



EDEN HOUSING ASSOCIATION LIMITED

HEALTH & SAFETY POLICY

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This policy applies to Eden Housing Association and all its wholly owned subsidiaries, including Mitre Housing Association

1. POLICY STATEMENT

Health and Safety is central to everything we do at Eden Housing Association. The Board and Executive Team are passionate about ensuring the Health, Safety and Welfare of our people and anybody affected by our activities, this includes employee's, tenants, contractors, visitors and anyone we come into contact with whilst undertaking our work.

We are committed to complying with the Health and Safety at Work Act 1974 and all other relevant H&S legislation to ensure that we protect our people from occupational health and safety risks. This is our overarching health and safety policy which is supported by a suite of policies and procedures across all areas of health & safety and property compliance.

Our Health & Safety Policy is to:

- Ensure the health, safety and welfare at work of our employees and consider the safety of tenants, contractors, suppliers, visitors and others.
- Prevent accidents and cases of work-related ill health
- Manage health and safety risks in our workplace
- Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work
- Ensure there is a safety reporting process for accidents and incidents with learning implemented.
- Ensure the provision of suitable and sufficient work equipment. personal protective equipment and training in its use, in order for work to be undertaken safely.
- Consult with our employees on matters affecting their health and safety
- Provide and maintain safe plant and equipment
- Ensure safe storage, transport, handling and use of dangerous and hazardous substances
- Maintain safe and healthy working conditions
- Implement emergency procedures, including evacuation in case of fire or significant incident
- Review and revise this Policy regularly

Signed:

Chris Fawcett, Chief Executive

Signed:

Doug Ross, Chair of the Board

January 2026

2. REFERENCES

2.1 Internal

Fire Safety Policy & Procedure
Personal Safety & Lone Working Policy and Procedure
DSE Assessments
Accident & Incident Reporting Procedures
Risk Assessments
Driving at Work Policy and Procedure
Agile Working Policy and Procedure
Asbestos Policy, Procedure & Management Plan
COSHH Policy and Procedures
Damp, Mould & Condensation Policy and Procedures (Awaab's Law)
Domestic Abuse Policy
Electrical Testing Policy and Procedures
Electric Vehicle Charge Points Policy
Gas Safety Policy and Procedures
Lift Maintenance Policy and Procedures
Oil and Solid Fuel Safety Policy and Procedures
Radon Gas Safety Policy and Procedures
Repairs & Maintenance Policy and Procedures
Tree Management and Grounds Maintenance Policy and Procedures
Water Hygiene Policy and Procedures
Winter Gritting Policy and Plans

2.2 External

The Health and Safety Executive (HSE)
Health and Safety at Work Act 1974
Management of Health and Safety at Work Regulations 1999
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
Workplace (Health, Safety and Welfare) Regulations 1992
First Aid at Work Regulations (1982)
Health and Safety (Display Screen Equipment) Regulations 1992
Manual Handling Operations Regulations 1992
Driving at Work Regulations 1997
Working Time Regulations 1998
Construction (Design & Management) Regulations 2015
RSH Regulatory Standards
Building Safety Act 2022
Social Housing (Regulation) Act 2023 (Including Awaab's Law)

3. POLICY CONTENT

3.1 The Health and Safety Executive (HSE)

The HSE is the UK Government body responsible for enforcing health and safety at work legislation.

3.2 Health and Safety at Work Act 1974

This Act of Parliament is the main piece of UK health and safety legislation. It places a duty on all employers "to ensure, so far as is reasonably practicable, the health, safety and welfare at work" of all their employees. Among other provisions, the Act also requires:

- safe operation and maintenance of the working environment, plant and systems
- maintenance of safe access and egress to the workplace
- safe use, handling and storage of dangerous substances
- adequate training of staff to ensure health and safety
- adequate welfare provisions for staff at work

Employers must also keep and revise a written record of health and safety policy and consult with employees or their representatives on such policies

3.3 **Management of Health and Safety at Work Regulations 1999**

The Management of Health and Safety at Work Regulations 1999 places a duty on employers to assess and manage risks to their employees and others arising from work activities.

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

These regulations require employers to report work-related deaths, major injuries, work-related diseases and dangerous occurrences.

3.5 **Workplace (Health, Safety and Welfare) Regulations 1992**

These regulations are concerned with the working environment. They place a duty on employers to make sure that the workplace is safe and suitable for the tasks being carried out there, and that it does not present risks to employees and others.

