



**The Langstane Group**  
**Health and Safety Policy**

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<b>Board / committee</b>	Board of Management
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Version	Date of approval	Changes
V1	24/11/2014	First issue
V2	24/04/2017	Significant re-write
V3	23/04/2018	Update on chairperson, update to responsibility matrix, updated to formal examination and testing (page 21), update to computer room (page 40), typo corrected, document register updated
V4	20/05/2019	Amendment to responsibilities of Chief Executive and Director of Asset Management
V5	21/04/2020	Changes to responsibility matrix, change to risk assessment template, update of COSHH hazard symbols, revisions to RIDDOR section and minor changes to safety inspection cycles, addition of risk assessments to Section 3
V6	30/11/2020	As part of review of high level governance policies. Section 25 added re tenant safety
V7	20/04/2022	Update of job titles, team names following structure review. Added 'Covid Response' to responsibility matrix on page 17 Add paragraph on hybrid working to DSE section Addition of requirement for safe disposal of COSHH products and packaging. Removal of section on change from occupational exposure limits to workplace exposure limits as too detailed for this Policy. Will be incorporated into COSHH procedure Contents list for first aid kits removed and replaced with policy requirement to ensure that First aid kits are BS 8599 compliant Section on Infection Control added Risk assessment schedule updated with Covid risk assessments
V8	20/04/2023	Amendments made to Section 5 and 25 following introduction of Employee Safety Forum and change of name from H&S group to H&S Management Group Section on Notifiable Events and Significant Performance Failures added in line with

		requirements of Equality Impact Assessment Removal of Covid documentation from Section 28 (Template Documents) and removal of term 'Covid' throughout document and replacement with term 'Infection'
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## 1. Introduction

The Health and Safety at Work etc. Act 1974 places a legal duty on all employers with five or more employees to have a written health and safety policy. This document contains the Langstane Group's<sup>1</sup> Health and Safety Policy, detailed guidance on agreed safe systems of work and procedures and thereafter, template forms are detailed.

The following sections are detailed:

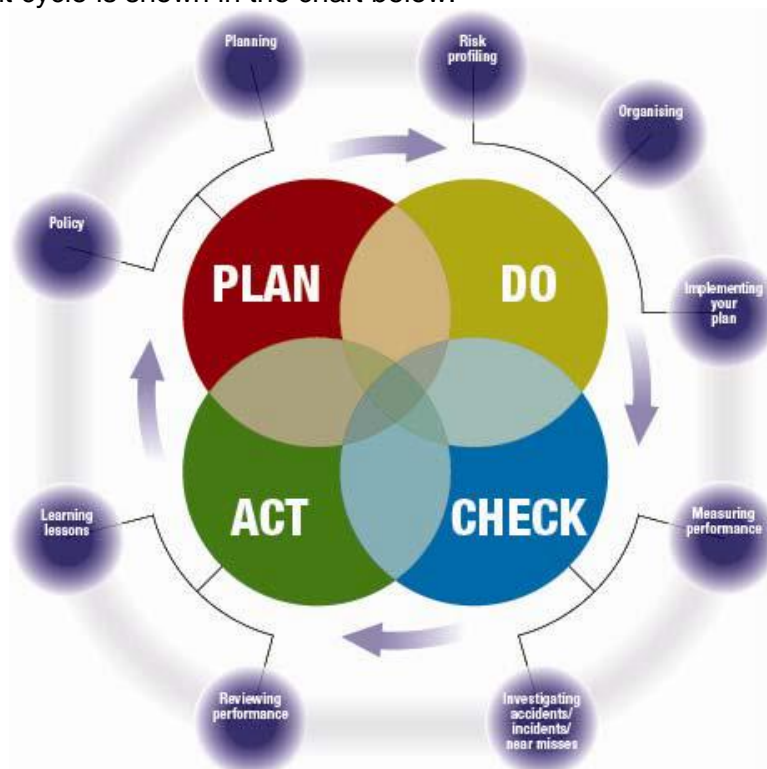
### General statement of policy

Section 1 of this document is the general statement of policy which sets down the Group's intentions towards health and safety and specific responsibilities. This statement details the Group's commitment to managing its undertakings in such a way that the health, safety and welfare of employees, customers, visitors, contractors and other members of the public are maintained as far as reasonably practical.

### Health and safety arrangements

Section 2 of this document details agreed safe systems of work and procedures that are applied to the Group's business. These cover all areas of business risk. Where there is a requirement for information to be documented, template forms are used for this and are located in Section 3.

This document is based on the principles contained within the HSE publication "Successful Health and Safety Management" HS(G) 65. The **Plan, Do, Check, Act** management cycle is shown in the chart below:



<sup>1</sup> The Langstane Group is an informal term used to cover Langstane Housing Association and all related subsidiaries

## SECTION ONE

### 1. Health and safety policy statement

The Langstane Group (the Group) recognises and accepts its obligations under the Health and Safety at Work etc Act 1974 and further relevant regulation.

The Group provides employment, housing, and services to a large number of individuals primarily within the North-East of Scotland. Owning and managing approximately 2900 properties, the Group is committed to the construction and ongoing provision of good quality homes and services that meet the needs of tenants and other customers, many of whom are deemed to be vulnerable, thereby contributing to the development of sustainable communities.

Services are delivered directly by approximately 80 employees and indirectly by the use of external individuals or companies.

The Group's overall aim is to strive for continual improvement in all areas of health, safety and welfare and to present as a leading housing association in the development of effective and practical health and safety management.

To achieve this aim, the Group implements, so far as is reasonably practical:

- Suitable and sufficient risk assessments;
- Identified control measures where required;
- The provision and maintenance of a safe and healthy working environment;
- The maintenance of safe systems of work;
- Safety in the handling, transportation, etc. of articles and substances;
- Safe access to and exit from all workplaces;
- The control or elimination of accidents and incidents which might result in any loss;
- Adequate and comprehensible information, instruction and training;
- The provision and maintenance of safe work equipment which is without health risks;
- The protection from risk of all others who may be affected by the operations of the Group.

Ultimate responsibility and accountability for health and safety rests with the Chief Executive. However, every individual has a duty and responsibility for the health and safety of themselves and that of others. Therefore it is essential that all employees give this policy their full support and co-operation and employees at all levels take personal responsibility for health and safety.

The allocation of specific duties are set down in the Policy and are an integral part of the Group's working practice.

Sufficient resources are made available to ensure that information, instruction, training and supervision is provided for this purpose. The Group accepts that it has a responsibility for the health and safety of other people who may be affected by the Group's activities.

There are full and open consultation processes between management, employees and any appointed safety professionals.



The Health and Safety Policy is reviewed annually to ensure that it remains fit for purpose. The review is accelerated where there are significant changes required.

Signed .....

James Knowles, Chairperson                      Date

Signed .....

Helen Gauld, Chief Executive                      Date

## 2. Objectives

Langstane Housing Association Ltd is a registered Scottish Charity No. SC 011754, a registered Property Factor No. PF 000666 and a registered Letting Agent No. LARN2001005



The key objectives are to ensure as far as is reasonably practical:

- The health, safety and wellbeing of all employees and others who may be affected by the Group's actions or activities as determined by the Health and Safety at Work etc. Act 1974 and all other relevant Acts, Regulations and Codes of Practice.
- The properties for which the Group have a responsibility are constructed, maintained and operated to a standard that avoids any health and safety risk to tenants, residents, contractors, employees and visitors.
- That all services either provided directly or directly commissioned by the Group are provided in a way that takes into account any specific allocation of health and safety duties.
- The encouragement and promotion of continuous improvement in health, safety and wellbeing.
- That all employees understand their roles and responsibilities under health and safety therefore achieving high standards of compliance.

To assist the above, a Health and Safety Action Plan will be developed with specific, measurable, achievable, realistic and timely (SMART) outcomes.

### 3. Links to other policies

The Health and Safety Policy will overarch all operational and employee related policies and documents. In particular the:

- Staff Handbook
- Development Policy
- Asbestos Management Policy
- Legionella Management Policy
- Aids and Adaptations Policy
- Gas Safety and Servicing Policy
- Fire Safety in Communal Areas Policy
- Void Management Policy
- Responsive Repairs Policy
- Customer Care Policy
- Equality and Diversity Policy
- Planned and Cyclical Maintenance Policy
- Unacceptable Actions Policy
- Accident, Incident & Near Miss reporting process

### 4. Policy aim

The overall aim of the Health and Safety Policy is to strive for continual improvement in all areas of health, safety and welfare and to present as a leading housing association in the development of effective and practical health and safety management.

This will be achieved by ensuring that the Group communicates with employees and others who may be affected by the activities undertaken, in an open, accessible and transparent manner.

### 5. Responsibilities

#### Board of Management

The governing body of each member of the Group has ultimate responsibility for ensuring effective corporate governance, this includes managing risk.

Health and Safety compliance is a key issue. Each governing body ensures the actions and a decision it takes reinforces this commitment.

The Group's governing bodies approve strategies and policies and allocate sufficient resources to ensure the Group maintains a safe and healthy environment.

Langstane Housing Association's governing body is represented on the Health and Safety Management Group.

### **Chief Executive**

The Chief Executive has overall responsibility and accountability for health and safety.

The Chief Executive will:

- Lead by example and consider the health and safety implications in all aspects of day to day business.
- Have and maintain a broad awareness of current statutory requirements in relation to the principles of good practice for health, safety, and welfare in areas relevant to the Group's operations.
- Ensure there is clear and unambiguous guidance provided for all employees to ensure roles and responsibilities are fully understood.
- Periodically report on health and safety performance to the Group's respective governing bodies.

