



HEALTH AND SAFETY POLICY

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Review By:	HEAD OF PROPERTY & MAINTENANCE
Responsible Director:	HEAD OF PROPERTY & MAINTENANCE
Approved By:	BOARD

Associated documents:

1. Organisational Chart
2. Risk Assessment Form I
3. Risk Assessment Form II
4. Fire Notice
5. Site Inspection Form
6. VDU risk assessment check List
7. Driving Policy
8. Ladder Safety Checklist
9. Lone Worker Policy
10. How to Deal with Potentially Dangerous Situations on Reception
11. Building Works and Maintenance Procurement Procedure

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PART 1

York Housing Association

Statement of Intent

The Health and Safety at Work Act 1974 imposes a statutory duty on York Housing Association (known throughout the rest of this document as YHA) to ensure in so far as is reasonably practical the health, safety and welfare of their employees whilst at work and any visitors to their place of work.

YHA recognises that it's employees also have a statutory duty to take care of themselves and others who may be affected by their acts or omissions.

To enable these duties to be carried out, it is YHA's intention to ensure that responsibilities for health and safety are effectively assigned, accepted and fulfilled at all levels within the organisation.

The prime responsibility for health and safety lies with the Board of Management represented in the association by the Chief Executive.

Duty of York Housing Association:

- To ensure the wellbeing of all its employees and anyone else who comes into contact with YHA.
- To reduce the risk of accidents through implementing safe systems of work.
- To train staff in good health and safety practices.
- To advise visitors and contractors of good health and safety practice when visiting a YHA site.
- Managers will put equal importance on health and safety matters as other management issues.

Duty of employees of York Housing Association:

- To act responsibly to prevent injury to themselves and others on site.
- To cooperate in the implementation of health and safety policy.

YHA request that it's Clients and Visitors respect this policy, a copy of which can be obtained on demand and which will be accessible to all staff.

The legislative framework used to support this Act is as follows:

- The Management of Health, Safety and Welfare regulations 1999
- Workplace Regulations 1992
- Display Screen Equipment Regulations 1992
- Manual Handling Regulations 1992

- Personal Protective Equipment Regulations 1992
- Personal Protective Equipment at Work Regulations 1992
- Provision and Use of Work Equipment Regulations 1998
- First-Aid Regulations 1981
- Regulatory Reform (Fire Safety) Order 2005
- Control of Substances Hazardous to Health Regulations 2002
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Working at Height Regulations 2005
- Lifting Operations and Lifting Equipment Regulations 1998
- Corporate Manslaughter and Corporate Homicide Act 2007
- Construction (Design & Management) Regulations 2015
- Control of Asbestos Regulations 2012
- Relevant approved codes of practice and guidance.

THIS POLICY WILL BE REVIEWED ANNUALLY AND UPDATED IN ACCORDANCE WITH CHANGES TO YHA OR RELEVANT LEGISLATION.

Signed:

Name (Printed): JULIA HISTON

Position: CHIEF EXECUTIVE

Date: 21 July 2016

PART 2

York Housing Association Organisation Responsibilities:

The Main line of communication for employees regarding health and safety issues is via their line manager; in addition to this they can consult their Corporate Resources Manager for advice (see manual for current arrangements).

However the overall responsibility follows the organisational chart route, as illustrated in appendix 1.

There is a duty of care on YHA to ensure staff and anyone who comes into contact with the organisation and its activities is taken care of so far as reasonably practicable

Equally there is a duty of care on individual employees to look after themselves and not put anyone else at risk because of their activities.

However there are some specific roles in terms of Health and Safety and they are detailed as follows:

The Chief Executive is responsible for the implementation of good health, safety and welfare practice within YHA. Policy and procedures will be monitored by them and issues reported back to the Board. The Chief Executive must ensure that sufficient resources and training are provided for all staff to carry out their jobs in a healthy and safe manner.

Head of Property & Maintenance On behalf of the Chief Executive the Operations Director takes operational responsibility for ensuring compliance to H&S law. Policy and risk assessment review will be monitored by the Operations Director.

Directors take their lead from the Chief Executive and must ensure that policy and procedure is implemented throughout their directorate. They can refer to the Head of Property & Maintenance for support and guidance but responsibility for implementing organisation policy is with the Director. They are expected to report back to the Head of Property & Maintenance on a regular basis and any issues, incidents or accidents that may have occurred that may have occurred.

Corporate Resources Manager has the role of **Safety Representative** and **Chief Fire Warden** and must provide support to the Chief Executive and Directors to ensure they are fully aware of issues that may arise. These will come from regular safety inspections and review of new pieces of legislation. The Safety Representative will also act as a point of contact/information for employees with regard to health, safety and welfare queries or concerns. The Safety Representative will be supported by management if they need to source information outside their knowledge.

Duties of the Safety Representative:

- Carry out regular health and safety inspections
- Ensure the regular testing of fire alarms, emergency lighting and panic alarms takes place and to organise fire drills
- Ensure records on the above are kept
- Keep the management team aware of any accidents or incidents
- Review new pieces of legislation

- Carry out Risk Assessments, in conjunction with an outside consultant where necessary
- Act as central point of contact for enquiries.

Employees must do everything they can to prevent injury to themselves or others. They are expected to familiarise themselves with YHA's procedures and take on responsibility for a safe and healthy working environment and report anything that they believe is a potential hazard within the workplace.

PART 3

The Arrangements

This policy details all arrangements that YHA are committed to. However, there is a supportive manual that reduces these procedures into a more practical reference guide for staff. The manual should be used as a daily reference; if further clarification is needed staff can refer to the Policy or speak to their line manager. A copy will be kept at each site, a manual will be issued to each member of staff.

Within a Housing Association there is a fine line between a workplace and somebody's home. All the arrangements detailed in the policy should be put in place in any office space within a project/scheme or common area if the property is shared. But there are certain procedures that can only be encouraged rather than be enforced within a person's home. Staff shouldn't shy away from good health and safety practice but build it into their support roles to ensure schemes are safe environments for residents and tenants.

The Corporate Resources Manager will interpret the policy to suit each scheme. Staff providing support services to vulnerable tenants/customers are subject to an Enhanced DBS (Criminal Records Bureau) check as per the Recruitment Policy.

3.1 RISK ASSESSMENTS

The prime responsibility for the assessment of risk is with the Chief Executive but it is essential that departmental managers have sufficient authority within the organisation to instigate ACTION, particularly where high risk ratings are identified.

3.1.1 Introduction

In line with legislation and good practice YHA accepts the need to carry out regular risk assessments on its place(s) of work and certain work activities. The assessment will always be carried out by a competent person be that an internal member of staff or an outside consultant.