The regulations cover all aspects of the working environment, including:

- maintenance of the workplace, equipment, devices and systems
- ventilation
- temperature in indoor workplaces
- lighting
- cleanliness and waste materials
- room dimensions and space
- work stations and seating
- condition of floors and traffic routes
- falls or falling objects
- windows and transparent or translucent doors, gates and walls
- windows, skylights and ventilators
- ability to clean windows, etc. safely
- organisation, etc. of traffic routes
- doors and gates
- escalators and moving walkways
- sanitary conveniences
- washing facilities
- drinking water
- accommodation for clothing
- facilities for changing clothing
- facilities for rest and to eat meals

3.6 Personal Safety Policy & Lone Working

This EHA Policy underlines safety issues and contributes to the provision of a safer working environment for employees working alone. This also includes working from home arrangements and providing mental health support for lone workers.

3.7 First Aid at Work

It is EHA Policy to make provision for first aid at work and training 'First Aiders' in accordance with the First Aid at Work Regulations (1982).

3.8 Fire

It is EHA Policy to ensure that staff receive adequate fire training and that nominated fire officers are designated to all EHA premises. We will: use an external consultant to report and advise on the standard of fire safety in EHA's premises and the standard of fire training to staff.

An external consultant will assist in the investigation of all fires in EHA's premises and submit reports of such incidents.

3.9 Display Screen Equipment

All new computer installations must adhere to the British Standard Specifications and comply with Health and Safety (Display Screen Equipment) Regulations 1992. All new employees are expected to read H&S Executive guidance entitled 'Working with Display Screen Equipment'. All employees who regularly use VDU's will be given the opportunity to have an eye test paid for by EHA.

3.10 Lifting and Handling

Managers are responsible for informing staff of safe lifting techniques. Its EHA Policy to ensure training in lifting and handling is provided to all staff who require it.

3.11 Food Hygiene

Managers who have responsibility for food acquisition, storage, processing and serving, staff induction and hygiene training, are responsible to the necessary legal standards. Any suspected outbreak of food poisoning or other unexplained and possibly food related incidents must be reported to the Executive Team.

3.12 Control of Working Time

EHA is committed to the principles of the Working Time Regulations. No member of staff is expected to work for more than 48 hours per week (including overtime) unless there are exceptional circumstances. Similarly, all requirements of the regulations e.g. in relation to breaks will be complied with.

3.13 Construction (Design and Management) Regulations 2015

We recognise our duty to follow the Construction (Design and Management) Regulations 2015 when taking on the role of Client, Principal Contractor, Principal Designer or contractor.

As the Client, we will:

- appoint a Principal Designer, where required;

- appoint a Principal Contractor, where required;
- make sure the Principal Designer and Principal Contractor carry out their duties;
- make sure there are suitable arrangements for managing a project, including the allocation of sufficient time and resources for each stage of the project;
- provide pre-construction information to designers and contractors;
- ensure notification is issued to HSE for notifiable projects;
- provide information relating to the Health and Safety File to the Principal Designer; and
- retain and provide access to the Health and Safety file.

As the Principal Contractor we will:

- prepare, develop and implement the construction phase plan including site rules, making sure ongoing implementation and development continues throughout the contract; any significant changes will be brought to the attention of all parties affected; these include designers, contractors, employees and visitors;
- make sure the construction phase plan is properly planned, managed and monitored; adequate resources will be provided and site management have the appropriate skills, knowledge and experience to effectively deal with the activity and risks on site;
- make sure appropriate competencies to address health and safety issues are available to manage the construction phase;
- make sure the client is aware of their duties under CDM 2015 and comply with the requirements of Schedule 2 of the CDM regulations and part four which relate to health and safety on construction sites;
- provide contractors with relevant parts of the construction phase plan and relevant information about the project that they would require to enable them to carry out work on site safely and without risks to their health;
- ensure workers are consulted and engaged securing health and safety;
- check the competencies of all appointees;
- provide suitable welfare facilities from the start of all projects and maintain these throughout the construction phase;
- provide all workers with site induction and any further training/information needed for the work undertaken;
- consult with workers through the corporate Health and Safety Committee and other channels on health and safety matters;
- liaise with the Principal Designer (where required) regarding on going design issue;
- provide the Principal Designer with all relevant information for the health and safety file;
- make sure sites are secure;
- display the F10 notification and site rules;
- make sure all workers on site co-operate to ensure the health and safety of construction workers and others who may be affected by their work; and
- report any obvious risks.

