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HEALTH AND SAFETY POLICY

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Healthy Working Lives



HEALTH AND SAFETY POLICY

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PART 1 - GENERAL

The Association recognises and accepts its responsibilities as an employer to its employees and other persons who may be affected by our work activities under the Health and Safety at Work etc.; Act 1974. This document represents the Association's Safety Policy in accordance with Section 2(3) of the Act and any other relevant regulations.

This Policy will be presented to the Management Committee for approval and will be reviewed on an annual basis or as otherwise deemed necessary.

A copy of this Policy will be displayed in the Association's registered office and will be issued to all existing and future employees as part of the staff induction programme. All staff will be advised of any revisions.

1. HEALTH AND SAFETY AT WORK ETC. ACT 1974 REQUIRES THE ASSOCIATION AS AN EMPLOYER

- To ensure, so far as is reasonably practicable, the health, safety and welfare at work of all its employees.
- It is the Policy of MHA to provide as far as reasonably practicable, a safe and healthy work place and working environment for all its employees, in accordance with the Safety at Work Acts.
- To prepare and, as often as may be appropriate, revise a written statement of its general policy with respect to the health and safety at work of its employees and the organisation and arrangements for carrying out that policy;
- To bring the statement and any revision of it to the notice of all its employees.

2. STATEMENT OF SAFETY POLICY

- MHA takes a risk based approach to managing hazards. It is committed to removing all possible hazards to its employees and to members of the public and to minimise risks by providing adequate safeguards of training to deal with those hazards which cannot - by their nature - be guarded against completely.
- MHA will take all reasonable steps within its power to meet this responsibility, paying particular attention to the provision and maintenance of: plant, equipment and systems of work that are safe. Safe arrangements for the use, handling, storage, and transport of articles and substances. Sufficient information, instruction, training, and supervision to enable all employees to avoid hazards and contribute positively to their own safety and health and work. Safe places of work, and safe access to them. A healthy and safe working environment. A healthy and safe system of work. Adequate amenities and welfare facilities.
- MHA will provide competent technical advice on safety and health matters where necessary to assist staff by consulting with the relevant qualified bodies.
- No Safety Policy is likely to be successful unless it actively involves employees themselves, staff are therefore invited to suggest improvements to Health and Safety Policy and practice.

- All employees are reminded of their own duties under Sections 7 and 8 of the Health and Safety at Work Act to take care of their own safety and that of other employees, and co-operate with the Association so as to enable it to carry out its own responsibilities successfully.

3. **DUTIES OF EMPLOYERS - TO PERSONS OTHER THAN EMPLOYEES**

MHA has a duty to ensure that its activities do not endanger anyone, and must take all reasonably practicable steps to ensure that it does not breach this duty.

PART 2 - HEALTH AND SAFETY AT WORK

THE HEALTH AND SAFETY AT WORK ACT, 1974

The statutory duty upon the employer is clear: the Association must provide equipment or appliances that may be required together with such plant materials and appliances that the individual might need to carry out his work. The employer must also ensure that all machinery is properly guarded and that the employer is not exposed to any unnecessary risk in carrying out his work. If the employee fails to take precautions specified by the employer, the employer may well be held liable in whole or in part if the employer is unable to show that he has used all reasonable persuasion and propaganda "to induce the employee to use any equipment provided or to so conduct himself as to avoid exposure to hazard".

The employer must take certain actions in order to fulfil its duties under the legislation and equally importantly consider how the Association might do this without falling foul of other duty not to dismiss unfairly.

1. The Association must explain the manner in which plant or equipment is intended to be worked and seek all reasonable steps to ensure that the employee knows both how to use and what the potential hazards are and how to reduce them.
2. The Association must take steps to ensure that employees understand the provision of the Act, both in respect of employer's (and occupiers, etc.) duties of employees' duties even to the extent of providing specific training. The main duty imposed upon the employee is that of co-operating with the employer in the provision and maintenance of a healthy and safe working environment. It is likely that disciplinary coded will in future have to accommodate both rules and penalties consistent with this duty.
3. The Association must communicate to employees information on all Health and Safety matters and state what Health and Safety Policies and practices apply and the names and designations of all with special responsibilities for (as in the case of safety officers) or concerns with (as in the case of trade union representatives on safety committees) Health and Safety.
4. MHA must make provision for the safety representative appointed by recognised independent TUs and, where a request from 2 such safety representatives is made. MHA must also provide for a safety committee with whom to consult on health and safety matters, and whose help must be solicited in ensuring that health and safety policies and regulations are implemented (although such a committee is not given a statutory duty in any of these respects). There is a Health & Safety Working Group in place who meets on a bi-monthly basis.
5. The Association must ensure that any employee breaking any rule or departing from any policy or practice is informed of this and requested to desist; in the case of repeated breaches or departures, the employer will be able to treat the matter

as a disciplinary issue, although how it should then be handled will depend upon the disciplinary procedure in operation.

6. The Association must provide for the full recording of both policies and programmes on safety, and of activities such as training consultation, etc., undertaken to ensure that the statutory duty is discharged. Any detected breaches of rules or departures from policy and practice together with subsequent action taken concerning them should be recorded.

These are likely to constitute reasonable steps in following the provisions of the legislation, but differences in technology and situation may mean that more or fewer than mentioned will be required to avoid liability.

The Main Provisions of the Workplace (Health & Safety Welfare) Regulations 1992

- (A) Suitable and sufficient sanitary conveniences and washing facilities must be provided and properly maintained, with effective lighting and ventilation.
- (B) Stairs and gangways must be of sound construction, provided with handrails, and keep free from obstruction.
- (C) Drinking water must be provided and means for drinking it.
- (D) Arrangements must be made to hang up outdoor and working clothes and also to dry them.
- (E) Seats must be provided for employees who normally can sit at their work.
- (F) A first-aid box or cupboard must be provided. Where more than 150 people are employed, a trained First-Aider must be available.
- (G) A room in which people work must not be so overcrowded as to cause risk of injury to health: account must be taken not only of the number of people in the room but also the space by the furniture, fittings and machinery.
- (H) The total volume of the room, when empty, divided by the number of people normally working in it should be at least 11 cubic metres. Workrooms must be of such a size that there is 11 cubic metres per person is a minimum and may be insufficient if much of the room is taken up by furniture.
- (I) A reasonable temperature must be maintained in rooms where people are employed other than for short periods. Where work does not involve severe physical effort a 'reasonable' temperature is specified as not less than 16 degrees centigrade after the first hour. Thermometers must be provided to enable employees to check temperatures.
- (J) Proper clothing must be provided in order to carry out jobs properly in accordance with the Personal Protective Equipment at Work Regulations 1992 & Amended 2002.
- (k) Noise at Work- Refer to Appendix 1 of Health & Safety Policy.

An abstract of this is displayed in all MHA office premises.

PART 3 – ORGANISATION ARRANGEMENTS

Safety Policy

MHA is required to maintain an effective health & safety policy covering the public, employees and employees of contractors and others who could be affected by our activities; i.e. MHA has a legal obligation to draw the contractor's attention to unsafe practices. The levels of responsibility for safety implementation are outlined in part 4 of this policy. MHA is required to provide adequate safety training, correct equipment and proper supervision, and will endeavour to do all that is reasonable to avoid accidents or ill health.

(A) Risk Assessment

The Association accepts that some of its operations may, even when properly controlled, create risks to members of staff and other customers, and will take reasonably practicable measures to reduce these risks to an acceptable level. Training will be provided for staff to enable risk assessments to be carried out.

MHA will take all reasonable steps to ensure that risk assessments are carried out and reviewed annually or when necessary or whenever they become invalid for any reason. Risk assessments will detail the range of hazards associated with operations together with existing control measures or any necessary remedial actions.

Any employee who identifies a hazard during working operations should report the hazard to their line manager or any other relevant colleague so that the necessary remedial action can be taken.

Significant findings will be recorded using standard Association Risk Assessment Forms that can be obtained from line managers. These forms will detail:

- (a) A statement of the activity
- (b) Potential risks from this activity
- (c) Identify who might be harmed by this risk
- (d) The control measures that are currently in place
- (e) The control measures that need implemented
- (d) Who is responsible for implementing any further action required

The risk assessment guides the Management Committee as to the measures they should take to fulfil their statutory obligations. Also, significant findings from the risk assessments will be communicated to employees and others who could be affected. Records will be kept.

