



Shropshire Town & Rural (STAR) Housing Ltd

Safety, Health & Environmental

Management System





Safety, Health & Environmental (SHE)

Management System

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Reviewed:	This system is the initial SHE Management System, produced by Safety For. All legislation and arrangements are current as of this date.		
Approved by:	<p>Signature:</p> <p>Date:</p> <p>James Wood: Operations Director, Shropshire Town and Rural (STAR) Housing Ltd</p>		
Authorised for Use:	<p>Signature:</p> <p>Date:</p> <p>Harpreet Rayet: Managing Director, Shropshire Town and Rural (STAR) Housing Ltd</p>		

Safety For Group Ltd (hereon referred to as Safety For) have written this policy and management system on behalf of Shropshire Town and Rural Housing Ltd (hereon referred to as STAR Housing) for them to manage safety, health and environmental aspects of STAR Housing operations, following the **HSG65** prescribed process of Plan, Do, Check, Act. The system has been created using information provided by STAR Housing and upon receipt is the responsibility of the company to be reviewed and updated in accordance with health and safety legislation and following any significant change to personnel, process or business activities



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Introduction

This Safety, Health, and Environment (SHE) Management System for STAR Housing has been developed by our competent Safety, Health & Environmental (SHE) Advisors. This system is designed to provide a solid foundation for safely managing operations at STAR Housing. It aligns with the guidelines of *HSG 65: Successful Health and Safety Management*, a practical guide created by the Health and Safety Executive (HSE) for directors, managers, and safety professionals aiming to enhance health and safety within their organisations.

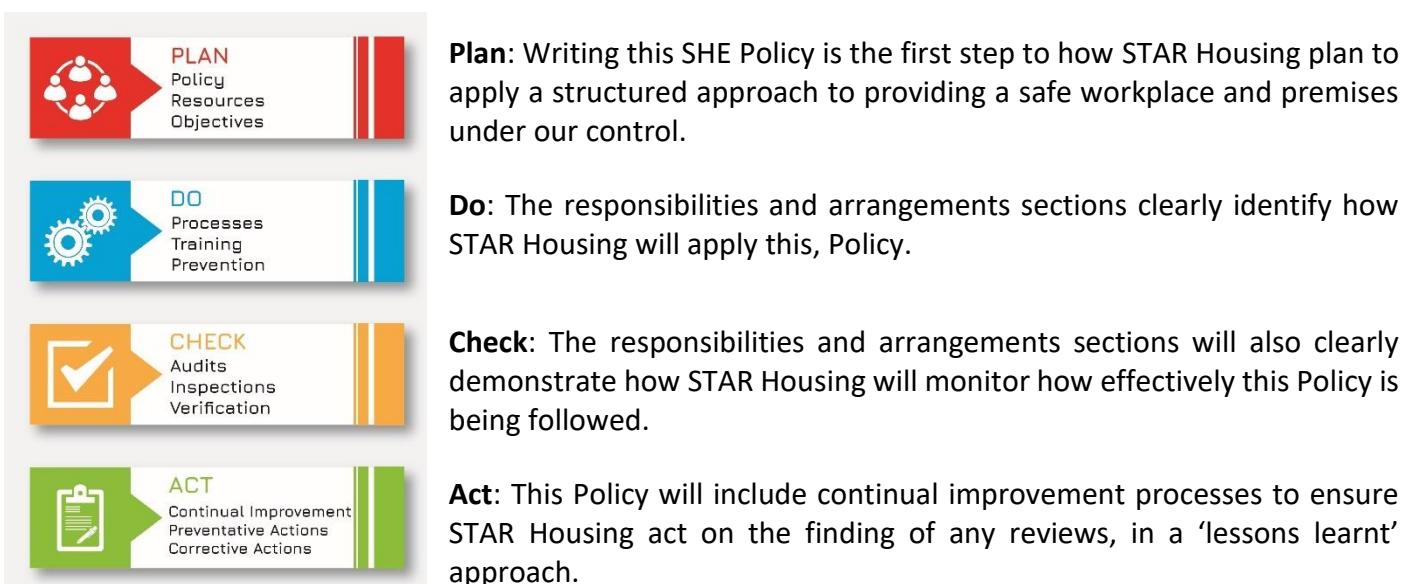
To effectively minimise our safety, health, and environmental risks, it is essential that we establish specific, measurable, and achievable objectives. These objectives are pivotal for the continuous enhancement of our management system and will be set based on insights from our SHE development strategy and consultations with our competent SHE Advisors, employees, and other stakeholders. The formulation of these objectives will also consider risk assessments, control recommendations, legal mandates, and industry best practices. All SHE objectives will be periodically reviewed and rigorously monitored until completion by the Operations Director at STAR Housing.

STAR Housing acknowledges that effective management of safety, health, and environmental issues is primarily driven by the management team at STAR Housing. However, it also requires the commitment, support, and collaboration of all stakeholders, including the Board of Directors, employees, tenants, and safety representatives. These contributions are essential to maintaining a safe, healthy, and environmentally friendly workplace. Furthermore, STAR Housing recognises that the framework provided in HSG65 is also the basis for the approach taken by HSE inspectors when evaluating an organisation's health and safety arrangements.

The following statement from the foreword of HSG65, highlights the significance of these guidelines:

"I commend this guidance to you as a tried and tested basis on which to build your health and safety management system."

Justin McCracken, Deputy Director General (Operations), Health and Safety Executive





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Useful Links & Guidance

The following links can be used to access further information on some of the relevant HSE topics.

[Working with substances hazardous to health: A brief guide to COSHH \(hse.gov.uk\)](#)

[Confined spaces: A brief guide to working safely \(hse.gov.uk\)](#)

[Construction Publications, Free Leaflets - HSE –](#)

[Workplace transport Publications - Free Leaflets - HSE](#)

[Engineering Publications: Free Leaflets - HSE](#)

[Work at height Publications - Free Leaflets - HSE](#)

[Fire and Explosion Publications: Free Leaflets - HSE](#)

[First Aid Publications - Free Leaflets - HSE](#)

[Gas Safety Publications - Free Leaflets - HSE](#)

[Health and Safety Regulations - Free Leaflets - HSE](#)

[HSE - Publications: Free Leaflets - Infections](#)

[Safe use of ladders and stepladders: overview - HSE](#)

[Lead and you \(hse.gov.uk\)](#)

[Lifting Operations Publications: Free Leaflets - HSE](#)

[Local exhaust ventilation \(LEV\) - Free leaflets - HSE](#)

[Violence to staff Publications: Free leaflets - HSE](#)

[Manual Handling Publications - Free Leaflets - HSE](#)

[Noise at work: A brief guide to controlling the risks \(hse.gov.uk\)](#)

[Noise at Work Publications: Free Leaflets - HSE](#)

[Occupational health - Hazards at Work Free Leaflets -HSE](#)

[Personal Protective Equipment: Free Leaflets - HSE](#)

[Pressure systems Publications: Free Leaflets - HSE](#)

[Risk assessment Publications: Free Leaflets - HSE](#)

[Silica Publications - Free Leaflets - HSE –](#)

[Skin at work - Publications: Free leaflets - HSE](#)

[Slips, Trips and Falls Publications: Free Leaflets - HSE](#)

[Work-related Stress Publications - Free Leaflets - HSE](#)

[Managing Health and Safety Publications: Free Leaflets - HSE](#)

[Workplace transport Publications - Free Leaflets - HSE](#)



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[Vibration Publications: Free Leaflets - HSE](#)

[Woodworking Publications - Free leaflets - HSE](#)

[Work equipment and machinery Publications -HSE](#)

[Workplace Health, Safety and welfare - Free Leaflets - HSE](#)

[Education Health and Safety publications, free leaflets, HSE](#)



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Key Legislation

- Health and Safety at Work etc Act 1974
- Management of Health and Safety at Work Regulations 1999
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Manual Handling Operations Regulations 1992
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Electricity at Work Regulations 1989
- Workplace (Health, Safety and Welfare) Regulations 1992
- Work at Height Regulations 2005
- Construction (Design & Management) Regulations 2015
- Control of Substances Hazardous to Health Regulations 2002 (COSHH) (as amended)
- Control of Asbestos Regulations 2012
- Personal Protective Equipment at Work Regulations 1992 (as amended)
- Gas Safety (Installation and Use) Regulations 1998
- Health and Safety (Display Screen Equipment) Regulations 1992
- Health and Safety (First-Aid) Regulations 1981
- Working Time Regulations 1998 (as amended)
- The Health and Safety Information for Employees Regulations 1989
- Regulatory Reform (Fire Safety) Order 2005

Legal compliance is an important part of Policy and the health and safety management system. A list of applicable legislation is provided above and is the basis for STAR Housing health and safety legal compliance.

STAR Housing ensures legal compliance by implementing the arrangements established within this policy and management system, and through the additional recommended controls identified in general and task specific risk assessments and managed through a 'gap analysis' process.

The person(s) responsible for Safety, Health and Environmental (SHE) arrangements will update the health and safety policy and management system with any additional controls or guidance highlighted during any legislative review and revise all legislative references.



SECTION 1 ~ FOUNDATION POLICIES



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Policy Statement of Intent

Shropshire Town and Rural (STAR) Housing Limited

Safety, Health & Environmental Policy Statement of Intent

Section 2(3) of the Health and Safety at Work etc. Act 1974 states;

"It shall be the duty of every employer to prepare and as often as may be appropriate revise a written statement of his general policy with respect to the health and safety at work of his employees and the organisation and arrangements for the time being in force for carrying out that policy, and to bring the statement and any revision of it to the notice of all of his employees".

It is the policy of STAR Housing Limited (herein referred to as STAR Housing) and its Board of Directors, that all activities are carried out in accordance with the requirements of the Health and Safety at Work Act 1974 and all applicable regulations made under the Act.

In accordance with this Act, STAR Housing is committed to ensuring the health, safety, and welfare of its employees and any tenants, members of the public, and visitors who may be affected by the way we conduct our business.

STAR Housing recognises that the effective delivery of this Policy is intrinsically linked to operations and assistance from our contractors. Therefore, we will strive to work with all contractors to ensure they deliver their service in a safe manner, particularly when working on our tenants' properties and new development sites.

STAR Housing will promote and maintain the highest standard of safety, health, and environmental practice. This commitment extends specifically to our compliance in the main areas of housing compliance known as the "Big 7"— Gas Safety, Asbestos Management, Fire Safety, Electrical Safety, Water Hygiene, Lift Safety, Damp & Mold (Awaab's Law). We will achieve this by ensuring:

- A collective approach with our employees and contractors to develop and deliver this Policy, consequently providing a risk-averse environment for all.
- That we assess the risks to our employees and others affected by our operations including those in the "Big 7" areas of compliance mentioned above, scope of governance, addressing deficiencies found by those assessments, to eliminate or adequately control identified hazards.
- Implementation of safe systems of work to adequately eliminate and/or control significant risks identified as part of the risk assessment process, with special attention to gas appliances, electrical systems, fire hazards, water systems, asbestos-containing materials, and lift operations.
- Safe and appropriate plant and equipment are maintained for our operations, with personnel competent in the use of the plant and equipment they are asked to operate.
- Adequate and suitable information, advice, instruction, training, and supervision are provided for all persons in our employ to enable the safe delivery of their roles, with specific training tailored to manage general operations and the "Big 7" risks.
- Effective emergency procedures in place for fire, evacuation, first aid, incident management and infectious disease (COVID-19) management, and any other emergency occurring within our business, including specific responses tailored to the "Big 7" risks.



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- Suitable welfare arrangements are available for all employees whether on-site or in our offices.
- The workplace is safe and without risks to health, and that all articles, materials, substances, and equipment can be moved, stored, and used safely.
- Employees are provided (free of charge) any protective clothing and safety equipment where risks are not eliminated or adequately controlled by other means.

Health and safety is the responsibility of everyone within STAR Housing and is not just a function of the management teams. No person is expected to carry out any task that they reasonably feel is unsafe, and safety will always take precedence over expediency.

STAR Housing encourages and values suggestions/contributions from all employees, contractors, tenants, and visitors, health and safety, or otherwise. We believe that almost all accidents can be prevented and insist on the cooperation and support of all employees, contractors, and visitors in promoting pro-active management of health and safety, which is fundamental to achieving effective and consistent health and safety policies and practices.

Accordingly, STAR Housing expects all employees, contractors, and visitors to exercise personal responsibility and cooperate fully in seeking to prevent harm to themselves, others, or the environment.

STAR Housing will appoint competent persons to advise and update the organisation on all safety, health, and environmental legislative changes. This resource will be utilised to ensure STAR Housing continuously improve the safety, health, and environmental arrangements that are in place for the effective application, development, and review of this Policy Statement of Intent.

Signed:.....

Date:.....

Harpreet Rayet: Managing Director



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Environmental Policy

STAR Housing recognises their responsibilities to the environment, and it is committed to minimise the harmful effects through caring policies and effective management.

STAR Housing accepts and acknowledges its obligations and responsibilities under legislation and guidance in dealing with environmental issues that affect or arise in consequence of its business.

STAR Housing strategy is to use its Safety, Health and Environmental (SHE) Management System to identify and determine the environmental issues requiring attention and implementation of the measures to achieve improvement in minimising the impact of its activities on the environment.

The key points of our strategy to achieve this policy are to ensure: We continuously improve our environmental performance and integrate recognised environmental management best practice into our business operations to comply as a minimum with all relevant environmental legislation.

- Within the workplace, we promote environmental awareness amongst those working for or on behalf of STAR Housing, providing training as necessary and encouraging contractors and suppliers to adopt sound environmental practices.
- Within the workplace quantify and take action to reduce the carbon footprint of our business activities to meet our objectives and targets.
- Within the workplace use and re-use materials to minimise and curtail creating waste and, whenever practicable.
- Within the workplace conserve energy through sensible selection, use and management of resources and equipment.

We continue to develop, monitor and investigate our systems, practices and procedures to ensure the environment remains a foremost consideration.

DECLARATION

These guidelines form part of the company policies and procedures which are reviewed on an annual basis (or more frequently where required). The policies are available for all employees. PDF copies are located on the company server and acknowledgement and communication with individuals is held in the respective HR Files on a secure, password protected server.

This Policy is authorised by

Signed:.....

Date:.....

Harpreet Rayet: Managing Director



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Quality Policy

The management and personnel of STAR Housing are committed to provide a high-quality service in the area of Quality Management by continuously improving client service, human resource management and Company operations.

Total customer satisfaction, the company's primary objective is achieved by recognising, understanding and evaluating customer needs and trying to exceed them.

Executive Management are committed to the efficient operation and continual improvement of performance and the quality of our management system.

The Management are committed to:

- Develop and improve our products and services, continually delivering to a high standard.
- Continually improve on our standards of quality.
- Ensure all employees understand the company's requirement to deliver a quality-led service.
- The enhancement of customer satisfaction through quality service.

STAR Housing has a continuing commitment to:

- Maintain an effective high-quality management system, applying to all our activities at all times;
- Achieve and maintain high standards of work that enhances our reputation and those of our customers and stakeholders.
- Ensure compliance to all regulations and statutory bodies.
- Seek to achieve and maintain best-practice methodologies throughout our activities.
- Maintain continual improvement through measurement against policy and performance, evaluation, review, training and procedural change where required.
- Meet our clients' requirements and meet or exceed their expectations.
- Communicate this policy to our employees, stakeholders and all interested parties to ensure continued adherence to this policy.
- Take into consideration the views of interested parties and the effect the company's activities have upon the environment.

Each employee will be made aware of the importance and contents of this quality policy and will be encouraged to contribute to the success of the quality-led service.

This Policy is authorised by

Signed:.....

Date:.....

Harpreet Rayet: Managing Director

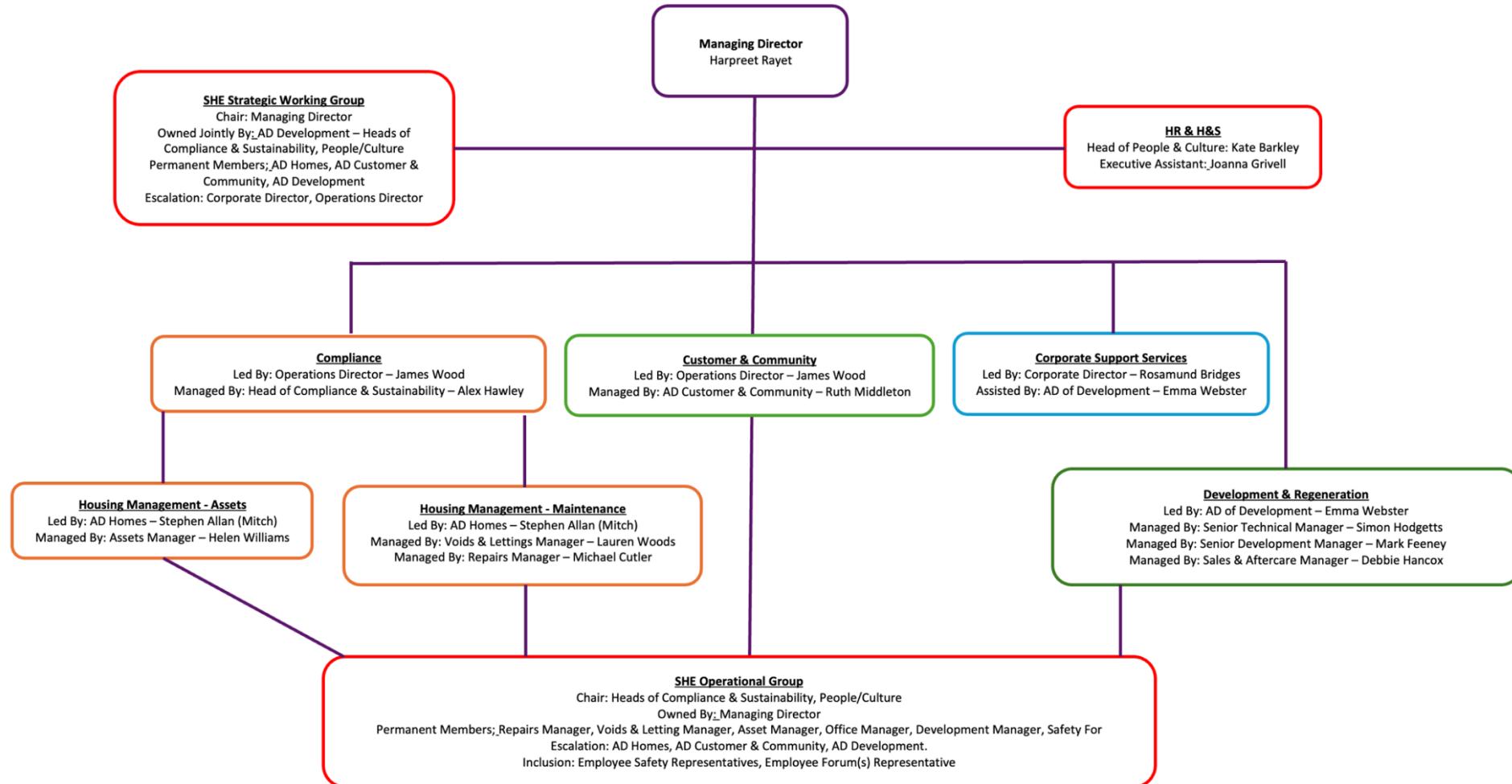




SECTION 2 ~ ORGANISATION & RESPONSIBILITIES

Management Structure

The duties of those employees delegated with responsibility for the day-to-day management of health and safety are set out below.