As the Principal Designer we will:

- advise and assist the Client with their duties;
- plan, manage, monitor and co-ordinate the pre-construction phase;
- ensure the design team, where reasonably practicable, eliminate, reduce and control risks to an acceptable level;
- ensure foreseeable risks are identified;

- ensure everyone working on the pre-construction phase co-operates and effective communication is established;
- identify, collect and pass on pre-construction information;
- liaise with Principal Contractor and share information that may affect the planning, monitoring and co-ordination of the construction phase and also regarding on-going design;
- prepare the health and safety file; and
- report any obvious risks.

As contractors we will:

- plan, manage and monitor our workers;
- check competence of all their appointees and their workers;
- make sure our employees are adequately trained to carry out the work required;
- provide information to all our workers;
- comply with part 4 of the regulations;
- make sure there are adequate welfare facilities for the workers on site;
- make sure all workers have the skills, knowledge and experience to undertake the work in a safe manner;
- co-operate with Principal Contractor in planning and managing work, including reasonable directions and site rules;
- provide information needed for the health and safety file;
- inform Principal Contractor of problems with the Plan; and
- Inform Principal Contractor of reportable accidents, diseases and dangerous occurrences.

3.14 **Building Safety Act 2022**

This Act is principally concerned with safety in Higher-risk Buildings (>18m/7 storeys). EHA have no buildings that fall within the HRB category, but the general principles of increased governance expectations for building safety and specific building control and fire safety elements apply to all registered providers.

3.15 **Social Housing (Regulation) Act 2023**

This Act includes a number of key health & safety provisions, including the need to appoint a designated Health & Safety Lead and mandatory electrical safety requirements, as well as Awaab's Law.

4. RESPONSIBILITIES

- 4.1 The responsibility for Health and Safety rests directly and personally with all employees from the Chief Executive to each individual. This section sets out the responsibilities under this Policy.
- 4.2 Each and every employee, regardless of the post they hold within the Association, is responsible for carrying out their work in a manner which will not put at risk their personal health and safety or that of their colleagues, or any third party.
- 4.3 Employees must plan and perform their work in accordance with the Health and Safety Policy and Health and Safety Procedures or Instructions and in compliance with current legislation. It follows, therefore, that all employees have the right and the responsibility to refuse to carry out work, or undertake

any activity, which they consider to be unsafe, however this should be discussed with supervisors or line managers.

- 4.4 The Association employs the services of contractors for different specialisms within the H&S field. This is done to ensure that an appropriate 'competent person' is used.

5. Board

5.1 The Board:

- Appoints the Chief Executive or in their absence the Director of Finance & Corporate Resources, as the lead director responsible for health and safety.
- Ensures decisions taken corporately have considered impact on safety and the decisions have sufficient mitigation.
- Approves the policy for Health and Safety and recognises its duty of care.
- Sets the risk appetite level for Health & Safety
- Receives detailed reports on performance and assurance around Health & Safety and property compliance following the end of each quarter.

6. Audit & Risk Committee

6.1 The Audit & Risk Committee:

- Periodically review Health and Safety Management at Eden HA and its performance.
- Receives reports on assurance around health & safety and property compliance in line with the annually agreed internal audit plan.

7. Chief Executive

7.1 The Chief Executive:

- Is the designated Health & Safety Lead (as per the Social Housing (Regulation) Act 2023).
- Is responsible for demonstrating strong and active safety leadership.
- Supports the provision of adequate resources to implement safety.
- Ensures sufficient competent persons to provide Health and Safety advice.
- If unpredictable Health and Safety issues arise during the year, the Chief Executive must assess the risk, in deciding the necessary resources and actions to commit to addressing the situation.

8. The Executive Team

8.1 The Executive Team:

- Support the Chief Executive in their management and leadership of health and safety.
- Supports Risk & Compliance Panel by ensuring significant issues are raised.

- Informs the Board of significant risks or incidents and support response strategies, including reporting serious events immediately
- Ensures regular reviews of policy and procedures and responds to advice from those responsible on health & safety operational matters as well as external advice.

9. Director of Finance & Corporate Resources

9.1 The Director of Finance and Corporate Resources:

- Ensures the Chief Executive and Board are informed of risk management issues and updates to Health & Safety Policy.
- Monitors H&S matters within the office and take corrective action in a timely manner when issues arise which impact on health, safety and welfare of staff
- Ensures collation and review of statistics and lessons learnt in relation to accidents, incidents and other key H&S areas for colleagues.