3.1.2 The Risk Assessment Process

This process is a tool used to identify hazards, rate the risks and consequently introduce safe systems of work.

This process assists YHA to implement improvements and safer ways of working, as and when necessary. The assessments are a record of YHA's common and specific hazards, associated risks and controls that are adopted to reduce risk.

The Corporate Resources Manager will carry out the risk assessment at head office and the Customer Service Managers at site offices. All risk assessments must consult with the staff who undertake the tasks that are being assessed.

The professional expertise of a Safety Adviser or other specialist may be required to advise in certain areas. The Safety Adviser can be an independent moderator and co-ordinator of the risk assessment process, verifying an assessment carried out internally. As the association grows, it may consider a fully trained competent person.

Fundamentally, the risk assessment must take into account a number of factors:-

- Likelihood that an accident or incident could occur
- Potential loss in terms of injury, damage or loss
- Frequency of exposure
- Number of people affected

A quantitative approach to the risk assessment process is used to help prioritise actions required.

It is imperative that all records are kept as evidence that an assessment of risks has been addressed and the adequate controls put in place. A copy of which is kept off site.

The appropriate Risk Assessment forms can be found in Appendix 2 and 3. Anyone using these forms should have been instructed in how to use the forms correctly by a competent person.

Once a risk assessment has been carried out and the relevant action has been taken, it will be reviewed annually or when a workplace or work task changes considerably.

In any event YHA is committed to encouraging safe systems of work:

Assessing the task or workplace
 Identifying the hazards or risks associated with this
 Defining a safe method/environment
 Implementing safe method/environment
 Monitoring the task/environment.

3.1.3 The Risk Assessment Procedure

Stage 1 (using the form provided, see appendix 2)

Identify the hazards associated within a particular area of assessment e.g. office environment.

Hazard/Risk Priorities

Using the form provided all hazards should be identified along with the following:

- Who is affected by the hazard
- What the severity of the hazard could be
- The likelihood that it could happen

Score:

A figure should be allocated to each of the “worst outcome” columns, and to each of the ‘likelihood/probability’ columns. The “worst outcome” figure is then multiplied by the ‘likelihood/probability’ figure to give the score. This score can then be used to prioritise action.

Person at Risk	Worst Outcome	Likelihood	Risk Rating
Employee (2)	Serious (3)	Likely (3)	A + (BXC)
Contractor (1)	Significant (2)	Possible (2)	
Others (3)	Minor (1)	Remote (1)	

Score Implication:

The purpose of the scoring mechanism is to give an indication of the degree of the risk and assist with the prioritisation of actions.

Stage 2 (form provided see appendix 3)

Using the form provided, you will complete all sections as below:

The top section contains details of what the risk assessment is for, the site or location, activity/situation, date of assessment, date of last assessment and date for next assessment. If you wish to give your assessment a reference, there is a box for this.

What are the hazards?: Any hazards that have been identified should be entered into this section.

Who might be harmed and how?: Thinking of the hazard you have identified, this section is to highlight who may be harmed, such as staff, contractor, general public or visitors and also detail how they may be harmed.

What are you already doing?: This section is to be completed in detail, listing all measures and controls that are currently in place.

Risk Rating: You need to give your risk a rating of Low, Medium or High risk. Your calculation can help you identify this. Guidance is:

Low – if it is unlikely that harm would arise under the controlled conditions listed and even if exposure occurred, the injury would be relatively slight.

Medium – if it is more likely that harm might actually occur and the outcome could be more serious, for example some time off work may be needed or a minor physical injury is possible.

High – if it is highly likely that harm might actually occur and that injury might be serious or even fatal.

What further action is necessary?: Any measures that are identified to prevent harm which are not already in place must be entered in this box. Briefly indicate the action which is needed to deal effectively with the situation (risk) you have described. In some cases, for instance in relation to manual handling, use of display screen equipment, noise, control of substances hazardous to health, use of personal protective equipment, there are other Regulations which require assessment to be made. Make reference to the need for these separate assessments on the form.

Action by whom?: Enter here the name or position of the person in the organisation that is responsible for seeing that the action is taken

Action by when?: A realistic timescale must be set, ensuring it is given the priority needed in line with the risk rating.

Complete: Enter the date when action has been satisfactorily completed, together with the name and signature of the responsible person.

Assessment carried out by/Assisted by: To be completed by persons involved in carrying out the assessment, signed and dated. Risk Assessments should only be carried out by trained personnel.

3.2 FIRE SAFETY

3.2.1 Introduction

One of the greatest hazards, which can affect a person at work, is fire. The primary purpose of statutory requirements for fire protection of a workplace is to safeguard life. This note provides a broad outline of what needs to be done to protect employees should a fire occur.

In line with legislation YHA undertakes a fire risk assessment for all their premises.

YHA limits the possibility of fire occurring and ensures controls are in place to reduce the risk of any injury occurring in the event of a fire.

In the event of a fire the following procedures are in place and YHA expect everyone to adhere to these procedures at all times:

On discovering a fire

- Raise the alarm immediately by pressing the nearest call point button

- Do not attempt to put out the fire unless you have been trained to use the equipment
- Leave the building by the nearest fire exit as quickly as possible but without running or panicking.

On hearing the alarm sound

- All employees/visitors/contractors will evacuate the premises to the designated assembly area as quickly as possible but without running or panicking.
- On hearing the alarm the Resources Administrators on reception duty at the time should call '999', stating the full address (if it is safe to do so) and then leave the building immediately.
- The Resources Administrators on reception at the time of the alarm sounding will collect the signing in books before leaving, handing them to the chief fire warden when outside and in safety.

Designated Meeting Point (Head Office):

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The Chief Fire Warden or their deputy will check that every employee/visitor/contractor is accounted for. They will use the signing in book for this (see fire wardens later).

If a person appears to be missing this should be reported immediately to the fire brigade on their arrival. Not under any circumstances should a person return to the building. Only the all clear by the fire brigade can be used as an instruction that the building is safe to re-enter.

Designation Meeting Point (all other premises)

These will vary from premises to premises so all employees must familiarise themselves with the fire evacuation procedure at each site they visit.

3.2.2 Evacuation Drills

Regular drills will take place (at least three times a year). This will familiarise the staff with the evacuation procedure. It is also an opportunity to test that controls are in place and are adequate.

Most staff will not be notified that a drill is being planned. In normal circumstances only the Chief Fire Warden and the Resource Administrators on reception duty that day will be aware that the drill will take place.