### **Leadership Team**

The Leadership Team, led by the Chief Executive, is responsible for the strategic and resource management of the Group, ensuring that services are delivered. In addition to the Chief Executive, the Leadership Team includes the Director of Property, the Director of Finance & Corporate Services and the Director of Housing.

The Leadership Team, for their respective area of function, will:

- Lead by example and consider the health and safety implications in all aspects of day to day business.
- Have and maintain a working knowledge of current statutory requirements in relation to the principles of good practice for health, safety, and welfare.
- Ensure the Health and Safety Policy is achieved.
- Ensure that all reporting requirements under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) are achieved.
- Investigate all RIDDOR incidents.
- Ensure that risk assessment forms part of day to day business and decision making, ensuring that all appropriate risk assessments are documented and reviewed / updated as required.
- Ensure there is clear and unambiguous delegation of duties through line management of employees.
- Ensure employees are adequately trained and resourced to undertake their roles.
- Arrange for audits to be undertaken to ensure compliance with all health and safety requirements for activities under their control.

The Director of Property will have particular responsibility for:

- Chairing the Health & Safety Management Group
- Ensuring the Health & Safety Policy is kept up to date, is brought to the attention of all employees and is achieved
- Periodically reporting to the Chief Executive on health and safety performance within the Group.

## **Managers**

Managers are accountable to the Leadership Team for the implementation of the Group's Health and Safety Policy. Managers will (within their functional area of operation):

- Lead by example and consider the health and safety implications in all aspects of day to day business.
- Ensure all statutory safety checks are carried out.
- Ensure the logical and seamless delegation of appropriate health and safety duties through effective line management of employees who have the skills and training required.
- Where appropriate, ensure up-to-date and appropriate standard operating procedures are introduced and adhered to.
- Identify and fully assess risks including the production, recording and distribution of written risk assessments.
- Provide clear communication of safety requirements and arrangements for controlling identified risks.
- Ensure that sufficient and suitable personal protective equipment is provided to relevant employees when risks cannot be controlled by other means.
- Identify health and safety training requirements and ensure the provision of such training.
- Ensure the induction of new and temporary employees on all known health and safety matters / issues.
- Ensure all health and safety incidents are recorded in a central register (held by the People and Culture Manager) including those which do not result in actual injury or damage but which could be classified as a 'near miss'.
- Investigate any minor (non RIDDOR) health and safety incidents.
- Immediately stop any unsafe working practices or conditions.

## **Competent person(s)**

The Group will appoint a number of competent persons to benefit and improve the overall health and safety performance. Competent persons will have a level of seniority to ensure any required actions are advanced.

A person will be regarded as competent when the necessary level of seniority, knowledge, training and experience, as considered necessary by the Group, has been obtained.

The Group will make sufficient resources available to ensure competency in this area is achieved.

## Employees

It is the responsibility of each employee (this includes Managers and the Leadership Team) to familiarise themselves and comply with the Group's Health and Safety Policy and related procedures / systems of work. This includes the use of all smoke detectors and fire alarms, and the location of such alarms and any safety equipment provided. In addition employees will:

- Undertake all necessary health and safety training required.
- Correctly use at all times any personal protective equipment (PPE) supplied, highlighting immediately any replacements required.
- Immediately report any unsafe working practices or conditions to their service manager or a member of the Leadership Team.
- Highlight any health or other issues that may impair, either temporarily or permanently, their safe ability to carry out a task / activity as soon as practical.
- Report all incidents, injuries and 'near misses' immediately to their direct line manager and record the incident / injury / near miss in a central register (held by the People and Culture Manager).
- Ensure that all tasks / activities are safe to undertake before proceeding.
- Plan work to avoid incidents / injuries / near misses.
- Only undertake duties and activities authorised and properly instructed to carry out.
- Never remove protective guards and other safety devices from machinery or equipment.
- Inspect all machinery and equipment prior to use to ensure that it is in good working order, reporting any defects as soon as possible to their line or service manager.
- Only use machinery and equipment for its intended purpose.
- Keep all entrances / exits to the building secure at all times (except for public entrances where the premises are open) and ensure all fire doors are not blocked or wedged open.
- Use handrails at all times when going up and down stairs.
- Wear suitable clothing and footwear at all times that reflects the task(s) being undertaken. Jewellery, clothing and long hair must be worn in such a way as to protect their and the safety of others.
- Keep workstations and work sites clean and tidy, removing any spillage immediately and keep all floor areas free of obstruction.
- Never use trailing cables that can cause a health and safety issue for themselves or others.
- Keep filing cabinet doors closed when not in use and store only light items above head height.
- Use a ladder or stepping stool to reach items on higher shelves (employees are strictly prohibited from using chairs or any other makeshift device for climbing and must never climb up shelves themselves).
- Ensure that the Group's reverse parking policy is adhered to at all times.
- Use effective manual handling techniques at all times.
- Never read whilst walking (this includes checking mobile phones).
- Use kitchen bins for all perishable goods.
- Ensure items such as broken glass are adequately wrapped, placed in a heavy envelope, clearly marked and left beside bins to be effectively disposed of.
- Ensure adequate warning signs are in place at all times to alert others to possible risks.
- Report all accidents, incidents, dangerous occurrences and near misses, in line with stated guidelines

## Health and Safety Advisor

The Group will, at all times, employ the services of a qualified health and safety professional to liaise with and advise the Group on the health, safety and welfare of employees and others who may be affected by the Group's activities. Currently this is Safety Scotland.

The group is also a member of EVH who provide guidance on health and safety specific to the housing sector.

## Employee Safety Forum

This forum provides employees with an opportunity to raise and suggest solutions to safety issues, or to escalate more serious issues to the Health and Safety Management Group. The Forum has responsibility for:

- Raising and discussing safety concerns and implementing solutions
- Escalating more complex safety concerns to the Health and Safety Management Group
- Discussing accident report learning and disseminating findings to colleagues
- Reviewing health and safety audit findings and disseminating to colleagues
- Reviewing and updating risk assessments

## Health and Safety Management Group (HSMG)

This groups monitors health and safety management across the organisation with the remit of:

Representatives meet quarterly with the remit of:

- Having and maintaining a working knowledge of current statutory requirements in relation to the principles of good practice for health, safety, and welfare and ensuring that changes in requirements are disseminated to the wider organisation.
- Agreeing and regularly reviewing the Association's risk profile and setting key performance indicators that adequately give assurance the risk profile is being managed
- Producing the Group's Health and Safety Policy, ensuring that this is kept up-to-date and appropriate for the environment worked in and ensuring that the Policy is implemented through monitoring of:
  - Key performance indicators
  - Training records
  - Accident reports and learning outcomes
  - Health and safety audit findings and inspection reports
  - and any other means deemed appropriate
- Instructing improvements in any health and safety area where monitoring identifies weakness
- Creation of an Annual Health and Safety Report to provide assurance to the Chief Executive and Board of Management that health and safety is being well managed
- Assist and encourage employees in observing good working practices in relation to health and safety.

The Health & Safety Management Group will maintain an annual planning calendar of key health and safety tasks and ensure that relevant employees across the Association action these timeously.

The following responsibility matrix details where more specific responsibilities lie:

### Responsibility matrix

Area of responsibility	Actions	Overall responsibility	Others involved
<b>Policy</b>	Approve	Board of Management	LT
	Sign	Chair person & Chief Executive	
	Review	Director of Property	P&CM, LT
	Hold documentation	Director of Property	
<b>Risk assessments</b>	Prepare	Service Manager	Managers, Employees
	Ensures risk assessments are complied with	Service Manager	Employees
	Review	HSG	Managers, Employees
	Hold documentation	P&CM	
<b>Office inspections</b>	Prepare documentation	P&CM	LT, Managers
	Undertake inspections	HSG	Employees
	Review findings	HSG	As identified
	Hold documentation	P&CM	
<b>Vehicle inspections</b>	Prepare documentation	PM	
	Undertake inspections	Individual employees	
	Review findings	PM	
	Hold documentation	PM	
<b>Equipment safety</b>	Organise and maintain equipment maintenance and testing schedule	IT and communication – ICT&SDM  Corporate – P&CM  DLO / cleaning equipment / white goods – PM  Role specific – Service Manager  Lifts / lifting equipment / emergency lighting / intruder alarms / air conditioning / fire alarms and associated works / fire extinguishers – PCC	Employees
	Hold documentation	P&CM	Managers

Area of responsibility	Actions	Overall responsibility	Others involved
<b>Contractor competence</b>	Ensure contractor competence	Service Director (if used across services, the Director with highest involvement as determined by level of work undertaken)	Managers
	Hold documentation	Director of Property	
<b>Construction (Design and Management) Regulations 2015 (CDM Regulations 2015)</b>	Prepare documentation	Construction / building / planned and cyclical work / adaptations / reactive repairs / void works / gas servicing Director of Property  Communal Cleaning & Gardening – Director of Housing	Managers
	Ensure duties are discharged	As above	Managers
	Hold documentation	As above	Managers
<b>Office security</b>	Ensure the buildings are secure at all times (includes external and emergency lighting, intruder alarm, doors)	PCC	LT, Managers, Employees
<b>Visitor control</b>	Control of authorised and unauthorised visitors to the Group's offices	Unacceptable actions by tenants / housing applicants – Customer Service Manager For all others P&CM	LT, Managers, Employees
<b>Personal protective equipment (PPE)</b>	Determine requirements	Service Manager	LT, Managers, Employees
	Purchase and issue	P&CM	
	Provide instruction to ensure PPE can be used appropriately	Line Manager	Employees
	Use PPE appropriately	Employees	
<b>Control of Substances Hazardous to Health (COSHH)</b>	Determine all substances	Service Manager	Employees
	Hold inventory of all substances and ensure relevant data hazard sheets and assessments are held on site / accessible	G&CM (office products) PM (DLO products)	Managers, Employees
	Carry out COSHH assessments	Service Manager	DLO Supervisor, Employees
	Relevant PPE is identified, purchased and issued	See PPE	See PPE
<b>Accident recording,</b>	Ensure all incidents and near misses are recorded	P&CM	LT, Managers, Employees