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Employer Responsibilities

STAR Housing has duties and obligations as an employer under the Health and Safety at Work etc Act 1974.

Our organisation's commitment to uphold these duties are outlined in this policy and detailed in supporting documentation.

A summary of the duties stated in Section 2 and 3 of the Act:

- Ensure, so far as is reasonably practicable, the health, safety and welfare at work of all our employees and any other people who may be either directly or indirectly affected by our undertaking.
- Provide and maintain plant and safe systems of work that are, so far as reasonably practicable, safe and without risk to a person's health or safety.
- Make arrangements for ensuring, so far as is reasonably practicable, the safety and absence of risks in connection with the use, handling, storage and transportation of articles and substances.
- Provide information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of our employees.
- Maintain, so far as is reasonably practicable, any place of work in our control in a safe manner and maintain a safe means of access and egress.
- Provide and maintain, so far as is reasonably practicable, a safe working environment with adequate facilities and arrangements for the welfare of our employees and other people who enter our workplace.

STAR Housing understand that a serious breach of any of these duties or any of the other requirements stated in relevant secondary health and safety legislation made under the Act is a statutory offence.

Furthermore, we recognise that the appropriate Enforcing Authority may take action by serving an enforcement notice and/or consider possible criminal proceeding depending upon the seriousness of the breach and any resultant consequences arising from that breach.

The organisation and its management representatives will hold both collective and individual accountability and liability for the conduct of our undertaking and the implementation and maintenance of this policy.



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Managing Director Responsibilities

The overall accountability for the effectiveness of STAR Housing health and safety policy rests with the Managing Director.

They will ensure that:

- Sufficient financial and physical resources are available to support all aspects of this policy and its arrangements.
- Visible leadership, direction and support is given to directors, managers and employees to enable everyone to work safely without risk to their health.
- Organise resources to plan, implement, monitor and maintain policy for health and safety at work.
- Progress actions and recommendations made as part of a safety inspection, accident investigation or changes made to relevant H&S legislation.
- H&S targets and overall performance is regularly reviewed, and steps are taken to ensure effective improvements where needed.

To ensure STAR Housing fulfil their duties as an employer, the Managing Director will need the help and support of the organisation's Head of People and Culture, and any other nominated employees. Each person who has been given a responsibility for the application and day-to-day application of this Health and Safety Policy will have the appropriate level authority to carry out their responsibilities.

The delegation of duties and responsibilities to individual employees does not remove overall accountability of Harpreet Rayet for managing health and safety risks at work.

They will also be held as the duty holder and representative of the body corporate.

The Managing Director will have regular interaction with the employees and overseeing the business operations, communicating with a wide range of internal and external stakeholders.

Key Responsibilities include:

- Setting out and ensuring the achievement of STAR Housing operational health and safety objectives.
- Securing resources to ensure the adequate management of all health and safety objectives.
- Establishing in co-operation with H&S Advisors and in agreement with the Managing Director, operational procedures which will secure the objectives set out in the health and safety policy.
- The implementation of policy, procedures and specific duties as defined within this health and safety management system.
- Reviewing non-conformance and health and safety incident data.
- Administering the accident investigation and reporting procedure and liaising with the Health and Safety Executive (HSE), the company's insurers and other external bodies.
- Submitting reports as required by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).



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- Identifying and sourcing health and safety training needs.
- Identifying the implications of changes in legislation or HSE guidance.
- Sourcing additional specialist health and safety assistance when necessary.
- Displaying the Health and Safety Law poster, a copy of the Company's Health and Safety Policy Statement of Intent, Employer's Liability Certificate, Health and Safety Responsibility Chart, and Fire and Accident Reporting Procedures or making these available to staff.
- Keeping and maintaining the Health and Safety Policy Manual and updating with any new procedures when given.
- Delegating the above health and safety actions to appropriate personnel as deemed appropriate by the business.
- Documenting risk assessments and safe working procedures within the site, including but not limited to:
 - General workplace risk assessment.
 - Fire risk assessment.
 - Task specific assessments.



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Directors & Senior Management Team (SMT)

Directors & Senior Management Team will continually appraise the effectiveness of the Safety, Health and Environment Policy and ensure that any necessary changes are made so that the Policy is maintained in line with the company's development and Directors & Senior Management Team will liaise closely with the Management team to ensure that the objectives of the company policy is being met and that all necessary support is given to enable employees to implement all aspects of the Policy.

Directors & Senior Management Team will

- Ensure that any information concerning health and safety is communicated to all employees and subcontractors working on the premises or away from the offices and that any health and safety matter raised by an employee is investigated and necessary action taken.
- Ensure that employees are allowed to offer advice and discuss health and safety matters with Management.
- Arrange for adequate funding to be made available for suitable and sufficient (and correct) safety equipment, and personal protective equipment (PPE), to be provided and properly maintained in all areas of the Company's activities.
- Arrange for safe systems of work to be carried out on company premises in accordance with statutory regulations together with the company policies and rules
- Ensure that the requirements of The Construction (Design and Management) Regulations 2015 (CDM 2015) are being met.
- Ensure that suitable risk assessments and method statements are in place for all individuals and/or the tasks and activities they are to undertake.
- Ensure that all accidents and/or dangerous occurrences requiring notification to the Health and Safety Executive and Environment Agency are reported on the appropriate forms and notified to the HSE/EA by a competent person within the business.
- Ensure that any items arising from the safety inspections, as notified on the relevant reports are rectified immediately and action taken to prevent any re-occurrence.
- Liaise with the Head of People & Culture, Assistant Directors and the management team, with regards to safety training and the arrangements for any meetings organised on health and safety matters.
- Place safety as a primary consideration in all forward planning in the purchase or hire of plant and equipment and the installation of machinery used in the company's premises, or by STAR Personnel.
- Arrange for a regular maintenance schedule to be maintained for all plant and equipment, including visible and audible warning systems.
- Ensure that the requirements of PUWER and LOLER are implemented and that inspections are carried out and recorded.



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- Make the necessary arrangements with management teams for the planning of the movement of vehicles and pedestrians on site, including control procedures, signage and instructions of site personnel by inductions.
- Meet their statutory duty in relation to health surveillance for workers who may be exposed to any health risks e.g. COSHH, Asbestos, Lead, Noise, Vibration, Stress, DSE, etc. Stress Management will be included, and training and assessments will be carried out.
- Assist in monitoring the safety, environmental and quality performance of the company and ensuring that targets and standards are being met.
- Assist in the implementation of a regime of continuous improvement.



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Operational Management

'Operational Management' includes Office Manager, Line Managers, Repairs Manager, Team Managers, Contracts Managers.

Management will be directly responsible for the implementation and maintenance of the Safety, Health and Environment Policy and Managers will regularly check to ensure that the objectives of the STAR Housing's policies and Rules are being complied with.

Managers will

- Influence attitudes towards health and safety and lead others by personal involvement and example.
- Ensure that any information concerning health and safety is communicated to all employees and subcontractors.
- Encourage consultation with all personnel regarding any health and safety concerns.
- Advise the Directors of any items deemed to be unsafe or any breach of statutory requirement in any area under his control which he cannot effectively deal with.
- Ensure that all employees under their guidance know what safety and environment equipment and personal protective equipment is required and provided by the group and ensure that employees are familiar with its availability and use and that provision is made for its inspection, maintenance and storage.
- Ensure employees have access to a first aid kit, know who the Company First Aiders are and are advised of the emergency and first aid arrangements.
- Ensure that all employees under their guidance understand and accept their responsibilities for safety and environment and are adequately trained and instructed in those responsibilities.
- Arrange for only trained/competent and adequately resourced contractors to carry out work where it is sub-contracted.
- Ensure that all accidents/incidents and/or dangerous occurrences are reported immediately to the Head of People & Culture and assist in any subsequent investigation as appropriate and that an Accident Report Form is completed for any damage or injury accidents.
- Check that hazards are identified for any activity to be undertaken, noise or vibration to be produced, substances or equipment to be used and that an assessment of the risk is undertaken and recorded in writing.
- Arrange that any PPE, information, instruction and training required as a result of the assessment is given to employees and subcontractors.
- Ensure that, where significant risk is identified, that a written safe system of work (method statement) is produced and advised to everyone that is affected. Managers will ensure that all method statements are adequate and 'signed off'.
- Arrange for monitoring and health surveillance where necessary.



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- Report to Directors any unsafe practices or situations observed or advised of by employees, contractors or visitors.
- Ensure that any items raised during safety checks are rectified without delay and that the appropriate person in the business is advised concerning any outstanding items.
- Attend (or his nominee) any meetings regarding safety, health and environmental matters.
- Ensure that health and safety is discussed at all management meetings.
- Ensure a regular maintenance schedule is in place for the workplace and equipment and ensure that any repairs or maintenance to the workplace or equipment are given priority and carried out promptly and that damaged/defective equipment is removed from use as soon as possible.
- Ensure that all electrical equipment is regularly inspected and tested by a competent person and records maintained.
- Ensure that safety and environmental equipment and PPE is maintained, tested and inspected as required by manufacturer's instructions, and that a current certificate of conformity is available.
- Continually identify the hazards arising within the work activity and arrange for effective documented risk assessment to be undertaken and control measures introduced to combat these hazards by the provision of safe systems of work.
- Exercise control over others to maintain safety standards.
- Lead by personal example.
- Arrange for adequate provision and arrangements to be made for emergency procedures (e.g. Fire etc).



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Supervisors

'Supervisors' includes Field-Operations Supervisors who oversee the DLO and Subcontractor activities.

When acting as Supervisor, employees will have day-to-day responsibility for the management of health and safety in any particular area.

Supervisors will:

- Know the health and safety best practices that apply to their field of work.
- Ensure the risks associated with any work activity are assessed at the planning and implementation stages and appropriate action taken.
- Ensure adequate information, training, instruction and supervision is given to staff and any others engaged in activities under managers control.
- Report and assist in any accidents and dangerous occurrences.
- Be formally trained in supervisory health and safety.
- Report any unsafe practices or near misses to Line Managers and the Head of People & Culture



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Nominated First Aiders & Fire Wardens

The Health and Safety at Work etc Act 1974, Section 7 also places duties on all employees.

These are:

- To take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work.
- To co-operate with the management to enable the employer to carry out legal duties or any requirements as may be imposed.

STAR Housing accepts it will usually be held liable for any breach of health and safety duty committed by an employee at work carrying out their agreed work activities. However, if the organisation can show they have taken reasonable steps to prevent a breach happening and the failure was because of a deliberate, reckless or wilful act on the part of an employee to disregard those safety measures, then some of the liability may be placed on the employee responsible.

Section 8 Health and Safety at Work etc Act 1974

No person shall intentionally or recklessly interfere with or misuse any item provided in the interest of health, safety and welfare.

This duty is placed on any person regardless of if they are an employee, contractor, visitor or a member of the public.

STAR Housing ask that their employees report, at the soonest opportunity, any item that has put in place for the health, safety and welfare is either missing or has been damaged or misused. STAR Housing will make good the loss or damage and take steps to prevent any recurrence.

The nominated first aiders and fire wardens are required to attend relevant training for their role.



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Employee Responsibilities

The Health and Safety at Work etc Act 1974, Section 7 also places duties on all employees.

These are:

- To take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work.
- To co-operate with the management to enable the employer to carry out legal duties or any requirements as may be imposed.

The organisation accepts it will usually be held liable for any breach of health and safety duty committed by an employee at work carrying out their agreed work activities. However, if the organisation can show they have taken reasonable steps to prevent a breach happening and the failure was because of a deliberate, reckless or wilful act on the part of an employee to disregard those safety measures, then some of the liability may be placed on the employee responsible.

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This duty is placed on any person regardless of if they are an employee, contractor, visitor or a member of the public.

STAR Housing ask that their employees report, at the soonest opportunity, any item that has put in place for the health, safety and welfare is either missing or has been damaged or misused. STAR Housing will make good the loss or damage and take steps to prevent any recurrence.

Employee General Guidelines:

- Do not commit or allow someone else to commit an act that may endanger yourself or another person.
- Attend toolbox talks, training courses, safety consultation meetings, etc, designed to further the interests of health and safety at work.
- Follow all safety procedures concerned with your work activities, equipment, work-materials and substances.
- Ensure you understand the STAR Housing Health and Safety Policy and associated safety information and instructions.
- Employees must follow all training and instruction related to their role and only perform tasks they are competent to do.
- Always observe all safety rules when you are in our workplaces or on working on behalf of STAR Housing at another organisation's premises.
- Follow instructions and procedures to ensure your personal safety and the safety of others.
- You must always conduct yourself in an orderly manner and not stray from responsible behaviour.
- Use the safety equipment and personal protective equipment and workwear provided.



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- Avoid improvising safety measures that have not been assessed by a competent person.
- All employees must comply with STAR Housing safety responsibilities and requirements included in their Contract of Employment.
- Talk to your Manager/Supervisor if you are unsure about duties or health and safety measures you must undertake.
- Co-operate with your employer's health and safety improvements that aim to ensure effective standards of health and safety at work.
- Check Health and safety notices will be posted on notice boards from time to time you must ensure you view this information.
- No alcohol or non-medical drugs are to be consumed during working hours. Employees found to be under the effects of either will subject to disciplinary action.



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Contractors & Consultants

Contractors and consultants must be competent to provide the services, advice and support for which they have been contracted. This control will be achieved by the STAR Housing undertaking a pre-qualification of the company which will be assessed to identify whether the tendering company are 'fit and proper' to work on behalf of STAR Housing.

Contractors and consultants must ensure that they implement and follow effective health and safety procedures and practises.

Contractors and consultants must maintain good standards of health and safety within their area of responsibility and bring any significant outstanding health and safety concerns to the attention of Company Responsible Person E.G. Managing Director;

Communication

Contractors and consultants must ensure that all their employees have access to channels of communication whereby safety matters can be raised.

Safety Equipment/Personal Protective Equipment (PPE)

Contractors and consultants will ensure that their employees use any required personal protective equipment (PPE) and that it is suitable (fit for purpose) and complies with any relevant Regulations and does not in itself pose additional hazards.

Training

Contractors and consultants will ensure that their employees are adequately trained, understand and actively comply with the letter and spirit of the STAR Housing's Health and Safety Policy Statement of Intent and by governing legislation.

Contractors and consultants will ensure that their employees have any information, instruction and training to safely use equipment, materials and substances in pursuance of their work activities.

Accidents/Incidents

Contractors and consultants will ensure that those persons under their control report accidents and near miss incidents and undertake investigations to reduce the risk of reoccurrence. Accidents should be reported to STAR Housing as well as results of the investigation and actions to prevent it from happening again in a timely manner.

Risk Assessments, Impacts & Aspects

Adequate supervision is required to ensure safe methods of work are employed in accordance with their and our established arrangements, procedures, instructions and risk assessments.

Contractors and consultants will be expected to actively seek to identify areas of hazard, within their area of jurisdiction, which require risk assessment or other action and will ensure a current copy is given to STAR Housing.

Risk assessments covering the activities must be made available to all their employees, especially apprentices and young persons, and ensure that the apprentices and young persons fully understand them. The employees must not take unnecessary risks, partake in horseplay or participate in dangerous practical jokes



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Contractors and consultants will ensure that any vulnerable and young persons (under 18 years old) under their control are first subject to a suitable and sufficient risk assessment to determine the particular risks facing them in the light of their relative vulnerability, immaturity, lack of experience and unfamiliarity with the workplace

Plant and Equipment

Any contractors and consultants wishing to employ apprentices, vulnerable and young persons (under 18 years old) for work on STAR Housing sites/premises gain permission from the Head of People & Culture and are only allowed to work and operate plant or machinery under the supervision of a competent person.

All equipment and machinery must be correctly guarded, maintained, and fit for purpose and report any plant and equipment defects or faulty equipment on site before work commences. Any new equipment they wish to use must be tried, tested, suitable and safe for the job that is required of it.



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Competent Support

Competent health and safety assistance and advice is provided by Safety For Group Ltd (referred to as Safety For), for the period of 1st April 2025 to 31st March 2026.

In order to comply with Management of Health and Safety at Work Regulations 1999, Regulation 7, STAR Housing have appointed the above to provide competent practical advice and guidance to support and maintain our current policy and help plan and introduce changes to our policy, arrangements and control measures when the need arises.

Safety For will be instructed to carry out workplace inspections and audit our health and safety management documentation to identify any shortfalls to compliance with H&S law. They will use the findings to measure and advise on our current level of health and safety performance. Inspection, audits or reviews will be undertaken and completed within the terms specified in their contract of engagement.



SECTION 3 ~ POLICY ARRANGEMENTS



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Accident / Incident Management Arrangements

INTRODUCTION

Employees must tell their employer if they have been injured while at work.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) is the law that requires PPE to report and keep records of:

- Work-related accidents which cause death.
- Work-related accidents which cause serious injuries (reportable injuries).
- Diagnosed cases of certain industrial diseases.
- Certain “dangerous occurrences” – incidents with the potential to cause harm.

POLICY

STAR Housing will ensure that all accidents at work will be recorded via the online form which complies with the EU General Data Protection Regulation (GDPR).

The online form to record accidents is available to all employees.

Records will be kept for a minimum of 3-years. (A record may need to be kept for longer period if it relates an incident because of a failing of COSHH control measures).

A completed record is information that is not subject to rules of consent under the Data Protection Act 2018. However, STAR Housing will ensure personal information about the injured person kept secure and treated confidentially.

ARRANGEMENTS

Employees are asked to report their accident or a near miss online and any notes, record or other details that may help prevent the accident happening again. The incident note will be investigated for any significant findings, conclusions and remedial actions they consider necessary to prevent reoccurrence of the same or similar incidents. The level of management involved in an investigation will depend upon the seriousness of the accident.