(B) Control of Dangerous Substances

Definition – Any substance or preparation, which because of its properties or the way it is used (or encountered) could cause physical harm to people from fires & explosions or from their after effects such as building collapse. Such substances would include gases, liquids or solids.

To ensure that MHA complies with the Control of Substances Hazardous to Health Regulations 2002 (as amended) an assessment of the potential risks within the workplace will be conducted. This assessment shall cover identifying, controlling, monitoring risks and working with employees on preparing plans and providing relevant training.

Hazards To Be Avoided

Hazardous substances include substances used directly in work activities or generated during work, naturally occurring substances or biological agents (e.g. bacteria)

- No inflammable material should be stored in quantities of more than one litre in the work place.
- No petrol or similar fuels should be decanted in an enclosed space. Floor, steps, stairs and fire exits should be kept clear of obstruction at all times.
- Cables should not be placed in such a way as to cause someone to trip or catch a chair on them. Filing cabinets should not open into passage or doorways.
- Office furniture must not be laid in such a way to prevent safe and easy circulation within the office.

Safe Operating Procedures

As part of the risk assessments, a Safe Operating Procedure will be compiled for all relevant activities. This produce will highlight the activity, employee responsibility, potential hazards and safety controls and a guide on operating equipment.

(D) Personal Protective Equipment (PPE)

The PPE at Work Regulations 1992 (as amended) stipulates that all equipment (including clothing affording protection against the weather) which is intended to be worn or held by a person at work and which protects him against one or more risks to his health or safety. MHA will ensure that employee's requirements for PPE is assessed for suitability, maintained and stored correctly and employees are given guidance on the correct use of all equipment.

(E) Publications

MHA recommends that the procedures put forward in the following publications be adopted as our safety guidelines: Health and Safety Executive, Guidance Notes R.O.S.P.A, Construction Regulations Handbook, N.F.B.T.E & Construction Safety.

(F) Levels of Responsibility

In order to ensure that Health and Safety is successfully managed within MHA, the following responsibilities have been allocated.

2.1 THE COMMITTEE as the employer shall have overall and final responsibility for Health and Safety. They shall be responsible for approving MHA's policy on Health and Safety, monitoring its effectiveness, reviewing and if necessary revising the policy in the light of circumstances. It shall also receive reports of any serious breach of Health and Safety policy and undertake appropriate action.



2.2 THE DIRECTORATE shall be responsible for:-

1. Co-ordinating, monitoring and reviewing Health and Safety and practice throughout MHA.
2. Preparing all information and Health and Safety Policy for the Committee and accident reports to the Committee.
3. Issuing staff with statements of policy and any changes to policy; arranging induction/training for staff in health and safety matters.
4. Maintaining records of all accidents occurring on MHA business; whether on Association premises or sites, caused by or to Association employees or contractors employed by MHA or to members of the public.
5. Draw to the Committee's attention any serious breach of policy or practice.
6. Ensuring Section Heads contribute to and fully implement the necessary practices.
7. Ensure the objectives outlined within the policy are fully understood and observed by persons under their control.
8. Persons under their control carry out their assigned responsibilities and review their performance accordingly.
9. The allocation of the necessary resources within their control & ensure that appropriate equipment is available.
10. That audits and workplace inspections are undertaken and equipment is maintained in a safe condition.



2.3 FUNCTIONS - the most senior member of staff per function shall be responsible for ensuring that the Policy is implemented within their own functions. Line managers will also be responsible for ensuring that risk assessments are undertaken, documented and imparted to their team. They must monitor the work place to ensure that safe conditions are maintained. Where risks are identified the Senior Member must ensure that these are rectified, so far as is reasonably practicable. Senior Members duties are as follows:-

1. Ensuring that employees, contractors and visitors are aware of Safety Procedures.
2. Identify and advise individual employees or contractors under their control of their particular duties and responsibilities for plant, vehicles, machinery, equipment etc.
3. Inspect all such equipment etc., at appropriate intervals and check its condition, use, etc.
4. Establish and monitor procedures and working methods to ensure health and safety.
5. Report as often as necessary, but at least annually, to the Director on the effectiveness of the Health and Safety Policy in the area under their control, in relation to staff, contractors, equipment and machinery, working methods and premises.
6. Take charge of any serious incidents and compile a record of such using the incident record sheet.



2.4 INDIVIDUAL EMPLOYEES

In accordance with Section 7 and 8 of the Health and Safety at Work Act 1974, each employee must accept a degree of individual responsibility for health and safety and must take all possible measures and precautions to guard against accidents, hazards and injury to health, to him/herself and to fellow workers and the general public. In particular each employee must at all times:-

1. Co-operate with management to meet the employer's legal duties and work in accordance with MHA procedures.
2. Work safely, efficiently and without endangering health and safety.
3. Wear and use safety or protective clothing and equipment where such is provided for use at work.
4. Report any incident, 'near-miss' incidents and hazardous situations, to the Director or in his absence the Depute Director immediately.

5. Observe the Association's Health and Safety Policy and procedures and carry out all instructions given by those with special responsibilities for health and safety.
6. Offer suggestions about improvements where possible.
7. Accept a level of inconvenience if necessary when complying with workplace safety procedures.
8. Observe the provisions of the Act wherever applicable to them on matters within their control.

Employees have a legal duty to take reasonable care of the health and safety of themselves and others. No employee shall intentionally or recklessly interfere with or misuse anything provided in the interest of health and safety or welfare. Breach of this condition may lead to dismissal.

Grievance Procedure

If an employee wishes to raise any matter appertaining to health and safety at work he should do so with the Health & Safety Officer in the first instance. If a matter relating to health and safety at work develops into a grievance, this should be dealt with by the established grievance procedure.

Safety Representative and Safety Committee

Discussions relating to health and safety shall be reported to the Management Committee or, where relevant, a Procurement Sub-Committee which shall consist of no fewer than 3 Committee members, the Directorate and the Health and Safety Representative.

Communication & Consultation - Refer to Appendix 2 of Health & Safety Policy.

PART 4 - FIRST AID

First Aid provision is based upon assessment as outlined in this section of the policy. The assessment covers mobile workers and those who work away from the office locations.

First Aid Boxes can be located at:-

- The downstairs Staff Kitchen (Ballindalloch Drive Office)
- Property Management office (Ballindalloch Drive Office)
- The Bar in the Community Hall (Ballindalloch Drive Office)
- The Common Room (1 Culloden Street)
- The Staff Kitchen (Circus Drive Project)
- The staff kitchen (Walpole Project)
- The staff kitchen (Sannox Gardens)
- 3 X playrooms, office, kitchen, garden & training suite (CFN)
- The staff kitchen (Armadale office)
- All company vehicles

MHA has a legal duty of care for the health and wellbeing of their staff and a moral reasonability for visitors. MHA will provide adequate and appropriate equipment, facilities and personnel to enable 1st Aid to be given. Employees will be informed about these arrangements. The 1st Aid Officers are responsible for recording, accurately, the details of accidents, incidents in the company accident book and ensuring that the accident reporting procedure is followed.

The 1st Aid Officers are responsible to ensuring that the 1st Aid boxes contain the adequate basic supplies. This should be checked on an annual basis. The following is a guide to the basic recommended content: A Contents List, Guidance Note, 20 assorted Adhesive

dressings, 4 Triangular Bandages, 6 safety pins, 2 sterile eye pads (No 16), 6 medium sterile dressings (No 9) & 2 large sterile dressings (No 9). Non mandatory supplies can also be kept such as non alcoholic wipes, micropore tape, saline eye wash. No creams, lotions, or drugs, however seemingly mild, will be kept in these boxes.

If employees or Committee members are concerned about the provision of the 1st Aid within MHA they should contact the Director to enable an investigation and to rectify the situation if necessary.