Area of responsibility	Actions	Overall responsibility	Others involved
<b>investigating and reporting (including RIDDOR)</b>	Investigate incidents / near misses (including those investigated by Safety Advisors)	P&CM	LT, Managers, Employees(as determined)
	Report to enforcing authorities	P&CM	LT, Managers
<b>First aid</b>	Identify requirements	P&CM	
	Appoint competent persons	P&CM	
	Instruct employee(s) and arrange training	P&CM	
	Determine, provide and replenish supplies	P&CM	P&CM Assistant
<b>Fire safety</b>	Analyse requirements for safe exit, emergency lighting, suitable fire extinguishers, etc.	PCC	
	Supply and maintain (at least annually) the required fire safe equipment	PCC	
	Carry out weekly alarm tests	PCC	
	Carry out a fire risk assessment	PCC	P&CM
	Carry out six-monthly fire drills	P&CM	Fire wardens
	Ensure evacuation procedures are in place (including personal emergency evacuation plans (PEEPs), distributed to employee(s), tested and recorded	P&CM	Fire wardens
<b>Training</b>	Prepare induction documentation / checklist (including timescales)	P&CM	P&CM Assistant
	Ensure induction training is undertaken	P&CM	LT, Managers, Line Managers, Employees
	Create individual training records	P&CM	
	Determine further training requirements	Line Manager	HSG, LT, Managers, Employees
	Review health and safety related training	HSG	LT, Managers, Employees
<b>Display Screen Equipment (DSE)</b>	Create self-assessment documentation	P&CM	
	Ensure annual self-assessment undertaken	P&CM	LT, Managers, Employees

Area of responsibility	Actions	Overall responsibility	Others involved
	Review self-assessments and implement any required controls	P&CM	Employees
<b>Manual handling</b>	Complete task specific assessments	Service Manager	DLO Supervisor, Employees
<b>Employee consultation and communication</b>	Ensure all relevant notices are displayed and updated as necessary	P&CM	
<b>Infection control (eg Covid)</b>	Overall responsibility for determining infection control approach	LT	
	Review existing risk assessments and prepare new	Service Manager	Managers, Employees
	Design office safety procedures	Director of Property	Managers, Employees
	Determine PPE requirements	Service Managers (through risk assessments)	Managers, Employees
	Ensuring safe working in tenants homes	Housing Manager – Housing employees PM – Property employees, DLO, Contractors	Employees
	Monitoring compliance	Service Manager	LT

Employee = Any person employed by the Group on a paid or voluntary basis either permanently or on a temporary basis

HSG = Health and Safety Group

LT = Leadership Team

P&CM = People and Culture Manager

DLO = Direct Labour Organisation

G&CM = Governance & Corporate Manager

PM = Property Manager

PCC = Property Compliance Coordinator

ICT&SDM = ICT & Service Delivery Manager

## SECTION TWO

### 6. Risk assessments

The management of risks through effective risk assessment is required by the Management of Health and Safety at Work Regulations 1999. It is a legal requirement for the Group to apply this throughout its business and operations.

A risk is the chance, however large or small that a hazard could cause harm.

A hazard is something that could cause harm to people, such as chemicals, electricity and working at height.

The Group assesses the risks to all persons, records any significant results, applies appropriate control measures and informs employees of the detail. The findings from risk assessments are used to create specific safe working practices.

On an annual basis the Group assesses the risk assessments in place and prioritises the creation of any further risk assessments that are required. Existing risk assessments are reviewed to ensure they are up-to-date and reflect current working practices. This is driven by the Health and Safety Group.

#### Identifying hazards

When creating or reviewing a risk assessment, the lead officer is familiar with the task being assessed and observes any known / perceived hazards that could reasonably be expected to result in harm under workplace conditions. Employees are asked to contribute by providing their opinions and being involved in identifying any hazards which are not immediately obvious to the person carrying out the assessment.

Examples of common workplace hazards are detailed below:

- **Walking on wet or damaged floor surfaces** – can be a risk of slips, trips and falls;
- **Handling chemicals and hazardous substances** (e.g. cleaning fluids, battery acids, dust) – creates a risk of exposure which could cause burns, dermatitis or asthma;
- **Working at height** (e.g. climbing up and down ladders) – creates a risk of falling or the ladder collapsing;
- **Working with or beside moving parts of machinery** – could trap and / or catch clothes, hair, fingers, etc. There is also a risk of crushing, cuts and nips;
- **Working alone** – risk that employee falls ill / is injured and is unable to summon assistance;
- **Manual handling** – lifting excessive weights or being untrained in lifting techniques, could result in backache and damage;
- **Noise** – working in an area where it is difficult to hear what someone is saying when they are up close, could cause temporary or permanent hearing loss;
- **Lighting** – working in an area that has dim / flickering lights could trigger an underlying medical condition;
- **Inadequate ventilation / heating / cooling systems** – unpleasant fumes e.g. painting fumes or working in an uncomfortable working environment may cause stress;
- **Poor housekeeping** – incorrect waste disposal could create fire hazards.

## Who is at risk

The lead officer reviewing / creating the risk assessment identifies those at risk including those not based in the workplace e.g. visitors, contractors, maintenance employees and members of the public. Specific recognition of potential risks to those who are trainees, young people (under eighteen years of age) and those who are pregnant is given. Consideration of agency / temporary, migrant and disabled workers will also be recognised.

## Evaluating the risk

Risk is part of everyday life and the Group is not expected to eliminate all risks. However, everything 'reasonably practicable' must be done to balance the level of risk against the measures needed to control the real risk in terms of money, time or trouble. Action is not required if it would be grossly disproportionate to the level of risk identified.

The lead officer will identify hazards and decide how likely it is that harm will occur. To assist, the lead officer will consider:

- Manufacturers' instructions or data sheets for chemicals and equipment to put the risk into perspective;
- Accident and ill-health records to identify less obvious hazards;
- Non-routine operations;
- Long-term hazards to health e.g. high levels of noise or exposure to harmful substances.

Control measures currently in place will be detailed and the remaining risk evaluated.

The following will then be considered:

- Can the risk be removed completely?
- If not, what further control measures can be put in place to control the risks so that harm is unlikely?

Legislative requirements exist for the Group to reduce all risks to a level that is as low as is reasonable practicable.

## Risk assessment template & risk rating table

A risk assessment template is used to record identified risks for each area of operation that requires assessment – there is no requirement for the Group to anticipate unforeseeable risks. The risk assessment template and risk rating table can be found at Appendix 1.

## Additional control measures

Control measures are the actions taken or systems put in place to reduce risks.

Whether the task can proceed or not depends upon the level of residual risk remaining once the existing control measures have been considered. Priority is given to those risks which affect the largest numbers / or could result in serious harm. To eliminate the risk, or reduce it to low, it may be necessary to apply additional controls using the following hierarchy:

- **Elimination** – prevent exposure by discontinuing the activity altogether which completely removes the risk;
- **Substitution** – try another option, e.g. replacement of a chemical with one less harmful;
- **Use of barriers** – enclose, separate or prevent access to the hazard e.g. by guarding, isolation or segregation;
- **Use of procedures** – limit exposure time by introducing job rotation or alternative safe systems;
- **Use of warning systems** – signs, instructions, audible or visual alarms;
- **Use of personal protective equipment** – use only as the last line of defence after all other control systems have been exhausted.

At all times specific statutory requirements such as the use of machinery guards will be adhered to. In addition training and compliance with good industry practice will be considered.

### Review risk assessments

Assessments are reviewed annually, after any workplace change, and on the introduction of new machinery or work activities.

Findings from the completed assessments show:

- A proper check was made and hazards identified;
- Consideration was given to who might or could be affected or harmed;
- Obvious significant hazards were dealt with, taking into account the severity and likelihood, by ensuring control measures are applied;
- All persons concerned are aware of the risks and the applied control measures; and
- Any remaining risks are low.

Specific risk assessment requirements arising from Regulations are noted below. These are in addition to the requirements placed on the Group by the Health and Safety at Work Regulations. However, additional risk assessments are not normally required where all the significant risks from each piece of Regulation have been dealt with and the assessments regularly reviewed.

- The Control of Substances Hazardous to Health Regulations (COSHH) 2002
- The Noise at Work Regulations 2005
- The Fire (Scotland) Act 2005
- Work at Height Regulations 2005
- Manual Handling Operations Regulations 1992
- First Aid Regulations 1981
- Provision and Use of Work Equipment Regulations (PUWER) 1998
- Workplace (Health, Safety and Welfare) Regulations 1992
- Personal Protective Equipment Regulations 1992
- Display Screen Equipment Regulations 1992
- Control of Asbestos at Work Regulations 2012
- Confined Spaces Regulations 1997
- Control of Vibrations at Work Regulations 2005

## 7. Welfare

The Workplace (Health, Safety and Welfare) Regulations 1992 replaced 35 pieces of legislation including part of the Factories Act 1961, and parts of the Offices, Shops and Railway Premises Act 1963.