The person responsible for investigation of accidents or near misses is Head of People & Culture who will obtain assistance from the relevant department lead.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

Under these Regulations any death in the workplace or specific work-related injuries, diseases, and dangerous occurrences must be reported to the Enforcing Authorities. The method of reporting is through the HSE website <https://www.hse.gov.uk/riddor/report.htm>

Although there is a comprehensive list of reportable situations within the regulations the main incidents that must be reported are:

- Death as the result of a work-related accident or occupational exposure to a biological agent – this must be reported without delay by the quickest means, usually by telephone
- Non-fatal injuries listed in Regulation 4(1)



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- Injuries that cause the employee to be away from their normal work activity for more than seven days incapacitation (not counting the day on which the accident happened) incapacitation means that the worker is absent or is unable to do work that they would reasonable be expected to do as part of their normal work, Regulation 4(2).
- Any work-related accident that leads to a non-employee being taken to hospital
- Occupational Diseases whereby an employee is diagnosed with a condition listed in Regulation 8.
- Dangerous Occurrences – Schedule 2.

You only need to report injuries that lead to a worker being incapacitated for more than seven consecutive days as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days). The report must be made within 15 days of the accident.

The person responsible for reporting incidents is Head of People & Culture.

You must still keep a record of the accident if the worker has been incapacitated for more than three consecutive days. If you are an employer, who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record can be treated as a record for the purposes of RIDDOR.

The record must include information such as:

- The name and occupation of the injured person or those involved in the incident.
- The status of the injured person (employee or visitor/contractor).
- The location of the incident.
- A brief description of the incident or disease.
- The date, time and method of reporting.

Incidents and diseases can be reported by the following methods:

Online: Go to <https://www.hse.gov.uk/riddor/report.htm> and complete the appropriate online report form. The form will then be submitted directly to the RIDDOR database. You will receive a copy for your records.

Telephone: All incidents can be reported online but a telephone service remains for reporting fatal and major injuries only. Call the Incident Contact Centre on 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).



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Alcohol & Drugs

INTRODUCTION

The Health and Safety at Work Act 1974 sets out the legal duties for the employer to ensure the safety of employees and any other person who may be affected by their work activity. STAR Housing recognise that there is also a duty under Section 7a of the Health and Safety at Work Act 1974 and that alcohol or drug misuse may impact on that duty.

This policy arrangement applies to all levels of employee and volunteer whether full time or part time and relates to working under the influence of alcohol and the deliberate and unintentional abuse of prescribed and non-prescribed drugs.

This policy arrangement is not concerned with social drinking and is limited to those instances of alcoholism which affect work performance, conduct at work or the safety of the individual or others.

POLICY

STAR Housing will ensure compliance with legislation, in the following ways;

- The company intend to raise awareness and knowledge of the effects of alcohol and drugs and their associated risks.
- The company will, wherever possible, provide appropriate support for employees who suffer from the misuse of alcohol or drugs. This includes appropriate return to work support, assessment of risks and suitable communication streams.
- The company look to eliminate the risks to employees, and all affected by individuals who misuse alcohol and/or drugs.
- The company will ensure all records and treatment will remain confidential and hope this will assist the employees in acknowledging they have a problem. Employees will be reassured that they will not be victimised because of their problem.
- The company will seek to establish at the earliest opportunity whether employees have a problem. This will be achieved through reactive monitoring, in that we will monitor any changes in an individual's behaviour, performance or competence in carrying out their duties. The effectiveness of the policy is dependent upon policing and enforcement. The company reserves the right to arrange testing for employees and for employees to provide a sample for alcohol and/or drug screening when requested to do so.

Employee duties regarding alcohol and drugs in the workplace.

- Employees must refrain from engaging in the unlawful possession, use, manufacture, sale, trade, transfer or offering for sale of illegal drugs while on company property (including parking area and grounds), while performing their work duties away from the company premises, or while attending a company-sponsored or work-related event.
- Employees must ensure they do not have excessive amounts of otherwise lawful, controlled substances in their systems (including alcohol and over-the-counter medications), such that the employees' abilities to function are impaired or the employees are "under the influence"



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while at work, while performing work duties away from the company or while attending a company-sponsored or work-related event.

- Employees who choose to drink alcohol while attending Company-sponsored activities such as holiday parties, recognition dinners or other social events, must do so in a responsible manner, and in compliance with local laws.
- Employees should not report for work whilst their ability to function safely is significantly impaired by alcohol or drugs. This includes employees affected by the excessive consumption of alcohol or drug taking during off-duty hours where insufficient time has elapsed before returning to duty to allow the effects to have adequately worn off.
- Employees who are unexpectedly called into work, for example in an emergency, and feels that their judgement may be impaired, must discuss with the senior manager in control and a decision made as to whether they are fit to continue to operate in that situation or not.

ARRANGEMENTS

Where problems are identified and the employee is willing to seek help, then time off for treatment in accordance with normal sickness conditions will be allowed. If assistance in tackling the problem is refused by the employee, the employee will be subject to normal disciplinary procedures if work performance, safety or behavioural problems arise.

If the employee has a relapse STAR Housing may agree to a further period of treatment should the employee show reasonable intent to help him/herself. Employees who decline to accept referral for diagnosis and treatment or who discontinue a course of treatment before its satisfactory completion will be warned that should their performance at work or conduct at work fall below the standard required or continue to fall below the standard required, they will be subject to the normal disciplinary procedures. This will mean that unless an immediate and sustained improvement is made in overall performance, appropriate disciplinary action will be taken.

If STAR Housing considers the employee has not acted in a reasonable, responsible way it may choose to implement normal disciplinary procedures.

Should the employee not be able to return to the same job every effort will be made to offer an alternative job of equal status. Where this is not possible the employee will be invited to consider alternative vacancies within the Company which are considered appropriate for their medical condition.

The misuse of alcohol or drugs will not be tolerated and where this has an impact on the efficiency and safety of STAR Housing and its employees will be considered by the company to be an act of gross misconduct.

STAR Housing invokes a total ban on drinking at work or being under the influence of alcohol during work hours.

Should there be any concern regarding the misuse of alcohol and drugs in the workplace, this should be raised to and managed by Head of People & Culture.



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Asbestos Management

INTRODUCTION

In accordance with the Control of Asbestos Regulations 2012, there are specified legal obligations for employers and STAR Housing in their occupation to manage asbestos safely. These regulations establish minimum standards to protect employees, tenants, contractors, and others from risks associated with exposure to asbestos during work operations.

POLICY

STAR Housing is committed to fulfilling the duties, requirements, and prohibitions as outlined in the Control of Asbestos Regulations 2012:

- **Asbestos Management Plan:** STAR Housing will utilise the findings from Asbestos Management Survey's to develop an Asbestos Management Plan for all the properties STAR Housing are responsible for. This plan will detail strategies to manage and control health risks from asbestos exposure, ensuring that occupants and all persons are protected from airborne asbestos fibres and preventing accidental damage or disturbance of any Asbestos Containing Materials (ACM) within our properties.
- **Monitoring and Maintenance:** The Asbestos Management Plan for all the properties STAR Housing are responsible for will include regular monitoring of identified ACMs to assess any changes in condition or integrity. This is crucial for determining the necessity of remedial actions or additional protective measures.
- **Asbestos Register:** Information from the Management Survey will be used to maintain an up-to-date Asbestos Register, which will be consulted prior to any maintenance or repair work affecting the building structure to ensure that ACMs are not inadvertently disturbed.
- **Refurbishment and Demolition Surveys:** Should any ACM be found in poor condition or during planning for significant alterations, a comprehensive Refurbishment and Demolition Survey for all areas that could be affected by our works will be conducted. The results of this survey will guide the necessary actions to safely manage or remove the asbestos to prevent the release of fibres.

ARRANGEMENTS

- **Handling of ACMs:** Employees of STAR Housing will not disturb any asbestos materials. All work involving the encapsulation, management, or removal of ACMs will be carried out by a qualified and licensed asbestos contractor.
- **Contractor Collaboration:** STAR Housing will collaborate closely with licensed asbestos contractors to facilitate the safe execution of asbestos removal or encapsulation. This includes ensuring that contractors can implement the necessary safety measures effectively.
- **Communication and Surveys:** Before any refurbishment or demolition work begins, STAR Housing will ensure that a relevant asbestos survey is completed, and the findings are communicated to all parties involved in the operations.

RESPONSIBILITY

The overall responsibility rests with Head of Compliance & Sustainability, supported by the Compliance team & H&S Coordinator.



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Communication & Consultation – (also Employees where English is a second language)

INTRODUCTION

The Health and Safety at Work etc Act 1974 (HSWA) and The Management of Health and Safety at Work Regulations 1999 require us to provide our employees with understandable and relevant information on risks to their health and safety and on precautions to take to avoid those risks.

POLICY

Information shall be provided in a way that takes account of any language difficulties or disabilities. It will be provided in a form that is most suitable in the circumstances, as long as it can be understood by everyone. For employees or workers with little or no understanding of spoken or written English, we will make special arrangements. STAR Housing shall take reasonable steps to obtain translation to a workers first language to assist the communication of important safety information.

The person responsible for ensuring that employees with little understanding of English are given suitable information, instructions, training and supervision is Head of People & Culture, supported by H&S Coordinator, Communications Manager & relevant persons in Management.

ARRANGEMENTS

STAR Housing will follow the requirements stated in The Health and Safety (Consultation with Employees) Regulations 1996. The organisation will consult employees or their representatives in good time on matters concerning their health and safety at work. This will be done in scheduled meetings, toolbox talks, use of notice boards. A Safety Committee will be organised if this is requested by most of our employees. Managers will operate an open-door policy to encourage any employee who wants further explanation or clarification of a H&S matter.

Health and Safety subjects for consultation with our workers, can include:

- The introduction of any new control measures in the workplace, which may substantially affect the health and safety of the employees.
- The employer's arrangement for appointing or nominating an employees' representative and their responsibilities and any resources that may be required to allow them to carry out the duty.
- Any information that the employer is required to provide under relevant statutory provisions.
- The planning and organisation of any training requirements with regard to their health and safety.
- Any new technologies that are brought into the workplace and the training and consequences with regard to health and safety that may arise from the new technology.

To allow the business to carry out this duty consultation with employees will be the responsibility of Head of People & Culture supported by H&S Coordinator, Communications Manager & relevant persons in Management. STAR Housing will allow and encourage elected or nominated person(s) to act as the employees' representatives.

Health and Safety meetings or toolbox talks will take place wherever is appropriate, to ensure hazards, risks and associated control measures are fresh in the minds of the operatives undertaking any task.

Regular Health and Safety information will be posted on a specific notice board which is in the main office and depot noticeboards. Suggestions from employees on how STAR Housing can improve health



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and safety measures are welcome. Talk to or email your idea to a line manager/supervisor for assessment and feasibility.



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Construction Work (CDM 2015)

INTRODUCTION

STAR Housing has a contractual agreement with Shropshire Council to manage homes, tenancies, and neighbourhoods encompassing council houses, flats, bungalows, and garages across Bridgnorth, Oswestry, and Shrewsbury. The Construction (Design and Management) Regulations 2015 (CDM 2015) provide the legal framework governing all construction work, under which STAR Housing operates as the Client. This policy outlines our commitment to fulfilling our duties to manage construction safely and compliantly, especially in potentially occupied homes.

POLICY

STAR Housing, acting responsibly under CDM 2015, commits to:

- **Contractor Competency:** Engaging only competent and qualified contractors to carry out construction tasks, ensuring all operations are performed to the highest safety standards.
- **Pre-Construction Information (PCI):** Ensuring comprehensive pre-construction information, including structural information, asbestos surveys, gas, fire, and electrical information is provided to all contractors, highlighting the specific challenges of working in occupied homes and ensuring contractors are prepared to manage these conditions effectively.
- **Health & Safety File:** Requiring contractors to compile and submit a Health & Safety file upon completion of works, documenting safety practices and relevant health and safety information crucial for tenant information and future maintenance or construction activities.
- **Risk Management:** Implementing stringent risk management practices to ensure all risks are identified, considered, and controlled, with particular attention to minimising disruptions and hazards to tenants.

ARRANGEMENTS

- **Project Management:** A designated competent person from the relevant department (Asset team, Voids, Repairs or Grounds Maintenance) will oversee construction activities, ensuring all plans and operations are aligned with the needs of tenants and comply with CDM 2015 regulations.
- **Coordination and Oversight:** The relevant Team Leader for departments (Asset team, Voids, Repairs or Grounds Maintenance) will ensure robust integration of construction activities with ongoing residential life, with assistance from the Principal Designer in approving all construction phase plans and confirming contractor competency.
- **Principal Designer (PD):** Outsourced to Safety For, who will ensure the integration of safety in the pre-construction phase, particularly focusing on eliminating risks to tenants and property during construction.
- **Principal Contractor (PC):** Responsible for:
 - Creating and managing a Construction Phase Plan that addresses the unique aspects of working in occupied and unoccupied tenant homes, ensuring minimal disruption and maximum safety for tenants.



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- Implementing safety measures that protect tenants, addressing potential issues such as noise, dust, and access disruptions.
- Maintaining open lines of communication with tenants to keep them informed about construction schedules, expected disturbances, and safety measures.

RESPONSIBILITY

The overall responsibility is with the relevant persons/department leads in Management for Assets, Repairs and Voids.

For inspections, Department leads feed into the H&S Coordinator to schedule. Results of inspections go back to H&S Coordinator who summarises and feedback to SMT.



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Contractor Management

INTRODUCTION

Both STAR Housing and contractors have defined responsibilities under Health and Safety Law to mitigate risks and ensure the safety of employees, the public, and tenants. STAR Housing, operating under a management agreement with Shropshire Council, manages a range of residential properties including houses, flats, bungalows, and garages across Shropshire. This policy outlines our approach to managing contracted services, particularly in the context of occupied and unoccupied tenant homes.

POLICY

STAR Housing is responsible for the procurement of contracted services and is committed to engaging competent contractors who can perform their duties without compromising the health and safety of themselves, our employees, tenants, or any other individuals present.

SELECTION AND APPROVAL

STAR Housing engages contractors for a variety of skilled tasks and general support services including construction work, general maintenance, electrical work, painting, plumbing, and more. To ensure high standards:

- Contractors must demonstrate the necessary technical skills and competencies.
- They must provide current insurance certificates covering Employers Liability, Public Liability, Product Liability, and Professional Indemnity and send an updated copy once the Insurance is renewed.
- Accreditation relevant to their professional standing, skills, and services must be verified.
- Contractors are required to submit arrangements for risk assessments and method statements, along with recent examples.
- Testimonials or examples of recent relevant work must be provided.
- Additional supporting information may be required to assess and control risks associated with their activities.

Approval of contractors is conditional on continuous monitoring of their safety performance, through task/site management reviews by our competent health and safety advisors. Unsatisfactory safety outcomes will result in immediate remedial action and, if necessary, termination of services and removal from the Approved Contractor list.

PLANNING & COORDINATION OF CONTRACTOR SERVICES

Before any contractor commences work, especially in occupied homes, STAR Housing will ensure:

- A designated manager or supervisor is assigned to coordinate all contractor activities, acting as the point of contact for ongoing communication and coordination.
- Work planning includes consideration of the presence of tenants, ensuring minimal disruption and maximum safety.
- Contractors receive detailed induction training on their first day, covering:
 - Signing in/out procedures and site security.



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- Provision of welfare facilities.
- Robust control arrangements over construction aspects such as dust control, working at height, noise control, live services and disconnection protocols.
- Fire safety, including evacuation routes and assembly areas.
- Understanding and compliance with the site asbestos management plan.
- Use and requirements of Permit to Work documents.
- Site/task-specific safety arrangements including mandatory PPE and designated pedestrian/traffic routes.
- Proper disposal of waste materials in accordance with environmental and health regulations.

RESPONSIBILITY

The designated person responsible for the oversight and control of contractors is Operations Director.



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COSHH – Control of Substances Hazardous to Health

INTRODUCTION

The Control of Substances Hazardous to Health Regulations 2002 (COSHH) (as amended) require STAR Housing to carry out an assessment and record the risks involved with the use, handling, transport and storage of any substance classified as hazardous to health under the European Regulation (EC) No 1272/2008 on Classification, Labelling and Packaging of Substances and Mixtures (CLP)*.

Note: all existing EU harmonised classification and labelling in force on 31 December 2020, are retained in GB as GB mandatory classification and labelling (GB MCL).

COSHH Regulations also places specific requirements and prohibition on the use of some substances (Reg 4) for processes and undertakings. Reference: Schedule 1 to 8 of the regulations.

COSHH places a duty on an employer to assess:

- Chemical agents -
- Biological agents -
- Airborne dust -

Some dangerous substances are covered by their own set of Regulations. For example, Asbestos and Lead.

POLICY

STAR Housing shall:

- Ensure that a suitable and sufficient risk assessment has been carried out for any task or process that uses or creates a substance that is classed as hazardous to health.
- Ensure assessment records are filed and subject to regular review.
- Take steps that control measures are updated and improved in the light of either any significant changes to a task or process; any new findings or shortcomings identified by an assessment review.
- Where it is reasonably practicable to devise work tasks and processes that avoid using any substances or mixtures classified as hazardous to health.

Where this not possible, STAR Housing will ensure suitable control measures are in place before any classified substance is used, handled, transported or stored in our workplace

ARRANGEMENTS

STAR Housing will ensure that any substances or mixtures classified as hazardous to health will not be used, handled, transported or stored until a suitable and sufficient risk assessment has been carried out. We will compile an inventory of all substances purchased and used by STAR Housing.

A COSHH Assessment shall consider a work activity through its various stages from beginning to end, including hygiene measures for workers taking rest and welfare breaks. Identify who are the workers involved in this task and find out where, when, and how any hazardous substance is used, handled,



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stored, etc and duration or repetitive nature of the activity. Check who will clean the workplace or area and determine if they can be exposed to any substance hazardous to health.

The assessment shall include STAR Housing operational activities, processes and maintenance work that may also generate substances that are hazardous to health. These may take the form of fine respirable dust, fumes, aerosols and vapours. Waste materials, effluent or used products may also be classified as hazardous to health. For example, used engine oils and hardwood dusts are designated as 'Carcinogen' in Schedule 1 of the Regulations.

Furthermore, STAR Housing will also assess work activities, plant and equipment that may also expose employees to either airborne particles; fluids or solids that contain hazardous biological agents.

STAR Housing will apply the 'Principals of Prevention', so far as is reasonably practicable, to either eliminate use of certain substances or source safer alternatives and/or improve control measures to reduce risk of exposure to an acceptable level.

The person responsible for ensuring that the order and source of materials, maintaining the COSHH Register, source safety data sheets and complete COSHH Risk Assessment for each COSHH material is the H&S Coordinator.

The Repairs Manager is responsible for the safe handling, storage and transport of COSHH items.

Employees must read and understand the content of the relevant COSHH assessment and sign the confirmation sheet to confirm that they have read and understood the assessment and its findings.

Responsibility for implementation of recommendations arising from a COSHH assessment rests with the nominated person identified above. This can be done with the support and co-operation of other employees when necessary.

It shall be the responsibility of everyone identified as being at risk of exposure, to fully co-operate in using and maintaining the controls measures required under COSHH assessment.

Managers and supervisors will monitor the effectiveness of the COSHH control measures and report any deficiencies to the person responsible for carrying out the COSHH assessments.