PART 5 – ACCIDENT & 'NEAR MISSES' REPORTING

Reporting Accidents -

The reporting of accidents is covered by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). These regulations place a requirement on employers to report certain incidents and accidents to the HSE. These include:

- deaths and specified injuries
- over 7-day injuries
- some work-related diseases
- dangerous occurrences (near misses)
- gas incidents

All accidents, dangerous occurrences incidents, 'near -misses' and injuries involving staff, contractors or the public must be reported immediately to the Directorate. For the purposes of this policy, brief definitions and examples of an incident and a near miss are given below.

Accident - an unplanned event which causes injuries to persons, damage to property or a combination of both. (e.g. a fall resulting in a fracture, incorrect operation of machinery leading to its breakdown.

Near Miss - an unplanned event which does not cause injury or damage, but could do so. (e.g. articles falling near to people, short-circuits on electrical equipment.

THE ACCIDENT BOOK

MHA keep a record of all injuries that happen to employees by recording them in the Accident Book which is located in the Property Management office. The Accident Book contains the following information.

- a) Name, address and occupation of the injured party.
- b) Name, address and occupation of person entering details
- c) Date, time and location of the accident.
- d) How the accident happened.
- e) Injuries sustained
- f) If a reportable condition employer's name and signature

Upon completion of the form the page is removed from the book and stored in a secure area in compliance with the GDPR. If an injury renders an employee, contractor or member of the public unable to make an entry in the accident book, this should be completed by a witness or someone who is able to enter an account of the incident. The employee's account must be entered as soon as possible after the event.

Employee Duties – It is expected that all employees will assist MHA in complying with our legal duties under RIDDOR. All accidents, near misses and suspected work related ill health

issues must be reported in a timely manner. Employees are also expected to provide true and accurate witness statements on request.

A minor injury may be dealt with by an appointed person. However, if an emergency arises, medical assistance, e.g. and ambulance, must be called at the first opportunity. Any incident involving an emergency must be reported to Senior Management immediately to enable notification to be given to the Health & Safety Executive if required.

Where an accident results in absence from work, employees must tick the appropriate box on the self-certification form. Employees who are absent as a result of an incident at work must keep MHA informed of their progress, up to and including a return to normal duties as stipulated in their Conditions of Service and the Association's Managing Attendance Policy.

PART 6 - CONTRACTORS

MHA will co-ordinate, control and monitor the activities of Contract Companies to effectively minimise the risks presented to employees, residents and other members of the public.

MHA is committed to ensuring that where any repair works is carried out within the office, it is done so without the risks to the Health and Safety of its employees and others.

It will be the responsibility of the relevant Director and Maintenance staff to check that the Policy is being observed and the Contractors do not constitute a hazard to their own colleagues, staff and members of the public. All contractors shall be issued with a copy of the Association's Health & Safety Policy.

Use of Contractors for Maintenance Works

It is recognised that MHA has a responsibility to ensure that maintenance work being carried out on its behalf should be supervised to ensure that the works do not contravene the Health and Safety at Work etc., Act 1974. This does not release the contractor or his employees from their statutory obligations. It is the Association's Policy to:

- (a) Advise all contractors when appointed by MHA that they are expected to carry out all works within the terms of the Health and Safety at Work, etc. Act 1974 and failure to do so would result in their being withdrawn from use by the Association. Details of contractors Health & Safety arrangements is an essential criteria for selection of Appointment of Contractors, this includes up to date insurance certificate and work method statements.
- (b) Advise all contractors that the pricing of work must take into account any necessary precautions to meet the relevant safety standards.
- (c) Stop all works immediately where it is considered that the Health and Safety at Work Act is being contravened and notify the contractor in writing within 24 hours. Contractors will be required to supply the Association with a copy of their Safety Policy. The Maintenance Officer should ensure that Health and Safety is adhered to on-site.
- (d) In the event of a Committee member or resident having cause for concern over the working practice of a contractor, the Directorate should be contacted immediately to enable the necessary action to be taken.

Equipment

The Association shall not loan to external contractors any plant and equipment such as temporary access platforms, ladders, PPE lifting equipment and electrical equipment. The

contractor must ensure that all his operatives have received relevant training to use equipment and ensure that their equipment is suitable for the work being undertaking.

Hazardous Materials

If any hazardous material is discovered on site it is MHA's Policy that all works be stopped at once and the Contractor, Health and Safety Representative and Architect notified immediately.

Roof Work

Contractors undertaking roof work on behalf of the Association must adhere to the 'Working at Heights' regulations outlined in section 11 of this policy.

Site visit by Staff and Committee Members

From time to time other members of staff or the Committee will require to visit building sites. Prior to such a visit, a risk assessment shall be conducted and the following procedures should be followed:

1. No member of staff or Committee should go on site without the knowledge of the site agent and Clerk of Works. They should be accompanied by the Site Clerk of Works.
2. The member of Staff or Committee should follow all advice given by the contractor or the Clerk of Works and pay due attention to all warning signs.
3. The member of Staff or Committee should wear a safety helmet whenever construction work is under way or when advised to do so by the Clerk of Work or the contractor. "Sensible" shoes should be worn and those wearing high heels or open-toed shoes will not be allowed on site.
4. Committee members would normally only visit a site in a group for a particular purpose. This type of visit would take place outwith the contractors working hours, the contractor should be given 48 hours warning of any such visit and asked to provide a clear passage for Committee members.

PART 7 - FIRE PROCEDURES

The Fire (Scotland) Act 2005

The above Act places a requirement for organisations to have an appointed 'responsible person' for each property. This Act means that MHA will ensure that the undernoted is conducted:

- 1) A Fire Safety Risk Assessment of the office & associated premises is carried out.
- 2) Identify any fire safety measures highlighted in the Risk Assessment
- 3) Implement these fire safety measures highlighted in the Risk Assessment
- 4) Monitor & review Fire Safety Regulations as part of the Health & Safety Policy.
- 5) Ensure that fire safety records are kept up to date.

The appointed responsible person for the Association is the Maintenance Officer.

Instruction on fire safety within the office shall form part of the staff and committee induction.

Fire Procedure

In the event of fire, the safety of life shall override all other considerations, such as saving property and extinguishing the fire. MHAs offices & stores display a written emergency evacuation plan. If a fire is discovered, the alarm should be raised immediately by the

appropriate method (e.g. operation of a break glass manual call point). Staff are required to familiarise themselves with the location of the break glass points in all offices & stores.

This should be the first action taken on discovery of any fire, however small. MHA refutes the notion that the alarm should be raised only in the event of "a large" fire. All persons on the premises are empowered to take this action if they believe there is a fire; no authority should be sought from any other person. MHA will always support employees who operate the fire alarm in good faith, regardless of whether or not it is ultimately determined that a fire existed.

Responsibility for summoning the fire brigade. The persons responsible are (in order) the first person to see the fire, the trained Fire Marshalls, duty reception staff, Health and Safety Representative and the Directorate.

The Association does not require persons to attempt to extinguish a fire, but extinguishing action may be taken if it is safe to do so. Guidance on the circumstances under which fire fighting would be avoided or discontinued will be included in fire safety training.

Immediate evacuation of the building must take place as soon as the evacuation signal is given. If a fire is blocking the stairs and no other means of escape is available, staff should remain within their room with the door closed until fire brigade in attendance.

All occupants, on evacuation, should report to the pre-determined assembly point, which is at Ballindalloch Drive/Wood Street, front path at 1 Culloden Street, the street immediately outside the premises of Walpole and Circus Drive projects, Sannox Gardens & at the car park at Duke Wynd for CFN. A role call will be taken at these points.

Re-entry of the building is strictly prohibited until the fire brigade officer in charge declares it is safe to do so. Silencing of the fire alarm system should never be taken as an indication that it is safe to re-enter the building. Employees should report any concerns regarding fire procedures to the Director so that the concerns can be investigated and remedial action taken if necessary.

Fire Instructions and Drills

All members of staff shall be given instructions and training in the procedure to adopt in the event of fire. Such instructions shall be based on the following:

- All employees shall receive instructions and training appropriate to their responsibilities in the event of an emergency.
- The instruction shall be given at the commencement of employment and subsequently at intervals not exceeding 12 months. The instruction shall include training in the following:
 - (a) The action to be taken on discovering fire.
 - (b) The action to be taken on hearing a warning of fire.
 - (c) The manner of raising the alarm in the event of fire together with the location of the alarm points.
 - (d) The correct method of calling the Fire Brigade.
 - (e) The Escape routes available within the premises.
 - (f) The evacuation procedure for the premises and the location of the assembly point, outwith the building, in emergency.
 - (g) The importance of the protection afforded by fire doors and the need to ensure that such doors protected the means of escape are kept shut when in normal use.
 - (h) The location and practical use of fire fighting equipment.