The Langstane Group has a duty to ensure that any workplace under its control complies with the Regulations. This is achieved by ensuring that monthly inspections are carried out to establish that welfare arrangements are adequate. Any issues that cannot be immediately resolved are reported to the Health and Safety Group for discussion and where required, assigned to the appropriate person with an agreed timescale for completion. Any outstanding action is documented and reviewed at the next meeting.

The following detail the main requirements of the Workplace Regulations and are taken into account when completing monthly inspections:

- Adequate maintenance of the workplace, systems, equipment, etc. (e.g. kept in a clean state and in good working order);
- All indoor workplaces sufficiently ventilated by a source of fresh or purified air. Ventilation systems in high risk areas must be fitted with a failure warning alarm, where necessary for health and safety;
- Reasonable temperatures to be maintained in all indoor work places (normally 16°C minimum or 13°C where work involves strenuous physical effort – note there is no legal maximum temperature). All heaters or cooling systems supplied will not produce noxious fumes. Thermometers will be placed in appropriate locations;
- Adequate lighting will be provided. Where practical this will be natural light. Emergency lighting will be provided to ensure health and safety in the event of an emergency e.g. where lighting failure creates a particular risk of danger such as on emergency exit stairwells;
- Workplaces, and all contents, will be kept clean. Where required, it must be possible to clean the floors, ceilings and walls. Rubbish will not accumulate;
- All work rooms will have sufficient space to ensure health and safety – 11 cubic metres per person is considered suitable taking into account fixtures and fittings;
- All workstations to be suitable for their purpose. If the majority of the task can be completed whilst sitting, suitable chairs or other seating will be provided. Outdoor workstations must allow fast, emergency evacuation or rescue, prevent the risk of slipping or tripping, and protect the employee against adverse weather conditions;
- Floors and other surfaces used as a traffic route will be made of a suitable material and kept clear of slip and trip hazards. There will be adequate drainage;
- Measures are taken to prevent people falling from heights or being hit by falling objects. Where practical, measures will not rely on the provision of personal protective equipment or information, instruction and training. Where these risks exist, warning signs will be displayed;
- Clear panels in doors and gates, etc. will be made of safety glass or another safety material and will be marked so that people can tell there is a barrier;
- Windows and skylights that can be opened will be able to be opened, closed, etc. safely. Open windows will not create a risk to safety and it will be possible to clean such windows and skylights safely;
- Workplaces will be arranged to ensure that vehicles and people can move around safely. Traffic routes will be in a suitable location and fit for purpose, have adequate signage, and where appropriate, segregation where people and vehicles share the route;

- Suitable sanitary conveniences and washing facilities are provided. They are well ventilated, cleaned and maintained. There are separate facilities for men and women except where the room is lockable;
- Drinking water is supplied at easy to access locations. The water is wholesome and appropriate signage used to highlight that it is drinking water;
- There is suitable storage for work clothes and personal clothes at a location that provides security for personal clothes, and separate work clothes where necessary for health and safety e.g. where work clothes are contaminated. Where there is a requirement to change into work clothes, adequate changing facilities will be provided that allows for men and women to change separately;
- Suitable rest facilities in an easily accessible location, is provided. Smoking is prevented within the workplace. Pregnant and breastfeeding workers will be provided with suitable rest facilities; and
- Suitable eating facilities will be provided in rest areas to avoid contamination. There are suitable facilities provided to consume food.

## 8. Equipment inspection, maintenance and testing

The Provision and Use of Work Equipment Regulations 1998 (PUWER) stipulates that all work equipment must be safe to use, operators trained in its use and such equipment must be adequately maintained and inspected. PUWER defines work equipment as including 'any machinery, appliances, apparatus, tools or installation for use at work'.

The Electricity at Work Regulations 1989 applies to the Langstane Group's workplace. The Group ensures it fulfils all obligations under these Regulations.

A schedule for testing appliances, depending on the type of equipment, frequency of use, conditions of use and other factors affecting wear and tear is located in the equipment register. Where necessary, specialist electrical assistance is obtained externally.

To minimise the risk of injury from work equipment, risk assessments are in place which contain appropriate control measures to minimise the risks identified.

A register of all equipment that requires to be maintained is held. Alongside registers, details of all inspections, maintenance and tests are held and appropriate certificates and records retained.

Three types of checks are undertaken:

### User checks

Individual employees carry out a general visual inspection prior to using any piece of equipment. This includes but is not limited to checking that:

- Plugs, leads and equipment casings are fit for purpose and in sound condition;
- The equipment is free from defect;
- Equipment guards are in place and in correct working order;
- Equipment is used only for operations for which it is suitable and intended; and
- Control mechanisms and warning devices are in efficient working order.

## Visual inspections

Line managers carry out and record regular inspections. The inspections include checking that:

- There is no obvious mechanical or environmental damage to equipment;
- Sockets are not being overloaded; and
- Protective mechanisms are in suitable working order.

## Formal examination and testing

Fully trained inspectors examine specific equipment and test as required. Equipment that is subject to examination and testing includes:

Equipment	Frequency of checks
Portable electrical equipment	Refer to individual equipment registers
Fixed electrical systems	5 yearly
Gas systems	Annually
Pressure systems (boilers, air receivers, etc.)	Annually
Fire fighting equipment, fire safety systems	Annually
Emergency lighting	Monthly and Annually
Company vehicles (vans and cars)	Annually
Lifts	6 monthly inspection and quarterly service

## New and replacement equipment

Assessments of all new, second hand or leased equipment are carried out prior to use to ensure they are suitable. The assessment includes:

- CE<sup>2</sup> marking is present and suitable;
- The equipment is installed by a competent person;
- Adequate instructions for safe use have been received from the supplier and training conducted as necessary;
- All dangerous parts are adequately guarded and all guards are properly secured, effective and functioning;
- All new and second hand plant and equipment is entered onto the equipment register along with maintenance / inspection requirements;

- 
- <sup>2</sup> CE = shows that the manufacturer has checked that these products meet EU safety, health or environmental requirements; is an indicator of a product's compliance with EU legislation; and allows the free movement of products within the European market



- The equipment has suitable and readily comprehensible signs and warnings where required;
- The equipment has suitable and effective controls where required; and
- There is an identifiable means of isolation where appropriate.

## 9. Manual handling

The Manual Handling Operations Regulations 1992 apply to all of the Langstane Group's work activities. Poor manual handling can result in injuries such as strains, sprains, cuts or crush type injuries. To reduce the risk of injury, manual handling operations are assessed for all activities and for any loads other than those which are clearly not significant.

In consideration of their needs, additional measures are taken to secure the safety of trainees, young employees (under eighteen years old) and pregnant or nursing mothers. This includes reassessing and modifying manual handling risk assessments where necessary.

Manual handling activities are assessed through a risk assessment. Where manual handling operations are identified as having a significant risk, the controls and results of the assessment are recorded.

When assessing manual handling activities, the following categories are considered:

### Task

- What is being moved, from where and to where;
- Any excessive lifting, lowering and travelling distances required;
- Frequent or prolonged exposure to lifting activities; and
- The time allocated to recovery periods between manual handling activities.

### Individual

- General fitness, build and strength of the individual;
- Existing health concerns (e.g. expectant mothers, previous back problems) and;
- Lifting only what individuals are capable of lifting.

### Load

- The weight of the object(s);
- Size and stability of the load; and
- Position of centre of gravity if it is not central.

### Work environment

- Space constraints which could prevent good posture;
- Uneven, slippery or unstable floors;
- Steps, stairs, ramps and trip hazards, and
- Environmental issues of temperature, wind conditions and lighting.

Non-routine manual handling activities and any identified as having a significant risk, have a task specific assessment carried out by a manager or senior manager in conjunction with the appropriate employees. The results of the assessment and any control measures that are to be taken to reduce any risks are advised to the employee(s).

Training in lifting techniques significantly reduces the risk of injury. The Langstane Group provides training to all employees involved in any lifting operations identified as having a significant risk.

### **Lifting techniques**

The key factors in safe lifting are:

- Maintain balance;
- Keep back straight;
- Keep load close to body;
- Get a good grip; and
- Make smooth, steady movements.

### **Control measures**

In order to reduce manual handling injuries the following controls are applied to assessments:

- Where appropriate to do so, loads are split into smaller loads to reduce the likelihood of injury;
- Where lifting is carried out by more than one employee, a leader is nominated to coordinate the effort;
- Mechanical assistance (e.g. trolleys, hoists, pallet trucks) will be provided wherever reasonably practical for lifting heavy or awkward shaped materials, equipment or loads;
- Gloves and safety footwear is provided where it is identified as necessary (by the risk assessment);
- The distance loads are carried is reduced to the minimum. This includes the unpacking and separation of loads if necessary;
- Wherever reasonably practical, manual handling tasks are automated or mechanised;
- Employees who engage in significant manual handling operations are trained in the correct techniques. This includes team lifting and kinetic handling, and any additional techniques required for special loads; and
- Employees who are not employed for manual handling operations are not allowed to carry them out without undertaking suitable and sufficient training in advance.

## **10. Control of third parties**

The Health and Safety at Work etc. Act 1974, and the Management of Health and Safety at Work Regulations 1999, impose duties to safeguard the health and safety of those who are not in the Langstane Group's employment but who may be affected by the Group's business activities.

