

Document Title: Health and Safety Policy

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1.0	Feb 2024	J Lockhart
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Notes of changes from previous version:

- January 2023: Change of Chief Executive signature. Change of H&S responsibilities table due to change in Chief Exec.
- June 2023: Update to comply with ISO 45001
- Feb 2024 - 15. Gas – amended from Changeworks to Landlords responsibility.
 - 16. Asbestos – amended from Changeworks to Landlords responsibility.
 - 17. Legionella – amended from Changeworks to Landlords responsibility
- Feb 2025 – Managers responsibility on page 8. removed Monitoring within their areas of operation – repeated sentence.
 - 8. PPE – typos corrected.
 - 22. Communication and consultation with employees – directorate replaced with teams and typo corrected.
- May 2025 – Change in ownership to Head of People
- July 2026 – Updated to strengthen ISO 45001 alignment, clarify H&S responsibilities including the role of the Health & Safety Team, and reflect changes to reporting, risk control and support arrangements.
 - Added or clarified references to physical and psychological welfare, strategic H&S risks and opportunities, mandatory training, agreed adjustments, near-miss reporting, lessons learned and CDM arrangements.
 - Updated operational controls covering accident and near-miss reporting via the Health and Safety Hub, risk assessment sign-off, personal vehicle requirements, lone worker Identicom use, annual hybrid working assessment review, SDS/SharePoint arrangements, EV chargepoints, lithium-ion batteries and eye care voucher eligibility.

Owner	Head of People
Signatory	Chief Executive

HEALTH AND SAFETY POLICY

1.	Statement of Intent	22.	Communication & Consultation with Employees
2.	Safety Responsibilities	23.	Management of Contractors
3.	Risk Assessments	24.	New and Expectant Mothers
4.	Emergency procedures	25.	Construction Design and Management
5.	Work Equipment	26.	Review of Policy
6.	Working at Height		
7.	Manual Handling		
8.	Personal Protective Equipment (PPE)		
9.	Driving and Vehicle Safety		
10.	Lone Working		
11.	Hybrid Working		
12.	Hazardous Substances		
13.	Noise		
14.	Electricity		
15.	Gas		
16.	Asbestos		
17.	Legionella		
18.	Display Screen Equipment		
19.	Environmental Protection Act		
20.	Violence to Employees at Work		
21.	Employment of Disabled Persons		

1. STATEMENT OF INTENT

The Chief Executive together with all Senior Managers and Managers within Changeworks Resources for Life, are committed to ensuring that we provide a safe working environment for the prevention of work-related injury and ill-health within all its business locations and that we protect the health, safety and welfare of our employees.

Changeworks is also committed to ensuring a safe environment for contractors, members of the public and others affected or who come into contact with our business operations. Changeworks is committed to maintaining ISO 45001 (Occupational Health & Safety Management) certification and continuous improvement.

In order to meet those commitments, we will:

- ensure that a comprehensive system covering general safety and risk management is in place, which is updated, as required, to ensure we fulfil all health & safety legal and other requirements for the physical and psychological welfare of all our employees, contractors, members of the public and others who could be affected by our activities.
- ensure that appropriate resources, both personnel and financial, are provided to meet our health and safety commitments.
- annually review the adequacy of our health and safety management activities, including this policy and its supporting procedures, using the services of WorkNest as appropriate.
- commit to eliminate hazards and reduce occupational health and safety risks and consult with employees to ensure that they fully participate in the identification of hazards; the assessment of risks; and the development of suitable control measures.
- through the operation of an effective risk assessment system, ensure that appropriate risk controls are identified and implemented to ensure that we provide and maintain a safe and healthy workplace.
- ensure that communication systems are in place to provide employees, contractors, members of the public and others, who could be affected by our activities with suitable and sufficient information and instruction.
- continually improve the Health and Safety Management System through the setting of annual objectives aimed at improving our health and safety performance.
- ensure that relevant employees have clearly assigned health and safety responsibilities; are appropriately supervised; and are competent to carry out delegated tasks by providing suitable and sufficient training.

- ensure that issues affecting health and safety of contractors, members of the public and others are identified and that sufficient information is provided to enable them to be safe whilst on our premises.
- monitor our health and safety management performance to aid the ongoing improvement of existing standards.
- ensure that workplace and work equipment standards are regularly monitored by a system of planned inspections and competent person examinations and, when required, that suitable remedial actions are promptly implemented.
- encourage the reporting of accidents and near-misses which will be thoroughly investigated; ensuring that required remedial actions are promptly and effectively implemented and lessons are learned to prevent future occurrences.