A record of its occurrence and the time it took will be recorded in the Fire Manual. Any incidents should be also recorded. This should be filtered back to the management team as part of the regular health and safety reporting procedure.

3.2.3 Fire Evacuation Training

On joining YHA all employees will be trained in the orderly method of evacuating the premises to their designated assembly point as part of their induction programme by the Corporate Resources Manager. This should happen on their first day; however it is the responsibility of the line manager to ensure that this has happened.

If for whatever reason the layout of offices change, an evacuation should be practiced as soon as possible to ensure the routes etc., are adequate and people are familiar with new routes.

3.2.4 Fire Alarm Testing

In addition to 3 times a year fire evacuations, regular testing of the bells will also familiarise staff with the sound of the fire alarm. This test will take place once a week (testing a different call point each week) and be recorded in the Fire Manual. The test will take place the same time each week and within office hours. A notice will be posted on the day of the test to inform staff and visitors that it is just a test.

3.2.5 Fire Exit Doors

Fire Exit Doors are in place to help evacuees find the correct route out of the building. They are clearly marked with a sign above the door stating 'FIRE EXIT' or similar, in white text on a green background.

Although doors can be secure, they must not be locked or fastened in a way that requires a key or similar to get out.

Ideally, panic bars or panic push pads should be used although break glass bolts or panels exposing the lock mechanism are acceptable. Keys on chains or in break glass boxes are not allowed to be used.

Any bolts or locks on the doors should be released as soon as the premises are occupied.

The outside of doors should be kept clear as most fire doors open outwards. If there is a risk of the door being obstructed by parked cars or similar, a suitable barrier should be erected to prevent vehicles getting too close. Failing that, a sign should be posted on the outside stating 'FIRE EXIT - KEEP CLEAR' or similar.

3.2.6 Fire Doors

Fire doors are used to restrict the spread of smoke and flames. Therefore to be effective they must remain closed when not in actual use. Fire doors should have a minimum half -hour fire resistance and are clearly marked to the prescribed standard. E.g. 'keep this door shut'. These doors should not be propped open on any account. Fire doors will be checked monthly by the Customer Service Team Leader to ensure they are fit for purpose, with records of the checks being kept.

3.2.7 Fire Extinguishers

There are several different types of fire extinguishers in respect of their contents and the types of fire on which they are used.

There are also several different ways of operating extinguishers, even ones of the same types. For these reasons, adequate training is required for all types of extinguishers in use on the premises. Extinguishers should only be used if you have been trained to use them or there is a need to use them to escape the building.

Fire extinguishers are mounted on brackets on walls in a position where they can be easily reached and logically near the final exit point from the room or area. The carrying handle should be one metre from the floor.

The points at which fire extinguishers are mounted should be clearly identifiable, preferably from some distance. A suitable 'FIRE POINT' sign above the extinguisher can achieve this. It is also recommended that the floor area be marked to designate a clear area.

All extinguishers should have simple and clear operating instructions on them. All extinguishers are periodically tested and examined by a fire extinguisher contractor. This happens at least once in every twelve month period. Relevant documentation is kept in the Fire Manual. No-one should attempt at putting out a fire unless they have been trained.

3.2.8 Fire Alarm Systems

The alarm system is serviced at least once in every twelve-month period. The relevant documentation is kept in the Fire Manual.

The sounder at Head Office is a continuous sounding bell throughout Head Office though the volume may vary according to the background noise levels.

If persons with impaired hearing are present in the building or in areas where noise levels are extremely high, there may be a requirement to install warning strobe lights to indicate a fire alarm (an appropriate action will be identified by a thorough risk assessment).

3.2.9 Fire Procedure Notices

At conspicuous positions in all parts of the building, printed notices should be exhibited stating in concise terms, the essentials of the action to be taken upon discovering a fire and on hearing the fire alarm (see appendix 5).

3.2.10 Safe Means of Escape

A means of escape should be planned so people can turn their backs on a fire and travel unhindered to a place of safety within a specified distance of travel. This is not always possible particularly when there are only single stairways serving floors above or below ground level and in these circumstances additional safeguards may be necessary to provide safe routes.

There is one means of escape in YHA, all staff and visitors should be familiar with this. The stairway is provided with protection against persons falling by the provision of walls, partition or balustrades to landings and handrails to each flight of stairs.

It may be necessary to consider how disabled people are to be adequately provided for in the means of escape arrangements. Each case must be evaluated according to the circumstances of the particular premises and the people in question. When a disabled person is employed who would be at risk in the event of a fire, then a full risk assessment for their particular disability would be carried out. British Standard 5588: Part 8 "Code of Practice for means of escape for disabled persons" gives guidance. If however, there are any doubts about such arrangements, the local Fire Authority should be consulted. Any disabled visitors to the office should remain on the ground floor.

3.2.11 Emergency lighting

Emergency lighting is provided at YHA to illuminate corridors and stairways in the event of a power failure.

The emergency lighting system is independent of normal general lighting and operates automatically upon failure of the general lighting or of individual lighting circuits.

The emergency lighting systems at YHA are maintained by a firm of specialist engineers, relevant documentation is kept in the Fire Manual. However, additional to this maintenance program the emergency lighting is checked on a monthly basis to ensure that each unit is working effectively. This is easily achieved by ensuring that the charging indicator neon lamp, if fitted is illuminated. The test will be carried out by the Corporate Resources Manager.

3.2.12 Fire Warden

As YHA (head office) has two floors there is a need to have a fire warden and deputy on each floor. The Corporate Resources Manager will act as the Chief Fire Warden. Wardens should be office based staff where possible; otherwise it is imperative that both wardens are not out of the building at the same time. If this going to happen, it should be reported to the Chief Fire Warden.

Fire wardens should:

- Keep a list of staff members that are based on their floor. This will be used as a check list supporting the signing in book.
- On hearing the fire alarm, check that the fire evacuation procedures have been initiated and ensure that the floor they are responsible for is fully evacuated. Make sure that toilets, rest rooms and tea rooms are checked.
- Instruct employees, residents, visitors etc; at the scene to leave the premises as appropriate and provide assistance as necessary. Wardens should not put themselves in danger by entering other parts of the building for which they are not responsible.
- Wardens will then proceed to the assembly point, closing fire doors on route and liaising with other staff.
- The chief warden will carry out a roll call using the signing in books; a secondary check can be made by other wardens using their staff list.
- Remember that evacuating people is sometimes difficult, because if they cannot see smoke or fire, they are usually reluctant to leave the building, so if you cannot persuade staff or visitors to leave in the event of a fire, proceed to the assembly point and inform the Fire Brigade of their location. Do not allow anyone to enter the building until informed it is safe to do so by the Fire Officer in Charge.
- Remain calm throughout the evacuation procedure. By setting an example to others you can minimise the possibility of persons being injured due to panic.
- Report any incidents or problems to the Chief Warden.