The term third parties encompass anyone who is not an employee and includes tenants, visitors, contractors, customers, members of the public and, in particular, children.

### **Contractors and sub contractors**

The Langstane Group employs competent contractors using the Group's 'approved contractor' process. Contractors are required to provide specific quality, competency,

and health and safety information. Contractors sign a Contractor Code of Conduct before being authorised to work on behalf of the Group.

No contractor is instructed to carry out work for the Group prior to being 'approved' via the approved contractor process and providing adequate documentation (e.g. risk assessments, method statements, up-to-date insurance).

Approved contractor files are held centrally and accessible to all employees.

One of the Group's main duties under the above legislation is to ensure adequate information and co-operation exists between the Group, its contractors and any neighbour who may be affected by any work being carried out.

Contractors are advised that authorisation must be given prior to any work starting so that all relevant information is provided, work requirements clarified, site safety rules explained and tenants given advance notice of the works if required.

## **Visitors**

The Langstane Group takes reasonable care of the safety of any visitors to its sites / offices and where possible visitors are accompanied by a Group representative who is responsible for ensuring their safe evacuation in the event of a fire or other emergency. Visitor rules are displayed in reception areas and any visitor(s) left on their own are made aware of site / office rules, emergency provisions and escape routes.

Where the Group is aware of any dangers on its premises that trespassers may encounter, these are suitably controlled and warning notices erected.

The Group's office premises are securely locked and alarmed outwith normal working hours.

## **11. Display screen equipment**

The Health and Safety (Display Screen Equipment) Regulations 1992 apply to all work with display screen equipment (DSE). The term display screen equipment not only incorporates the visual display unit (VDU) but the workstation e.g. desk, work surface, chair, input device, software, telephone, printer and document holder. In addition to the VDU, ergonomic factors are considered such as lighting and layout.

Hazards experienced by display screen users are often as a result of postural and visual fatigue. Postural difficulties usually take the form of back and neck ache, sprains and strains of areas such as fingers, hands, wrists, elbows and shoulders. Visual fatigue can result in poor eyesight, headaches or migraines. All of these types of fatigue may be due to poor ergonomics and working arrangements. Other hazards in the workplace can include those such as tripping over cables or carpets, lifting injuries picking up boxes of paper, etc.

Office based and home working employees are assisted to perform self-analysis of their workstations annually. This assesses any associated risks and applies appropriate control measures. DSE assessments are revisited when there is a significant change to the employee or their work situation.

Workstation DSE assessment forms are completed by individual employees and collated by the People and Culture Manager. Completed assessments are analysed to assess the extent of control required and determine whether or not the employee is deemed to be a significant user.

### **DSE 'users'**

A 'user' is defined as anyone who:

- Depends on the use of DSE to complete their daily work tasks;
- Normally uses DSE for continuous periods of at least an hour or more at a time; and
- Uses DSE in this manner more or less daily.

DSE 'users' are entitled to free eyesight tests and where corrective appliances are found to be necessary for VDU use, the Group provides reasonable payment up to a fixed amount to provide basic corrective appliances.

Eyesight tests and basic corrective appliances are funded only where these are pre-authorised.

The assessment needs and payment responsibilities for temporary employees or those on work experience are determined on a case by case basis.

### **Working Locations**

The Health and Safety (Display Screen Equipment) Regulations 1992 apply not only to employees who work in the Group's offices but also employees who have their home as their main working base, or who split their working time between the office and their home (hybrid working). Where employees work at a number of locations, DSE assessments will be carried out for each location.

### **Work patterns**

Tasks are designed in such a way that spells of concentrated viewing on VDU screens are spaced throughout a working day. Short regular breaks are encouraged from continuous screen or keyboard use e.g. filing, answering phones.

## **12. Control of substances hazardous to health (COSHH)**

The Control of Substances Hazardous to Health Regulations 2002 (COSHH) covers the use of, and exposure to, substances (chemicals and preparations) in the workplace. The Regulations set out the framework for which the Langstane Group must assess, prevent or reduce exposure to any substances which present a risk to health and maintain the systems that have been set up to do this.

Hazardous substances exist in several forms e.g. gas, liquid, vapour or solid. Their effect may be immediate such as a caustic liquid causing burning to skin, or delayed such as exposure to detergents causing dermatitis.

### **Definition of a 'substance that is hazardous to health'**

This term includes any material, mixture or compound which is harmful to people's health in the form in which it occurs in the work category. Categories are:

- Substances labelled as dangerous (toxic, health hazard, harmful / irritant, corrosive, explosive, highly flammable, oxidising, compressed gas and harmful to the environment) under statutory provisions;
- Substances assigned a WEL (workplace exposure limit);
- Harmful micro-organisms;
- Substantial quantities of dust;
- Any substance creating a comparable hazard.

For all hazardous substances, the Group will in advance of purchase:

- Gather information about the substances and how they are used;
- Evaluate the health risks;
- Determine what control measures are required;
- Record any findings if not self-evident;
- Ensure suitable storage facilities are in place.

Thereafter, the Group will:

- Inform, instruct and train workers about the risks and control measures required;
- Implement and monitor the use of the control measures; and
- Where necessary monitor exposure of employees and undertake appropriate health surveillance.

The delivery of hazardous substances is only accepted if accompanied by current and appropriate hazard data sheets and the substance is in suitably marked containers.

It is the Group's policy to use substances that cause the least danger / harm to individuals and to the environment.

Where assessments identify significant hazards, the hierarchy of control that the Group will follow is:

- **Elimination** - wherever possible, exposure to hazardous substances should be controlled by eliminating them from the work activity. If the substance is not present, it cannot present a risk to employees' health.
- **Substitution** - if it is possible to replace a hazardous chemical(s) with non-hazardous or less hazardous ones this should be undertaken e.g. using water based paints instead of solvent based paints.
- **Enclosure** - a way of controlling exposure to hazardous substances is to enclose it. An example of this would be the chemicals used in laser printers which are enclosed in a plastic cartridge. When used properly, enclosure will prevent exposure from occurring.
- **Engineering** - engineering controls may be needed to prevent or reduce exposure to hazardous substances. An example of an engineering control is local exhaust ventilation (LEV) for processes such as welding. LEV extracts contaminated air away from the work areas before a worker inhales it.

A database of all hazardous substances used will be held centrally. This will include an inventory, safety data sheets, and individual assessments.

Managers are responsible for ensuring the hazardous substances under their control have been assessed and that the assessment results are passed to the relevant person(s). Where required, managers will update the central data base of any changes.

A copy of the cleaners assessment guide will be displayed in the cleaning material storage cupboard.

### **Safe systems of work**

General safe systems of work are essential to control hazardous substances. This involves setting rules and procedures which must be followed by all and includes:

- Banning eating, drinking or smoking in areas where hazardous substances are used;
- Procedures for cleaning spillages of hazardous substances quickly and safely;
- Reducing the amount of hazardous substances used or stored in the workplace;
- Allowing only designated people who are suitably trained to handle hazardous substances; and
- Marking areas where hazardous substances are used or stored and restricting access to these areas.
- Ensuring there are appropriate disposal facilities for COSHH products and packaging

Those employees involved in the management of/ assessment of/ movement or storage of/ use of / disposal of hazardous substances are trained and instructed in all relevant aspects of COSHH such as how to use control measures, what signs to look for in any form of self-examination health surveillance is needed, and are aware of the first aid or emergency arrangements needed for the products in use.

Employees always read the instructions and look at the levels marked on containers; and only use, store, transport and dispose of waste substances in accordance with those instructions and with their training.

All instructions are accessible.

### **Personal protective equipment**

Exposure to hazardous substances, where possible, is prevented or controlled using measures other than personal protective equipment (PPE). PPE is used as a last resort as it only protects the wearer which means that others within the area who are not wearing PPE may be exposed. In addition, PPE is the final line of protection and should the PPE fail, exposure to the substance will result.

PPE, where appropriate and necessary for the task, is issued along with instructions on when and how it should be used. Records of PPE are kept centrally and individual employees are responsible for requesting replacement items when required.

## 13. Training

Legislation does not specify the level of training that must be provided but stipulates that, in general, employees must be competent to perform their tasks and able to carry out their work safely without posing a risk to themselves or any others who could be affected by their work activities. The Group ensures that training needs are assessed and the necessary training provided.

To continue to work safely, training requirements are revised and updated to take account of experience, changes in technology and changes to best practice guidance.

The tasks undertaken by an employee dictate any specific training requirements. The Group ensures that employees are generally competent to work safely. Only competent, adequately trained employees may undertake certain types of work associated with specific legal provisions e.g. working at height.

### Induction

An induction process is provided for all new employees. An induction checklist and information sheet is used to aid this process and when complete, the checklist is signed and dated by the employee before being held in the employee's personnel file.

An employee's training requirements are determined by their role. Required training is provided as soon as possible once employment starts and a schedule kept of this and any refresher training provided.

### On-going training

Specific health and safety training requirements are identified when:

- The risks associated from relevant Regulations (see page 18) are analysed;
- An appraisal is carried out;
- The findings of risk assessments are known;
- New substances are introduced;
- There is a change in operations and / or processes;
- An employee is promoted to other duties.

Training records are held centrally and updated as and when required.

### Employee responsibility

All employees have a legal responsibility to co-operate with proposed training so that the Groups' objectives are met. Employees will attend training courses when requested and must put into practice any new instruction or guidelines provided. Employees will follow any revised working procedures once they have been given the appropriate information, instruction and training.

## 14. First aid

The Health and Safety (First-Aid) Regulations 1981 require that companies make adequate provision for first aid in respect of all employees.