All COSHH assessments will be reviewed annually or if there are any significant changes that affect the validity of the risk assessment, whichever comes sooner.

NOTE: Assessments will be subject to review before the work activity is to be undertaken by a young person under the age of 18, or when STAR Housing have been formally notified that an employee is pregnant. In accordance with Management of Health and Safety at Work Regulations 1999, Regulation 6(5)(c). and Regulation 16.



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Display Screen Equipment (DSE)

INTRODUCTION

The Health and Safety (Display Screen Equipment) Regulations 1992 requires employers to undertake a suitable and sufficient analysis of a workstation where display screen equipment (DSE) is used in connection with work. The purpose is to assess any health and safety risks present and reduce risks identified to the lowest extent reasonably practicable.

POLICY

STAR Housing will assess all workstations where display screen equipment (DSE) is used in connection with work, with the purpose to rectify any health and safety risks present and reduce them to the lowest extent reasonably practicable.

ARRANGEMENTS

STAR Housing have arrangements to undertake an assessment of DSE workstations. While carrying out the assessment, a checklist will be completed to identify and record the presence of any significant risk. We will ensure the workstation meets the minimum requirements as stated in Schedule 1 of the Regulations.

DSE users will be given training to ensure they know how to set up and adjust their workstation to reduce risks to health.

Eyesight Tests and Corrective Glasses

STAR Housing accept their responsibility under Regulation 5. Should an employee have visual difficulty or discomfort whilst habitually using the display screen for their work, we will pay for an eyesight test by a competent person. This is to determine if the employee requires corrective glasses to reduce the health risks involved in the use of a computer monitor/screen.

If corrective eyewear is required then we will provide basic eyewear, which must be used whilst the operative is using the computer.

STAR Housing do not have to pay for glasses when an ordinary prescription is suitable.

RESPONSIBILITY

The H&S Coordinator will maintain the Risk Assessment Register, issues template(s), receive completed self-assessment(s) and report concerns or questions to the Head of People and Culture.



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Driving Safely for Work

INTRODUCTION

The Management of Health and Safety at Work Regulations 1999 place a duty upon an employer to ensure their employees have the necessary capabilities and training to carry out their job safely.

POLICY

STAR Housing shall take the necessary steps to ensure employee drivers are competent. Ensure that the work premises have organised traffic and pedestrian routes, crossing-places, signs, etc to prevent injury caused by a moving vehicle.

ARRANGEMENTS

STAR Housing shall validate driver's competency and licence status:

- Employees appointed to drive road vehicles hold a valid driving with the correct categories for the classification of vehicles they are expected to drive.
- Their line manager will inspect driving licences on a periodic basis.
- Ensure employees whose use their own vehicles for company business, (that is, in receipt of company mileage reimbursements and/or allowances), must submit evidence of their current car insurance and a valid MOT certificate (where applicable).
- Arrange for a written driver's consent to check licence status automatically.
- Arrange training relevant to a driver or operator's role to expand and maintain their competence.
- Maintain training records and plan refresher training intervals where necessary.
- Monitor employee driver or operator's safety performance and behaviour when using their vehicle and take necessary steps to correct any shortcomings or failure.
- Ensure company vehicles are licensed, insured and are maintained in that they remain in a mechanically roadworthy condition.
- *For organisations undertaking road haulage or passenger transport operations.* Appoint a competent transport manager holding appropriate Certificate of Professional Competence (CPC).
- Ensure company vehicles are withdrawn from service immediately if they either fail inspection, develop a defect, awaiting repairs or have suffered damage to safety critical systems.

Organisation of traffic routes and Site Rules

STAR Housing shall:

- Ensure the premises is organised to allow the safe movement of pedestrians (employees, visitors and contractors) within their premises.
- Set a maximum speed limit on traffic routes within the boundary of their premises using mandatory signs placed at strategic locations along the route.
- Regularly review a workplace assessment of current traffic routes to ensure controls put in place remain effective and safely separate moving vehicles and pedestrians.

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- Where appropriate and practicable, apply a one-way traffic system, using a combination of signs, road surface markings, barriers, fencing and safe crossing points to guide and protect pedestrians and indicate the route drivers must follow.
- Maintain a suitable parking area for employees, customer and visitor's vehicles to include disabled-person parking bays.
- Ensure loading and unloading areas, loading bays, docking/bridging systems, etc and are maintained and fit for purpose.
- Loading unloading areas are supervised and managed by competent employees
- Ensure pedestrian walkways that intersect vehicle routes are clearly marked using surface yellow hatching lines and pictogram warning signs.
- Ensure all traffic routes and walkways are illuminated during night-time period or on occasions when there is poor visibility.
- Ensure employees, contractors and visitors, shall wear a High-Visibility vest or workwear whenever they are either working or routinely walking close to designated vehicle transport routes on premises.

RESPONSIBILITY

Overall responsibility sits with Head of People & Culture.

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Dangerous Substances and Explosive Atmospheres (DSEAR)

INTRODUCTION

The Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR) are concerned with preventing or limiting the harmful effects of fires, explosions and similar energy-releasing events. This also includes prevention of corrosion processes on metals that can release flammable/explosive hydrogen gas.

POLICY

STAR Housing shall carry out the duties and requirements stated in the Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR). We understand these Regulations are concerned with the protection our employees and other people against risks from fire, explosion and similar dangerous events arising from processes or substances that are either used or present in the workplace.

We shall assess the supplier's or manufacturer's information about the dangerous properties of a substance or a preparation that has been classified as:

	Explosive
	Oxidising
	Extremely Flammable, Highly Flammable or Flammable

ARRANGEMENTS

Our DSEAR assessment will look at any work process or activity that involves the use, handling, storage and transportation of a substance or preparation that is classified as a dangerous substance and may give rise to a risk of explosion and fire.

The assessment shall also apply to any of our work processes that generate significant volumes of airborne dust that contain combustible material, uses gases under pressure or involve the use of substances that is corrosive to metals.

The assessment will set out to:

- Identify a hazardous place that meets the classification criteria stated in the DSEAR, Schedule 2.
- Assess the effectiveness of current control measures put in place to meet the requirements laid out in DSEAR Schedule 1, 3, 4 and 5. That is, measures to prevent the ignition of an explosive atmosphere of air and one or more of the classified substances.

STAR Housing will consider the finding of an assessment and action any recommendations that are needed to improve control measures, warning signs/markings, work processes, procedures and safety training that will either eliminate or minimise a risk of explosion and fire. Emergency procedures will be included in our arrangements for serious and imminent danger.



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STAR Housing shall provide information, instruction and training to those employees who identified as being at risk. Training shall seek to develop each employee's competency, knowledge and understanding of the control measures being used to enable them to work safely. Safety training attendance date and certificate will be added to each employee's training record. Arrangements for refresher training at a suitable interval will be added to employee training plan.

RESPONSIBILITY

Overall responsibility sits with Asset Team Supervisors & Contract Officers.



Safety, Health & Environmental (SHE)

Management System

Electricity at Work

INTRODUCTION

The Electricity at Work Regulations 1989 provides guidelines to ensure safety when working with electricity, aiming to prevent electrical dangers in the workplace, which for STAR Housing includes a variety of residential settings under management across Shropshire. This policy outlines the measures to maintain safety during electrical work performed in occupied or unoccupied tenant homes.

POLICY

STAR Housing is committed to ensuring the safety of all electrical work performed on its properties:

- **Use of Safe Equipment:** All electrical equipment used outdoors or in potentially wet environments will be connected to the mains electricity (240 Volts) via a Residual Current Device (RCD) to immediately cut off the power in the event of a fault, preventing electrocution or electric shock. Wherever practical, battery-operated or 110 Volt equipment via a transformer will be preferred to enhance safety.
- **IP Rating Compliance:** All electrical fixtures, including sockets, outlets, plugs, and connections, will comply with the protection levels required by IP Rating codes as specified in BS EN 60529:1992, ensuring they are suitable for the environments in which they are used.
- **Prohibition of Live Work:** Maintenance or repairs on live electrical components, including plant, conductors, circuits, machinery, or equipment, are strictly prohibited. All electrical work must be performed by qualified and competent electricians who will isolate and test circuits to ensure they are de-energised before starting work, in line with BS 7671:2018 (18th Edition) The IET Wiring Regulations.
- **Safe Work Practices:** Electrical work will be undertaken by a competent person following a strict system of work, including comprehensive lockout-tagout (LOTO) procedures to prevent accidental circuit energisation, potentially in conjunction with a permit to work system.
- **Regular Testing of Portable Equipment:** All portable electrical equipment will undergo regular examinations and testing to ensure continued safety and functionality.

ARRANGEMENTS

- **Permit to Work System:** An appropriate Manager or Supervisor responsible for maintenance will oversee the permit to work system, ensuring that all isolation procedures are strictly followed before any handover to maintenance or contractor electricians. Permits must be closed at the end of each shift or working day, with a new permit issued for subsequent days until the completion of the work.
- **Portable Appliance Checks:** The frequency of visual inspections, examinations, and testing of portable appliances will vary based on the type, usage, and environmental conditions. Employees will be trained to perform visual inspections before use and to understand the actions required if an appliance is found to be damaged or defective.

RESPONSIBILITY

The competent person designated for the inspection of electrical equipment is Electrical Services Team Leader. They will be responsible for ensuring adherence to safety standards and regulations.



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Management System

Fire Safety

INTRODUCTION

Under the Regulatory Reform (Fire Safety) Order 2005 (RRO), STAR Housing is responsible for ensuring fire safety across all managed properties, including STAR Housing office environments and the common areas in residential settings under its agreement with Shropshire Council. This policy outlines the specific fire safety measures tailored to each operational area.

POLICY

In accordance with the Management of Health and Safety at Work Regulations 1999, STAR Housing has developed comprehensive fire safety procedures to manage risks and ensure the safety of all employees, contractors, and tenants.

ARRANGEMENTS

OFFICE/WORKPLACE FIRE SAFETY:

Fire Risk Assessment:

- As required by Article 9 of the Regulatory Reform (Fire Safety) Order 2005, STAR Housing will conduct regular fire risk assessments in the office/workplace to identify potential fire hazards and determine the necessary preventive and protective measures.
- These assessments will be reviewed annually or sooner if significant changes occur in the workplace or following any fire-related incidents.

Fire Emergency Plan:

- A detailed plan addresses evacuation procedures, emergency roles, and fire response strategies specific to office settings.
- Regular fire drills and safety training sessions are conducted to maintain readiness.

Duty Holder/Responsible Person:

- The Head of People & Culture is responsible for overseeing fire safety in the workplace, ensuring all fire prevention equipment is maintained, and safety protocols are followed. An appropriate number of fire marshals are trained and appointed.

FIRE ACTION – Office Instructions:

- Activation of fire alarms, use of fire extinguishers, and evacuation procedures are clearly outlined and communicated to all staff.

COMMON AREAS OF TENANT PROPERTIES:

Fire Risk Assessments:

- Regular assessments will be undertaken to identify potential fire hazards in common areas such as lobbies, hallways, and shared facilities.
- Implementation of necessary fire precautions and safety measures based on assessment findings, this includes monthly block inspections to ensure that areas are inert and sterile.



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Fire Safety Maintenance:

- Routine checks and maintenance of fire doors, alarms, and emergency lighting in common areas.
- Clear marking of all evacuation routes and fire exits.

FIRE SAFETY IN TENANT PROPERTIES DURING CONSTRUCTION AND MAINTENANCE:

Construction Site Fire Safety:

- Specific fire safety protocols for construction sites, including control through hot works permits, safe storage of materials and access to fire extinguishers.
- When there is only one contractor on site, it is the responsibility of that contractor for implementing and monitoring fire safety measures on-site. When there is more than one Contractor on site, the Principal Contractor will have overall responsibility but will appoint a competent person to be responsible for implementing and monitoring fire safety measures on-site.

FIRE ACTION – Construction/Tenant Housing Instructions:

- Contractors must be familiar with and adhere to site-specific fire safety plans.
- Immediate communication of any fire risks to tenants, with clear instructions on how to respond during construction-related emergencies.

Fire Safety Training for Workforce and Contractors:

- Mandatory fire safety induction for all new workers and regular updates for all staff.
- Specific training on the risks associated with construction materials and tools.

GENERAL PROCEDURES

Regular Reviews and Audits:

- Fire safety procedures and equipment in all areas are regularly reviewed and audited to ensure they are up to date and effective.
- Safety drills are conducted in office settings and during larger construction projects to ensure everyone knows their roles and responsibilities in the event of a fire.

Designated Responsibilities:

- Clear assignment of fire safety responsibilities to designated personnel in office settings, common areas of tenant properties, and construction sites.
- Information on appointed fire marshals is prominently displayed in all settings, including offices and construction sites, to ensure all employees and contractors are aware of fire safety arrangements.

FIRE ACTION – Means of Escape - Escape Routes and Fire Exits:

Means of escape from inside the premises, where possible, will lead directly to a place of safety. Emergency fire exit doors and evacuation escape routes shall be clearly marked and identified using approved signage of a suitable size (Safe Route white pictograms/symbols against a green background in accordance with BS 5499-4:2013). Escape routes, final exit doors and door signs will be illuminated and should remain illuminated if there is a loss of power supply (emergency lighting). Emergency lighting will be tested at a regular interval and the results will be recorded in a site Fire Safety Logbook.



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Emergency escape routes and fire exits must be always kept clear of obstructions. Where this is not the case, the obstruction or restriction must be reported to a manager or supervisor who will take responsibility to get it cleared as soon as possible. The condition of exit doors and escape routes will be checked at regular intervals.

FIRE ACTION – Place of Safety – Evacuation Assembly Point.

The assembly point is located in easy reach from the workplace office, sign posted for clarity.

A roll call will be carried out at the assembly point to ensure that all people (including signed-in visitors and contractors) are present or accounted for.

A member of the management team will take charge during the event and co-ordinate communication and control with fire wardens, employees, visitors, Fire and Rescue Service personnel or anyone from other branches of Emergency Services.

FIRE ACTION – Evacuation Plan for Premises and Fire Drills

The Fire Evacuation Plan will describe actions necessary to safely vacate premises quickly and effectively. It shall include any special measures that need to be taken to closedown work processes in a safe and controlled way. The evacuation plan will also include instructions about evacuating visitors and contractors.

A separate Personal Emergency Evacuation Plan (PEEP) will be prepared for any employee who has an impairment or condition that may limit their ability to evacuate our premises unaided. The employee will be consulted by their line manager to devise and agree suitable evacuation arrangements and complete a PEEP record. This information should be shared with work colleagues and fire wardens. PEEPs will have to undergo a regular review and be revised if they are no longer valid.

Offices and depots occupied by STAR housing will be subject to a planned evacuation every 6 months.

RESPONSIBILITY

The person responsible for planning and carrying out the evacuation practice and tests then recording the results is:

For Office/Workplace Environment - Overall responsibility is Head of Compliance & Sustainability, supported by Compliance team & H&S Coordinator. Head of People & Culture is to be informed as required, such as the requirement for a Personal Emergency Evacuation Plan (PEEP).

For Occupied Premises and Property under Construction and Maintenance - Overall responsibility is across the Head of Compliance & Sustainability supported by one of the following dependants on the situation; Assets (Planned Maintenance) Team Lead, Repairs (Reactive Works) Team Lead, Direct Labour Organisation (DLO) Lead and/or Subcontractor Lead, as appropriate.

For record keeping - Responsibility is Head of Compliance & Sustainability, supported by H&S Coordinator & HR/People & Culture.



Safety, Health & Environmental (SHE)

Management System

First Aid at Work

INTRODUCTION

In accordance with the Health and Safety (First Aid) Regulations 1981, STAR Housing is committed to providing adequate first aid resources, including equipment and trained personnel, to ensure timely and effective first aid in both office settings and during operations in tenant homes across Shropshire.

POLICY

STAR Housing is dedicated to making necessary resources available to maintain robust first aid measures for our employees and anyone affected by our activities, across all its managed properties and office locations.

ARRANGEMENTS

Office/Workplace First Aid:

- **First Aid Personnel:** STAR Housing ensures that sufficient staff are trained and available as First Aiders in the office/workplace environment. Training includes a 3-day First Aid at Work certificate with a 2-day requalification course every three years.
- **First Aid Kits:** First aid kits are strategically located throughout office premises, clearly marked and easily accessible.
- **Regular Checks:** A designated First Aider is responsible for regularly checking the contents of first aid kits to ensure they are fully stocked and that any used or expired items are replaced promptly.

First Aid in Tenant Housing and Construction Sites:

- **Mobile First Aid Kits:** For personnel and contractors working on tenant housing, including during repairs and improvements, mobile first aid kits are provided to ensure first aid materials are readily available at all active sites.
- **Training for On-site Personnel:** Given the potentially higher risk associated with construction activities, on-site personnel, including contractors, will receive training suitable for the specific risks encountered in these settings. This may include a 1-day Appointed Person training or more extensive first aid training depending on the complexity and risks of specific projects.
- **Site-Specific First Aid Assessments:** Prior to the commencement of any construction or maintenance work, a specific first aid assessment is conducted to determine the necessary level of first aid provision, considering factors such as the number of workers, the nature of the work, and the proximity to medical facilities.

General Provisions for All Locations:

- **Visibility and Accessibility:** Information on qualified first aiders and the location of first aid kits is prominently displayed in all settings, including offices and construction sites, to ensure all employees and contractors are aware of how to access first aid resources.
- **Training and Review:** First aid needs and training are regularly reviewed, and additional training sessions are scheduled as needed to address new risks or changes in personnel.
- **First Aid for Non-Employees:** In line with STAR Housing's responsibilities managing council properties, first aid coverage also considers the presence of tenants and the public, particularly in communal areas of residential buildings.



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RESPONSIBILITY

The overall responsibility for implementing and monitoring this First Aid at Work policy lies with the Head of Compliance & Sustainability & H&S Coordinator, with HR/People & Culture consulted for record keeping for first aid required for an employee, visitor or member of public.

Incidents involving first aid for subcontractors would be through the Contractor Management and Consultation process.



Safety, Health & Environmental (SHE)

Management System

Health & Safety Law Poster

INTRODUCTION

Employers have a legal duty to display the Health and Safety Law poster or provide each employee with a copy of the approved leaflet from the HSE. You must display the poster where your employees can easily read it.

POLICY

STAR Housing will fulfil its legal duty under the Health and Safety Information for Employees Regulations 2009 and display the HSE approved Health and Safety Law poster in prominent positions within the workplace or issue each worker with a copy of the approved leaflet that outlines 'What you need to know'.

The poster and leaflet must show the address and telephone number for the relevant Enforcing Authority's nearest office and the Employment Medical Advisory Service in the blank spaces provided. The poster also shows telephone numbers for the Incident Contact Centre and the HSE Infoline together with the HSE website address.

ARRANGEMENTS

STAR Housing will make this information available to employees as electronic download or any other convenient format or application upon request.