A list of Fire Wardens is posted around the building. Staff must familiarise themselves with their Warden. Wardens will make themselves known to new members of staff.

Another checklist for YHA is to carry out a fire risk assessment on all of its properties, reviewing annually as per current legislation. The main office assessment is to be carried out by a qualified Fire Risk Assessor. Site office risk assessments are to be carried out annually by the Maintenance Manager following a risk assessment by a qualified Fire Risk Assessor. A copy of the risk assessment is to be kept off site along with all other risk assessments.

Other Sites/Premises

All sites and premises must adapt the fire procedures to suit their needs and notify visitors (including staff) accordingly.

3.3. FIRST AID

3.3.1 Introduction

In line with legislation YHA provide adequate facilities and equipment to enable first aid to be rendered to their employees should they sustain injury or become ill at work.

First Aid provision should take account of the number of persons employed, the size of the establishment and the hazards and risks involved in activities.

The regulations require employees to be informed of the arrangements that have been made in connection with the provision of first aid including the location of equipment, facilities and personnel. This happens at YHA as part of the induction programme, it is the responsibility of the line manager to ensure this is done.

Notices are displayed in prominent locations where they can be easily seen and give information regarding the location of the first aid kit and the name of the Appointed Person or First Aider (see manual for current arrangements).

YHA allows for a minimum of three first aiders in head office premises, and the management are committed to initial training, refresher courses and budgeting for equipment.

There are two classifications of first aid personnel. These are fully qualified First Aiders and emergency first aiders.

YHA aim to have at least one first aider in the building at any one time and they manage this through ensuring they have 3 members of staff trained at any one time.

3.3.2 Emergency first aiders

Where the risk is minimal a person without special training may be appointed by the employer to take charge of an injury or illness. Should a serious injury or major illness occur in the workplace this person will have the responsibility of summoning help e.g. calling an ambulance? Alternatively individuals can be trained to administer emergency first aid. Identifying which one and/or how many will be determined by Risk Assessment.

3.3.3 First Aiders

A First Aider is a person who has been trained and holds a current first aid certificate, issued by an organisation or employer whose training and qualifications for First Aiders were at the time certificate approved by the Health and Safety Executive for the purposes of the regulations.

The number of first aid personnel will take account of foreseeable absences such as annual leave and training requirements. YHA has chosen to appoint three first aiders and therefore are adequately covered.

Under normal circumstances, there must always be at least one emergency first aider on the premises during working hours. Emergency first aiders are office based staff and holiday arrangements must be organised to ensure adequate coverage at all times.

An assessment should be made of the risks faced in the workplace and the number of first aid personnel together with their depth of training has to be determined. The principal person trained in First Aid is responsible to the management for:

- Ensuring that the First Aid Boxes are checked bi-monthly and a record kept within the box, immediately rectifying any deficiencies.
- Ensuring that they are informed immediately of any serious accident.
- Keeping a record of all cases treated.

3.3.4 First Aid Boxes

First aid boxes should be made of a suitable material and so designed as to protect the contents and all boxes should be clearly marked with a white cross on a green background.

All first aid boxes have to be stocked in accordance with the minimum quantities listed below. This list reflects the requirements of the Regulations. The contents of the boxes should remain as specified within this list, unless special circumstances prevail and additional training is given.

All establishments need at least one first aid box. Each box should be placed in a clearly identified and readily accessible location. Every First Aider or Appointed Person should have access to, or be in charge of the first aid box.

Under no circumstances should medicinal preparations be kept in the box, this includes pain killers such as Paracetamol.

3.3.5 First Aid Boxes

Contents Guide:

Guidance Card	1
Individually wrapped sterile adhesive dressings	20
Sterile eye pads, with attachment	2
Triangular Bandages	6
Safety pins	10
Medium sized sterile unmedicated dressings	6
Large sterile unmedicated dressings	2
Extra-large sterile unmedicated dressings	3

Where tap water is not available sterile water or sterile normal saline in disposable containers needs to be kept near the first aid box:

Minimum container size: 300ml
Minimum amount: 900ml

N.B. This is designed as a guide; a common sense approach to the quantities required at different site should be used.

3.3.6. Accident Book

Each site holds an Accident Book which is accessible to all personnel. All accidents must be recorded but in addition to this all incidents or near misses should be recorded. Staff must inform their line manager and the CRM as soon as possible following an accident. Once the incident has been recorded in the Accident Book, this must be given to the Corporate Resources Manager for them to keep on file. At no time must reports be kept in the Accident Book. It is the responsibility of the line manager to ensure the Director of their team is informed of the accident/incident. Accident book entries should be included in the report that goes to management.

3.4. INFECTIOUS DISEASES

3.4.1 Introduction:

The nature of YHA's work means that staff and others could come into contact with infectious diseases. Thus YHA has developed a code of practice which should be followed to protect against infection and may help staff deal with individual cases.

3.4.2 General Principles:

Provided that tenant or resident's health is consistent with them living in or using the association, then no infections are in themselves grounds for refusing services.

If special medical help is required at the time of admission to residential projects, or if it is anticipated that it may be necessary, then the staff will need to ensure this be arranged.

No special precautions or protective clothing or gloves are necessary for usual contact or activities with clients, other than in the situations outlined below.

3.4.3 Hepatitis

Hepatitis is an infectious disease that causes liver damage. Hepatitis A can be caught by eating and drinking water. Whilst it is unpleasant, it is rarely dangerous, and does not persist.

Hepatitis B is spread by exchanges of body fluids and is highly infectious. Hepatitis B starts with flu-like symptoms, together with tiredness. Some people become jaundiced (turn yellow), have dark urine and pale faeces. This lasts about 10 days, but is followed by prolonged feeling of exhaustion, which lasts for up to about six months. However, some people who get Hepatitis B do not feel ill at all. Most people who get Hepatitis B recover fully, but one in ten will go onto to be a carrier of the disease. Carriers remain infectious, even when feeling completely well and will

always be at risk to others-as well as being at much greater risks themselves from serious liver condition.

Vaccination against Hepatitis B is available on the NHS from GP's for people who are considered to be at high risk of catching the disease. A blood test is taken first to find out if an infection is present, then if required a vaccination program is put in place. YHA encourages staff to consult their GP for advice on this. If they are considered to be at risk but the vaccination is not available on the NHS, then the Association will pay the full cost of the vaccination.