The Langstane Group recognises its legal duty to make sufficient provision for first aid to employees. The risks to employees are assessed and any necessary provisions to deal with risks determined. First aid provisions are assessed annually or where there is a relevant change in the workforce or the hazards to which employees are exposed.

The Group has determined the requirements for qualified first-aiders or nominated appointed persons available at each site to co-ordinate any required response to injury or illness and to take charge of first aid arrangements. Included in these arrangements is the provision, where practical, for cover should the nominated individuals not be available.

The names of first-aiders, appointed persons and the location of first aid kits suitably equipped to meet the hazards within the Group's activities are explained on induction.

First aiders are identified on notices displayed throughout offices as is the location of the Group's defibrillators.

Travelling first aid kits are provided in the Group's vehicles for employees working away from base. Any contractors working on the Group's premises ensure they have adequate provision for first aid or if their work involves no specific or significant risks, they can use the Group's facilities on agreement.

The Group will ensure that office first aid kits are BS 8599 compliant and can be accessed quickly and easily. First aid kits will be regularly checked and replenished. Tablets and medicines are not kept in first aid kits.

Eye wash kits are located outside employee toilets on each floor.

Plasters are located in each kitchen area.

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## 15. Infection Control

The Covid 19 pandemic has introduced the need for effective infection control for offices and whilst employees are working outwith the office, for instance in tenant's homes. The Group will ensure appropriate measures are in place that comply with Scottish Government guidance and are reviewed when guidance is updated. Measures will include:

- Risk assessments in place for using office spaces and carrying out tasks such as visiting tenants, inspecting schemes and carrying out repair work in homes
- Ensuring office spaces are safe spaces to work in which will include reviewing of cleaning procedures, provision of hand sanitiser and appropriate PPE, clear safety signage displayed throughout the offices, reducing employee capacity in open plan spaces and meeting rooms, controlling visitors to the office
- Reverting to home working as and when the Scottish Government requires it
- Employees will be regularly briefed on infection control procedures to ensure they are aware of any changes.

## 16. Young people

The Management of Health and Safety at Work Regulations 1999 require employers to carry out an assessment of risk for young people at work. If certain risks are identified, young people must not be involved in that work activity.



A young person is defined under health and safety legislation as someone who has reached the legal school leaving age (usually 16 years old) but is not yet 18 years old.

A young person's working time shall not exceed eight hours a day or 40 hours a week (whether working for one or more employers). The maximum 8-hour day / 40-hour week does not apply where the work is necessary to maintain continuity of (or respond to a surge in) service or production, where the additional hours do not interfere with training and where there is no adult worker available to perform the work.

Young people are not permitted to work between 10pm and 6am (the default position) or, if the contract of employment provides, between 11pm and 7am unless they work in particular sectors (agriculture, retail trading, a hotel, a bakery, catering activities other than a restaurant or bar, or postal / newspaper deliveries), when prohibited hours of work are between 12 midnight and 4am.

Suitable and sufficient risk assessments for any work involving young people (16 to 18 year olds) are undertaken prior to employment and the results communicated to the young person when they start their employment. If the young worker is below the minimum school leaving age then written information regarding the risk assessment and the control measures taken, are supplied to the young person's parents or guardians directly or via an organisation such as a school e.g. where work experience is being provided.

Existing risk assessments for work involving young people are modified with the following considerations relating to their:

- Physical and psychological capacity to carry out the work effectively;
- Potential exposure to toxic or harmful substances or agents;
- Inexperience in the recognition of potentially hazardous situations, or lack of training;
- Potential exposure to extremes of heat or cold, noise or vibration.

Young people may require a higher level of supervision than adult employees and may be new to the experience of working, unfamiliar with procedures, unsure of what is expected of them and may act less responsibly. They may be curious and unaware of or unconcerned by the dangers of the workplace. Supervisors of young people closely monitor them, especially during the first weeks of employment. Supervisors ensure that the young person understands how to carry out their work safely and that they are adequately disciplined if they do not follow set down procedures.

## 17. Offsite workers

The Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, and the Workplace (Health, Safety and Welfare) Regulations 1992 apply to all employees who visit other premises in the course of their work.

Some of the work carried out can be in places that are not under the direct control of the Group. Therefore adequate measures are taken to ensure all employees are properly prepared and instructed for all activities that are undertaken.

Whilst on the premises of others, sufficient induction must be given relevant to the work undertaken. This will include the emergency procedures for the site, the hazards of the business and the controls necessary for those risks e.g. participation in permit to work systems.

All employees of the Group adhere to arrangements for fire, security and liaison, such as observing no smoking areas and reporting where necessary to an identified person before starting or leaving work or moving to a different area.

No employee is expected to work on a location not under control of the Group without first being fully advised of the hazards they may face and how to deal with them. Employees are required to liaise with a previously identified and agreed contact which will preferably be at management level for the first visit.

## **18. Lone working**

The Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, and the Workplace (Health, Safety and Welfare) Regulations 1992, places obligations on the Langstane Group to consider the risks to employees who undertake lone working.

Lone workers are those who work by themselves without close or direct supervision, for example:

- A person alone in a satellite office;
- A person working alone outside normal working hours, for instance cleaners or security employees;
- Mobile workers who work away from their fixed base such as construction employees;
- Employees who make visits on their own to domestic or commercial properties.

Risk assessments are carried out for all lone working situations. Employees who regularly work alone or who work in more challenging situations are appropriately trained before being asked to undertake such work.

An agreed lone working procedure is in place at all times. Where a communication device, linked to a remote monitoring centre, is issued to an employee this is used at all times when lone working.

If any employee feels threatened or they experience challenging behaviour whilst working alone, they can contact the emergency services / remote centre for immediate assistance. However, at all times the health and safety of the employee is of primary concern and they are required to remove themselves from the situation as soon as possible.

## **19. Site safety**

All construction / building works carried out by the Group are the responsibility of the Director of Property. This includes new build projects, refurbishment works, planned and cyclical maintenance, void works, responsive repairs, insurance works, and adaptations.

Communal gardening and cleaning works carried out by the Group are the responsibility of the Director of Housing.

For the period of such works, the relevant Director is responsible for ensuring the Group's duties as client or contractor under CDM Regulations 2015 and Health & Safety at Work etc Act 1974 are discharged.

Risk assessments are in place for employees visiting construction sites. In particular these ensure that:

- The employee makes themselves known to the site supervisor on arrival and undergoes any site induction and training as required;
- Appropriate personal protective equipment is provided and worn on site at all times;
- Lone working procedures and devices are used appropriately at all times;
- No unattended sites or premises are entered unless assessed as safe to do so.

Employees who regularly visit construction sites receive appropriate training.

## **20. Expectant mothers**

The Management of Health and Safety at Work Regulations 1999 and the Maternity and Parental Leave Regulations 1999 apply to any of the Group's employees who are pregnant, breast feeding or who have given birth within the last six months. The Workplace (Health, Safety and Welfare) Regulations 1992 require that rest facilities are provided for new or expectant mothers.

The Langstane Group recognises the requirements of pregnant and nursing mothers, and additional risk assessments are made when an employee notifies that they are pregnant. Any identified additional controls are applied for the duration of the pregnancy and for six months after the birth.

The Group's display screen equipment workstations are assessed and controlled and there is no additional risk to pregnant women or nursing mothers.

Risks to pregnant women and nursing mothers are minimised as far as is reasonably practical by completion of a risk assessment. The risks may include:

- Extended working hours;
- Strenuous manual handling;
- Sitting / standing for extended periods;
- Working in extremes of temperature or cold stores;
- Working in areas or on surfaces with a higher risk of slips, trips or falls;
- Activities which prevent the employee leaving the work area for a rest or to use toilet facilities;
- Any situation where a medical practitioner of a pregnant woman or nursing mother states that her normal work could affect her health and safety.

As required by law, where additional risks to pregnant women and nursing mothers cannot reasonably be reduced, alternative work is found (with no loss of terms or conditions), or authorised paid leave provided if alternative work is not available.

## 21. Accident reporting, recording and investigation

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) requires that accidents, diseases and dangerous occurrences which result from work, are reported. Employers must record all accidents, however minor the injuries are, in an accident book B1 510 or similar.

Employees are obliged to report any accidents they have at work to the Langstane Group immediately and if necessary any treatment obtained from a first aider. If the injury is of a serious nature, or if there is any doubt, it is recommended that the injured person is sent to the nearest hospital for appropriate treatment.

Where an employee has an accident whilst visiting another company's premises / site, they will inform the controller of that premises where possible and also follow the Langstane Group's normal reporting procedure.

An accident book conforming to data protection requirements is held at the Aberdeen and Elgin Office. All accidents, incidents and near misses are recorded in the accident book as soon as possible and completed forms passed to the People & Culture Manager immediately.

Where an injured person is unable to complete the accident book themselves, the entry is made by his / her representative. In addition to this, all accidents / incidents are reported to the employee's line manager who will, if necessary, carry out a full investigation into the incident to prevent a recurrence.

Significant incidents are reported to the service Director and the Chief Executive who will notify the Scottish Housing Regulator if required and instruct that the People & Culture Manager makes the necessary report to the enforcing authorities, and the Director of Finance and Corporate Services notifies the Group's liability insurers as necessary. Advice is obtained from the Group's Health and Safety Advisors where required.

The same procedure is followed where a visitor to the Group's premises has an accident. The employee with responsibility for the visitor will report the incident to the People & Culture Manager who will record the incident in the accident book.