A signed copy of the Health and Safety Policy Statement will be displayed in a prominent position such as our main entrance, main office or another area where it can be viewed by all. All employees shall have access to a copy of the policy either in print or electronic format.

STAR Housing are responsible employers, we will ensure that all our employees have access to this policy and we will endeavour to explain any part that they are uncertain about or do not fully understand. We will also try to provide, where reasonably practical, verbal or written translation to any worker who may have difficulties reading printed English.

RESPONSIBILITY

This is the responsibility of the H&S Coordinator.



Safety, Health & Environmental (SHE)

Management System

Health Surveillance

INTRODUCTION

In alignment with HSE guidance and relevant health and safety regulations, STAR Housing recognises the necessity for health surveillance in both office environments and during field operations, including maintenance and construction work on tenant properties. Health surveillance is critical to detect early signs of occupational disease or adverse health effects that may arise from specific work conditions or exposure to hazardous substances.

POLICY

STAR Housing commits to implementing health surveillance for employees who undertake tasks that are associated with an increased risk of exposure to hazardous substances as outlined in Schedule 6 of the COSHH Regulations 2002, and other high-risk activities.

ARRANGEMENTS

Office/Workplace Health Surveillance:

- **Regular Assessments:** Employees in the office environment will undergo periodic health assessments to monitor any potential impacts related to ergonomic risks, office air quality (e.g., potential exposure to printer toners), and general occupational health.
- **Surveillance Measures:** May include ergonomic assessments, vision screenings, and other relevant health checks based on the nature of office work.

Construction and Maintenance Operations in Tenant Housing:

- **Specific Risks:** Particular attention will be paid to employees and contractors involved in repairs and improvements of tenant housing, where risks may include exposure to asbestos, lead, noise, vibration, and other construction-related hazards.
- **Targeted Health Surveillance:** Health checks will be tailored to the specific risks associated with the type of work being carried out. This may involve assessments for respiratory health, dermatological examinations for those handling irritant substances, and audiometry for those exposed to high noise levels.
- **Substance Exposure Monitoring:** Health surveillance will also focus on the effectiveness of existing controls to minimise exposure to hazardous substances, and may involve biological monitoring such as breath, urine, or blood tests to measure levels of hazardous substances in the body.

General Provisions for All Employees:

- **Consultation and Confidentiality:** Health surveillance programs will be conducted in consultation with employees and carried out by qualified occupational health practitioners. All individual results will be treated with the utmost confidentiality, shared only with the employee, and summarised in reports that do not identify individuals.
- **Employee Responsibility:** Employees are encouraged to actively participate in health surveillance programs and are reminded of their duty to report any health concerns related to their work to the designated health and safety officer [Name].



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- **Documentation and Follow-up:** Findings from health surveillance activities will be documented and used to continually improve health and safety measures within STAR Housing. Appropriate follow-up actions will be taken where surveillance detects health issues that could be related to work activities.

RESPONSIBILITY

The overall responsibility lies with Head of People & Culture, supported by outsourced Occupational Health Provider - OHSB Limited, as required.



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Management System

Housekeeping

INTRODUCTION

Each year, numerous injuries related to slips, trips, and falls occur due to poor housekeeping practices. These incidents are largely preventable. STAR Housing, under its agreement with Shropshire Council, manages a diverse array of properties and undertakes various construction and maintenance activities, which requires stringent housekeeping to ensure safety.

POLICY

Housekeeping - Inspection of Workplaces Maintaining high standards of housekeeping is essential to ensure a safe and healthy environment at all STAR Housing sites, both in office settings and at tenant properties. All employees and contractors are expected to contribute to these standards by keeping their workspaces and sites clean and orderly, ensuring that no hazards such as loose items, tools, or unsecured cables pose risks.

ARRANGEMENTS

Office/Workplace Housekeeping:

- **Regular Inspections:** Workplaces within STAR Housing offices will be regularly inspected to ensure they remain clean and free from hazards that could lead to slips, trips, or falls. These inspections will be recorded and will identify any issues with cleanliness, organisation, or potential hazards.
- **Responsibility of Managers and Supervisors:** Managers and supervisors are tasked with conducting these inspections and are expected to take immediate action to address any identified risks. They will also implement preventive measures to ensure ongoing safety.
- **Maintenance and Repairs:** Any necessary repairs or improvements identified during inspections will be scheduled promptly according to the risk level. Temporary measures may be implemented to mitigate risks until permanent fixes are completed.

Housekeeping in Tenant Housing and Construction Sites:

- **Site-Specific Housekeeping Standards:** For construction and maintenance activities at tenant properties, specific housekeeping standards will be enforced to prevent hazards related to construction materials, tools, and equipment. This includes securing all materials and always ensuring clear pathways.
- **Site Inspections:** Construction Site managers or designated safety officers will regularly inspect construction areas to ensure compliance with housekeeping standards. They will promptly address any hazards and ensure that all workers adhere to prescribed safety practices. In addition, housekeeping will form part of a 3rd party H&S inspection.
- **Dynamic Risk Assessments:** Housekeeping practices will be included in the regular risk assessments and method statements, especially in environments that are occupied by tenants. Special considerations will be made to ensure that these areas are safe and accessible, minimising disruptions to tenants.
- **Communication and Training:** All personnel, including contractors, will receive training on the importance of good housekeeping and the specific practices required at their assigned locations. Regular reminders and updates will be provided to reinforce these practices.



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Management System

General Provisions

- **Monitoring and Compliance:** The effectiveness of housekeeping policies will be regularly reviewed and updated as necessary. Compliance with housekeeping standards will be monitored through ongoing inspections and feedback from employees and tenants.
- **Responsibility and Accountability:** All staff and contractors are responsible for maintaining the cleanliness and orderliness of their work areas. Supervisors are accountable for ensuring their teams comply with housekeeping standards and for implementing corrective actions when necessary.

RESPONSIBILITY

The overall responsibility in the office lies with the Office Manager, supported by the H&S Coordinator.

During Construction and Maintenance works, the repairs team, DLO, Subcontractor is responsible for the work area.



Safety, Health & Environmental (SHE)

Management System

Legionella Management & Water Hygiene

INTRODUCTION

Under the Control of Substances Hazardous to Health (COSHH) Regulations, STAR Housing has a duty to implement suitable precautions to prevent or control the risk of exposure to Legionella bacteria, especially pertinent given its role in managing diverse residential properties, including occupied and unoccupied tenant homes.

POLICY

STAR Housing adheres to The Control of Substances Hazardous to Health Regulations 2002 (COSHH) (as amended), the Health and Safety Executive's published Approved Code of Practice, and guidance on regulations regarding the control of legionella bacteria in water systems (L8, 4th edition) among other technical guidance.

ARRANGEMENTS

Office/Workplace Water Systems:

- **Risk Assessment:** Conduct regular and thorough risk assessments of all office water systems to identify potential risks of Legionella contamination.
- **Control Measures:** Implement and maintain control measures such as temperature control, flushing of infrequently used outlets, and regular inspection of storage tanks and pipework.
- **Monitoring and Documentation:** Ensure routine monitoring and record-keeping of control measures are undertaken by a designated competent person within STAR Housing. This includes keeping logs of temperatures and disinfection efforts.

Tenant Housing and Construction Sites:

- **Risk Assessments in Tenant Homes:** Ensure that risk assessments are specifically adapted to consider the unique challenges posed by repairs and improvements in tenant housing, including unoccupied homes. Focus on areas prone to water stagnation due to infrequent use.
- **Precautionary Measures:** Apply necessary precautionary measures tailored to each property's needs, such as system disinfection, regular flushing of systems, and adjustments to ensure optimal water circulation.
- **Contractor Management:** Contractors involved in water system repairs or modifications will be required to adhere to strict guidelines ensuring that their work does not increase the risk of Legionella growth. This includes avoiding the creation of dead legs in pipework and ensuring all modifications are compliant with the latest safety standards.
- **Tenant Communication:** Clearly communicate with tenants about any work on water systems that may affect them and provide guidance on how to maintain water hygiene in their homes.

General Provisions for Properties requiring Legionella Testing:

- **Routine Maintenance and Inspections:** Plan and conduct routine maintenance, including the cleaning and flushing of showerheads and other potential aerosol-generating outlets.
- **Access for Inspection and Monitoring:** Ensure safe and practical access to all water systems for effective inspection, monitoring, and maintenance activities.



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- **Record Keeping:** Maintain detailed records of all inspections, maintenance, and corrective actions taken across all managed properties. This documentation will be reviewed regularly by the Managing Director and other designated personnel.
- **Continuous Review and Adaptation:** Regularly review the water system layouts within all premises to identify any redundant parts or those that are rarely used, with recommendations for their isolation, drainage, or removal to prevent Legionella risks.

RESPONSIBILITY

The overall responsibility for appointing competent persons and contractors to manage the risks associated with Legionella in both office settings and tenant housing is with The Head of Compliance & Sustainability, supported by the compliance and asset teams. This includes overseeing the assessment, implementation of control measures, routine monitoring, and ensuring compliance with all health and safety regulations.



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Management System

Lone Working

INTRODUCTION

Under the Health and Safety at Work, etc Act 1974, Section 2, STAR Housing has a duty to ensure the safety of all employees, including those working alone, across various settings managed in agreement with Shropshire Council including council houses, flats, bungalows, and garages in the Shropshire area, where repairs and improvements may be undertaken in potentially occupied or unoccupied homes. This includes consideration of potential risks from members of the public during interactions in tenant properties.

POLICY

Employees must cooperate with management to ensure compliance with health and safety duties, particularly in lone working scenarios. Employees are required to take reasonable care for their own health and safety and that of others who may be affected by their actions, as well as cooperate with employer-implemented control measures.

ARRANGEMENTS

Office/Workplace Lone Working:

- **Risk Assessments:** Perform risk assessments for lone working within office environments, taking into account the infrequent but possible interactions with the public that could escalate to violence.
- **Communication:** Ensure robust communication tools and procedures are in place to support lone workers, enabling immediate assistance if situations become unsafe.

Tenant Housing and Field Operations:

- **Field Risk Assessments:** Conduct detailed risk assessments focusing not only on the physical environment but also on the potential risks of violence from interactions with tenants or the public, particularly in isolated or high-tension scenarios.
- **Emergency Procedures:** Establish clear emergency response strategies, including procedures for quickly de-escalating potentially violent situations or withdrawing safely from an unsafe location. STAR Housing have a escalation procedure for lone working emergencies.
- **Communication Systems:** Equip lone workers with reliable communication devices tested for coverage in specific areas, with protocols for periodic check-ins and discreet distress signals.
- **Training and Information:** Provide comprehensive training that includes strategies for recognising and de-escalating potentially violent interactions, understanding personal safety techniques, and using communication tools effectively.
- **Monitoring and Support:** Implement a monitoring system that ensures ongoing communication with lone workers, providing them with support and intervention options if they report potential threats or confrontations.

RESPONSIBILITY

The overall responsibility is with the Senior Management Team, operationally led by the Line Managers, and H&S Coordinator.



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Management System

Manual Handling

INTRODUCTION

In compliance with the Manual Handling Operations Regulations 1992, Regulation 4, STAR Housing is committed to reducing the need for manual handling that poses a risk of injury. When such activities cannot be avoided, a thorough and appropriate risk assessment is conducted to manage potential risks effectively.

POLICY

STAR Housing aims to avoid hazardous manual handling activities wherever practicable. If avoidance is not feasible, we will conduct assessments in line with Schedule 1 of the MHO Regulations, considering task specifics, individual capabilities, load characteristics, and the working environment.

ARRANGEMENTS

Office/Workplace Manual Handling:

- **Risk Assessments:** Conduct risk assessments for manual handling tasks that might occur in office settings, such as moving office furniture or equipment.
- **Control Measures:** Implement ergonomic solutions and mechanical aids to reduce the need for manual handling. Provide training on proper lifting techniques and the use of available equipment.
- **Monitoring and Review:** Supervisors are responsible for ensuring that all manual handling tasks are performed safely and in accordance with the assessments. The effectiveness of implemented measures will be regularly reviewed.

Tenant Housing and Construction Sites:

- **Field-Specific Assessments:** Special attention will be given to manual handling tasks in tenant housing, especially during repairs or renovations. Assessments will address the challenges posed by potentially narrow, cluttered, or otherwise constrained environments in occupied or unoccupied homes.
- **Dynamic Risk Assessments:** Enable employees and contractors to perform dynamic assessments on-site to immediately address any unforeseen risks associated with manual handling tasks.
- **Equipment and Training:** Provide suitable manual handling equipment such as trolleys, hoists, or adjustable lifting aids. Ensure that all personnel are trained in their use and understand how to adapt handling techniques to the specifics of the site and task.
- **Communication and Instruction:** Ensure that all workers understand the risks and controls associated with manual handling tasks specific to their roles and are instructed to seek further advice whenever unsure about safe handling procedures.

General Provisions for All Settings:

- **Documentation and Confirmation:** Risk assessments will be documented and made accessible to all.
- **Employee Empowerment:** Encourage employees to take personal responsibility for assessing risks in real-time, particularly in varying environments such as tenant homes.
- **Training and Refresher Courses:** Maintain records of safety training and schedule regular refresher courses to ensure ongoing competence and safety awareness in manual handling operations.



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Management System

Review and Updates:

- **Annual Review:** All manual handling assessments and training programs will be reviewed at least annually or sooner if significant changes occur that could affect their validity.

RESPONSIBILITY

The overall responsibility is with the Senior Management Team, operationally led by the Line Managers, and H&S Coordinator, plus the Department Lead and Contractor Lead in Construction and Maintenance situations.



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Management System

Monitoring & Review

INTRODUCTION

To monitor the effectiveness of the H&S Policy and measures that have been put in place to control health and safety, as prescribed in the management system.

POLICY

Regular and unannounced H&S Advisor inspections will be undertaken to support the health and safety performance monitoring by the Managing Director

STAR Housing may engage the competent support to support them in undertaking ongoing and continual review of the policy arrangements, to ensure they are suitable, followed and effective.

STAR Housing will undertake an annual review of the General Workplace Risk Assessment and this may be further supported by our competent support. STAR Housing would undertake a 'gap analysis' to establish specific actions arising from this assessment using the STAR Housing Health and Safety Policy, Statement of Intent as a benchmark for improvement.

ARRANGEMENTS

The gap analysis will follow the below process.

- Review observations and analyse findings
- Identify objectives and Legislation to be met
- Identify gap and make it clear what is required
- Create and implement plan to bridge the gap
- Prioritise actions and monitor against desired delivery

Any areas of further significant risk to business operations e.g., traffic and pedestrian management, manual handling operations, etc would also be subject to a targeted and specific risk assessment process and 'gap analysis' as described above.

In conjunction with the Managing Director, our competent support will be engaged to monitor health and safety management performance, confirming that corrective and preventive action has been properly taken where necessary.

STAR Housing will monitor accident and incident rates to determine trends and to ensure that corrective and preventive actions have been actioned. This information will be used as a reporting tool to the Directors, to inform and help generate a leadership safety culture.

RESPONSIBILITY

The overall responsibility is with the Senior Management Team, operationally led by the H&S Coordinator, supported by our appointed Competent H&S Persons - Safety For Group Ltd.



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Management System

Noise at Work

INTRODUCTION

In accordance with the Control of Noise at Work Regulations 2005, STAR Housing is committed to monitoring and managing noise levels to protect employees, contractors, and visitors from harmful noise exposure that could lead to short-term or long-term hearing damage. This commitment extends across all operational settings, including office environments and during maintenance or construction activities in tenant housing.

POLICY

STAR Housing aims to control noise levels to the lowest levels practicable. We are dedicated to maintaining up-to-date risk assessments and utilising equipment with low noise emission levels or implementing acoustic controls such as covers, enclosures, or sound damping equipment to reduce noise in our workplaces and during field operations.

ARRANGEMENTS

Office/Workplace Noise Control:

- **Noise Level Management:** Implement strategies to control noise from office machinery and other equipment to ensure they do not exceed the Lower Exposure Action Values.
- **Personal Protective Equipment (PPE):** Provide suitable hearing protection such as earplugs or ear defenders for employees as needed, ensuring all PPE meets British and European standards.
- **Health Surveillance:** Conduct health surveillance programs, including audiometric testing for employees regularly exposed to noise levels above the Upper Exposure Action Level.

Tenant Housing and Construction Sites:

- **Field Noise Assessments:** Carry out thorough noise assessments for construction and repair activities that might expose workers to higher noise levels, particularly in scenarios where operations might impact occupied or unoccupied tenant homes.
- **Protective Measures Implementation:** Enforce the mandatory use of hearing protection in areas where noise levels exceed 85 dB(A). Clearly mark these areas as hearing protection zones with visible signage to alert both staff and visitors.
- **Dynamic Noise Management:** Adapt noise control measures to the specific conditions of each site, including scheduling work during times that reduce disturbance to tenants and using noise-reducing equipment whenever possible.
- **Visitor and Tenant Safety:** Ensure that all visitors, including tenants where applicable, are provided with appropriate hearing protection if they must enter areas with high noise levels and are informed about the importance of this protection.

Responsibilities

- **Noise Risk Assessments:** The Head of People & Culture is responsible for conducting and regularly reviewing noise risk assessments across all STAR Housing operations.
- **Implementation and Monitoring:** Managers and supervisors are tasked with implementing recommended noise control measures and monitoring their effectiveness. They are also



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responsible for ensuring compliance among employees and visitors and addressing any breaches of safety protocols.

- **Training and Communication:** Provide ongoing training and communication to all employees about the risks associated with noise exposure and the importance of using hearing protection. Employees must also be trained on how to make dynamic assessments of noise levels to protect their hearing effectively.

Review and Updates

- **Continuous Improvement:** All noise control measures and assessments will be reviewed annually or more frequently if there are significant changes in operations or equipment that could affect noise levels. This includes updates to the risk assessments and revisions to the training materials as necessary.

RESPONSIBILITY

Overall responsibility in the office is Office Manager, supported by H&S Coordinator.

During Construction and Maintenance works, the repairs team, DLO, Subcontractor is responsible for the work activities.



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Personal Protective Equipment (PPE)

INTRODUCTION

Under the Personal Protective Equipment at Work Regulations 1992 (as amended), STAR Housing is committed to providing suitable Personal Protective Equipment (PPE) to protect employees from risks of injury or ill health during work. This commitment spans across office settings and extends significantly to field operations involving repairs and improvements in tenant housing.

POLICY

STAR Housing will provide appropriate Personal Protective Equipment (PPE) as part of the control measures identified in risk assessments. This PPE will be tailored to offer adequate protection against specific hazards associated with different tasks and environments, ensuring suitability and comfort for the user.