3.4.4 Tuberculosis

Tuberculosis (TB) is caused by a germ which usually affects lungs, but may also affect the bones and joints.

It is caught by breathing in the germ or swallowing contaminated food. Droplets of sputum sprayed by an infected person during sneezing or coughing spread the germ directly to others.

Outside the body, the germ does not survive for very long and providing normal preventative measures are taken whilst cleaning there is little or no risk from rooms or bathrooms. TB is still a very common infectious disease and curable through treatment but it can also be overcome by the body's natural defences, often immunity develops protecting individuals against infection for the rest of their lives. However, some factors do lower the body's natural resistance, including change of climate, cigarette smoking, poor living conditions, poor diet, alcoholism, general poor health, old age and past infection. These increase the risk of infection.

The common symptom is a productive cough. Where this persists unexplained for over 3 months a chest X-Ray should always be taken. Unfortunately, this is a common symptom amongst middle aged smokers and a diagnosis can easily fail to be made. A sufferer may also cough up blood, or there may be weight loss, lethargy, indigestion, fever, night sweats and general ill health. In the early stages, lung TB (pulmonary) is often symptom less, but it will be seen on a routine chest X-Ray, so it is always advisable for anyone at risk to have an X-Ray at least once a year. A simple test will check your natural immunity and a vaccine is available for those who are vulnerable to infection.

3.4.5 Other Infectious Diseases

Hepatitis B and TB are not the only infectious diseases which may be contracted in residential projects or when dealing with the public. However, procedure to minimise risk of infections should be adequate to protect against almost all other risks. Most particularly, it is important to remember that HIV is much harder to catch than either TB or Hepatitis B and most of the procedures below are necessary for these two illnesses and not HIV.

AIDS (Acquired Immunodeficiency Syndrome) is a complete or partial breakdown of the body's natural ability to fight off infection. This damage is caused by a virus known as HIV (Human Immunodeficiency Virus), and leaves the person prone to a whole series of infection which their immune system would normally be capable of fighting off. Not all people who are HIV positive go on to develop AIDS.

Whilst HIV is a serious condition, all the evidence indicates that it can be contracted only in specific ways, by some kinds of sexual contact with an infected person, or by

taking infected blood in your own bloodstream, for example, by using contaminated syringes and needles for drug injections (see later for needle stick injuries). Apart from methods of transmission outlined above, there are other routes that are theoretically possible, although there is not evidence to show this has ever happened. They arise if spilled blood or semen, saliva, urine or faeces of an infected person enter the bloodstream, or otherwise through a cut abrasion or mucous membrane. Infection is not spread through the air, for example by sneezing or spitting, or by touch, or by sharing cooking, eating and drinking utensils or other articles in general use.

Like the common cold it is a virus, but unlike most viruses, it is very weak. It does not live outside the body for more than a few minutes, and is easily killed by the use of any household bleach or cleaner.

YHA has decided that, in order to protect staff against any infectious disease communicated by blood or bodily fluids staff should follow these instructions:

- Do not attempt to pick up needles or syringes
- Do not attempt to clean up bodily fluids
- If you come across either of the above contact the office immediately
- For void properties, whoever receives the call should organise the Associations' recognised specialist cleaning contractors to attend site and make the property clean and safe.

In the unfortunate event that a member of staff receives a needle stick injury they must follow this instruction:

- Encourage the infection site to bleed freely for a few minutes
- Clean the area with warm soapy water and dry. Apply firm pressure to stop the bleeding.
- Inform line manager or Corporate Resources Manager of the injury.
- Seek medical Attention as soon as possible or at least within 48hrs.
- Ensure the incident is noted in the accident book and a full report written on how the incident occurred.

Where there is a risk that a member of staff may accidentally come into contact with needles, blood or bodily fluids, they will be supplied with all relevant PPE.

3.4.6 Confidentiality

Information about a customer's medical condition is confidential to the staff and the customer concerned and must not be divulged to other customers or to any other person without the prior permission of the individual concerned. Any breach of this will be treated as gross misconduct. Amongst staff, information should only be shared with other staff where appropriate to further the case of the client concerned. Staff should consult the Data Protection and Confidentiality Policies before divulging any information.

If a customer attempts to discuss another customer's medical condition with a member of staff, the staff member should explain that such matters are confidential and decline to continue the conversation.

3.4.7 Notification of Cases to Others

TB is a “Notifiable Disease”. As a result of the risk of infection; YHA are to notify those people who have been in close contact with the client concerned, so that appropriate steps can be taken to prevent transmission. Customers are encouraged to help with this contact tracing.

With diseases which are not Notifiable, we are not required to tell anyone about their presence or absence in the scheme. We do not therefore make statements one way or another about this. To do so could compromise our ability to maintain confidentiality about an individual’s medical condition.

The important message is that knowing of a case or not offers no protection to anyone. The guidelines should be followed when dealing with anyone regardless of whether they are known to be ill or not.

3.4.8. Death occurring in a Scheme

Staff should not normally need to have any physical contact with a body once death has been established. Staff should arrange for the coroner and undertakers to remove the deceased. In case of violent or unexpected death, the police should always be informed. Special procedures apply to death resulting from certain diseases. The Doctor, Coroner, Undertaker or Police will inform YHA of any action required. YHA does not expect staff to enter premises where someone has died or is suspected to have died. If a staff member suspects a death they should call the police and/or ambulance and then call their line manager.

3.5 REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURENCES.

3.5.1 Introduction

Certain accidents, diseases and dangerous occurrences have to be reported to the Corporate Resources Manager who will inform the HSE, they can now be reported to a single point, the Incident Contact Centre (ICC), details can be found in the Health and Safety Manual.

3.5.2 Notifiable injuries, diseases and dangerous occurrences

- A death or major injury, such as a broken arm or leg, an amputation injury or where an employee or self-employed person is seriously affected by, e.g. an electric shock or poisoning, or where a member of the public is killed or taken to hospital (this must be reported immediately).
- A dangerous occurrence e.g. where something happens like a fire or explosion which stops work for more than 24 hours (this must be reported immediately).
- An accident at work that prevents the person involved undertaking their normal duties for more than 7 days (this must be reported within 15 days)
- A work related disease.

If not reportable to the HSE, all accidents must be reported internally

3.6 USE OF CONTRACTORS

3.6.1 Introduction

In line with regulations, YHA is responsible for the H&S of contractors on site and anyone who might come into contact with work being carried out.

3.6.2 Duties

At YHA various teams have responsibilities for the appointment and use of contractors, see manual for up to date arrangements.