Where the visitor is a contractor's employee who is working on the premises, the contractor is contacted as soon as practical by the 'employing' service manager.

In addition to accidents, employees are encouraged to report near misses to assist with identifying hazards which may otherwise be overlooked.

### Reportable accidents

In each of the following cases the enforcing authority will be notified as soon as possible by reporting the incident online at [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor)

Fatal and specified injuries only can be reported by telephone on 0845 300 9923

## Reportable incidents are detailed:

- Major reportable injury** - where a person dies or suffers serious injuries as specified in RIDDOR e.g. a fracture of a limb, loss of consciousness or acute illness.
- Seven day injury** - where a person is incapacitated for more than seven consecutive days (excluding the day of the accident but including any days which would not have been working days).
- Reportable diseases** - these include poisoning, skin diseases such as dermatitis, occupational cancers, carpal tunnel syndrome, vibration white finger<sup>3</sup>, hepatitis, and lung diseases such as occupational asthma.
- Dangerous occurrences** - these are specified 'near-miss' occurrences which have the potential to cause harm, such as structural collapse, failure of a pressure system or any significant explosions

The People & Culture Manager will ensure that there is robust RIDDOR record-keeping and in particular that the following are recorded:

- Any accident, occupational disease or dangerous occurrence that is reportable under RIDDOR
- Any other occupational accident causing injuries that result in a worker being away from work or incapacitated for more than three consecutive days (not counting the day of the accident but including any weekends or other rest days). These do not have to be reported unless the incapacitation period exceeds seven days.

## 22. Fire safety

The Fire (Scotland) Act 2005 requires all owners and occupiers of commercial premises to assess fire hazards in their workplace and apply appropriate controls to eliminate or adequately control those risks.

Adequate fire safety arrangements and precautions are in place. The Group has in place a fire risk assessment which will be reviewed annually or when any significant changes occur.

The assessment confirms:

- Fire fighting equipment is provided and maintained on an annual basis;
- Emergency lighting is maintained on a monthly and annual basis;
- Alarm tests are carried out weekly; and
- Fire drills are carried out six monthly with records held on file.

Nominated fire wardens are employed on each floor of the Aberdeen office and one in the Elgin office. Fire wardens are responsible for ensuring that all personnel, including

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<sup>3</sup> Vibration white finger is a term used to describe a condition that is caused by excessive use of vibration tools

visitors, have exited the building safely and made their way to designated assembly points.

On hearing the fire alarm, personnel follow the evacuation instructions as displayed on fire evacuation notices throughout the buildings, keeping the following points in mind:

- Do not run;
- Do not stop to collect personal effects;
- Do not wander away from assembly points;
- Do not attempt to move vehicles.

Employee inductions cover the evacuation arrangements and regular fire drills ensure employees have a continued awareness. Employees working or visiting other premises ensure they are familiar with required actions in the event of a fire or emergency evacuation for that site.

### Fire extinguisher colour codes

Fire extinguishers are now all red in colour with a 5% band of colour to signify the content. There are several types of fire extinguishers available, see contents and uses below:

5 % colour code band	Red	Cream	Blue	Black
Contents suitable for	Water	Foam	Powder	CO <sup>2</sup>
Class A – wood paper, etc.	Yes	Yes	Yes	Yes
Class B – oil, grease, petrol and diesel	No	Yes	Yes	Yes
Class C – flammable gasses	For cooling	Shut off the supply		
Electrical	No	No	Yes	Yes

### Computer room

The computer equipment room contains a fire suppression system which contains a clean agent (1,1,1,2,3,3,3 Heptafluoropropane (HFC-227ea)). The gas contained in this system is hazardous to health and, should the fire suppression system be activated, the computer equipment room will immediately be evacuated and the door to the room closed. Thereafter professional assistance will be summoned.

Employees will not re-enter the room until the atmosphere in the room has been tested, by an external professional organisation, to make sure the levels are safe.



A Sigma XT control panel sits outside the IT computer room and lights flash to show any identified faults. This control panel monitors the environment within the room.

If a fault occurs that triggers the fire suppression system, a persistent alarm sounds.

The system is always set to 'Auto & Manual' never 'Manual' to ensure employee safety.

## 23. Employee consultation and communication

The Health and Safety (Consultation with Employees) Regulations 1996 covers the duty of employers to consult employees in good time on matters which could affect their health and safety and specifically:

- Measures introduced which may affect their health and safety, including the introduction of new technology;
- Arrangements for appointing competent persons to assist with health and safety;
- Information which should be passed to employees as required by various legislation (such as hazards and controls as identified by risk assessments).

The Group holds quarterly meetings of the Employee Safety Forum, where operational health and safety issues are discussed, and the Health and Safety Management Group where the management of health and safety across all areas of the Group's business is discussed. The remit of both groups is set out in more detail in Section 5.

Meetings of both groups are minuted and, where necessary, actions recorded. A summarised account of both groups is then distributed to all employees and a report provided to the Board of Management.

The Employee Safety Forum is specifically intended to create a consultation forum for employee representatives to raise and discuss safety concerns on behalf of their colleagues and identify and implement solutions or escalate more complex issues to the Health and Safety Management Group.

Employees are also encouraged to raise issues or queries relating to their health and safety with their line manager who ensures appropriate action is taken or relayed to the Health and Safety Management Group for consideration.

### Information for employees

Designated health and safety areas are available on all notice boards. This ensures that all relevant information is readily accessible and visible. These notices are maintained and kept current by the People & Culture Manager and contain:

- A signed and dated health and safety policy statement;
- A completed health and safety law poster;
- Fire evacuation notices;

- First aid requirements;
- Copies of liability insurance certificates;
- General health and safety direction and advice including significant findings of risk assessments.

Where notice boards are not available, information is provided to employees using individual hand-outs, leaflets or booklets or made available electronically.

## 24. Monitor, audit, inspect and review

The Health and Safety at Work, etc. Act 1974 requires safety systems to be reviewed 'as often as is appropriate' and when there are 'significant changes in the organisation or arrangements', but at least annually.

Monitoring is the only way the Langstane Group can establish whether or not its Policy achieves the desired (or indeed any) results, and is the basis for proof, improvement and a factor in job satisfaction.

Monitoring is carried out on both an active and reactive basis.

**Active monitoring** is designed to provide information about the Group's health and safety performance before an accident, ill-health or incident occurs. This is achieved through safety audits, inspections and the use of health and safety key performance indicators.

The effectiveness of the Group's in-house safety management system involves collecting and collating information to create plans for the correction of any shortcomings and analysing data and trends to identify and resolve potential issues before they arise.

The Group's safety advisors regularly audit the safety management system and written reports with recommendations for improvement are generated. The audit is evidence-based to ensure safety is properly handled.

Inspections are used to verify existing situations and although they are snapshots, build up to provide a valuable picture of progress or change. Managers and line managers carry out regular inspections to ensure safe working practices are followed. These are recorded.

**Reactive monitoring** provides information regarding performance after an accident, incident or ill-health has been reported. Accident and investigation reports are used to identify accident trends and their underlying causes to prevent recurrences.

The findings from all monitoring activities are used as a basis for reviewing and updating the policy to keep it current and to amend, where required, the Group's safe systems of work.

## 25. Tenant and Resident Safety Requirements

The Group recognises the growing importance of ensuring its practices in relation to the management and maintenance of its residential properties and estates, satisfactorily meets legislative, regulatory and best practice in meeting tenant and resident safety requirements and has a suite of specific tenant safety policies and procedures.



## 26. Notifiable Events and significant performance failures

Employees responsible for work that falls under the scope of this policy must be aware of the Scottish Housing Regulator's (SHR) Notifiable Events guidance which requires housing providers to notify the Regulator of events that might occur in relation to a breach of this policy such as:

- Any incident involving the Health & Safety Executive or a serious threat to tenant safety; or where a regulatory or statutory authority, or insurance provider, has advised the RSL of concerns for example the Fire Brigade, etc
- Serious accidental injury to, or the death of a tenant in their home or communal areas:
  - o where there has been a service failure by the RSL; or
  - o where there has been a failure, or perceived failure, in how the RSL has assessed and managed risk; or
  - o which could potentially affect other tenants' confidence in the RSL or the RSL's reputation
- Major failure of key service delivery arrangements (for example, repairs cannot be carried out because a contractor goes into liquidation)
- Any significant natural disaster for example, fire, flood or building collapse which affects the RSL's normal business
- Serious or significant adverse media reports or social media interaction, which could potentially affect tenants' confidence in the RSL or that is damaging to the reputation of the RSL
- Default or financial difficulties of major suppliers or service providers

Significant performance failures must also be notified to the SHR. A significant performance failure is a consistent and repeated failure to provide adequate levels of service to tenants as set out in the Scottish Social Housing Charter or as agreed otherwise with tenants.

Examples include:

- Consistently not doing repairs when they should be done
- Putting tenants at risk, for example by not carrying out gas safety checks on time

Where a potential notifiable event or significant performance failure occurs, employees should immediately make their service Director aware.

These include policies and procedures on the management and maintenance of:

- Asbestos
- Water service management and legionella
- Electrical safety
- Lifts
- Fire and fire prevention
- Gas Safety

As a part of its legal responsibilities and scrutiny arrangements, Langstane will ensure that its governing body is provided with regular information, in order that it can satisfy itself and have the appropriate assurances that the Association is meeting its legal duties on tenant and resident safety. These include assurances and systems that ensure that Langstane will take prompt action to address any non-compliance.