ARRANGEMENTS

Office/Workplace PPE:

- **Assessment and Provision:** Conduct PPE assessments for risks identified in office environments, focusing on ergonomic risks and emergency response equipment. PPE provided might include ergonomic aids and emergency response kits.
- **Employee Training and Maintenance:** Employees will be trained on the correct use of PPE, including how to maintain, clean, and store it. Regular checks will ensure that PPE remains in good condition and is suitable for the tasks at hand.

Tenant Housing and Construction Sites:

- **Task-Specific PPE Needs:** Assess and provide PPE specific to construction and maintenance activities, which might include protection from dust, noise, chemical exposure, and physical hazards. Special attention will be given to fit and comfort, considering the extended periods PPE may need to be worn.
- **Dynamic Assessment and Provision:** Enable dynamic assessments in the field to address immediate and unforeseen needs for PPE, especially in varying conditions of tenant homes, whether occupied or unoccupied.
- **Face-Fit Testing:** Conduct face-fit testing for respiratory protective equipment to ensure a proper seal and effective protection, particularly when dealing with hazardous substances like asbestos or mold during renovations or repairs.
- **Communication and Feedback:** Maintain open channels for employees to report any issues with PPE, such as poor fit or discomfort, ensuring adjustments or replacements are handled swiftly.

General Provisions for All Settings:

- **Training Records and Refresher Courses:** Keep detailed records of safety training and schedule regular refresher training to ensure continuous competence in the use of PPE.
- **Regular Reviews:** Regularly review the selection and use of PPE to adapt to new risks or changes in operational practices. Updates to PPE protocols will reflect advancements in technology and changes in regulatory standards.



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Conclusion

PPE is considered a critical component of STAR Housing's risk control measures but will always be used as a last resort, following the implementation of other controls to mitigate risks. The effectiveness of PPE in safeguarding employees, particularly in diverse environments like tenant housing and office settings, will be continually assessed and improved.

RESPONSIBILITY

Overall responsibility in the office is Senior Management Team, supported by H&S Coordinator.

During Construction and Maintenance works, the repairs team, DLO, Subcontractor is responsible for the work activities.



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Personal Wellbeing

INTRODUCTION

As the emphasis on personal wellbeing in the workplace grows, STAR Housing recognises the need to support both the physical and mental health of our employees. This is particularly relevant in our work managing homes, tenancies, and neighbourhoods for Shropshire Council, where employees may encounter varied and sometimes challenging environments.

POLICY

STAR Housing is dedicated to enhancing the wellbeing of all employees. We acknowledge our moral and legal duties to mitigate work-related impacts on employee health, including risks from physical strain and potential violence from members of the public.

ARRANGEMENTS

Physical Health:

- **Office/Workplace Settings:**
 - Discussions and assessments of physical health issues related to office work are encouraged and supported through managerial communication.
 - Ergonomic adjustments and other physical accommodations will be provided based on individual needs assessments.
- **Tenant Housing and Construction Sites:**
 - Employees involved in physical tasks or interacting with the public in tenant housing areas are provided with specific support, including training on safe practices and de-escalation techniques to manage potentially aggressive encounters.
 - Regular health screenings and protective equipment will be provided to address the physical demands of fieldwork and the potential risk of violence.

Mental Health:

- **Support Across All Settings:**
 - The mental health of our workforce is a priority. Confidential channels are open for employees to discuss any concerns, with a focus also on potential stress or trauma from public interactions.
 - Support options such as counselling through an Employee Assistance Program (EAP), mental health days, and resilience training are available.
- **Risk Assessments:**
 - Individual risk assessments will consider the mental and emotional impacts of roles, especially for those facing high-stress situations or potential violence from the public.
 - Tailored interventions, including stress management strategies and safety planning, will be implemented based on these assessments.



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Ongoing Support and Resources:

- **Health Promotion:**

- Regular activities and resources aimed at promoting health and managing stress will be provided, including workshops and health checks tailored to the unique challenges of both office and field environments.

- **Monitoring and Feedback:**

- The effectiveness of our health and wellbeing measures will be continually reviewed, with an emphasis on adapting strategies to better protect employees from physical and mental health risks, including those arising from public interactions.

RESPONSIBILITY:

Heads of Departments and the Head of People & Culture are responsible for implementing and maintaining wellbeing support measures, ensuring all employees, particularly those in high-risk environments, have access to necessary resources and support with support of our outsourced Occupational Health provider - OHSB Limited.



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Pregnancy at Work – Expectant and Nursing Mothers

INTRODUCTION

The Management of Health and Safety Regulations 1999 requires employers to protect the health and safety of new and expectant mothers.

POLICY

STAR Housing has a legal duty to safeguard the health, safety and welfare of all our employees. We have a specific responsibility under the Management of Health and Safety Regulations 1999 to a worker who becomes pregnant. We advise any of our employees to inform their line manager/supervisor as soon as their pregnancy is confirmed. This can be done verbally but must be followed up by a written confirmation from their doctor.

ARRANGEMENTS

The management will carry out an individual specific risk assessment of the type of work that the employee does for the company to determine any risks to her or her unborn baby that may arise from their work activities.

The person responsible for ensuring that the risk assessment is carried out is the Head of People & Culture.

Where the risks are significant then assistance or alternative employment will be provided.

Pregnant employees must not:

- Carry out manual handling tasks (Lifting and Carrying).
- Use or be exposed to substances classed as hazardous to health.
- Work at height (standing on stepladders, step ups etc).

Pregnant employees must:

- Follow the controls put in place by their risk assessment.
- Inform their line manager/supervisor of any problems or changes that may happen during their pregnancy so that their risk assessment can be reviewed.

To maintain a safe working environment for any pregnant employee, a suitable rest area will be provided for them to rest if required.

Seating and any other aids will be provided for the employee to carry out their work.



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Premises Management

INTRODUCTION

Under The Health and Safety at Work Act 1974 (HSWA), STAR Housing is responsible for the control of its work premises, which includes maintaining safety standards across both office environments and the tenant housing managed under our agreement with Shropshire Council. This responsibility extends to ensuring the safety of employees, contractors, tenants, and visitors.

POLICY

STAR Housing commits to maintaining effective operational control over all premises, ensuring the health, safety, and welfare of all stakeholders. We recognise our duty to ensure that premises, means of access or egress, and any plant or substance on the premises are safe and without risks to health.

ARRANGEMENTS

Office/Workplace Environments:

- **Health and Safety Procedures:** Maintain current health and safety procedures to ensure a safe working environment. Regular reviews and updates will be conducted to reflect any changes or new risks.
- **Monitoring and Maintenance:** Managers will regularly monitor the condition of office premises, focusing on traffic and pedestrian management, and preventing slips, trips, and falls. Regular scheduled maintenance will include checking the safety and operational status of plant equipment and machinery.
- **Contractor Management:** Ensure that contractors are competent and that their activities do not compromise the safety or condition of the workplace.

Tenant Housing and Construction Sites:

- **Dynamic Environment Management:** Recognise the unique challenges of managing premises where construction or repairs may affect tenant homes. This includes ensuring that operations do not adversely impact tenant safety or property.
- **Risk Assessments and Controls:** Conduct tailored risk assessments for each site, particularly focusing on traffic management in residential areas, and the prevention of slips, trips, and falls in and around construction zones.
- **Communication and Coordination:** Enhance communication and coordination with management, workers, and tenants to maintain safety standards and respond promptly to any health and safety non-conformance.
- **Permit to Work Procedures:** Implement permit to work procedures where necessary, especially for maintenance tasks that could affect the structural integrity or safety of tenant housing.

General Provisions for All Settings:

- **Restricted Areas and Safety Signage:** Ensure that areas housing critical plant equipment and machinery are restricted to authorised personnel only. Suitable safety signage will be posted to warn and instruct all personnel entering these areas.



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- **Emergency Procedures:** Maintain automatic and manual emergency detection and warning systems. Ensure all personnel are familiar with exit routes and emergency procedures.
- **Maintenance and Safety Checks:** Regular checks and maintenance schedules will ensure that all plant machinery and equipment are functioning safely and efficiently. Ensure all maintenance work is followed by a clean-up of any waste materials.
- **Worker Safety in Isolated Areas:** Specific arrangements for monitoring workers who are alone in critical areas like plant rooms, ensuring their safety through routine checks and emergency communication tools.

RESPONSIBILITY

The overall responsibility in the office is with the Senior Management Team, supported by H&S Coordinator.

During Construction and Maintenance works, the repairs team, DLO, Subcontractor is responsible for the work activities.



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Risk Assessments

INTRODUCTION

In compliance with the Management of Health and Safety at Work Regulations 1999, STAR Housing is obligated to assess and manage health and safety risks for all employees and others potentially affected by our activities. This is particularly important as we manage a range of properties under our agreement with Shropshire Council, where work may be conducted in occupied or unoccupied tenant homes.

POLICY

STAR Housing commits to conducting thorough suitable and sufficient health and safety risk assessments for all areas of operation, considering both employees and non-employees who might be affected by our activities. These assessments aim to identify necessary measures to comply with health and safety legislation and to effectively manage and mitigate risks identified.

ARRANGEMENTS

Office/Workplace Risk Assessments:

- **General Workplace Assessments:** Regular assessments of all office environments to identify hazards such as ergonomic risks, electrical safety, fire safety, and general workplace safety.
- **Control Measures:** Implementation of control measures based on assessment findings, regularly reviewed and updated to reflect any changes in the workplace or operations.

Tenant Housing & Construction Sites:

- **Task-Specific Assessments:** Conduct specific risk assessments for construction and maintenance activities in tenant housing. These assessments will particularly focus on the unique risks presented by working in potentially occupied homes, such as the presence of tenants, structural integrity of older buildings, and the management of hazardous materials.
- **Dynamic Risk Management:** Enable field teams to conduct dynamic risk assessments to immediately address unforeseen risks encountered during onsite work.
- **Contractor Risk Management:** Ensure that all contractors engaged by STAR Housing provide their own risk assessments and method statements, covering all contractual work. STAR Housing will review these documents to ensure they meet our safety standards before work commences.

Special Risk Considerations:

- **Vulnerable Groups:** Assessments will consider special risks to vulnerable groups, including young workers, those with physical impairments, or pregnant employees. Adjustments to work conditions and regular reviews will be made as necessary to accommodate their needs.
- **Emergency and Incident Response:** Develop and maintain emergency response and incident management plans based on risk assessment outcomes, ensuring all personnel are trained and familiar with procedures.

Documentation and Accessibility:

- **Record Keeping:** Maintain detailed records of all risk assessments, including findings, recommendations, and actions taken. These records will be readily accessible to all relevant employees and updated regularly.



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- **Annual Reviews:** All risk assessments will be reviewed at least annually or more frequently if significant changes occur in the work environment or operations. Any updated Risk Assessments will be communicated out through our training programme.

RESPONSIBILITY

The overall responsibility in the office is Senior Management Team, supported by H&S Coordinator.

During Construction and Maintenance works, the repairs team, DLO, Subcontractor is responsible for the work activities.

Vulnerable Persons identified will be supported with Risk Assessments specific to them, their work environment and work activities overseen by the relevant Line Manager, H&S Coordinator and the Head of People & Culture.



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Safe Systems of Work

INTRODUCTION

Under the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999, STAR Housing is committed to developing and maintaining safe systems of work. These systems are crucial to prevent harm or ill-health to employees and others affected by our operations, which span office environments and extensive field operations in tenant housing.

POLICY

STAR Housing will develop, implement, and maintain safe systems of work (method statements) that align with the Management of Health and Safety at Work Regulations 1999. The purpose of these systems is to ensure that every task performed by our workers is conducted safely, with robust procedures or job instructions tailored to each specific activity.

Arrangements

Office/Workplace Settings:

- **Documentation and Accessibility:** Safe systems of work, although not often required for office environments will, if required, focus on routine office tasks and emergency procedures. Copies of these documents will be readily available to all employees.
- **Training and Compliance:** Managers and supervisors will present relevant safe systems of work to employees, ensuring they understand and adhere to these procedures. Employees will sign off to confirm their understanding and commitment to follow these systems.

Tenant Housing and Construction Sites:

- **Task-Specific Systems:** Develop specific safe systems of work (method statements) for construction and repair activities in tenant housing. These systems will address the unique risks associated with working in potentially occupied homes, including managing interactions with tenants and ensuring minimal disruption.
- **Dynamic and Tailored Procedures:** Systems of work will be dynamically adjusted based on the specific conditions of each site, taking into account the structure of the buildings, the presence of tenants, and the specific nature of the tasks being performed.
- **Contractor Integration:** Ensure that contractors also follow the established safe systems of work. Contractors must provide their own method statements, which will be reviewed by STAR Housing to ensure compliance with our safety standards.
- **Monitoring and Evaluation:** Supervisors will actively monitor the implementation of these systems, checking for compliance and effectiveness. Any deficiencies identified will be reported and addressed promptly.
- **Support and Collaboration:** The designated individual will be supported by managers, supervisors, and safety officers who are responsible for deploying these systems at the ground level and ensuring adherence by all staff and contractors.



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Review and Updates

- **Continuous Improvement:** All safe systems of work will be reviewed at least annually or more frequently if significant changes occur that might affect their relevance or effectiveness. This continuous review process ensures that our systems evolve in line with operational changes and advancements in safety practices.

RESPONSIBILITY

The overall responsibility in the office rests with the Office Manager, supported by the H&S Coordinator.

During Construction and Maintenance works, the repairs team, DLO, Subcontractor is responsible for the work activities.



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Safety Signs & Notices

INTRODUCTION

The Health and Safety (Safety Signs and Signals) Regulations 1996 requires an employer to provide safety signs where other methods cannot deal satisfactorily with certain risks and the use of a sign can help reduce the risk.

POLICY

STAR Housing will display the necessary health and safety notices, signboards and safety signs on premises under our control or other places and work sites where our activities may put people at risk of harm or ill-health.

ARRANGEMENTS

Safety signs/notices will comply with the approved convention and design described in the Health and Safety (Safety Signs and Signals) Regulations 1996. These signs will be of the following type:

Warning or Danger sign	
Mandatory sign	
Prohibition sign	
Emergency Escape or First Aid sign	
Firefighting sign	
Marking tape	

The placement of signs will be subject to the findings of risk assessment made under relevant health and safety regulations.

All employees, contractors and visitors, must ensure that they are familiar with safety signs and understand the meanings and what precautions must be taken.

RESPONSIBILITY

The overall responsibility rests with the Senior Management Team.



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In the office, responsibility rests with the Office Manager, supported by the H&S Coordinator.

During Construction and Maintenance works, the repairs team, DLO, Subcontractor is responsible for the work activities.



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Security

INTRODUCTION

In accordance with the Health and Safety at Work Act 1974 (HSWA), STAR Housing recognises the necessity of maintaining effective workplace security to protect all persons affected by our activities, including employees, contractors, tenants, and the general public. This commitment is crucial as we manage a diverse array of properties under our agreement with Shropshire Council, encompassing various work environments that may include occupied or unoccupied tenant homes.

POLICY

STAR Housing is committed to:

- Ensuring all workplaces, including offices and tenant homes, are secure when not in use.
- Regularly reviewing security arrangements to maintain suitability and sufficiency.
- Collaborating with employees to uphold high standards of security across all operational areas.
- Implementing robust procedures for opening and closing workspaces, particularly in tenant housing areas, to ensure security.
- Securing all plant and equipment to minimise risks to the public and other third parties.

ARRANGEMENTS

Office/Workplace Security:

- **Routine Security Checks:** Conduct regular checks to ensure that all office areas are secured properly, especially after hours and during weekends.
- **Access Controls:** Implement and maintain access control systems to manage entry to office buildings and restricted areas effectively.
- **Security Training:** Provide training for office staff on security protocols, including how to secure data, manage visitor access, and respond to security breaches.

Tenant Housing and Construction Sites:

- **Site-Specific Security Measures:** Adapt security measures based on the specific needs of each tenant housing project, considering factors such as the location, the presence of tenants, and the nature of the work being conducted.
- **Dynamic Security Assessments:** Conduct dynamic security assessments to address the risks associated with working in potentially occupied homes, ensuring that tools, materials, and equipment are securely stored when not in use.
- **Collaboration with Local Authorities:** Work closely with local authorities and community representatives to enhance the security of tenant areas, particularly during construction or major repairs.
- **Enhanced Procedures for Vulnerable Sites:** Implement enhanced security procedures for sites that are identified as high-risk, including the use of security personnel, CCTV systems, and alarm systems where necessary.



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Management and Oversight:

- **Monitoring and Compliance:** Management will monitor the adherence to security procedures and conduct regular audits to ensure effectiveness. Non-compliance will be addressed promptly to maintain the integrity of our security measures.

Review and Updates:

- **Continuous Improvement:** All security measures and procedures will be reviewed regularly to adapt to new security challenges and changes in operational activities. Feedback from employees and security audits will inform these updates.

RESPONSIBILITY

The overall responsibility rests with the Senior Management Team.

In the office, responsibility rests with the Office Manager, supported by the H&S Coordinator.

During Construction and Maintenance works, the repairs team, DLO, Subcontractor is responsible for the work activities.



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Slips, Trips & Falls (Same Level)

INTRODUCTION

Slips, trips, and falls constitute a significant portion of workplace accidents in the UK. Under the Health and Safety at Work Act 1974 (HSWA) and the Workplace (Health, Safety and Welfare) Regulations 1992, STAR Housing is committed to managing the safety of all environments under its control, ensuring that floors and traffic routes are maintained to prevent accidents. This commitment is particularly important as we manage a variety of properties, including tenant housing that may be occupied or unoccupied during maintenance work.

POLICY

STAR Housing will:

- Maintain cleanliness and good repair in all workplaces and premises to prevent health and safety risks to employees, contractors, visitors, and tenants.
- Ensure safe access and egress for all people, including those with disabilities, across all managed properties.
- Collaborate with employees to uphold high standards of housekeeping and cleanliness throughout all shifts.
- Minimise the risk of slips, trips, and falls for everyone on our properties.

ARRANGEMENTS

Office/Workplace Environments:

- **Regular Inspections:** Conduct frequent visual inspections of floors and walkways to ensure they are clear of obstructions and hazards that could lead to slips, trips, or falls.
- **Maintenance of Floor Surfaces:** Assess and address wear and tear, damage, or defects in flooring that could pose trip hazards.
- **Weather-related Precautions:** Implement measures to manage slippery conditions due to weather, such as snow, ice, or wet leaves, including the use of mats, grit, or salt as needed.

Tenant Housing and Construction Sites:

- **Site-Specific Safety Measures:** Adapt safety measures to the specific needs of tenant housing sites, considering the additional risks posed by construction activities, tools, materials, and the movement of heavy equipment.
- **Dynamic Risk Management:** Conduct dynamic assessments to identify and rectify slip, trip, and fall hazards as they arise during operations in tenant homes, particularly when these spaces are occupied.
- **Communication and Signage:** Clearly mark and communicate areas of potential risk, especially where repairs might disrupt usual traffic routes. Temporary barriers or signage should be used to guide tenants and workers safely around hazards.



