

Policy Name: Health and Safety Policy

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1. Purpose

This health and safety policy sets out our commitment to health and safety management, and how we will comply with our legal obligations and meet best practice.

We recognise everyone has health and safety responsibilities for themselves, and for others. This policy will lay the foundation for these responsibilities to be effectively put into practice.

The actions we will take are driven by our corporate plan, 'Tenants at Heart'.

2. Scope of Policy

This document describes our policy in relation to how we manage the health and safety of our colleagues, tenants and others who are affected by our undertakings. It lays out how we plan to provide a safe environment and aim for 'zero harm'. This policy applies to all employees.

3. Statement of Intent

We are committed to taking all reasonable steps to ensure the safety, health and welfare at work of all our employees, tenants and any others who may be affected by our undertaking, in accordance with current legislation.

Our employees are committed to our corporate plan 'Tenants at Heart', and the Health and Safety Team is committed to delivering a first-class health and safety service in line with this philosophy.

We will provide such information, instruction and training as is necessary to ensure that all our employees are aware of their duties and responsibilities under relevant legislation and to ensure implementation of this policy.

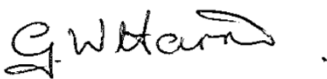
Key areas of our work will be risk assessed with continuous review in line with our overarching 'H&S Management Control Framework' to ensure the identification of all significant hazards and corrective action(s) required to reduce the risk to an acceptable level are undertaken.

Sufficient resources will be provided to meet the requirements of health and safety legislation.

Our general intentions are:

- To provide adequate control of the health and safety risks to employees, tenants and others arising from our work activities;
- To consult with our employees on matters effecting their health & safety;
- To provide and maintain safe premises, plant and work equipment;
- To ensure safe handling and use of substances;
- To provide adequate information, instruction, training and/or supervision for employees;
- To conduct regular safety audits to measure performance and identify areas for improvement.
- To maintain safe and healthy working conditions; and
- To review and revise this policy at regular intervals.

Signed



.....
Glenn Harris
Chief Executive Officer

Sep 2025 (next review July 2027)

4. Roles and Responsibilities

Chief Executive Officer

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

It is the role of the Chief Executive Officer (CEO):

- To ensure that an up to date Health and Safety Policy is in place.
- To ensure adequate resources are provided to allow our safety management arrangements to be effective.
- To appoint competent persons to assist in enabling us to meet the requirements of health and safety law, as defined by The Management of Health and Safety at Work Regulations 1999.
- To appoint a competent Executive Director who is responsible for health and safety. (Currently the Executive Director of Corporate Resources).
- To designate an individual to act as the health and safety lead in line with Provision 2, Section 10 of the Social Housing (Regulation) Act 2023. (Currently the Executive Director of Property Services)
- To positively promote health and safety in all activities undertaken by us.

Midland Heart Board

The Board of Management will:

- Approving the Health and Safety Policy.
- Ensure that there are suitable health & safety arrangements in place, in particular around compliance with relevant regulations and legislation.
- The Board has delegated the monitoring of health and safety performance to the Audit & Risk Committee.

Audit and Risk Committee

The Audit and Risk Committee serves to offer assurance that safety risks are appropriately controlled. Specifically, it will:

- Pre-Approval of the Health and Safety Policy.
- Review and oversee the details of the Health & Safety policy and make recommendations to the Board regarding the content of this policy for approval.
- Monitor the effectiveness of the implementation by management of our Health and Safety Policy.

Executive Board

The Executive Board are responsible for:

- Establishing strategies to implement policies and integrating these into the general activities of the organisation.
- Assigning responsibilities for organising, planning, implementing, measuring, reviewing and auditing health and safety policy and procedures.
- Agreeing plans for improvement and reviewing progress on the development of the organisation and the policy.
- Providing adequate resources to manage health and safety including the provision of expert advice.

- Ensuring health and safety performance is regularly reviewed.
- Preapproving new or revised policies.
- Delivering effective health and safety leadership.
- Include details of health and safety performance in the annual report to stakeholders.

Safety at Heart Forum

The 'Safety at Heart Forum' is our Health and Safety General Committee. It will meet at least quarterly and comprises of management throughout the business. Sub-groups formed of local management and frontline representatives also meet and feed into the Safety at Heart Forum, so safety information can be passed up and down through the organisation through the subgroups and via safety at heart forum members where appropriate.

It will:

- Monitor the delivery of the Safety at Heart Strategy (excluding financial matters)
- Provide monitoring and oversight of Health & Safety Management and Building Safety Compliance.
- Ensure our business continuity emergency response plans are fit for purpose and subject to regular review.

Strategic Leaders

Strategic Leaders will be responsible for the organisation and planning of health and safety in areas of their control in line with the health and safety management framework. This includes the management of consultants, contractors, tenants, temporary and agency staff, and where appropriate others affected by our undertaking. Additionally, Strategic Leaders are responsible for ensuring a positive attitude to health and safety is maintained within the areas of their control and that health, safety and welfare takes equal priority to other duties undertaken.