Fire Blankets – All employees must familiarise themselves of the location of the fire blankets in all MHA offices and stores.

Fire Extinguishers – All employees must familiarise themselves of the location of the fire blankets in all MHA offices and stores

- (I) The emergency close down procedures for specialists machines and processed together with security measures appropriate to the risk.

In addition to the above, certain categories of staff should be trained in matters particular to responsibilities of the time of the fire.

Fire Drills

The efficiency of any fire drill routine will always be doubtful unless it is practised regularly. Subject to any conditions imposed, it is suggested that a fire drill should be held at twice yearly in conjunction with the testing of the fire alarm system of a building until a satisfactory standard of efficiency has been achieved, thereafter the intervals between drills may be extended to twelve months. A record of the instruction and training given, together with the fire drills held shall be entered in a book and shall include the following matters:

- (a) The date of the instruction or drill.
- (b) The name of the person given the instruction or co-ordinating the drill.
- (c) The name of the person receiving the instruction.
- (d) The nature of instruction of drill.

The H&S Representative shall be responsible for organising fire instruction and drill.

Fire Fighting Equipment

Fire instruction shall be given to staff and include location and practical use of this equipment. Maintenance will be carried out on an annual basis by a competent person who will record the Date of test, Signature and Remark in a log book:

Fire Alarm Systems

The Customer Services Assistants shall co-ordinate the Fire Alarm Systems are tested weekly in all MHA premises and record of all tests and inspections kept in a log book which can be located at the reception points in each of the premises.

PART8 - NO SMOKING IN THE WORKPLACE

- a) The Association recognises and accepts its responsibilities as an employer to its employees and other persons who may be affected by the work activities under the Health & Safety at Work etc; Act 1974. In accordance with the Smoking, Health & Social Care (Scotland) Act 2005 smoking, including the use of e-cigarettes, during the working hours of 9am-5pm (excluding lunch break) within the Association premises, company vehicles, housing stock (including common areas within MHA geographical area of operation) is strictly prohibited. This is clearly highlighted in each of the Association offices and stores by the display of signs. The No Smoking Policy also extends to employees who work outdoors and have the use of a company vehicle during the working day. This applies to all employees, committee members, residents, contractors, and any other visitors to Association premises.
- b) The aim of implementing a No Smoking Policy within MHA is to endeavour to act responsibly for the health, safety, and general welfare of employees. By providing information on the health effects, it is hoped that MHA can assist in protecting the health and reduce the potential risks associated with smoking. To support smokers, MHA provides information on smoking cessation classes or any other relevant

assistance. MHA will make the arrangements and cover all costs associated with such support. Any employee who requires assistance should raise this with their line manager. As a matter of course, all line managers will cover Smoking in the Workplace as part of the staff appraisals.

- c) Smoking is only permitted at the gable wall of the Ballindalloch office which is located away from other colleagues and visitors to the office. The designated section at the entry to Sannox Gardens has also been designated. A smoke bin is provided at these locations which should be used by smokers to ensure that the office area is free from smokers. This area is available to employees, committee members, residents, contractors, and any other visitors to MHA premises. During the working day, employees are permitted to smoke in the designated area before or after work or during lunch breaks.
- d) It is the responsibility of all employees to adhere to this and report non-compliance to the Directorate. If an employee breaches this policy, the Association's Disciplinary Procedures will be applied. In the event of any other person breach the No Smoking Policy they will be asked to leave the premises.

PART 9 - VIOLENT OR SIMILAR INCIDENTS

The Association accepts the definition of violence as being "behaviour which produces damaging or hurtful effects, physically or emotionally, in other people". It is recognised that reasonable measures need to be taken to protect staff whilst at the same time maintaining accessible services to members of the public.

The Health & Safety Working Group will from time to time assess and review potential risks and recommend reasonable safety measures that should be taken both in the design and facilities of buildings and in work procedures and practices.

Guidance and appropriate training will be provided to staff. Any incident should be reported immediately to the Directorate or in their absence, HR who will record the details in the Incident Register that can be located from the Corporate Services Officer, where appropriate legal or other remedies will be used to pursue the perpetrators of violence.

1. GUIDANCE FOR STAFF

Staff sometimes find themselves in situations which are potentially or actually violent. While only a small minority of staff will encounter violence, all employees need to be aware to the risks and be prepared to cope with such incidents.

2. INSIDE THE OFFICE

- The layout and design of the offices and reception areas can influence the risks of violence. If it is considered that they create potential dangers, staff must inform their line manager about these concerns so that appropriate action can be taken.
- Reception areas and interview rooms should be kept as tidy as possible: ensure that there is nothing an interviewee can grab as a weapon.
- Assume that all interviews may be demanding and be prepared for any eventuality. However don't create "invisible barriers" which may encourage anger.
- Never speak down to the interviewee: try to place yourself in their predicament and have empathy. Never be patronising.
- If the conversation during an interview is becoming heated, try to diffuse the situation. Try to be one step ahead if there is no way forward, then terminate the interview and leave.

- Remember the staff often have to 'say no' and it is important to be able to gauge the person's reaction and be able to cope with their frustrations if necessary.
- Do not carry out interviews of a private nature in public.
- Ensure that there is always a member of staff who can be summoned in an emergency - never be completely alone.
- Practice sessions and role play should be undertaken, like fire drills, so that everyone is aware of their part if an incident does occur.
- Always know the escape route and the location of the 'panic-button'.

3. RESPONDING TO AN INCIDENT

If an incident occurs the following procedure should be followed:

- The Directorate or a member of the management team should take charge of the situation as appropriate. Staff on duty take responsibility at the Support offices.
- Direct aid should be given to any victim by the First Aid Officer.
- Liaison with any external bodies contacted (e.g. police) should be co-ordinated by the member of staff in charge.
- If appropriate the offices should be closed to members of the public and all staff in the building advised of the situation.

4. OUTSIDE THE OFFICE

- Be prepared. Obtain as much information as possible before a visit about an interviewee's background.
- Visit in pairs if there is a known history of violent behaviour, Line Manager will identify when this is required. If a potential danger is anticipated then, where possible, conduct the interview at the office.
- Personal alarms and mobile phones should be carried at all times.
- Ensure that reception staff know where you are at all times. If you are working outside the office ensure that your Line Manager knows where you are.
- Be accompanied by another member of staff if you are taking anyone by car.
- Do not be unnecessarily late for an appointment. If this is unavoidable try to make contact with the person beforehand.
- If you are inspecting a property or making a home visit, remember you are a guest and do not have a superior manner or be over-sympathetic; the correct balance needs to be achieved.
- If you feel uncomfortable do not go into a particular room.
- Always enter the room after the tenant/applicant.
- When in a room ensure that the way to the exit is clear.
- Do not sit with your back to the door.

- Do not inspect a room if you sense that there may be someone else in there who presents a threat.
 - Remember that legally the use of "reasonable" force is acceptable to repel violence - reasonable means the amount of force that is sufficient to stop the attack or prevent oneself from being injured.
 - Be aware of the procedures for reporting incidents, including threatening behaviour, and be sure to follow them.
 - If there are other measures which you feel could improve safety discuss them with your Line Manager.
5. POST-INCIDENT
- If an incident occurs, report it immediately to the Directorate who will ensure appropriate action is taken. If someone has suffered physical injuries medical advice should be sought. For Support Staff, share with immediately shift colleague and report to Manager and other agencies.
 - Following either actual or threatened violence seek support from other colleagues.
 - If legal or other advice is required speak to the Directorate and/or trade union representative.
 - Where violence arising out of work activities results in an over 7 days lost time or a specified injury, this will be reported under RIDDOR guidelines.
6. CONCLUSIONS
- It is hoped that the above advice will raise the awareness of potential violence to employees, but it is not intended to reduce the service provided to the vast majority of the public who represent no threat.