However, the principles below are to be applied whoever is responsible for which service. Staff responsible for subcontractors will:

- Request information from the contractor on their Health and Safety Policy, procedures and risk assessments
- Request copies of their insurance certificates in respect of Employers Liability and Third Party Risks
- Ensure that contractors working in the Association's properties have received Asbestos Awareness Training.
- Establish rules and guidelines for their operation whilst on YHA premises
- Agree and define the areas in which the work is to be carried out, the approved routes to and from the work areas and the areas which are not accessible to the contractors
- Ensure each staffed premises have a booking in/out book for contractors which must contain action on fire, location of first aid box and name of appointed first aider.
- All contract staff i.e. cleaners, caterers, maintenance contractors are to be inducted on policies and procedures to maintain personal safety before they commence work on YHA premises and a record must be kept of the date and content of the induction.

It is the responsibility of each member of staff, involved in appointing contractors, to ensure that documentation meets with regulations and is adequate.

Regular visits to 'working' premises will be carried out to ensure contractors are adhering to safe systems of work.

Site inspection forms should be completed to record any problems/issues or contraventions of policy (see appendix 6). The problem should be addressed immediately on site and a follow up report sent to the contractor and the member of staff responsible for the contractor. If it cannot be dealt with there and then the report as above must be issued to the contractor and head of department and corrective action agreed and dead lined.

3.7 CONSTRUCTION WORK

The Head of Property & Maintenance is responsible for construction work within YHA.

Most activities involving structural work are subject to various Construction Regulations which specify standards for a wide range of matters such as safe access and safe lifting.

The regulations apply to construction, structural alteration, repair, maintenance, repointing, redecorating and external cleaning, demolition, site preparation and laying of foundations.

Even though YHA will appoint a contractor for this work, they still have a legal responsibility for the premises being worked on.

It is the responsibility of the Head of Property & Maintenance to refer to the Construction (Design and Management) Regulations 2015 when planning any building works and to ensure that the Association's duties as client are fulfilled.

The Head of Property & Maintenance is also the Duty Holder in respect of the Asbestos Regulations and is responsible for the Association's Asbestos Policy and Management Plan. This is attached as an Appendix to the Association's Maintenance Policy. The Head of Property & Maintenance is also responsible for maintaining the Association's Asbestos Register which needs to be consulted for any building works not matter how minor.

The procedure for appointing and subsequently using main construction contractors should be that detailed in Appendix 12.

3.7 IN HOUSE MAINTENANCE

YHA employs three Property Maintenance Worker's (PMW's) to carry out minor repairs and maintenance on the associations housing stock.

The PMW's will be given training to ensure they can carry out the tasks assigned to them.

They are not expected to carry out repairs or maintenance jobs beyond their capability or skills. Requests for such jobs will be reported back to the Maintenance Manager, in order that a contractor can be organised to do the work.

Work equipment, including protective clothing will be issued to the PMW's as and when necessary this includes safety boots, hard hats, branded clothing, safety goggles, gloves (including specialist for sharps) Any specific requirements can be request through the Head of Property & Maintenance.

New tasks or workplaces should be assessed for risk before the PMW's commences new work.

It is the responsibility of the PMW's to carry out their work in a safe and healthy manner. The Maintenance Manager and Customer Service Managers will carry out ad hoc inspections of the work being carried out by the PMW's.

The PMW's may be required to work at height. Appropriate ladders or stepladders are supplied for this purpose and are to be used as per the Work at Height Regulations 2005, that is to have three points of contact and work only to be carried out for a maximum of 30 minutes. The ladders should be checked regularly using the Ladder Checklist (attached as Appendix 9) and replaced as necessary. Ladders and stepladders will also be labelled and recorded. Once the Ladder Checklist has been completed and any actions taken if necessary, the Checklist should be stored on file.

While the Association respects that it works with customers from different cultures and religious beliefs where footwear is not worn within the home, the PMW's must not remove footwear as this is a form of PPE. Shoe covers are supplied for staff to use when this situation occurs.

3.9 ELECTRICAL TESTING

YHA is committed to (as far is reasonably practicable) to ensuring that all electrical systems are constructed and maintained to prevent danger.

In line with legislation YHA will ensure that:

- All systems and equipment installed by or on behalf of YHA shall comply with current wiring and Electricity at Work Regulations.
- All equipment will be constructed and maintained to be safe
- Equipment will only be used for the purpose for which it was intended
- In line with the approved code of practice we test all portable electrical equipment every 2 years.
- All fixed electrical equipment will be fully inspected and tested once every five years by a fully qualified and competent electrician.
- All test results will be logged and the apparatus system tagged accordingly.

The use of personal electrical equipment within the workplace is prohibited

3.10 CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

In line with legislation YHA need to protect their employees and others where they are exposed to hazardous substances, as part of their work activity.

YHA is fairly low risk when it comes to using hazardous substances, but there is still the possibility that such substances are being held on premises. An example of this is cleaning materials.

Each premises, whether it be an office or scheme must be assessed for any such substances.

The first thing to establish is whether a particular substance can be changed for a safer substance. If this is not possible, the following procedure must be followed:

- Head of Property & Maintenance will obtain the safety data sheet from the manufacturer or supplier and ensure that contract personnel e.g. cleaners adhere to COSHH by providing their operatives with the relevant information for safe working.
- They will introduce and monitor procedures on how to store and handle the substance safely in accordance with the above data sheet
- They will ensure that all staff who use the substance are trained to use the substance safely.

If such substances are used by contractors, the person responsible for appointing such a contractor must ensure that the contractor has adhered to COSHH regulations.

3.11 MANUAL HANDLING

In line with legislation YHA aim to protect anyone who undertakes manual handling activities. Manual Handling is any means of transporting or supporting of a load which includes a person lifting, pushing, pulling, carrying or moving thereof by hand or by bodily force. The need to lift and carry will be avoided wherever possible.

Where lifting is unavoidable a risk assessment will be carried out to ensure that everything possible is put into place to reduce the risk of any injury.

YHA will where is reasonably practicable discourage staff from lifting heavy weights. YHA will employ safe systems of work to ensure staff safety is foremost when confronted by a manual handling exercise.

General Advice for Safe Lifting (see health and safety manual for further advice):

- **Prepare**
 - assess the load
 - establish the weight if possible
 - assess the environment and condition of the load
- **Wear the right clothing**
 - loose clothing can be hazardous
 - however dirty the load it must be held close the body so wear appropriate clothing
- **Lift Correctly**
 - keep back straight, head up and feet part

3.12 WORK EQUIPMENT

3.12.1 – General Work Equipment

In line with legislation YHA aim to protect their employees and others from risks association with work equipment (any piece of equipment used to do your job e.g. portable drill, computer, hand tools etc.