Whilst recognising management's responsibility for the above, success in achieving these goals in relation to health and safety can only be achieved through the on-going co-operation and commitment of all our employees. Therefore, we are committed to the consultation and participation of our employees on the health and safety matters that affect them.

Accordingly, detailed below (Section 2) are the Roles and Responsibilities for all levels of management and staff. This document sets out, in general terms, what is required of everyone in Changeworks in relation to health and safety.

Signed

A handwritten signature in black ink, consisting of stylized loops and a long horizontal stroke extending to the right.

Josiah Lockhart
Chief Executive

2. SAFETY RESPONSIBILITIES

Management of health and safety is a primary responsibility of all, from the Changeworks Board (of Directors) to managers to staff. Responsibility for the implementation of the Safety Policy is delegated throughout the management structure to every employee. Accountability and authority extends to or is limited by those matters which are within each person's competence and control.

Chief Executive

The Chief Executive of Changeworks, is responsible to the Changeworks Board for the development and implementation of Changeworks' health and safety management procedures and for ensuring that we meet all our legal obligations in relation to health and safety.

The health and safety of employees at Changeworks is the specific responsibility of the Chief Executive through executive management. The Chief Executive will ensure that relevant staff are, as far as possible, trained and competent to fulfil their health and safety responsibilities and that adequate resources are provided to enable health and safety to be managed safely within the organisation.

The Chief Executive has overall responsibility for the formulation and implementation of health & safety procedures within individual departments and in particular for:

- Ensuring the necessary arrangements are in place within each department for managing health & safety effectively, and that senior managers are accountable for health and safety.
- Considering health and safety during the planning and implementation of business strategy and operations within the services; including both risks and opportunities.
- Ensuring arrangements are in place for consultation with employees and that they are involved in decisions relating to health and safety, and that progress in relation to health and safety is communicated to them within each department.
- Health and safety matters including minutes of the most recent Committee are included in every Board meeting. Accidents and near misses are reported as part of the minutes, and any Reporting Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR) highlighted. Strategic health and safety risks and opportunities (i.e. those that could influence or be influenced by key organisational decisions) will also be reviewed regularly.

Senior Managers

Senior Managers have responsibility for the implementation of the Health and Safety Policy within their areas of operation, and in particular for:

- Assisting in regular reviews of the company's Health and Safety Policy.
- Determining health and safety objectives within their areas of operation and assigning clear responsibilities for meeting them.
- Allocating resources to implement the company's Health and Safety Policy, achieve health and safety objectives, avoid personal injury and property damage so far as is reasonably practicable through a structured risk assessment programme.
- Ensuring that health and safety responsibilities are clearly communicated to employees.
- Assisting in the establishment of a system of monitoring and performance measurement that ensures effective implementation and working of the Company's Health and Safety Policy.

Managers

Managers have responsibility for the implementation of the company's Health and Safety Policy within their areas of operation, and in particular for:

- Ensuring that responsibilities for health and safety are clearly allocated, and that the correct level of competence and training is identified for each type of employee.
- Ensuring that risk assessments are provided for all significant work activities and the results of these assessments are implemented and communicated to employees. Risk assessments should be reviewed if you think it might no longer be valid (e.g. following an accident in the workplace or if there are any significant changes to hazards, such as new work equipment or work activities).

- Ensuring any agreed adjustments are put in place to support staff who may require them e.g. working patterns, equipment or resources.
- Ensuring that the arrangements for fire, first aid, accidents and emergencies are implemented.
- Providing or sourcing health and safety training as appropriate and ensuring that staff complete all mandatory health and safety training.
- Ensuring that appropriate procedures are in place for the purchase, maintenance and use of work equipment.
- Implementing the recommendations made by external auditors (WorkNest), enforcement officers and other relevant parties, within the timescales allocated.
- Ensuring that the arrangements for communication, cooperation and consultation are maintained.
- Ensuring that accidents, incidents and near-misses have been reported, recorded, notified and investigated as appropriate, and that records are maintained.
- Ensuring that employees receive adequate training, information, instruction and supervision to discharge their specific health and safety responsibilities.
- Ensuring that the relevant Senior Manager is promptly informed of any significant health and safety failure.
- Providing the necessary physical and human resources and information on a day-by-day basis to enable tasks to be carried out without risk to health and safety.
- Ensuring all their staff are competent to carry out their assigned duties in a safe and effective manner.
- Actively participating in planned inspections and accident investigation activities.
- Ensuring that local emergency arrangements are maintained at a suitable and sufficient level.
- Providing regular feedback on health and safety performance, including successes and failures via auditing and employee feedback