Frontline Managers

Frontline Managers, Team Leaders and other staff formally recognised as deputising in their absence, have responsibility for implementing adequate health and safety arrangements for staff and tenants on a day-to-day basis. They are responsible for ensuring the health, safety and welfare of staff, and all those effected by our undertakings. They are also responsible for ensuring compliance with Health and Safety regulations with regard to buildings being managed by them. Frontline managers will:

- Ensure that safety relevant defects are reported appropriately.
- Implement the health and safety policy and guidance notes within premises under their control.
- Ensure the delivery of appropriate health and safety training and induction to their staff, and communicate safety messages to relevant parties in an effective and timely manner.
- Ensure the details of all work-related accidents, near misses, dangerous occurrences and occupational diseases are reported to the health and safety team in the prescribed manner as soon as practical after the event.
- Ensure that all risks are identified that all risk assessments (including tenant needs assessments where necessary) are undertaken and that relevant people are aware of the control measures in place.
- Implement control measures and produce any necessary safe systems of work along with adequate supervision and instructions to ensure tasks are conducted safely.
- Stop any dangerous activity observed and take action to establish a safe system of work.

- Ensure that when identified through risk assessment, personal protective equipment is provided to staff and that a system for managing the equipment is adopted.
- Promote health and safety awareness amongst staff (and tenants as appropriate.)

Frontline workers

Front line workers are integral to our safety culture. We will ensure that workers have all the support, training and instruction necessary to undertake their work safely.

It is the duty of every employee, regardless of seniority, to carry out their work in a safe manner and to co-operate with any instruction or requirement put in place to manage safety.

Frontline workers will:

- Cooperate with frontline managers, complete required training, and follow our health and safety policies and guidance notes.
- Take reasonable care of their own health and safety, and that of others.
- Notify line management about any hazard identified or malfunctioning work equipment.
- Report any accidents or near misses.
- Report any medical condition that could affect others at work, or their ability to conduct their work safely.
- Understand and follow relevant risk assessments, safe systems of work, training and instruction provided for safety.
- Wear appropriate safety equipment and use appropriate safety devices.
- Not to interfere with or misuse anything provided in the interests of health and safety.

Health and Safety Team and Leadership

The director responsible for health and safety is the Executive Director of Corporate Resources. They will be responsible for communicating health and safety information to the Board and Executive Board.

The Head of Safety and Facilities is responsible for the oversight and strategic direction of the Health and Safety Team, and together with the Health and Safety Manager, will provide regular and up-to-date reports on key health and safety areas to include performance on accidents & near misses and health and safety training.

The Health and Safety Manager produces and maintains a health and safety management framework which outlines how our health and safety is managed practically, this is based on the principles of the established framework produced by the Health and Safety Executive – HSG 65.

The Health and Safety Team will also provide competent advice and guidance to the business as well as carrying out audits to ensure safety standards are maintained.

5. Arrangements

At Midland Heart we produce detailed guidance on key risk areas as standalone documents. Managers will be responsible for familiarising staff with these documents and for their implementation as they detail clear guidance on how to ensure safe working practices on key risk areas.

All guidance documents are held and stored on our employee intranet pages and are located at:
<http://intranet/Interact/Pages/Section/ContentListing.aspx?subsection=3807>

To ensure guidance, instructions and arrangements are followed, the Health and Safety Team will track and monitor all accidents and near misses reported into the Health and Safety Team, reviewing any lessons learned, recommending additional procedures when required and/or providing additional support to staff and teams. The Team will also use this information, along with feedback and engagement with Strategic Leaders, Frontline Manager and Frontline workers, to develop an annual Thematic Audit Programme to provide appropriate assurance that safe systems of works are being maintained in line with this Policy.

6. Building Safety Lines of Assurance

At Midland Heart we are responsible for many areas of building safety which provide safe places of work and residential homes for our staff and tenants. Building safety performance is a key reporting measure which is reported to varied groups that include the Board, Executive Team, Audit and Risk, Operations Committee and our Health & Safety Committee (Safety at Heart Forum)

Our reporting includes the Building Safety areas of; Gas Servicing, Hot Water Management and Legionella Control, Asbestos Control, Electrical Safety, Fire Risk Management, Lift maintenance and servicing and adherence to the Building Safety Act 2022.

To support and ensure our building safety regimes are robust and maintained in accordance with our legal requirements, we have several lines of assurance in place that include:

- Daily, Weekly and Monthly Building Safety Monitoring Controls
- Regular reporting to Safety at Heart Forum, Executive Board, Audit & Risk Committee and Board.
- Compliance auditing via H&S Team Thematic audits
- Continuous auditing of key controls by the Assurance Team
- Third party auditing and Fire Service inspections.
- Periodic audits from our internal audit provider.

Building Safety Manager Entity Group (BSMEG)

The BSMEG are responsible for the oversight and management of our higher-risk-buildings in scope of the Building Safety Act 2022. The entity group is made up of key personnel to meet the full scope and role of the building safety manager. Ongoing reports will be made into Safety at Heart Forum, Audit and Risk Committee, Operations Committees, Exec Board and Board.

7. Legal Framework

This policy is a requirement under the Section 2 (3) of the Health and Safety at Work etc. Act 1974.