Langstane will maintain and establish all management and maintenance business systems required to fulfil these obligations and ensure compliance with legal, regulatory and best practice requirements. This will include all appropriate policies and procedures.

## 27. Legislation

The following provides links to all the major health and safety legislation in force and referenced within this policy.

The Health and Safety at Work etc. Act 1974  
<http://www.legislation.gov.uk/ukpga/1974/37>

The Management of Health and Safety at Work Regulations 1999  
[http://www.legislation.gov.uk/uksi/1999/3242/pdfs/uksi\\_19993242\\_en.pdf](http://www.legislation.gov.uk/uksi/1999/3242/pdfs/uksi_19993242_en.pdf)

The Workplace (Health, Safety and Welfare) Regulations 1992  
<http://www.legislation.gov.uk/uksi/1992/3004/contents/made>

The Provision and Use of Work Equipment Regulations 1998 (PUWER)  
<http://www.legislation.gov.uk/uksi/1998/2306/made>

The Electricity at Work Regulations 1989  
<http://www.legislation.gov.uk/uksi/1989/635/made/data.pdf>

The Manual Handling Operations Regulations 1992  
<http://www.legislation.gov.uk/uksi/1992/2793/regulation/4/made>

The Control of Substances Hazardous to Health Regulations 2002 (COSHH)  
<http://www.legislation.gov.uk/uksi/2002/2677/regulation/7/made>

The Health and Safety (First-Aid) Regulations 1981  
<http://www.legislation.gov.uk/uksi/1981/917/made/data.pdf>

The Maternity and Parental Leave etc. Regulations 1999  
<http://www.legislation.gov.uk/uksi/1999/3312/regulation/10/made>

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

[http://www.legislation.gov.uk/uksi/2013/1471/pdfs/uksi\\_20131471\\_en.pdf](http://www.legislation.gov.uk/uksi/2013/1471/pdfs/uksi_20131471_en.pdf)

The Fire (Scotland) Act 2005

[http://www.legislation.gov.uk/asp/2005/5/pdfs/asp\\_20050005\\_en.pdf](http://www.legislation.gov.uk/asp/2005/5/pdfs/asp_20050005_en.pdf)

Work at Height Regulations 2005

<http://www.legislation.gov.uk/uksi/2005/735/contents/made>

The Health and Safety (Consultation with Employees) Regulations 1996

<http://www.legislation.gov.uk/uksi/1996/1513/made>

Construction (Design and Management) Regulations 2015

<http://www.legislation.gov.uk/uksi/2015/51/contents/made>

Confined Spaces Regulations 1997

<http://www.legislation.gov.uk/uksi/1997/1713/contents/made>

Control of Vibrations at Work Regulations 2005

<http://www.legislation.gov.uk/uksi/2005/1093/contents/made>

Gas Safety (Installation and Use) Regulations 1998

<http://www.legislation.gov.uk/uksi/1998/245>

## SECTION THREE

### 28. Template documents

Documents are created using plain language and are accessible to all employees. See [G:\Public\Health and Safety](#).

Document	Form
Health and Safety Policy	HSP001
Office Safety Inspection Checklist (Aberdeen)	OSIC001
Office Safety Inspection Checklist (Elgin)	OSIC001
Accident / Incident Report Form	AIRF001
Accident / Incident Report Guide	AIRF002
Witness Statement	AIRF003
<b>Emergency documentation</b>	
Emergency Evacuation Report	EER001
Emergency Evacuation Questionnaire for governing body member	EEQ001
Emergency Evacuation Questionnaire	EEQ002
<b>Health &amp; Safety Notices / Safety Plan for 680 King Street, Aberdeen</b>	
Safety Plan and general information	SP001
Health & Safety Notice - Board Room	HSN001
Health & Safety Notice - Training Area	HSN002
Health & Safety Notice - Room 1	HSN003
Health & Safety Notice - Room 2	HSN004
<b>PPE / Comfort clothing (issue of and replacement)</b>	
PPE issue and replacement form	PPE001
Comfort clothing issue and replacement form	CC001
<b>Risk Assessments</b>	
Risk Assessment Template	RA000
General Risk Assessment (Aberdeen)	RA001
General Risk Assessment (Elgin)	RA002
Stress	RA003
Slips, Trips and Falls	RA004
Manual Handling	RA005
Lone Working	RA006
Office Cleaning	RA007
Driving at work	RA008

Document	Form
Violence at Work	RA009
Electricity in the workplace	RA010
COSHH	RA011
External Contractors in the Workplace	RA012
Construction site visits	RA013
Use of laser measure	RA014
Driving Fleet Vans	RA020
Working at Height - Ladders / Step Ladders / Hop-ups	RA021
Working at Height - Mobile Scaffold Towers	RA022
Working at Height - Scaffolds	RA023
Working at Height – Mobile Elevated Work Platforms (MEWP)	RA024
Identification and Removal of Asbestos	RA025
Routine Carpenter / Joiner works	RA026
Routine Plumber Works	RA027
Routine Electrical Works	RA028
Routine Painting / Decorating Works	RA029
Routine Glazing Works	RA030
Routine Brickwork & Concrete Repair Works	RA031
Work Creating or Involving Excessive Noise	RA035
Use of Hand & Power Tools	RA036
Use of Manual and Powered Plant	RA037
Working in communal areas	RA038
Working around Vulnerable Adults	RA039
Use of pressure washer	RA040
Hot works	RA041
Waste Management	RA042
<del>Covid risk assessments</del>	
<del>Covid 19 Estates visits</del>	<del>RACOV001</del>
<del>Covid 19 Tenancy lettings</del>	<del>RACOV002</del>
<del>Covid 19 General – Elgin</del>	<del>RACOV003</del>
<del>Covid 19 General – Aberdeen</del>	<del>RACOV004</del>
<del>Office cleaning during Covid 19</del>	<del>RACOV005</del>
<del>Covid 19 – Langstane Support Team</del>	<del>RACOV006</del>
<del>Covid Office Safety Procedures</del>	<del>RACOV007</del>
<del>Covid 19 – Carpenter / Joinery work</del>	<del>RA026 COV</del>
<del>Covid 19 – Electrical work</del>	<del>RA028 COV</del>
<del>Covid 19 – fly tipping removal</del>	<del>RA032 COV</del>
<del>Covid 19 – general DLO risk assessment</del>	<del>RA043 COV</del>
<del>Covid 19 – manual handling</del>	<del>RA005 COV</del>
<del>Covid 19 – plumbing</del>	<del>RA027 COV</del>
<del>Covid 19 – block inspections</del>	<del>RACOV009</del>
<del>Covid 19 – play park inspections</del>	<del>RACOV010</del>

Langstane Housing Association Ltd is a registered Scottish Charity No. SC 011754, a registered Property Factor No. PF 000666 and a registered Letting Agent No. LARN2001005



Document	Form
<b>DSE</b>	
Display Screen Equipment Annual Safety Check	DSE001
Workstation set up	DSE002

## APPENDIX 1 - RISK ASSESSMENT TEMPLATE

Task assessed

Assessed by

Reviewed by Manager

Risk Assessment Ref

Date of Assessment

Next Review date

What are the hazards and effects	Who might be harmed?	How might they be harmed?	Existing control measures	Residual risk level		
				Likelihood (1-5)	Severity (1-5)	Total Risk
						STOP
						HIGH
						MEDIUM
						LOW

Action plan				
Ref No	Further action required	Action by whom	Action by when	Done

**\*All actions should be added to the master risk assessment action plan Risk rating table – to be determined after all current measures actions are introduced – if total risk is ‘STOP’ - DO NOT PROCEED**

	<b>1 RARE</b> May occur in exceptional circumstances	<b>2 UNLIKELY</b> Could occur occasionally	<b>3 POSSIBLE</b> Expected to occur occasionally	<b>4 LIKELY</b> Expected to occur regularly	<b>5 ALMOST CERTAIN</b> Expected to occur frequently	
<b>1 NEGLIGIBLE</b> No injuries or harm suffered	1 LOW	2 LOW	3 LOW	4 LOW	5 MEDIUM	<b>1 – 4 LOW RISK</b> Implement controls and ensure care is taken while carrying out procedure
<b>2 MINOR</b> Potential for injuries requiring first aid treatment	2 LOW	4 LOW	6 MEDIUM	8 MEDIUM	10 HIGH	<b>5 – 9 MEDIUM RISK</b> Implement controls and <b>proceed with caution</b> . These tasks may require an enhanced level of competence / training and ongoing self-assessment of risks
<b>3 MODERATE</b> Potential for injuries requiring medical treatment / resulting in absence from work	3 LOW	6 MEDIUM	9 MEDIUM	12 HIGH	15 STOP	<b>10 – 12 HIGH RISK</b> Risk level is high but manageable with extreme caution. Critically assess the risks before proceeding and ensure all appropriate controls are in place and identify any additional controls that could reduce risk. Specific competence required and involvement of Line Manager and H&S Advisor to carry out ongoing assessment of risks.
<b>4 SIGNIFICANT</b> Potential for injuries requiring hospital treatment / resulting in disability / disease	4 LOW	8 MEDIUM	12 HIGH	16 STOP	20 STOP	<b>15 – 25 STOP</b> Risk level is unacceptable. Serious or major harm is probable. Do not carry out this activity. Critically assess the risks, review all safety aspects and identify whether there is an alternative way of carrying out the task or additional control measures that could be adopted. Involve H&S Advisor
<b>5 SEVERE</b> Potential for fatal injuries	5 MEDIUM	10 HIGH	15 STOP	20 STOP	25 STOP	