- Being conversant with Changeworks safety policies and procedures.
- Ensuring that relevant safety documentation is readily available for reference.
- Ensuring that those under their supervision have received training appropriate to their needs and that safety considerations are integrated into this training.
- Ensuring training given to individuals is documented.
- Ensuring that the work environment and equipment are safe and well maintained.
- Identifying and correcting hazardous conditions.
- Investigating accidents or incidents and revising risk assessments, where necessary in consultation with their Senior Manager.
- Monitoring compliance with risk assessments, enforcing the control measures and reporting to their Senior Manager those who fail to comply.

Employees

Employees have responsibility for taking all reasonable care for the health and safety of themselves, and any other persons who may be affected by their acts or omissions at work. They must also co-operate with managers, senior managers and other employees in fulfilling the company's objectives and statutory duties. In particular, they must :

- Comply with training, information and instruction they have been given.
- Not attempt to carry out hazardous work or use hazardous machinery unless they have been trained and authorised to do so.
- Carry out their work safely and without undue risk to themselves, colleagues and others who may be affected by their actions. And not intentionally interfere, misuse or ignore arrangements, controls and items provided for health and safety purposes.
- Check tools and equipment before using them, and not to use equipment which they know to be faulty.
- Ensure that any damaged equipment is reported immediately to their manager and removed from service until it is repaired.
- Not bring any equipment, tools, radios etc onto company premises without first obtaining permission from their manager.

- Comply with the arrangements for emergencies and fire as they have been instructed.
- Use the personal protective equipment, clothing or safeguards provided and ensure that personal protective equipment is stored correctly and kept in good condition.
- Co-operate with management and colleagues promoting safe working practices.
- Keep their work areas tidy and clear of hazards.
- Report accidents, incidents and hazards they observe to their manager.

The Changeworks Health & Safety Team

- Manage and maintain the Health & Safety Management System in accordance with ISO 45001 standards.
- Coordinate the day-to-day corporate health & safety activities
- Provision of supporting learning and development for all staff.
- Proactive engagement with the workforce around health & safety matters.
- Maintain all relevant policies and procedures.

Health and Safety Responsibilities and Support Structure



3. RISK ASSESSMENTS

- Managers will be responsible for carrying out risk assessments using the 5 steps to risk assessments – identify the hazard; estimate the risk; evaluate the risk; record your findings; review your findings. Involvement of relevant members of staff, including pregnant/women of child bearing age, will be part of the risk assessment process. Risk assessments will be reviewed annually or when any work activity and/or machinery changes.
- Risk assessments will be shared with relevant staff and signed off and/or acknowledge that they had read and understood.
- Risk assessment will be covered in new staff induction procedures.

4. EMERGENCY PROCEDURES

Fire Precaution Arrangements

- The audibility of the fire alarm system will be tested weekly.
- An evacuation drill is carried out at least twice in every 12-month period.
- Any fitted systems eg. fire alarms, emergency lighting, smoke detection and fire extinguishing equipment will be tested and examined by competent persons on an annual basis.
- A regular inspection of fire evacuation signs and notices and the adequate means of escape from the premises shall be carried out by a competent person.
- Details of the fire precaution and evacuation arrangements will be brought to the attention of all staff. Details of means of escape should be clear to visitors to the premises.

First Aid Arrangements

- Health & Safety committee members will ensure that the requisite numbers of registered first aiders and/or appointed persons are in post within all its business locations. Notices detailing names & locations of first aiders are displayed on the H&S information board.
- Health & Safety committee members will ensure that first aid facilities are readily available and adequately stocked by adhering to the Health & Safety and Fire Safety weekly check rota.
- New staff members will be made aware of the first aid arrangements at induction.

Accident & Incident Reporting and Investigation

- The company will provide accident reporting and investigation procedures. The procedures will include reporting, recording and analysis of injuries, diseases and reports of dangerous occurrences.
- In the event of an accident, dangerous occurrence or near miss occurring when working for Changeworks regardless of where these events take place (including at home) the information must be reported via the Health and Safety Hub using the online accident and near miss form.
- Procedures will include the arrangements for reporting such accidents and dangerous occurrences to the Health and Safety Executive, where required under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).
- A member of the Health and Safety team will investigate all accidents and near-misses.

5. WORK EQUIPMENT

- Any work equipment will only be used by trained and competent personnel and that pre-use checks are carried out and recorded by operators.