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- **Severe Weather and Damage Response:** Establish protocols which may include inspection and intervention following severe weather events (or reports from Tenants of weather related damage) that might affect the safety of external walkways and internal floors due to flooding or debris.

Training and Awareness:

- All staff, including contractors, will receive training on identifying and managing slip, trip, and fall hazards specific to their working environments. Regular refresher courses will be provided to maintain high levels of safety awareness.

Review and Updates

- **Continuous Improvement:** This policy and its associated procedures will be reviewed annually or sooner if significant changes in operation or property management occur. Feedback from employees and incident reports will inform ongoing improvements to our safety practices.

RESPONSIBILITY

The overall responsibility rests with the Senior Management Team.

In the office, responsibility rests with the Office Manager, supported by H&S Coordinator.

During Construction and Maintenance works, the repairs team, DLO, Subcontractor is responsible for the work activities.



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Stress – Managing Work-related Stress

INTRODUCTION

Work-related stress, depression or anxiety may account for over half of all working days lost to ill health in the UK. The law places a duty of care on an employer to ensure, so far as reasonably practicable, workers are not exposed to a risk to their health. This duty will extend a worker's mental health and their exposure to an excessive level of work-related stress.

POLICY

STAR Housing recognises that work-related stress can cause ill health and will put measures in place to help prevent or reduce cause of work-related stress. However, STAR Housing cannot accept responsibility for a person's stress caused by outside sources, such as, financial or domestic problems.

ARRANGEMENTS

Because work-related stress does not affect all people in the same way and that one person may find aspects of their job stressful when another person may not. STAR Housing understand that it is difficult to make specific assessment of workplace stressors and the risk they pose to each employee.

Therefore, STAR Housing, ask each employee to take steps to report any work-related issue that is becoming a cause for undue stress, depression or anxiety that is affecting their wellbeing.

STAR Housing will make arrangements to enable an employee to approach either their line manager, HR advisor/dept or appointed mental health and wellbeing champion.

Stressful work-situations can be reported in confidence to the Head of People & Culture.

Stress counselling will be provided if a prompt solution cannot be found. Details about counselling will be provided confidentially.

RESPONSIBILITY

The overall responsibility is with the Head of People & Culture, supported by outsourced Occupational Health Provider - OHSB Limited, as required.



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Training and Competence

INTRODUCTION

Effective health and safety training is essential for all STAR Housing employees to ensure they possess the necessary competence to work safely and prevent risks to health. This is particularly important given the diversity of our work environments, which include office settings and various residential properties under our management agreement with Shropshire Council.

POLICY

STAR Housing is committed to providing all employees with the training required to perform their duties safely. Our health and safety training programs are designed to help workers develop the skills, knowledge, and understanding necessary to identify hazards and protect themselves and others from health and safety risks.

ARRANGEMENTS

Office/Workplace Training:

- **General Safety Training:** Includes induction training for all new employees, general health and safety awareness, fire prevention, and the safe use of office equipment.
- **Specific Role-Based Training:** Tailored to the needs of individual roles, particularly for tasks that require specific safety measures, such as handling office machinery or managing visitor access.

Tenant Housing and Construction Sites:

- **Construction-Specific Training:** Training for employees and contractors working in tenant housing will focus on specific construction and repair hazards, such as safe manual handling, hygiene, violent & vulnerable people, presence of asbestos and mold, proper use of personal protective equipment (PPE), and specific risks associated with working with live services, in potentially occupied homes.
- **Dynamic Risk Assessment Training:** Given the variable nature of working in residential settings, training will also cover dynamic risk assessment skills to enable employees to adapt to unforeseen risks effectively.
- **Safety in Occupied Homes:** Specialised training sessions will address the challenges of working in environments where tenants are present, focusing on minimising disruption to residents and ensuring their safety during operations.

Young Workers and New Employees:

- **Enhanced Supervision and Training:** Recognising the particular vulnerability of young workers (16-18 years old) due to their inexperience, additional training and closer supervision will be provided and enhanced DBS checks will be done if required.
- **Induction and Role-Specific Training:** Comprehensive induction programs for all new employees, with ongoing role-specific training to ensure all employees maintain high competence levels in their specific tasks.

Record Keeping and Responsibility:



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- **Training Records:** All training sessions will be documented, and records retained within the employee's personal file. Employees will acknowledge their participation and understanding by signing off after each training session.

Continuous Development:

- **Regular Reviews:** Training needs and programs will be reviewed regularly to ensure relevance and effectiveness, incorporating feedback from employees and changes in work practices or environments.
- **Additional Training Needs:** Training will also include use of display screen equipment, compliance with specific assessments such as COSHH, and any other areas relevant to maintaining health and safety standards across all STAR Housing activities.

RESPONSIBILITY

The overall responsibility for training and competency of employees is Head of People & Culture, supported by the Senior Management Team and relevant Department Lead.

Subcontractors are responsible for their own competencies, and STAR Housing will ensure that the appropriate competencies are held through our Contractor Management and assessment process.



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Traffic and Pedestrian Management

INTRODUCTION

Employers are required by law to ensure they manage the risk to people's safety associated with using work vehicles and the movement of vehicles at their workplace. The Workplace (Health, Safety and Welfare) Regulations 1992 includes provision for the organisation of traffic routes and pedestrian safety.

POLICY

STAR Housing, so far as reasonably practicable, shall:

- Put measures in place to minimise the dangers associated with moving vehicles in the workplace and control the risks to the health and safety of any people walking or working nearby to a moving vehicle.
- Ensure the premises are organised to allow the safe movement of pedestrians (employees, visitors and contractors) within their premises.
- Ensure the safe movement of vehicles around the premises and facilitate the safe and efficient carriage of items and materials, loading, unloading, positioning and movement of vehicles.
- Organise a Transport Management System to control the speed, direction, parking and operation of any Forklift Truck, Heavy Goods Vehicle (HGV), Tractor, Van, Car or any other form of motorised system.
- Ensure employees appointed/authorised as drivers are competent and have the appropriate licence, certificates, registrations, etc. to cover their expected role.

Reference to link www.hse.gov.uk/workplacetransport/checklist/index.htm

ARRANGEMENTS

STAR Housing shall, where required:

- Ensure that all visitors report to the main gate on arrival and are given the appropriate visitor safety information, including the requirement for hi-visibility clothing and suitable footwear.
- Ensure that vehicle management controls such as manual lift barriers, intercom systems and access gates, are in use, maintained and operated by competent persons.
- Provide a designated parking area by the main vehicle gate for trailers to be dropped off.
- Ensure a shunter truck is available and operated by competent persons to move trailers around the site.
- Ensure that drivers reversing the HGVs will sound their audible reversing alarm and activate their hazard warning lights.
- Set a 10mph speed limit for the site and put signage in place around the site.
- Ensure forklift trucks will be fitted with amber beacons, audible alarms and operated in accordance with HSE's Approved Code of Practice L117 – 'Rider Operated Lift Trucks, Operator Training and Safe Use'.



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- Ensure loading and unloading activities, of vehicles and trailers will be carried out away from the designated pedestrian walkways and crossing points.
- Ensure designated pedestrian walkways are in place with painted line markings on the yard floor supported by signage on barrier posts and buildings. Wherever possible physical segregation such as fixed barriers will be considered and installed to maximise safety.
- Ensure lighting is in place for external yard area during shorter days, inclement weather and lower light. Good visibility is essential to providing safe access and egress.
- Provide designated parking for staff and encourage reverse parking wherever possible.
- Ensure vehicles don't park in front of the main gate and to keep all exits clear to allow for emergency vehicles to gain access.
- Ensure staff who park off-site, on surrounding public roads, neighbouring property access and estate roads will follow the principles of the highway code.

RESPONSIBILITY

The overall responsibility is with the Senior Management Team.

In the office, responsibility is with the Office Manager, supported by H&S Coordinator.

During Construction and Maintenance works, the repairs team, DLO, Subcontractor is responsible for the work activities.



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Vibration – Preventing Exposure to Harmful Vibration

INTRODUCTION

Under the Control of Vibration at Work Regulations 2005, STAR Housing is committed to protecting employees from the ill-effects of vibration exposure. This commitment extends across all operations, including managing properties under our agreement with Shropshire Council, where work may involve using power tools or operating vehicles and machinery that can cause Hand-Arm Vibration Syndrome (HAVS) and Whole-Body Vibration (WBV).

POLICY

STAR Housing will:

- Conduct risk assessments to identify and evaluate risks associated with vibration from the use of powered work equipment, particularly in the context of repairs and improvements in tenant housing.
- Engage competent occupational hygiene services to measure and assess vibration levels when exposure is deemed significant, ensuring controls are informed by accurate data.
- Implement controls to either eliminate the sources of vibration or reduce exposure to safe levels, adhering to the regulatory limits:
 - **HAV:** Action value of $2.5 \text{ m/s}^2 \text{ A(8)}$ and limit value of $5 \text{ m/s}^2 \text{ A(8)}$
 - **WBV:** Action value of $0.5 \text{ m/s}^2 \text{ A(8)}$ and limit value of $1.15 \text{ m/s}^2 \text{ A(8)}$

ARRANGEMENTS

Tenant Housing and Construction Sites:

- **Selection and Maintenance of Equipment:** Choose low-vibration tools and machinery and maintain them regularly to minimise vibration levels.
- **Operational Controls:** Reduce the duration of use of vibrating tools through job rotation, use of alternative methods, or provision of auxiliary equipment designed to reduce exposure.
- **Personal Protective Equipment:** Provide PPE and training on its use, focusing on the importance of keeping warm to prevent conditions such as vibration white finger.
- **Health Surveillance:** Implement a comprehensive health surveillance program for employees frequently exposed to high levels of vibration, monitoring for early signs of vibration-induced injuries.

Monitoring and Compliance:

- **Regular Reviews:** Continuously monitor and review the effectiveness of existing vibration control measures and update them based on the latest industry standards and technological advancements.
- **Employee Reporting:** Encourage employees to report symptoms of vibration exposure, such as tingling, numbness, or whitening of fingers, and ensure these reports are followed up with appropriate medical assessment and adjustments to work practices.



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Review and Updates:

- This policy and all associated risk assessments will be reviewed annually or sooner if there are significant changes in operational practices or technology that could affect vibration exposure levels.

RESPONSIBILITY

The overall responsibility is with the Senior Management Team.

In the office, responsibility is with the Office Manager, supported by the H&S Coordinator.

During Construction and Maintenance works, the repairs team, DLO, Subcontractor is responsible for the work activities.

Head of People & Culture as well as outsourced Occupational Health Provider to be included where required.



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Visitors To Premises & Members of The Public

INTRODUCTION

The H&S Act and the Workplace (Health, Safety and Welfare) Regulations 1992 place a duty upon anyone who is control of a workplace to ensure, so far as reasonably practicable, the health, safety and welfare of people visiting their premises.

POLICY

STAR Housing shall:

- Ensure that anyone under their direct control, meet the health, safety and welfare needs of members of the public visiting our premises and workplaces, including contractors and people with disabilities.
- Ensure good standards of housekeeping and the premises is kept in a clean and safe condition and do not put anyone at risk to their health or safety.

ARRANGEMENTS

STAR Housing, so far as reasonably practicable, shall:

- Put measures in place to minimise the dangers associated with moving vehicles in a workplace and control the risks to the health and safety of any people walking or working nearby to a moving vehicle.
- Ensure the premises are organised to allow the safe movement of pedestrians.
- Maintain a separate parking area for customer and visitor's vehicles and disabled-person parking bays.
- Ensure Pedestrian walkways that intersect vehicle routes are clearly marked using surface yellow hatching lines and pictogram warning signs.
- All traffic routes and walkways are illuminated during night-time period or on occasions when there is poor visibility.
- Provide information about the site rules at the entrance to site.
- Provide people visiting our premise with a high-visibility waistcoat and other relevant PPE if they either must walk across the workplace, be in a workshop or work within the wider premises.

RESPONSIBILITY

The overall responsibility is with the Community & Neighbourhoods team and the H&S Coordinator.



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Violence at Work – Prevention of Exposure to Work-related Violence and Aggression

INTRODUCTION

Under the Health and Safety at Work Act 1974 (HSWA), STAR Housing has a general duty to ensure the health, safety, and welfare of their employees, which includes protecting them from the risk of work-related violence and aggression. This policy acknowledges the potential for violent or aggressive encounters in various work settings, including offices and during field operations in tenant housing.

POLICY

STAR Housing adopts a zero-tolerance approach to violence and aggressive behaviour in the workplace. Any employee found to be engaging in violent or aggressive conduct will be subject to disciplinary procedures, up to and including dismissal for gross misconduct. Conversely, STAR Housing is committed to supporting employees who are victims of such behaviour, taking all necessary steps to investigate and prevent recurrence.

ARRANGEMENTS

Office/Workplace Environments:

- **Preventive Measures:** Implement security measures such as controlled access and surveillance systems to minimise the risk of aggressive encounters.
- **Employee Training:** Provide training on conflict resolution and de-escalation techniques to office staff to handle potential confrontations professionally and safely.

Tenant Housing and Construction Sites:

- **Risk Assessments:** Conduct specific risk assessments focused on the potential for violence or aggression from tenants or the public, particularly in scenarios involving repairs or improvements in occupied homes. Assessments will consider factors such as the history of the area, tenant interactions, and the nature of the work being conducted.
- **Dynamic Protocols:** Develop dynamic protocols to quickly address and de-escalate potentially violent situations. This includes establishing clear guidelines for workers on how to handle encounters with aggressive behaviour and when to withdraw from unsafe situations.
- **Safety Measures:** Enhance safety measures for field workers, including the use of personal alarms, team working policies where no one works alone in high-risk situations, and regular check-ins with supervisors.
- **Contractor and Employee Training:** Ensure that all contractors and employees are trained in recognising signs of aggression, using de-escalation techniques, and securing personal safety. This training will be tailored to the unique challenges of working in residential settings.

Support and Response:

- **Support for Affected Employees:** Provide robust support systems for employees who experience violence, including access to counselling services and medical care if needed.
- **Incident Reporting and Investigation:** Maintain clear procedures for reporting and investigating incidents of violence or aggression, ensuring all incidents are documented and reviewed to prevent future occurrences.



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- **Policy Review:** Regularly review and update this policy and its associated risk assessments and training programs to ensure they remain effective and relevant to the changing dynamics of the work environment.

RESPONSIBILITY

The overall responsibility is with the Head of People & Culture, supported by the Senior Management Team and relevant Department Lead.



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Vulnerable Persons

INTRODUCTION

The term, 'vulnerable person', not only includes the safeguarding principles stated in the Care Act 2014 with regards to any physical disability or limited capacity, but also encompasses a wider scope of vulnerability likely to occur in the workplace and that places an extra duty of care upon STAR Housing as an employer and the controller of premises accessible to other people including the general public.

POLICY

Application of the general duties stated in the Health and Safety at Work etc. 1974 (HSPA) place STAR Housing with responsibility to ensure, so far as is reasonably practicable, the health, safety and welfare of employees and the health and safety of other people who are not employees. This duty will extend to the following groups of people likely to work at or visit STAR Housing:

- People with physical, sensory or learning disability.
- People with reduced mobility and unable to use stairways or deal with any change of level.
- People with a mental health illness.
- Lone workers.
- Expectant or nursing mothers.
- Young working people who are between the age of 16 to 18 years old.

ARRANGEMENTS

STAR Housing shall:

- Carry out a regular review of existing health and safety policy and arrangements to ensure they are not prejudicial or discriminating towards vulnerable persons or place them at an unacceptable level of risk to their health or safety.
- Make reasonable changes to the design of premises under the direct control of STAR Housing to enable the safe access to the premises for a disabled employee or visitor. Changes may also need to address the safety needs of people with sensory impairment of their eyesight or hearing.
- Seek guidance from experts and representative bodies to enable positive improvement or remedy any shortfall identified in a H&S policy review.
- Consult employees and contractors about any changes to H&S policy that addresses the health and safety of vulnerable persons.

RESPONSIBILITY

The overall responsibility is with the Head of People & Culture, supported by the Senior Management Team and the Assistant Director for Customer & Community.



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Management System

Waste Management

INTRODUCTION

In accordance with the Environmental Protection Act 1990, STAR Housing is committed to responsible waste management practices that comply with legal duties and environmental responsibilities. This policy covers the management of waste generated through office activities as well as during repairs and improvements in tenant housing across Shropshire.

POLICY

STAR Housing will nominate a responsible person for the development and implementation of the waste management system. This system will be designed to ensure compliance with all aspects of the 'Duty of Care' required by the Environmental Protection Act, including the proper segregation, labelling, transfer, and documentation of waste.

ARRANGEMENTS

Office/Workplace Waste Management:

- **General Waste Handling:** Ensure non-hazardous waste from office operations is properly segregated, stored, and disposed of in accordance with environmental legislation and good practice.
- **Recycling Programs:** Implement and maintain recycling programs for paper, cardboard, plastics, and other recyclables common to office environments.
- **Waste Audits and Training:** Conduct regular waste audits and provide training for office staff on proper waste disposal procedures to minimize environmental impact.

Tenant Housing and Construction Sites:

- **Construction Waste Management:** Develop specific procedures for managing waste generated from construction activities, including building materials, paints, solvents, and other potentially hazardous wastes.
- **Site-Specific Waste Plans:** Each construction or repair site will have a tailored waste management plan that addresses the unique aspects of the project, particularly the segregation and safe disposal of hazardous and non-hazardous waste.
- **Contractor Coordination:** Ensure that all contractors engaged in repair and improvement activities are briefed on and adhere to STAR Housing's waste management policies. This includes ensuring contractors hold and comply with necessary waste management licenses.
- **Resident Communication:** Communicate effectively with tenants about waste management practices during repairs or renovations, especially regarding hazardous materials that may affect their health and safety.

Monitoring and Compliance:

- **Waste Transfer Documentation:** Maintain strict control over waste transfer documentation to ensure all waste is accounted for and disposed of by licensed carriers. This includes retaining copies of waste transfer notes and receipts.

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- Regular Reviews:** The waste management system will be audited and reviewed annually to ensure compliance and to adapt to any changes in legislation or operational practices.
- Training and Awareness:** Provide ongoing training for all employees and contractors on waste management procedures, with a focus on safety, environmental impact, and legal compliance.

Hazardous Waste:

STAR Housing shall carry out the duties, requirements and prohibitions stated in the Hazardous Waste (England and Wales) Regulations 2005. We will ensure that waste produced or removed from our premises is done in accordance with the Regulations when the waste is identified as the following:

Waste materials (liquid, sludge or solid) that fit the generic type described in Schedule 1.

