may be viewed differently from drug or alcohol dependence.

All employees of the company may be asked to undertake testing for the presence of drugs or alcohol conducted by consultants. Refusal to take the test will be seen as trying to hide something and disciplinary procedures may be started.

Regular random drug and alcohol screening will be carried out, to all employees, managers are provided with the training and correct equipment to conduct random sampling. Tests are carried out in a fair and respectful manner. Any random screening should be undertaken by an external organisation

Where it is believed an accident has been 'caused' by an employee or Contractor's employee being under the influence of

drugs or alcohol, a third party will be used to conduct cause analysis.

3.56 General Rules

- All employees should be aware of, respect and adhere to the rules and procedures contained in this policy statement.
- All employees shall immediately report any unsafe practices or conditions to the relevant authority
- Any employee under the influence of alcohol or any other intoxicating drug that might impair motor skills or judgement, whether prescribed or otherwise, shall not be allowed on the job.
- Horseplay, practical joking or any other acts that might jeopardise the health and safety of any other person are forbidden.
- Any person whose levels of alertness and / or ability are reduced due to illness or fatigue will not be allowed on the job if this might jeopardise the health and safety of that person or any other person.
- Employees shall not adjust, move or otherwise tamper with any electrical equipment, machinery or air or water lines in a manner not within the scope of their duties, unless instructed to do so by a senior member of staff.
- All waste materials must be disposed of carefully and in such a way that they do not constitute a hazard to other employees.
- No employee should undertake a job that appears to be unsafe.
- No employee should undertake a job until he or she has received adequate safety instruction and is authorised to carry out the task.
- All injuries must be reported to the relevant Manager.
- Employees should take care to ensure that all protective guards and other safety devices are properly fitted and in good working order and shall immediately report any deficiencies to their manager.
- Work should be well planned and supervised to avoid injuries in the handling of heavy materials and while using equipment.
- No employees should use chemicals without the knowledge required to work with those chemicals safely.
- Suitable clothing and footwear will be worn at all times. Personal protective equipment shall be worn wherever appropriate.

Working Environment

- Work areas must be kept clean and tidy.
- High Visibility clothing MUST be worn when visiting any properties under development or re-construction
- Any spillage must be cleaned up immediately.
- Waste materials and rubbish must be removed routinely.
- All combustible waste materials must be discarded in sealed metal containers.
- All pits and holes must be covered when not in use and clearly marked with warning signs when in use.

Walkways

- Walkways and passageways must be kept clear from obstructions at all times.
- If a walkway or passageway becomes wet it should be clearly marked with warning signs and / or covered with non-slip material.
- Trailing cables are a trip hazard and should not be left in any passageway.
- Any change in the floor elevation of any walkway or passageway must be clearly marked
- Where objects are stored in or around a passageway, care must be taken to ensure that no long or sharp edges jut out into the passageway in such a way as to constitute a safety hazard.

Tools and Equipment Maintenance

- Company equipment is only to be used by qualified and authorised personnel. It is the responsibility of the managers to determine who is authorised to use specific equipment.
- It is the responsibility of all employees to ensure that any equipment they use is in a good and safe condition. Any equipment which is in any way defective must be repaired or replaced.
- All equipment must be properly and safely stored when not in use.
- No equipment should be used without the manufacturers recommended shields, guards or attachments.
- Approved personal protective equipment must be properly used where appropriate.

Personal Protective Equipment

- High Visibility clothing should only be worn when multiple operatives are on site or working in proximity of a public highway to enable operatives to be visual to oncoming traffic and members of the public. Employees must use all personal protective equipment provided to them in accordance with the training and instruction given to them regarding its use.
- Employees who have been provided with personal protective equipment must immediately report any loss of or obvious defect in any equipment provided to their manager.
- Spare Hi Viz tabards to be kept in the two company cars alongside a supply in the office for colleagues to use as required.

Manual Lifting and Moving

- Wherever reasonably practicable, lifting and objects should always be done by mechanical devices rather than manual handling. The equipment used should be appropriate for the task at hand.
- The load to be lifted or moved must be inspected for sharp edges, splinters and wet or greasy patches.
- When lifting or moving a load with sharp or splintered edge gloves must be worn. Gloves should be free from oil, grease or other agents that might impair grip.
- The route over which the load is to be lifted or moved should be inspected to ensure that it is free of obstructions or spillage which could cause tripping or spillage.
- Employees should not attempt to lift or move a load that is too heavy to manage comfortably.
- Where team lifting or moving is necessary one person should act as coordinator, giving commands to lift, lower etc.
- When lifting an object off the ground employees should assume a squatting position, keeping the back straight. The load should be lifted by straightening the knees and not the back. These steps should be reversed for lowering an object to the ground.

3.57 Sexual Harassment

Under the new law, employers must take reasonable steps to prevent sexual harassment. They must not wait until something has happened before they take action.

This covers harassment from colleagues, whether at work or in settings connected to work, and also harassment from third parties such as customers, service users or members of the public.

In order to identify and address risks, employers need to:

- consider the risks of sexual harassment happening in their organisation
- consider steps they could take to reduce the risks of sexual harassment happening
- consider which of those steps are reasonable for them take