6. WORKING AT HEIGHT

- An assessment of all operations where working at height cannot be avoided will be carried out.
- Changeworks will ensure any work at height activity will be properly planned, supervised and carried out by a competent person.
- Following the provision of basic training and/or information, employees will be encouraged to conduct visual checks on ladders prior to their use.

7. MANUAL HANDLING

- An assessment of all operations where there is a need to lift, push, pull or transfer heavy loads will be carried out.
- An assessment of staff capabilities in relation to them being able to carry out manual handling tasks will also be required.

8. PERSONAL PROTECTIVE EQUIPMENT (PPE)

- An assessment of each task necessitating the use of PPE will be carried out by a competent person. The assessment will determine what supplies of PPE will be required and who will be required to wear it.
- Details of PPE issued to staff will be recorded and records of issue maintained.
- The inspection, routine care and storage of PPE will be the responsibility of the wearer following suitable instruction and training.

9. DRIVING AND VEHICLE SAFETY

- As an organisation we have responsibilities under Health and Safety legislation to ensure so far as reasonably practicable the health and safety of our employees and others who may be affected by our work activities. This includes being fully aware of other road users and in the activity of driving on public roads.
- It is our intention to comply with these requirements by establishing and following this clear procedure which will help us to manage the risks associated with driving at work.
- Employees who use their own vehicle, or a vehicle provided through the salary sacrifice scheme, for work purposes are subject to the same driving-at-work requirements as those using company-supplied fleet vehicles. Before any vehicle is used for work, additional evidence must be provided, including proof of valid insurance covering business use and a DVLA licence check.
- Drivers should be competent and capable of doing their work in a way that is safe for them and other people. We are required to ensure they are capable of driving by checking their licences are up to date and ensuring any changes that are made to them (endorsements, address change, renewal) are communicated back to Changeworks as soon as is reasonable.
- Changeworks provides a fleet of vehicles for our employees. These vehicles are required to be suitable for the task at hand and are subject to regular servicing and maintenance.

10. LONE WORKING

- A lone worker is anyone who works without a colleague nearby; or anyone working out of sight or earshot of another colleague for either all or part of their working day. Example includes visiting customers or premises, although other situations could be identified through the undertaking of a risk assessment.
- Changeworks will assess risks to lone workers and take steps to avoid or control risks where necessary. These assessments will involve workers when considering potential risks and measures to control them. We will carry out risk assessments and provide any equipment/training identified as necessary.
- Identicom devices are required where a role or activity involves higher-risk lone working; such as working in the community, visiting customers or premises, or other situations identified through the risk assessment.
- Mandatory online training on the use of the Identicom device must be completed by all staff issued with one.
- Home working is recognised as a form of lone working, however the associated risks are assessed and managed separately through the induction requirements and the completion of an annual home working risk assessment (see below).

11. HYBRID WORKING

- Changeworks recognises hybrid working – from home and office in different proportions has become part of normal working practice. Home or hybrid workers still need to be protected from the potential risks associated with their work and the same health & safety duties and responsibilities apply to both employers and employees as would in a 'traditional' workplace.
- Staff will be asked to carry out a home working risk assessment to identify any health & safety risks that may affect themselves or others, including the suitability of equipment and the home working environment.
- The risk assessment will be reviewed annually.
- Accidents, near misses and property damage relating to work activities must be reported immediately to their manager or H&S representative.
- Staff are encouraged to raise safety related concerns while working from home, including work equipment, workstations and their overall wellbeing to their manager or H&S representative.

12. HAZARDOUS SUBSTANCES

- An assessment of all tasks involving the use of possible hazardous substances will be carried out by a competent person.
- An inventory of all hazardous substances, along with the corresponding Safety Data Sheets (SDS) for each must be maintained within the workplace. This information is available to all staff via the Health and Safety folder on SharePoint.

13. NOISE

- The Manager of each department will need to determine whether a detailed assessment of noise levels in their area is required. If it is deemed that high noise levels are being generated, advice and assistance will be sought and acted on.
- Audiometry testing will be carried out when required for affected staff.
- The provision of hearing protection will be supplied to staff where required.