YHA will ensure that work equipment is constructed or adapted so as to be suitable for the purpose for which it is used. Furthermore, it shall be maintained in efficient working order and good repair so that it does not represent any undue risk to staff, residents or visitors.

This will be achieved by:

- Provision of information and training
- Relevant supervision
- Maintenance contracts being adopted

Where hazards are identified with specific pieces of equipment YHA will ensure that exposure to the hazard is eliminated or reasonably controlled. This will be identified by a thorough risk assessment.

Maintenance agreements for office equipment are kept centrally with the Corporate Resources Manager, apart from computer maintenance which is organised by the Resources Director.

3.12.2 – Lift Maintenance

As required by the Lifting Operations and Lifting Equipment Regulations 1998, a maintenance contract will be in place to carry out regular general maintenance of the lift/s, with a full lift inspection to be carried out every six months. Any recommendations made from the full lift inspection will be carried out as soon as possible following the report being received.

3.13. DISPLAY SCREEN EQUIPMENT

In line with legislation YHA intend to protect staff that habitually use DSE as a significant part of their work. They are concerned not only with the effect that display screens may have on eyesight, but also with the prevention of muscle and joint problems due to poor job and workplace design, and with the physical and mental stress caused by prolonged continuous use. This may mean, if the workstation assessment finds it necessary, the provision of new chairs, foot rests, document holders or the revision of work patterns and assurance that any new DSE equipment is suitable.

Staff are entitled to, but have no obligations, to undergo an optical assessment in respect of the use of VDU equipment. YHA will offer to pay for a test every two years in line with eye test recommendations or sooner if instructed by the optician where the reason for the test is IT related.

The aim of the policy is to optimise the use and application of the display screen equipment within the organisation, whilst safeguarding the health and welfare and job satisfaction of those involved in using such equipment.

YHA will carry out a Risk Assessment of a workstation for new starters or for staff who are uncomfortable with their existing workstation.

The assessment will identify where improvements can be made and advice can be given. A questionnaire will be issued to staff members (see appendix 7) to highlight any problem areas.

If any problems arise out of the questionnaire the Corporate Resources Manager will contact YHA's approved consultant for advice.

See Health and Safety Manual for practical advice.

3.14 GOOD HOUSEKEEPING

It is imperative that all working environments are kept clean, tidy and safe. Regular Health and Safety Inspections will identify ongoing problems around the work place.

But it is important to remember that all members of staff have responsibility for good housekeeping.

Examples of poor Housekeeping:

- Dirty kitchen and toilet areas
- Cluttered Fire Routes
- Poorly maintained equipment areas
- Poor filing systems
- Cluttered workstations

See manual for a practical approach to Housekeeping.

3.15 GENERAL SAFETY AND GOOD PRACTICE

All visitors, who will be going beyond reception must sign in and be issued with a visitors badge. The staff member who the visitor is here to see should be notified

immediately and the visitor asked to wait in reception. They should be made aware of fire/emergency procedures. Though the receptionist will point these out, it is the person who the visitor is here to see who is responsible for ensuring visitors are made aware of procedures.

All staff members will be issued with ID. This should be carried with them at all times.

Anyone wandering the building without ID or a Visitors Badge should be questioned as to who they are.

All staff members should notify colleagues when they are leaving the building and where they are going. They must keep their telephone absence message system up to date and not always rely on the signing in and out book.

If a staff member is visiting a tenant who may be a risk to their personal safety they must consult their line manager before the visit.

3.16 WORKING ALONE

3.16.1 Introduction

The association will ensure as far as reasonably practicable, that staff and contractors who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety. Solitary working exposes staff and others to certain hazards. The association's aim is to entirely remove the risks from these hazards or, where complete elimination is not possible, to reduce them to an acceptable level.

Working alone is not illegal, but it can bring additional risks to a work activity. YHA has developed a Lone Worker Policy (attached as Appendix 10) and procedures to control the risks and protect staff, and staff should know and follow them. Apart from staff being sure that they are capable of doing the job on their own, the three most important things to be certain are that:-

- The lone worker has full knowledge of the hazards and risks of the hazards to which they are being exposed.
- The lone worker knows what to do if something goes wrong
- Someone else knows the whereabouts of a lone worker and the nature of their duties.

3.16.2 General Responsibilities

Although YHA has a duty of care to look after its lone working staff, there is also a legal duty of care for staff to look after themselves when lone working, this makes it imperative that procedures are adhered to when lone working.

3.16.3 Arrangements for securing the health and safety of Workers

Assessments of the risks of working alone will confirm whether the work can actually be done safely by one unaccompanied person. This will include the identification of hazards such as means of access and /or egress, plant, machinery, goods, substances, environment and atmosphere etc. Particular consideration will be given to:-

- The remoteness or isolation or workplace
- Any problems of communication
- The possibility of interference, such as violent or criminal activity from other persons
- The nature of injury or damage to health and anticipated 'worst case' scenario.

YHA has a policy to issue the appropriate lone worker communication equipment to lone workers.

Staff members have a responsibility to carry this equipment at all times and use it properly, as and when necessary.

For more practical advice please refer to the YHA manual and the Lone Worker Policy.

While the Association respects that it works with customers from different cultures and religious beliefs where footwear is not worn within the home, staff must not remove footwear when entering a customer's home for their own protection. Shoe covers are supplied for staff to use when this situation occurs.

3.16.4 Head Office Reception

Resource Administrators staff an open plan reception. Although, unannounced visitors to Head Office are very rare; staff must have a method of alerting other members of staff to any potential dangers. This will be discussed with all new starters, and practiced regularly. All reception staff must be instructed in 'good practice' guidance on dealing with difficult situations and follow the procedure 'How to Deal with Difficult Situations on Reception' (attached at Appendix 11).

3.17. VIOLENCE AT WORK

3.17.1 Introduction

It is an unfortunate fact that aggression and violence are becoming more apparent in the working environment.

Whilst it is more likely to take the form of verbal abuse or intimidation than physical violence, YHA recognises that both can cause distress to the victim.

All staff should be aware that their safety is extremely important and that YHA will do its utmost to try and reduce the risk of violence occurring. Where a member of staff suffers violence at work then YHA will offer support/counselling where appropriate and would instigate legal action on behalf of the member of staff if necessary/appropriate.

Difficult Situations

Staff members are not expected to interview or meet with residents/members of the public or other people that may put their personal safety at risk.

Staff should always walk away from aggression to seek help. YHA does not expect them to deal with this alone.

Staff should always tell colleagues where they are going and how long they will be.

YHA will issue staff who are lone workers with appropriate lone worker communication equipment.