Waste that may contain constituents listed in Schedule 2 and have hazardous properties described in Schedule 3 and a classified in the following table:

GHS Hazard	Meaning	Transport Diamond
	Explosive	
	Oxidising	
	Extremely Flammable, Highly Flammable or Flammable	
	Harmful – exposure may cause risk to health	
	Irritant – contact may cause inflammation	
	Serious Health Hazard – Carcinogen, Mutagen, Teratogen	
	Toxic	
	Corrosive	

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	Ecotoxic	
	Biohazard – Infectious substances/items	

Hazardous waste will include asbestos waste.

Employees will receive information, instructions and training to ensure they understand how to separate and segregate business waste between hazardous and non-hazardous waste without risk to their safety or health.

All employees and contractors must follow good practice use the correct bags and containers to collect waste and avoid and prevent mixing hazardous wastes.

Managers and supervisors will be responsible for monitoring practice and procedures to ensure controls are used correctly. They must take immediate action to address any failures or shortcomings.

RESPONSIBILITY

The overall responsibility is with the Senior Management Team.

In the office, responsibility is with the Office Manager, supported by the H&S Coordinator.

During Construction and Maintenance works, the repairs team, DLO, Subcontractor is responsible for the work activities.



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Welfare

INTRODUCTION

Under the Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992, STAR Housing is committed to providing a safe, risk-free environment and adequate welfare facilities for all employees, whether they are working in office settings or conducting repairs and improvements in tenant housing across Shropshire.

POLICY

STAR Housing is dedicated to maintaining high standards of welfare for all employees, ensuring that all workplaces, both permanent and temporary, are equipped with necessary facilities that comply with health and safety laws. This includes managing the unique challenges associated with construction and maintenance work in occupied or unoccupied tenant homes.

ARRANGEMENTS

Office/Workplace Settings:

- **Ventilation and Temperature:** Ensure that all office environments are well-ventilated and maintain a "reasonable" temperature, typically not falling below 16 degrees Celsius.
- **Lighting:** Provide adequate lighting, prioritising natural light wherever practicable. Ensure that workstations and common areas like corridors and stairs are well-lit to prevent accidents.
- **Cleanliness and Housekeeping:** Maintain high standards of cleanliness and order. Ensure that waste is regularly removed and that all areas are kept free of obstructions.

Tenant Housing and Construction Sites:

- **Compliance with Schedule 2 of CDM 2015:** In line with our commitment to maintaining high standards of welfare for all employees, STAR Housing strictly adheres to Schedule 2 of the Construction (Design and Management) Regulations 2015, which sets out minimum requirements for welfare facilities on construction sites. This compliance ensures that all construction sites managed by STAR Housing, including those involved in repairs and improvements of tenant housing, are equipped with suitable facilities for workers.

These facilities include, but are not limited to, ensuring the availability of clean and accessible toilets, washing facilities with hot and cold water, changing rooms and lockers for personal clothing and protective wear, and adequate rest areas that protect workers from adverse weather conditions.

We undertake regular audits and inspections to verify that these facilities are available from the outset and maintained throughout the duration of all construction work, thereby supporting the health, safety, and welfare of our workforce in compliance with legal standards and best practices.

- **Temperature and Weather Protection:** Implement measures to protect workers from adverse weather conditions during repairs or construction. This includes providing temporary heating or cooling solutions as required.



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- **Health and Safety Training:** Include specific training modules for managing welfare in field settings, such as the correct use of portable heating devices and the importance of hydration and regular breaks.

Measuring Performance:

- **Regular Reviews:** Conduct annual reviews of welfare arrangements to assess their effectiveness and compliance with current legislation. Adjustments will be made following any incidents or feedback from employees that indicate a need for improvement.

RESPONSIBILITY

The overall responsibility is with the Senior Management Team.

In the office, responsibility is with the Office Manager, supported by the H&S Coordinator.

During Construction and Maintenance works, the repairs team, DLO, Subcontractor is responsible for the work activities.



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Working at Height

INTRODUCTION

According to HSE and national statistics, falls from height remain one of the leading causes of workplace fatalities and major injuries. In the context of managing council properties across Shropshire, STAR Housing frequently undertakes tasks that require working at height, such as roof work, gutter cleaning, and maintenance on flat roofs. The Work at Height Regulations 2005 aim to prevent deaths and injuries caused by falls, and STAR Housing is committed to adhering to these regulations by implementing stringent safety measures and planning.

POLICY

STAR Housing is dedicated to ensuring the safety of all workers when performing tasks at height. Before any such work is initiated, a thorough and appropriate risk assessment will be conducted to address the following:

- Necessity of working at height and potential alternatives.
- Suitability and safety of the equipment provided for accessing and performing tasks at height.
- Condition and maintenance of access equipment.
- Training and physical fitness of the employees assigned to work at height.
- Integrity of roof or structural surfaces, particularly checking for fragility that might not support the weight of personnel or equipment.
- Potential fall distances and hazards in the fall area, including measures for fall prevention and arrest.
- Impact of external conditions, such as weather, on the safety of tasks performed at height.

ARRANGEMENTS

Office/Workplace Settings:

- Minimal work at height is expected in office settings. However, any such tasks will be managed by trained personnel using appropriate and safe equipment.

Tenant Housing and Construction Sites:

- **Risk Assessments:** Conduct detailed risk assessments for each task that involves working at height, considering the specific conditions and requirements of the housing units.
- **Specialist Contractors:** Engage specialist contractors for high-risk tasks such as working on fragile roofs or where specialist equipment is required to safely access and complete the work.
- **Employee Training:** Provide comprehensive training and refresher courses on safe work practices at height, including the use of personal protective equipment and emergency procedures.
- **Weather Considerations:** Monitor weather conditions closely. Postpone or reschedule tasks when adverse weather conditions present increased risks to safety.
- **Equipment and Access:** Ensure that all ladders, scaffolds, and other access equipment are of high quality, regularly inspected, and correctly installed or deployed.



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3. Monitoring and Compliance:

- Regular inspections and audits of work at height practices to ensure ongoing compliance with health and safety regulations.

Review and Updates:

- This policy and all related safety procedures for work at height will be reviewed annually or sooner if significant changes in legislation, best practices, or the nature of housing management tasks occur.

RESPONSIBILITY

The overall responsibility is with the Senior Management Team.

In the office, responsibility is with the Office Manager, supported by the H&S Coordinator.

During Construction and Maintenance works, the repairs team, DLO, Subcontractor is responsible for the work activities.



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Workplace Environment (including Lighting, Temperature and Ventilation)

INTRODUCTION

The Workplace (Health Safety and Welfare) Regulations 1992 cover a wide range of general health, safety and welfare issues and apply to most workplaces (except those involving construction work on construction sites, those in or on a ship, or those below ground at a mine). They are amended by the:

- Quarries Regulations 1999
- Health and Safety (Miscellaneous Amendments) Regulations 2002
- Work at Height Regulations 2005
- Construction (Design and Management) Regulations 2015

POLICY

STAR Housing will provide all employees with a safe place to work and adequate welfare facilities, subject to the workplaces exempted or part-exempted in Regulation 3.

Either as the owner or as a tenant, STAR Housing will ensure that every workplace under their control will comply with the requirements of these Regulations. Arrangements will cover those matters described in the Regulations that are relevant to our organisation's workplaces.

In those circumstances whereby STAR Housing is a tenant, we will liaise and co-operate with the owner, landlord or agent to ensure agreed access, common area facilities and services are kept in a satisfactory condition that meet the requirements of the Regulations.

Furthermore, STAR Housing, so far as is reasonably practicable, will make reasonable adjustments to the workplace, access and facilities to comply with the Equalities Act 2010.

Our arrangements will include all those fixtures, fittings, plant and services within our control. We shall ensure they do not present a risk to the health and safety of any employee, visitor, contractor or other persons who enters a workplace under our control. We will follow the standards laid out Approved Code of Practice (L24) published by the HSE together with other relevant guidance.

ARRANGEMENTS

Housekeeping - Inspection of Workplaces:

To maintain a safe and healthy workplace, a good standard of housekeeping is important. Every employee is expected to play their part in the delivery of this requirement. Employees will ensure that their workplace and work equipment is kept in a clean and tidy condition. Any items, tools, equipment or waste material is not left on the floor to become a trip, slip or fall hazard and any trailing cables are tucked away or routed away from traffic routes will be removed.

Arrangements will include regular inspection of workplaces to check they are clean and in a satisfactory condition. Inspections shall look to identify any damage, defect, failure or other type of fault that is a risk to people's health or safety at work. Managers and supervisors will be responsible for carrying out regular inspection and are expected to take prompt action to remedy poor cleanliness, damage, defects, etc. and take all other appropriate measures to prevent workers and others being put at risk.

In situations where a quick remedy is not available, STAR Housing management will be responsible for making planned improvements/repairs and ensure take place at a time scale that is proportionate to the



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level of risk posed. Management will also be responsible for putting in place any temporary measures necessary to isolate dangers and prevent access to areas where people may be considered at risk.

Inspection for structural damage should take place immediately after any storm, flood or other circumstances that may give rise to damage or weakening of the structural integrity of a workplace.

Smoking & Vaping:

With reference to Chapter 28 of the Health Act 2006, it is necessary to make provision for the prohibition of smoking in certain non-domestic premises, places and vehicles. It is STAR Housing policy that smoking of tobacco products or electronic devices is not permitted inside any of our workplaces, tenant properties or close to any entrances or other outside places where smoke can enter the building. Our policy will also apply to our vehicles. We request employees respect these measures to ensure their fellow works are not exposed to secondary smoke. Violation of this policy will be considered as a disciplinary offence and will be subject to STAR Housing HR policy and procedures.

RESPONSIBILITY

Overall responsibility is with the Senior Management Team.

In the office, responsibility is with the Office Manager, supported by the H&S Coordinator.

During Construction and Maintenance works, the repairs team, DLO, Subcontractor is responsible for the work activities.



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Workplace Equipment

INTRODUCTION

Under the Provision and Use of Work Equipment Regulations 1998 (PUWER), STAR Housing is committed to ensuring that all tools, equipment, and machinery are suitable for the purpose they are used for and comply with safety standards. This commitment extends to all areas of our operations, including office environments and on-site maintenance work at tenant housing.

POLICY

STAR Housing will ensure all work equipment, whether purchased or hired, meets an agreed specification that takes into account:

- The specific tasks for which the equipment will be used, especially considering the requirements of working on roofs, cleaning gutters, and conducting repairs on various types of buildings within the Shropshire area.
- The environments in which the equipment will be used, whether in office settings or in the field at tenant properties.
- The users of the equipment, ensuring that it is suitable for use by our diverse team and any contractors we employ.

All new equipment must comply with the Supply of Machinery (Safety) Regulations 2008, bearing the appropriate British and ISO standards marks, an EU declaration of conformity, and a CE mark when applicable.

ARRANGEMENTS

General Equipment Use and Maintenance:

- Maintain and inspect all equipment according to manufacturer's guidelines and PUWER requirements to ensure it is in good working order.
- Implement strict inspection and maintenance schedules for all equipment, with particular attention to those used in high-risk tasks such as working at height.
- Provide training for all operators on the correct use of equipment and the risks associated with their tasks.

Specific Considerations for Tenant Housing:

- Employ specialised equipment suitable for the external maintenance of buildings, such as scaffolding, MEWPs, scissor lifts, podium steps, ladders, harnesses for roof work, and other height-related activities, ensuring they are fit for purpose and well-maintained.
- Ensure that all equipment used on site is capable of safely performing the required tasks, especially in potentially occupied homes where additional safety considerations are necessary.
- Adapt equipment use policies to consider the environmental impacts on tenant properties, ensuring minimal disruption and risk to residents.



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Emergency and Safety Features:

- Equip all relevant machinery and equipment with emergency stop buttons that are clearly visible and accessible.
- Maintain a detailed record of maintenance, repairs, and inspections for all equipment, available for review by management and safety inspectors.

Portable Appliances and Special Equipment:

- Conduct regular visual inspections, examinations, and testing of portable electrical equipment, with frequency depending on usage and environment. Any equipment that appears to be damaged will not be used and Line Managers informed.
- Arrange for thorough examinations and inspections of lifting equipment and other specialised machinery by competent persons at intervals mandated by relevant health and safety regulations.

Compliance and Oversight:

- A designated competent person will arrange and oversee all required inspections and maintenance, ensuring compliance with all relevant health and safety regulations.
- Maintain comprehensive records of all inspections, examinations, and maintenance activities on a central server, ensuring they are readily accessible for auditing and compliance checks.

Review and Improvement:

- Regularly review and update the equipment policy to reflect changes in legislation, technology, and the operational needs of STAR Housing, particularly in response to feedback from operations staff and changes in property management requirements.

RESPONSIBILITY

The overall responsibility is with the IT & Transformation Manager.



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Workplace Management of Infectious Diseases (e.g. Covid19)

INTRODUCTION

The Control of Substances Hazardous to Health Regulations 2002 (COSHH) require our organisation to carry out an assessment and record the risks involved with the use, handling, transport and storage of any substance classified as hazardous to health. Refer to Section of this policy.

COSHH places a duty on an employer to assess:

- Biological agents – bacteria, viruses, parasites and fungi that can cause harm to human health (pathogens). Harm usually occurs due to infection.

Infection control in the workplace aims to prevent harmful bacteria, viruses, etc. being passed from one person to another. The foundation of good infection control is to assume that everyone is potentially infectious. Basic infection control procedures include hand washing, using suitable PPE and keeping the workplace clean. Places where workers eat, drink, store or prepare food must be kept in a clean and hygienic condition.

COSHH duties include the control Legionella bacteria in hot and cold-water systems used inside employer's premises. Duties equally apply to control measures covering public health emergencies such as, COVID-19 restrictions in health and social care workplaces.

POLICY

STAR Housing shall:

- Provide suitable welfare facilities and sanitary conveniences that are equipped and maintained to a hygienic standard to enable people working in or visiting the premises to have access to a toilet and be able to wash and dry their hands.
- Where practicable, provide separate male and female facilities. If this cannot, we shall ensure unisex facilities have the means to make give privacy and be secure.
- Ensure general cleaning practices keep our workplaces sufficiently clean and waste materials are not allowed to accumulate.
- Apply appropriate health, hygiene and infection control measures as and when required by the UK Government or Local Authorities - public health advice.
- Assess work activities or locations within our premises and workplaces where there is foreseeable risk of ill-health arising from either contact with or exposure to surfaces, substances or materials contaminated by pathogenic agents that can cause disease in people.

For example:

- Weil's disease (leptospirosis) - caused by contact with rat urine
- Psittacosis – exposure to dried pigeon droppings
- Hepatitis B – contact with fresh or dried blood from an infected person
- Ringworm – fungal infection caused by contact with an infected animal, person or contaminated object



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- Review risk assessment of work activities to be undertaken by a pregnant employee where exposure to a micro-organism may lead to infection and cause harm to the unborn child,

ARRANGEMENTS

The Head of People & Culture shall:

- Ensure they are fully conversant with the recommendations in respect to advice provided by the UK Government and/or Local Authorities.
- Ensure they are fully compliant with the recommendations provided by the UK Government and/or Local Authorities.
- Ensure there are adequate facilities as prescribed by the recommendations provided by the UK Government and/or Local Authorities.
- Ensure there are means for people to either wash their hands with soap and hot water or be able to apply hand antibiotic cleanser as frequently guidance recommends.
- Erect appropriate signage and information compliant with the recommendations provided by the UK Government and/or Local Authorities.
- Provide risk assessments for the works being undertaken and ensure that persons are aware of the control measures.
- Suggest that inoculations are taken up by the workforce e.g. working in water, with animals.
- Plan and organise a regular cleaning regime for site welfare facilities.
- Put in place additional hand cleaning stations at strategic places across the workplace.



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Young Persons at Work

INTRODUCTION

The Management of Health and Safety at Work Regulations 1999, Regulation 19 defines a young person as someone who is over the legal school leaving age of 16 years but has not reached the age of 18 years. The regulation requires that an employer takes into consideration that young people lack experience, maturity or awareness of the existing or potential dangers or hazards connected with a workplace or work activity.

The employer must also weigh the risk to a young person who may request a placement within the working environment on Work-Experience scheme or training programme.

POLICY

STAR Housing will do all that is reasonably practicable to ensure young workers, apprentices, placement-students or young people on school, work-experience programmes are not placed in a working environment where there are significant risks to their health or safety.

Because of their general inexperience in workplaces, STAR Housing will make it an essential that young people are always supervised until they gain the required experience, maturity and awareness of the risks.

The person responsible for ensuring that the risk assessment of the young person is carried out is the Head of People & Culture.

ARRANGEMENTS

Any young person will be provided with all the information; instruction, training and supervision they require. They will also be provided with a mentor (responsible employee), who has accepted the responsibility of overseeing the young person.

Young persons will not be allowed:

- To carry out work that is beyond their mental and physical capability.
- To be exposed to substances that are toxic or carcinogenic.
- To carry out tasks that can involve risks be assumed is beyond their recognition.
- To be exposed to extremes of heat, cold, noise and vibration.

The young person must

- Carry out all reasonable instructions given to them by their mentor.
- Refrain from horseplay or practical jokes.
- Report anything that they feel unsure or unsafe about.

APPRENTICES

For apprentices who are under 18, STAR Housing has the same responsibilities as for other young workers.

STAR Housing has the primary responsibility for the health and safety of the apprentice and should be managing any significant risks.



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All apprentices will be provided with all the information; instruction, training and supervision they require. They will also be provided with a mentor (responsible employee), who has accepted the responsibility of overseeing the apprentice.

The Apprentice will not be allowed:

- To carry out work that is beyond their mental and physical capability.
- To be exposed to substances that are toxic or carcinogenic.
- To carry out tasks that can involve risks be assumed is beyond their recognition.
- To be exposed to extremes of heat, cold, noise and vibration.

The Apprentice must:

- Carry out all reasonable instructions given to them by their mentor.
- Refrain from horseplay or practical jokes.
- Raise any health and safety concerns to their supervisor.

WORK EXPERIENCE

For work experience placements who are under 18, the employer has the same responsibilities as for other young workers.

STAR Housing has the primary responsibility for the health and safety of the apprentice and should be managing any significant risks.

STAR Housing will need to liaise with the placement provider and also the parents of the student on work experience. This will ensure that the employer will know in advance about students who might be at greater risk due to health conditions or learning difficulties so that they can take these into account.

Any work experience will be provided with all the information; instruction, training and supervision they require. They will also be provided with a mentor (responsible employee), who has accepted the responsibility of overseeing the young person.

Work experience will not be allowed:

- To carry out work that is beyond their mental and physical capability.
- To be exposed to substances that are toxic or carcinogenic.
- To carry out tasks that can involve risks be assumed is beyond their recognition.
- To be exposed to extremes of heat, cold, noise and vibration.

The work experience must:

- Carry out all reasonable instructions given to them by their mentor.
- Refrain from horseplay or practical jokes.
- Report anything that they feel unsure or unsafe about.



SECTION 4 ~ SUPPORTING DOCUMENTS