PART 10 - GUIDANCE TO STAFF ON 'AIDS' & BLOOD BORNE VIRUSES & INFECTIOUS DISEASES

When carrying out 1st Aid it is important that the administrator is protected from injury and infection. An important part of 1st Aid is the prevention of 'cross infection' particularly from open wounds. There is a risk of infection with blood borne viruses such as HIV, Hepatitis B or C. These diseases can only be transmitted by blood-to-blood contact e.g. blood makes contact with yours through a cut or a graze. The other situations of risk involve injury with an infected needle, either by pricking oneself while lifting it, or by being threatened with one by another person. Being spat at carries virtually no threat. To date there is no known evidence of hepatitis or HIV being transmitted during resuscitation.

RECOMMENDATIONS

From the foregoing certain recommendation are deducted.

1. When attending to anyone who is bleeding, e.g. a cut, nosebleed, etc. avoid contact between blood and the attendants skin by wearing suitable gloves. These should be non-latex. Wash immediately with disinfectant.
2. If cleaning up blood from anywhere, wear suitable gloves and use disinfectant.
3. If called upon to remove needles or other suspicious materials, e.g. blood-stained clothing, again wear suitable gloves - avoid touching the needle point, and wash afterwards.

4. If threatened by someone with a needle and syringe, back off and call for help. If touched, scraped or pricked, wash with disinfectant.
5. If bitten by someone the same applies, although the risk for catching infection this way is very low, as is the case in (4) above.
6. Keep a supply of suitable non-latex gloves, and disinfectant.

MHA will provide training and cover the costs of staff who work outwith the office receiving Hepatitis B injections.

HOW TO DEAL WITH ACCIDENTS INVOLVING EXTERNAL BLEEDING

The First Aid Box has, in addition to the normal items stored, at least one pair of non-latex gloves, and a supply of paper towels stored nearby. If assisting in an emergency involving external bleeding members of staff should, where possible, wear the gloves supplied and follow the undernoted guidelines, using paper towels or a disposable cloth, as appropriate. Disposable gloves should be taken off very carefully by holding the cuff and gently pulling the glove down the hand and fingers. The gloves and any paper towels used, etc. should then be discarded carefully into a plastic bag and sealed (suitable bags can be obtained from store in kitchen).

- 1.1 Hands should be washed before and after treating a wound.
- 2.1 Any cuts or abrasions on the hands of the person administering first aid or the patient, should be covered with waterproof adhesive dressings.
- 1.3 If a puncture wound, i.e. a bite or needle accident is sustained, the wound should be washed with soap and running water, seek medical help immediately.
- 1.4 Any splashes of blood on the skin should be washed off immediately with soap and water. Splashes of blood into the eyes or mouth should be washed out immediately with copious amounts of water, seek medical help immediately.
- 1.5 After accidents resulting in bleeding, any surfaces contaminated e.g. furniture, should be cleaned thoroughly using 1:10 parts solution of bleach.
- 1.6 The virus is delicate and weak outside the body and is easily destroyed by disinfectant or bleach.

PROCEDURE OF CLEANING FOLLOWING AN ACCIDENT

- 2.1 No special disinfectants are required for either bath or the lavatory.
- 2.2 Where accidents occurs which leads to bleeding, vomiting or diarrhoea, it will be necessary to clean up clothing and dispose of waste. Spillage's of blood or vomit should be cleaned up in the normal manner using 1.10 part solution of bleach.
- 2.3 Hands should be washed and dried thoroughly when work is completed.

In the event that an employee may suspect that they have been infected, this must be reported to the Directorate immediately to enable guidance to be offered.

PART 11 - MISCELLANEOUS HEALTH AND SAFETY ISSUES

(A) Storage Facilities

Storage areas have been defined within the workplace. Articles and substances must be stored in defined areas at all times.

(B) Waste Collection and Removal

Floors must be cleaned on a regular basis and waste bins must be emptied daily. Bins must be located under desks. Rubbish must be kept in suitable containers and must not be allowed to overflow. Combustible waste must be kept away from ignition sources. Large items of rubbish that pose a particular hazard must be removed separately and without delay. Obsolete items of furniture or equipment must also be removed without delay. MHA's in-house team must ensure that they dispose of materials and waste in an appropriate manner.

(C) Use of Mobile Phones

Staff must seek to minimise the use of mobile phones beyond what is necessary in terms of service delivery. The use of mobile phones while driving vehicles on MHA business is strictly forbidden.

(D) Use of Company Vehicles

Only authorised staff and committee members are allowed access to MHA vehicles. Staff using vans are bound by the conditions of the Company Vehicle Policy which is reviewed annually and issued to all relevant employees.

(E) Access to Association Premises

With the exception of the community hall and public office reception, only authorised personnel are permitted to enter the office, either within or outwith office hours.

(F) Working Time Regulations (WTR)

As a requirement of the WTR 1998, all members of staff must complete a WTR Form which advises if they are employed by another employer other than MHA and to state the total number of hours worked.

(G) Health Assessment for Night Workers

Employees who work for at least 3 hours between the hours of 11pm and 6 am can undertake, at MHA's expense, a Health Assessment for Night Workers. All employees who work nights will undertake a risk assessment.

(H) Lone Working

MHA as employers recognise its responsibility of lone working as stipulated in the Health & Safety at Work Act 1974 & 1999 Amended Regulations. All staff have been issued with guidance and a copy of the Association's Lone Working Policy. All employees where lone working applies will undertake a risk assessment.

(I) Protection for outdoors workers

MHA supports the good practice of providing measures of protecting outdoor workers while working in high temperatures. Including: supplying cold water, sun cream and protective clothing. The onus is on the employee to ensure that these measures are adhered to. All employees who work outdoors will undertake a risk assessment.

(J) Manual Handling

Manual handling operations mean any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving of it) by hand or by bodily force. MHA will ensure, so far as is reasonably practicable, the health, safety and welfare of employees while they are at work, in relation to manual handling activities, and to comply with all relevant legislation.

To ensure that manual handling activities are undertaken safely and that safe systems of work are clearly understood throughout MHA, we will:

- identify all manual handling tasks and situations where there is a risk of injury;
- avoid manual handling tasks, wherever practicable;
- assess and reduce unavoidable risks;
- provide employees with adequate information, instruction and training to enable them to perform their work safely;
- ensure that adequate resources are made available to fulfil the requirements of this policy; and

(K) Computer/VDU's

In order to introduce/expand computer based-equipment, it may be necessary to change the existing office layout. Any such alteration should not have an adverse effect on the working environment of the user and other staff.

Training will be given by competent trainers. The training should be specific to the type of machine and include both the operation of the hardware and software. It is recognised that full competence cannot be expected for sometime after initial training and that there must be adequate specialist support available to consolidate skills.

Eye tests must be undergone every 2 years by those using VDU's. Any eye sight correction needed to use VDU's will be paid for by the Association. The full cost of lenses will be reimbursed plus £30 towards frames. (A statement from the optician regarding the required adjustment to accommodate VDU's will be required).

Work Pattern

- Operators should not work at the VDU in excess of 4 hours per day and not work more than 2 hours at one shift
- Work patterns should be arranged so that periods of work at the VDU are alternated with work that permits the eye sight to be restored, i.e. operator should have at least a 30 minute break from the machine.
- Work table/desk should be large enough to accommodate books, manuals, documents necessary for operator to do the task.
- Those working a VDU for long periods require a chair with adjustable height and back support.
- Cables and wires must not trail over the table or across the floor.
- The workplace should be large enough to avoid excessive heat. Adequate ventilation should be provided.
- Noise levels should be minimal.
- To reduce reflected glare, the surface of VDU's and the background should be in matt, not reflective finishes.
- Screen brightness should be considered and glare and reflection minimised through the use of "anti-glare" screens.
- Drifting, flickering and jittering images should be reported for correction.

Adjusting Workplace To Suit

- If the system has a detachable keyboard and tilt swivel facilities on the screen they should be used to adjust the system to meet individual needs.
- Some movement is desirable but repeated stretching movements are not. Staff should have enough workspace to take whatever documents required.
- Wrists should not be rested on the edge of the keyboard or desk or bend hands up at the wrist. A soft touch on the keys should be maintained and fingers not being over stretched. Good keyboard technique is important in prolonged operation.
- Staff should experiment with different layouts of keyboard, screen and document holder to find the best arrangement.