14. ELECTRICITY

- Portable electrical equipment in all departments will be inspected and tested once every 2 years.
- Plant, Machinery and EV chargepoints will be tested every 12 months.
- Electrical installations in all departments will be inspected and tested once in every period of 5 years by a competent person duly appointed by the company.
- Following the provision of basic training and/or information, employees are instructed to conduct visual checks of portable electrical equipment prior to its use and report any defects to their line manager and immediately stop using the damaged equipment.
- When storing personal electric bicycles in the bicycle storage room in Orchard Brae House, all removable batteries must be carefully removed and placed inside a fire-rated lithium safety bag. Only store batteries in the bags provided by the landlord, which can be found in the bicycle storage room. The bagged batteries are to be brought up to the office and placed in a location where they can be readily monitored by the individual throughout the day.
- Batteries, or any device containing batteries such as an e-bike battery, mobile phone or laptop must not be left charging in the building overnight.
- Fleet vehicles can be left on charge at one of Changeworks' designated chargepoints overnight.

These periods may be increased or decreased following the assessment of risk by the company.

15. GAS

- Landlords commit to undertake an annual maintenance, servicing and repair schedule.

16. ASBESTOS

- Landlords commit to undertake a management asbestos survey which identifies where in the building asbestos can be found and allows monitoring of locations with any asbestos.

17. LEGIONELLA

- Landlords commit to undertake water hygiene risk assessments and review every 2 years or whenever it is reasonable to suspect it is no longer valid.

18. DISPLAY SCREEN EQUIPMENT

- Changeworks will ensure that the furniture, equipment and environmental conditions comply with the Display Screen Equipment Regulations.
- Adequate information, instruction and guidance will be provided for display screen equipment users to ensure that they operate the equipment correctly and that they are made fully aware of any work related risk or hazard which could arise whilst operating display screen equipment.
- Employees will complete a display screen assessment as part of their induction training and annually thereafter. All necessary adjustments will be undertaken to ensure the comfort and health of employees.
- Changeworks will issue eye care vouchers to any member of staff who has completed their probationary period. Requests can be made every two years.

19. ENVIRONMENTAL PROTECTION ACT

- The Facilities Manager will be responsible for the effective control of industrial commercial or domestic waste generated through the departments in order to comply with the Environmental Protection Act.

20. VIOLENCE TO EMPLOYEES AT WORK

- Changeworks will investigate any incidence of violence against employees and provide a suitable training programme where required to allow employees to carry out their duties safely in line with the company's policy on Violence to Employees at work.

21. EMPLOYMENT OF DISABLED PERSONS

- Managers must ensure that where disabled persons are employed in any area under their control suitable arrangements are made to enable the evacuation of these persons in the event of a fire or other emergency.

22. COMMUNICATION AND CONSULTATION WITH EMPLOYEES

- The company's health & safety committee is made up of the following staff members: facilities manager and 1 member of staff representing each team . The committee reports directly to the Chief Executive. Minutes are available to all on the staff server.
- The safety policy will be kept updated and compliant with the assistance of the committee and WorkNest.
- The safety policy will be brought to the attention of all employees and any other person, e.g. outside contractors who may require to be made aware of its contents. Copies of the policy, or a suitable summary will be issued to all persons coming into employment within the company.

23. MANAGEMENT OF CONTRACTORS

- Contractors are asked to complete an occupational H&S questionnaire before attending site. They must also read, sign and date the Procedure for the Safe Conduct of Contractors when on Changeworks premises.

24. NEW AND EXPECTANT MOTHERS

Managers must ensure any expectant mothers are risk assessed as soon as they are made aware of the pregnancy. Procedure and flowchart to be followed for guidance. Expectant or new mothers can expect:

- Suitable and sufficient competent personnel available to identify and conduct risk assessments.
Adequate resources provided to allow responsible persons to conduct risk assessments.
- Clear and concise communication in relation to the findings of risk assessments to HR and any other relevant persons.
- Adequate resources available to ensure control measures raised as part of the risk assessment process are implemented and monitored.
- The risk assessment should continue during the pregnancy at intervals agreed (at least each trimester) and on return to work after birth.

25. CONSTRUCTION DESIGN AND MANAGEMENT

- Changeworks typically acts as an agent or administrator on behalf of a client, such as a local authority, housing association or property owner. The client retains the relevant CDM duty-holder responsibilities.
- Changeworks will assess where CDM applies, and where CDM applies, Changeworks will ensure that relevant duty-holder roles are identified, competent organisations or individuals are appointed where required, and appropriate arrangements are in place to plan, manage, monitor and coordinate the work safely.
- These arrangements will be proportionate to the nature, scale and risk of the work and will be managed through the applicable project documentation, contractor management arrangements, risk assessments and method statements.

26. REVIEW OF POLICY

- The policy will be reviewed, added to or modified annually.