Written reports must be made of any incident that may impact on the health, safety and welfare of staff and be reported back to their line manager who will pass the details on to the team Director.

Consult the Health and Safety Manual for more practical advice.

3.18. CASH HANDLING

3.18.1 Introduction

YHA has a policy of taking rent payments at head office, some of which are paid in cash. Cash handling carries its own risk, and staff will be made aware of these. Staff must be extremely vigilant when handling cash and should always provide the tenant with a receipt. There are also particular risks associated with the banking of cash, which involves Finance staff transporting cash between the office and the bank.

3.18.2 Safety Precautions

Staff should take basic safety precautions as follows:

Cash on Reception

- Where possible ask for a second member of staff to be present when cash is being taken.
- Cash must never be left unattended or in view to visitors or passers-by.
- All monies received are passed to Finance immediately.
- The cash tin must be kept in a drawer.
- Staff should make sure they are aware of the Association's Money Laundering Statement and Policy.

Visits to the Bank

- As a matter of course money should be transported to the bank by two members of staff. This task should not be carried out alone.
- Exceptionally, where the amount to be banked is very low, consideration may be given to banking being undertaken by a single member of staff; however the risk of so doing should be considered carefully, in particular that it will not be obvious to a potential thief that there is little cash.
- Travel to and from the bank should only be carried out by private car.
- Wherever possible, visits to the bank should not be undertaken at the same time and day of the week. Also the route taken should be varied as much as possible.

In the event of person/persons making demands for cash, the cash container and its contents should be handed over immediately and the police called as soon as it is safe to do so. The member of staff should also notify the Resources Director as soon as possible and provide a report of the incident to them. A member of staff should never knowingly put themselves in danger.

3.18.3 Panic Buttons

There are specific emergency alarm pull-cords in the disabled wc's, on the ground floor and first floor, which sound outside the relevant toilet and the red light above the door will illuminate. CRM and any other first aider should attend in the first instance. There is also an alarm button in the lift for use in the event of the lift breaking down while in use. The alarm can be heard outside the lift and is also connected to a call centre to enable the person/s using the lift at the time of the breakdown to call for assistance. There are instructions in the lift for people to follow in the event of a breakdown.

The alarms and procedures are tested once a month by the Corporate Resources Manager and all staff will be made aware of the different alarms and the procedures associated with them on induction and through regular testing.

There are wireless panic alarms available for use in Head Office meeting rooms, these are tested monthly. Staff can book these out through Resources Team. In the event of an alarm being activated reception staff will follow the procedure set out by the Corporate Resources Manager.

3.19. WORK RELATED STRESS

3.19.1 Introduction

Stress is the natural reaction people have to excessive pressures or other types of demand placed on them. While it is not an illness, if it is prolonged or intense, it can lead to mental and physical ill health.

YHA recognises that, whilst a degree of pressure can be a positive force at work, excessive pressures can have a negative effect on health and on performance at work. YHA is committed to promoting good health; it is therefore concerned to recognise any negative effects that may affect an individual's good health at work.

Through the risk assessment process, YHA will continue to identify hazards and assess all mental and physical risks to health and safety with the objective of reducing them, as far as is reasonably practicable.

3.19.2 Arrangements for Securing the Health, Safety and Welfare of Workers

YHA acknowledges that stress in the workplace can be caused by any combination of a number of quite diverse factors. To minimise this YHA will ensure to provide:

- Good job design and control of workload
- Good working environment
- Good working relationships with others at work
- Effective communication arrangements
- Effective management of change

YHA also recognises that there may be problems outside the workplace that will cause an individual member of staff to suffer from stress, and that these may affect an individual's health and performance within work. Stress may occur as a result of work-related and non-work-related factors.

To reduce work related factors YHA will:

- Ensure, so far as is reasonably practicable, that excessive stress is eliminated from the work environment, and that the necessary risk assessments are completed and acted upon in the case of workplace stressors
- Encourage a working environment where members of staff who feel they are suffering from stress can approach their managers in confidence, in order that necessary support mechanisms can be put in place.
- Encourage a culture where stress is not seen as a sign of weakness or incompetence
- Provide suitable training and guidance for line managers to enable them to recognise symptoms of stress in their staff and themselves.
- Provide suitable training and guidance to line managers to enable them to undertake the necessary risk assessments in relation to stress in the workplace, and to arrange for implementation of effective control measures where appropriate.
- Provide information and training for staff in general on the effects of stress at work, effective communication, handling difficult situations and time management.
- Undertake general health promotion activities within the work place.

3.20 SMOKING

YHA operates a 'No Smoking' policy in all of its premises. Staff can refuse to enter a customer's premises if the customer smokes.

3.21 ALCOHOL

Staff must not under any circumstances (other than approved social events) drink alcohol during Association hours.

Anyone found under the influence of alcohol during Association hours will be sent home immediately and will face disciplinary action.

3.22 TRAINING

3.22.1 Introduction

Training is a very important part of any job and it is YHA's intention to ensure staff have the training they need (as far as is reasonably practicable) to carry out their job effectively and safely.

3.22.2 Job Training

The type of training required to do a particular job will be identified at the onset of any new position. However as the role develops regular one to one sessions will help identify additional training required. This can be 'on the job', internal or external training. The type of training required can be identified by the individual and manager.

3.22.3 Training for the use of Equipment

YHA are committed to ensuring that all staff are shown how to use equipment in the workplace e.g. photocopiers, computers etc. YHA does not expect anyone to use equipment without sufficient training.

3.23 MOBILE PHONES

Mobile phones must not be used in the car when driving.

3.24 DRIVING AT WORK

The Association has a Driving Policy for staff who use a vehicle for Association business. The Policy is attached as Appendix 8.

3.25 ASBESTOS MANAGEMENT

The Head of Property & Maintenance is the Duty Holder under the Asbestos Regulations. The Association's Asbestos Policy is part of the Maintenance Policy, where it is attached as an Appendix. The Association has a duty to ensure that anyone working in its properties is aware of any Asbestos Containing Materials present and has completed an Asbestos Awareness Course. The Head of Property & Maintenance is also responsible for maintenance of the Associations Asbestos Register.

3.26 CONTROL OF LEGIONELLA

Where the Association has properties or buildings which may be at risk from Legionella, a risk assessment will be carried out by an external consultant and any actions required put in to place. The risk assessment will be reviewed every two years. Little used outlets will be flushed weekly and temperatures tested in line with the recommendations of the risk assessment, usually on a monthly basis. An external contractor will be used to carry out regular checks of the water and our systems and again, recommendations will be acted upon immediately.