(M) Managing Stress

The Association's policy on Managing Stress forms Appendix 3 to this policy

(N) Asbestos Management

In complying with the Control of Asbestos Regulations 2012 MHA undertakes to carry out the following:

- Undertake a Management or a Refurbishment/demolition survey to identify whether or not there's any asbestos within our stock and if any is found, then its amount and condition will be identified. (Refer to MHA Management of Asbestos Policy).
- Will presume that materials contain asbestos unless there's strong evidence that they don't (e.g. materials that are wood or glass)
- Maintain records of its location and condition.
- Assess the likelihood of exposure to the asbestos that may be present
- Prepare an action plan that sets out how the risks will be managed
- Provide information on the location and condition of the materials to anyone who is liable to work on them or be close enough to disturb them.

(O) Gas Safety

In complying with the Gas Safety (Installation & Use) Regulations 1998 MHA has a duty to ensure that the gas appliances and flues they provide for tenants' use are maintained in a safe conditions at all times and checked for safety each year by a Gas Safe registered installer. Full details of gas safety are highlighted in the Gas Safety Procedures.

(P) Disabilities

In order to comply with the terms of Equality Legislation, MHA shall make reasonable adjustments to the office where possible in relation to removing or altering a physical feature, provide reasonable means of avoiding it or providing the service in another way. MHA will also carry out personal emergency evacuation plans for disabled employees or standard personal emergency evacuation plans for visitors or other persons who attend MHA premises.

(Q) Working at Height Regulations (2005)

The above is defined as 'a place is "at height" if (unless these Regulations are followed) a person could be injured falling from it, even if it is at or below ground level. 'Work' includes moving around at a place of work (except at staircase in a permanent workplace) but not travel to or from a place of work.

As an employer MHA will do all that is reasonable to prevent anyone falling. Employees or representatives of the Association must:

- Avoid work at height where they can
- Undertake a detailed risk assessment on all tasks that require working at height: ensure that all working at height is properly planned, organised and documented.
- Use work equipment or other measures to prevent falls where they cannot avoid working at height
- Where they cannot eliminate the risk of a fall, use work equipment or other measures to minimise the distance and consequences of a fall should one occur.

Working at Height Regulations (2005) stipulates that ladders may only be used under circumstances where the use of other, safer work equipment such as scaffolding isn't justified. This may be applicable in the case of the low level risk involved, because the work is only for a short duration and there are site features which may make the use of safer equipment impossible.

Ladders, including step ladders, should always be checked prior to use and should not be used if they are in poor condition (e.g. loose rungs, feet damaged), if the worker can't work without using the top 3 rungs, if the worker has to over-reach, in poor ground conditions or if the user cannot maintain a safe handhold whilst carrying a load.

Training on Working at Heights will be provided for relevant staff. All staff where Working at Heights Regulations are applicable will undertake a risk assessment.

Roof Work

It is recognised that the inspection of roofs is one of the most dangerous activities tackled by MHA staff and contractors. In addition dangers may arise in gaining access to crossing loft spaces. Since the use of scaffolding to provide a barrier at the eaves to break a fall will normally not be economical the following method of carrying out roof inspections should normally be adhered to:

- a) Access to the loft: Will be in accordance to the Working at Height Guidelines mentioned earlier in this policy. The Association will provide an aluminium ladder which is capable of being easily carried up tenement stairs and also of extending at least 3' 6" beyond its resting place on the loft hatch.
- b) Access through the loft: The inspector should ensure that there is a safe means of access between the loft hatch and the skylight, for example a boarded out gangway. On no account should the inspector cross open joints.
- c) Roof Inspections: No employee or contractor should venture onto a roof space without using a harness in the appropriate manner. For staff, the Association will provide a proper roof ladder capable of being taken through loft spaces and out onto the roof. The roof ladder will bear the ridge iron which lies clear of the ridge tile when in position. The Association will provide training in the use of a roof ladder. As an alternative the following methods are acceptable.
 1. The provisions of a barrier at the eaves.
 2. Use of a safety harness provided that suitable anchorage points are provided. (Contractors are expected to supply their own equipment)

In general roof work will not take place when the roof is wet, icy or covered in snow, or when there is a risk of lightning or high winds. On no account will gutters be inspected from an unprotected position on the roof.

- (R) **New & Expectant Mothers**
MHA recognises its duty of care for employees who are new or expecting mothers. Upon notification of a confinement, a risk assessment shall be carried out to identify tasks which should no longer be carried out, working hours etc. A further assessment shall be conducted upon the employees return to work after the birth.
- (S) **Alcohol & Drugs**
Health & Safety legislation imposes a duty on employers to keep employees free from risk of harm to their health, safety and welfare so far as reasonably practicable. Staff are asked to refer to the Dealing with Alcohol & Drugs Policy for full details on how MHA addresses this issue.
- (T) **Homeworking**
With the exception of an odd one-off occasion, working at home is not permitted.
- (U) **Young people in the Workplace**
Under health and safety legislation, MHA must ensure, so far as reasonably practicable, the health and safety of all their employees, irrespective of age. As part of this, there are certain considerations that need to be made for young people. MHA ensures that young people are not exposed to risk due to lack of experience, being unaware of existing or potential risks and/or lack of maturity. No one under 18 may clean machinery if this exposes him or her to risk of injury from moving parts. No untrained person may work at certain machines except under supervision.
- (V) **Volunteers**
In recognition of its responsibilities towards volunteers, MHA's Volunteering Information Pack provides details on the safety procedure for volunteers; this includes details of risk assessments being undertaken.
- (W) **Healthy Working Lives (HWL)**
The HWL Programme supports employers and employees to develop health promotion and safety themes in the workplace in a practical, logical way that is beneficial to all.
- As a member of the HWL Accreditation at Silver Level, MHA supports and actively promotes healthy eating within the work place and, where possible, the wider community. This involves hosting initiatives like regular Healthy Eating Days where healthy snacks and lunches are provided often free of charge and hosting a community Breakfast Club, and producing information leaflets highlighting the benefits of eating a healthy balanced diet.
- MHA also supports and actively promotes all forms of physical activity within the work place and, where possible, the wider community. This involves hosting initiatives like facilitating Keep Fit and Yoga Classes.
- (X) **Mental Health Champions**
In recognition of the mental health and associated issues, MHA has 2 trained Dealing with Mental Health Champions who are available to offer support and guidance to employees.

PART 12 – HEALTHY EATING IN THE WORKPLACE

MHA recognises that good nutrition can help to reduce the prevalence of many common diseases and in view of this; it promotes and supports healthy eating among all staff and

the wider community. MHA aims to provide reliable, accessible information about food, nutrition and health. This includes:

- Promoting the consumption of a healthier diet and food choices (e.g. through food taster sessions).
- Promoting the preparation and provision of meals that offer a balanced diet (e.g. providing advice on menus, facilitate healthy eating campaigns).
- Increasing access to healthier food choices (e.g. encouraging employees to attend the Thursday morning Breakfast Club)

PART 13 – FOOD HYGIENE

Food hygiene is more than just cleanliness; it includes all practices involved in protecting food from risk of contamination, including harmful bacteria, poisons and foreign bodies. Good food hygiene also prevents any bacteria present multiplying to an extent which could result in illness. The cost of poor food hygiene could result in food poisoning outbreaks, food contamination and pest infestations.

The benefits of good hygiene result in satisfied users, good working conditions and compliance with the law. In order to protect food from contamination there is an obligation on all employees, committee members and external caterers to ensure that the undernoted is observed:

- Food should be covered where possible.
- Clean and suitable equipment to be used.
- Clean wiping cloths, preferably disposable type to be used.
- Use of appropriate tongs, plates and trays rather than handling food with hands.

Although no formal Food Safety Policy is required as the kitchen is mainly used for staff use and the office kitchen is not used for making or selling food, MHA endeavours to adhere to good practices. The following practices are in place for the Community Cafe, Culloden Street community hall and CFN:

(a) The correct use of refrigerators

Refrigerators should be sited in well-ventilated areas away from heat sources and the rays of the sun.

Construction - Refrigerators should be constructed to facilitate easy cleaning. Internal linings and shelves should be impervious and non-corroding. Door seals must be maintained in good condition and the unit should be serviced regularly.

Operating temperature - Units should normally operate between 1°C and 4°C. A thermometer should be permanently positioned in the warmest part of the refrigerator.

Defrosting and cleaning - Defrosting and cleaning should be carried out frequently in accordance with the manufacturer's instructions. Units which defrost automatically should be cleaned at least weekly.

Packing and stock rotation - Refrigerators must not be overloaded. Only perishable food should be stored in the refrigerator.

Open cans of food - To avoid the acid attack on opened and part-used cans, they should not be stored in refrigerators. The unused contents should be emptied into a suitable container such as a covered plastic bowl.

(b) Cooking

When employees cook for themselves or representatives of MHA do so on behalf of others, it is important to destroy harmful bacteria, by cooking at a minimum centre temperature of 75°C, this should be checked with a probe thermometer. After cooking the food should be eaten as soon as possible. Food being reheated for immediate consumption should be heated to at least 82°C; this is a legal requirement in Scotland.

- (c) Microwave cooking
Microwave ovens are a safe and effective method of cooking and heating food provided that instructions are followed. Food should be heated thoroughly to 75°C and this should be checked in several places, using a probe thermometer, to guard against the possibility of clod spots.
- (e) Serving
Serving utensils must be stored properly. Food placed on tables must not be re-used. All plates and utensils must be clean and dry, and those parts likely to come into contact with high risk food should be kept in clean containers, covered where necessary.
- (f) Personal hygiene in the kitchen
- hands must be kept clean at all times when handling food.
 - when preparing food for others, hair should not be left hanging loose.
 - Smoking is prohibited at all times within the kitchen area.

Training on Food & Hygiene will be provided for relevant staff. All staff involved in food preparation will undertake a risk assessment.

PART 13 - SUMMARY LIST

- (1) **Overall Responsibility for Health & Safety Issues for the Association**
- Management Committee
- (2) **Delegated Authority Day/Day Health & Safety Issues for the Association**
- Alan Benson (Director)
Linda Sichi (Depute Director)
- (3) **Health & Safety Staff Working Group**
- Pauline Hamilton (Data Protection Officer & H&S co-ordinator)
Peter Morrison (Maintenance Officer)
Collette Anderson (Corporate Services)
Gillian McGuinness (Estates)
Denise Robertson (Community Engagement)
Linda Mair (CFN)
Maureen Penman (Supported Accommodation)
Andy Adair/Andy Torrance (Maintenance)
Gillian Orton (Finance)
Rosemary Breslin (Housing)
Stephen Winchcole (Property Management)
Tommy Stanway (Trades)
- (4) **Health & Safety Representative**
- Peter Morrison (Maintenance Officer)
- (5) **First Aid Representative**
- Holly Robertson (Sannox Gardens Office)
Yvonne Johnstone (Sannox Gardens Office)
Joanne MacMillan (Ballindalloch Drive Office)
Anne Evans (CFN)
Denise Robertson (Culloden Street)

Graeme King (Estates & Armadale office)
 Donna Goldie (Supported Accommodation)

(6) **Fire Safety Officers**

- Lead Officer - Peter Morrison (Maintenance Officer)
- Main office - Sharon Robertson (Hallkeeper/Office Cleaner)
- Joanne MacMillan (Property Manager)
- Lynsey McKinna
- CFN - Cheryl Tweedie (CD Officer)
- Armadale office - Gillian Orton (Finance Assistant)
- Culloden office - Denise Burke (CE Worker)
- Denise Robertson (CE Co-ordinator)
- Support office - Jean Nixon
- Sannox office - Gillian McGuinness

(7) **Mental Health Champions**

- Margaret McGregor (HR Officer)
- Claire Robinson (Customer Services Assistant)

(8) **Frequency of Testing**

ITEM	FREQUENCY	RESPONSIBILITY
FIRE ALARM INDICATOR PANEL	Daily	Maintenance Officer
EMERGENCY LIGHTS ARE ON	Daily	Maintenance Officer
ELECTRO-MAGNETIC DOOR HOLDERS OPERATE.	Daily	Maintenance Officer
ESCAPE ROUTES & EXITS CLEAR, FIRE DOORS CLOSED, PLUGS DISCONNECTED, WASTE BINS IN DOWNSTAIRS OFFICE.	Nightly	Customer Services Assistants
ESCAPE ROUTES & EXITS CLEAR, FIRE DOORS CLOSED, PLUGS DISCONNECTED, WASTE BINS IN UPSTAIRS OFFICE	Nightly	Officer Cleaners
FIRE ALARM TEST FOR ALL OFFICES & STORE	Weekly	Maintenance Officer & Customer Services Assistants
PANEL INSPECTION & CONNECTION TO MANNED CENTRE	Weekly	Maintenance Officer
TEST PANIC BUTTON	Monthly	Customer Services Assistants
EMERGENCY LIGHTING BY SIMULATION OF A MAINS FAILURE	Monthly	Maintenance Officer
CONTENTS OF FIRST AID BOXES	Annually	All 1 st Aid Representatives
FIRE ALARM INSPECTION BY ENGINEER.	Quarterly	Maintenance Officer
FIRE DRILLS FOR NIGHT STAFF	Quarterly	Senior Team
FIRE DRILLS FOR STAFF	Quarterly	Maintenance Officer
EMERGENCY LIGHTING	Annually	Electrical Contractor
FIRE EXTINGUISHERS & EQUIPMENT	Annually	Macfire Ltd

ELECTRICAL VISUAL CHECK	3 monthly	Maintenance Officer
CERTIFICATED MAINS ELECTRICAL TEST & INSPECTION (including fire alarm wiring)	5 years	Electrical Contractor

APPENDIX 1

NOISE AT WORK

Introduction

Noise at work can cause temporary or permanent hearing loss. People often experience temporary deafness after leaving a noisy place, but usually recover their hearing within a few hours. Permanent hearing damage can be caused immediately by sudden, loud, explosive noises, (e.g. from cartridge-operated machines), but hearing loss is usually gradual due to prolonged exposure to noise. People may only realise how deaf they have become when damage, caused over the years by noise, combines with hearing loss due to ageing. Hearing loss is not the only problem. People may develop tinnitus (ringing in the ears), a distressing condition that can lead to disturbed sleep.

The Control of Noise at Work Regulations have key limits to noise exposure. These are:

- lower exposure action values:
 - daily or weekly exposure of 80 dB(A)
 - peak sound pressure of 135 dB(C)
- upper exposure action values:
 - daily or weekly exposure of 85 dB(A)
 - peak sound pressure of 137 dB(C).

The steps MHA will take depend largely on the level and type of noise exposure. (e.g. a noise exposure of just over 80 dB(A) may only require basic controls and recommended hearing protection for certain tasks). If over 85 dB(A), this would require more rigorous controls and the establishment of a mandatory hearing protection zone with appropriate health surveillance. Noise sources in excess of peak sound pressure values will need specific assessment by a competent person and specific controls.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the H&S and welfare of MHA employees while they are at work, in relation to noise exposure, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Control of Noise at Work Regulations 2005
- Control of Vibration at Work Regulations 2005
- Personal Protective Equipment at Work Regulations 1992.

Employer Responsibilities

To ensure that MHA prevent or reduce risks to H&S from exposure to noise at work and that our policy will be clearly understood throughout, we will:

- assess the risks to employees from noise at work;
- take action to reduce noise exposure and, consequently, from risks arising from noise at work;
- provide employees with hearing protection, where required, if noise exposure cannot be reduced by other methods;
- make sure that the legal limits on noise exposure are not exceeded;
- provide employees with information, instruction and training;
- carry out health surveillance where levels indicate it is required; and

Procedure

MHA will fulfil the responsibilities as outlined above by:

- identify all operations within MHA where there is a noise risk and who is likely to be affected;
- carry out an initial noise survey;
- ensure that the risks to employees from noise at work are assessed by a competent person, where a potential problem is identified;
- take the necessary action to reduce the noise exposure that produces these risks, ensuring that the legal limits of noise exposure are not exceeded;
- provide employees with suitable hearing protection (see the Personal Protective Equipment statement above) where noise exposure cannot be reduced enough by using noise control techniques;
- provide our employees with adequate information, instruction and training in order to understand the noise risks that they may be exposed to and how to use noise control techniques and the hearing protection provided;
- carry out health surveillance where the noise risk assessment has identified there is a risk to health; and

APPENDIX 2

Communication and Consultation

Introduction

Communication and consultation is a two-way process. It does not just mean telling workers about H&S, it means discussing H&S with them, allowing them to raise concerns and influence decisions.

There is a legal requirement for all employers to consult with their employees on H&S. The Health and Safety (Consultation with Employees) Regulations and the Safety Representatives and Safety Committees Regulations both outline processes for enabling consultation to take place. Consultation usually takes place between the employer and TU representatives, and it must still take place even if staff are not represented by a TU.

Policy - Statement of Intent

The aim of this communication and consultation policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Safety Representatives and Safety Committees Regulations 1977
- Health and Safety Information for Employees Regulations 1989 (as amended)
- Health and Safety (Consultation with Employees) Regulations 1996
- The Equality Act 2010.

Employer Responsibilities

To comply with the legislation and ensure that this policy is clearly understood throughout MHA and that all activities are undertaken safely, in accordance with the risk assessment process, MHA will:

- communicate and consult with our employees to ensure that they fully understand MHA H&S policies and procedures, as well as the information they require to carry out their duties safely;
- ensure appropriate means of communication are used;
- ensure that Elected Safety Representatives and Appointed Safety Representatives receive any necessary training to carry out their roles effectively;
- meet the costs of any necessary training;
- ensure that representatives are given reasonable time off, with pay, to carry out their functions;
- set up a Safety Committee if at least two Appointed Safety Representatives request this;
- ensure that adequate resources are made available to fulfil the requirements of this policy.

Procedure

To fulfil our responsibilities as outlined above, MHA will:

- effectively communicate and consult with our employees on all H&S matters affecting them - including, where necessary, making suitable and sufficient arrangements to ensure that employees who do not have English as their first language are not disadvantaged;
- make accessible an employee handbook and obtain a signed Employee Handbook Declaration from each employee;
- develop general H&S promotional programmes;
- hold specific H&S meetings or ensure that H&S is a main topic on meeting agendas. All such meetings shall be recorded;
- ensure that external communication with interested parties is carried out, where appropriate, and in a timely fashion;
- ensure that all relevant written or verbal communications are recorded and retained for future reference;
- provide facilities and assistance for employee representatives to enable them to reasonably carry out their roles;
- establish a H&S Committee and ensure the membership of the Committee consists of management and employee representatives and is chaired by a person with authority.

APPENDIX 3

Milnbank
HOUSING ASSOCIATION



MANAGING STRESS
POLICY

LS/AUG.2018/REF.P47

INTRODUCTION

MHA recognises as an employer, that it has a duty under Section 2 of the Health and Safety at Work Act 1974 to ensure, so far as is reasonably practicable, that its working environment for all employees is healthy and safe. We also recognise that our duty of care extends to mental health as well as physical health at work. We understand it is our requirement to assess how reasonably foreseeable harm is to employees, but also, that there is an onus on employees to make MHA aware that they are suffering from stress.

POLICY STATEMENT

Through our policy we are committed to providing a supportive working environment that maintains and promotes the health and well-being of all our employees. This includes the organisational environment through effective and sensitive management; enabling individuals to cope successfully with the demands and pressures of work, and providing support for employees whose health and well-being are affected by stress.

DEFINITION

Pressures can also arise from an individual's personal life as well as from work. People vary in their capacity and ability to cope with different types of pressure. Some individuals will recognise that their health is affected and will seek help; others will not recognise or acknowledge that they are stressed, although it may be apparent to their manager and work colleagues. In itself, stress is not an illness, however, there is evidence that stress can lead to mental and physical ill health.

SOURCE OF STRESS

Stress may arise from various sources (e.g. in the workplace or away from work). Whilst we have no control over the latter, we are committed to identifying the sources of stress in the workplace and trying to eliminate them. Workplace stress may arise from the following:

- Poor physical conditions; noise, poor ventilation, lighting or equipment.
- Job design: under use of skills, conflicting demands and inconsistent management, unclear setting of objectives.
- Work relationships: bullying or other harassment, poor management communication.
- Work organisation and conditions: job insecurity/threat of redundancy, excessive workload, lack of participation in decision making, rigid hierarchy, lack of transparency in procedures, lack of support, reluctance to take/not taking holidays, sick leave, etc.

SIGNALS

Stress may be physical, psychological, behavioural or a combination. Many effects are short term response to pressure which disappears once the source of pressure has been removed. If pressure continues it can result in the individual experiencing anxiety, anger and frustration, irritability, intolerance and over indulgence in alcohol or tobacco. Physically stress may manifest itself by sleep disturbance resulting in tiredness, tenseness, nausea and dizziness, headaches, weight loss/gain and in extreme circumstances, by chest pains, raised blood pressure and heart disease. Mentally it may show itself by indecision, lack of concentration memory loss, lack of judgement, loss of motivation and impairment of perception.

POLICY AIMS

- To involve staff in a problem solving approach to tackle stress.
- To manage stress through effective and sensitive management.

- To develop working practices that will reduce the factors which may lead to stress in the workplace.
- To develop procedures to manage problems that do occur and to support individuals who are stressed.
- To increase awareness of stress and methods to combat it.
- To assist employees in managing pressure in themselves and others.
- To monitor procedures and outcomes, and to assess the effectiveness of the policy.

RESPONSIBILITIES

To help combat stress and achieve a well managed work environment, there will be preventative measures in place at all levels:

a) EMPLOYEE LEVEL

- All employees will be made aware of the Managing Stress policy.
- A culture of consultation, participation and open communication will be promoted.
- Effective systems are in place for employees dealing with e.g. interpersonal conflict, bullying, racial and sexual harassment, through appropriate steps given in our harassment policy.
- A comprehensive Health and Safety policy is in place.
- Employees will be encouraged to attend stress awareness and stress management courses, so they are better able to handle the pressures they may encounter.
- Employees will be reminded that they have a duty, while at work, to take reasonable care for their own health and safety and therefore they have a responsibility to make management aware of pressures they are encountering at work.
- Employees will be encouraged to address potential work problems at an early stage by reporting pressures that they are encountering at work by:
 - asking for support from their Line Manager or through the Directorate
 - discussion with their Health and Safety Representative
 - contacting suitable counselling.

b) MANAGEMENT LEVEL

- Take account of potential sources of pressure on employees when planning changes to work organisation and conditions of employment.
- To provide clear job descriptions which are regularly reviewed.
- Give warning of urgent/important tasks and monitor the frequency/duration.
- Provide clear objectives.
- Be competent and consistent.
- Encourage good two-way communication and employee involvement.
- Carry out a suitable and sufficient work-related stress risk assessment.
- Implement controls which are required as a result of the risk assessment e.g. provide training, information and where necessary, refer the employee for further help to external counselling services (e.g. Employee Counselling Service)
- Allow staff to contribute ideas and have some influence over decision-making, especially regarding their own work, and provide good management support, appropriate training and staff development.

MONITORING STRESS LEVELS

Stress complaints will be taken seriously, investigated, and resolved if possible. Commitment will be given to ensure problems are not ignored. To help with this

commitment the Managing Attendance Policy, Conditions of Service and Health and Safety manual will be addressed.

In addition to these policies, Milnbank will invite staff to participate in regular work-related stress questionnaires as part of our Health and Safety procedures. All employees will be required to undertake risk assessments and will have responsibility to ensure preventative measures to control risks are adhered to. The significant findings of these risk assessments will be written down. Naturally, these preventative measures will be evaluated periodically for effectiveness.

REVIEW

This policy will be reviewed annually by the Management Committee as part of the Health & Safety policy review process.

DATA PROTECTION

MHA controls the personal information that we collect, this means that we are legally responsible for how we collect, hold and use personal information. It also means that we are required to comply with the General Data Protection Regulations (GDPR) when collecting, holding and using personal information.