10. The Director of Operations

10.1 The Director of Operations:

- Receives and reviews audit summaries as appropriate
- Ensures collation and review of statistics and lessons learnt in relation to accidents, incidents and other key H&S areas for customers and contractors
- Ensures operational H&S and property compliance issues are effectively managed and mitigated, managing the risk to the Association
- Monitors H&S and property compliance matters within the Associations housing stock and takes corrective action in a timely manner when issues arise which may impact health, safety and welfare of tenants and others

11. Managers/Functional Coordinators

11.1 Managers and Functional Coordinators:

- Are responsible for the Health & Safety Management of their individual teams.
- Set a personal example to employees in order to promote a positive Health & Safety Culture.
- Ensure Health & Safety responsibilities are assigned and accepted within functional responsibility areas and at all levels throughout the Association.
- Ensure Health & Safety communication is facilitated and is included as part of regular employees' meetings, when required.
- Ensure team members receive adequate information, instruction and training to enable them to carry out their duties safely
- As far as reasonably practicable, ensure that all equipment and substances are maintained in a condition that is safe and without risk to health.

- Ensure safe systems of work will be developed and maintained.
- Use Codes of Safe Working practice where available from authorities such as the HSE.
- Ensure that COSHH (Control of substances hazardous to health) assessments, Risk assessments and method statements are up to date and accurate. Any control measures which are introduced are complied with in order to ensure risk is controlled to a minimum level.
- Evaluate all Health and Safety hazards reported to them and take appropriate action.
- Investigate all incidents and accidents reported and take reasonable action to avoid recurrence.
- Report to the individual responsible for Health and Safety governance any member of employees failing to comply with the requirements of the Association's Health and Safety policy.

12. HR Officer and Property Compliance & Facilities Officer

12.1 HR Officer and Property Compliance & Facilities Officer:

- Assist the individuals responsible for Health and Safety governance in the production of H&S policies and procedures and the implementation and execution of a Health & Safety management system, using external advisors as appropriate.
- Provide the Association and its employees with advice, support and information on matters relating to the Association's H&S policies or procedures, using external consultants where required.

13. Health & Safety Group Representation/Consultation

- 13.1 The Association shall make sure, through either a dedicated Health and Safety Committee or a sub set of other groups if applicable, that employees have a method of health and safety input via group representation. This is currently through the Risk and Compliance Panel meetings.

14. Specific role responsibilities

- 14.1 Some specific H&S management areas are delegated to specific roles to manage, rather than being spread across the association. Below is a list of the key risks and delegations:

Areas	Delegation
Asbestos Safety Management	Property Compliance and Facilities Manager
Fire Safety Management	Property Compliance and Facilities Manager
Fire safety Management – Blain House	Property Compliance & Facilities Manager
Legionella Safety Management	Property Compliance and Facilities Manager
Gas and Fuel Safety Management	Property Compliance and Facilities Manager

Electricity Safety Management	Property Compliance and Facilities Manager
Lift Maintenance Safety Management	Property Compliance and Facilities Manager
Contractor Safety Management / CDM	Asset Manager/ Chief Executive (as Development Manager)
Housing Health & Safety Rating System Compliance	All Operational Managers
Accident, incident & near miss investigation	All Service Managers
Awaab's Law Compliance	Repairs & Maintenance Manager
Lone Worker Safety Management	HR Officer

Task	Delegation
Display Screen Equipment	ICT Manager
Slips Trips and Falls	HR Officer
COSHH	Property Compliance and Facilities Manager
Aggressive and Violent Customers	Customer Service Manager
Food Hygiene	Supported Housing Manager
New and Expectant Mothers	HR Officer
Working at Heights	Asset & Repairs Manager
Stress	HR Officer
Manual Handling	HR Officer
Safeguarding	Housing Manager
Use of Work Equipment	Repairs & Maintenance Manager Property Compliance & Facilities Manager
First Aid at Work	HR Officer
Driving at Work	HR Officer
Timely reporting of accidents, incidents and near misses	All employees

15. All Employees

All Employees are responsible for ensuring that:

- They are aware of the Association's Health & Safety Policy, Procedures, Codes of Practice and co-operate fully with their immediate supervisor.
- They will report all accidents and incidents via the Accident and Incident Reporting email address.
- That they take responsible care for the health and safety of themselves and of other persons who may be affected by their acts or omissions
- They keep workplaces clean and tidy, and emergency routes and equipment unobstructed.

- All incidents involving or having potential to cause injury, or damage to property, or the environment, are investigated and reported and any appropriate corrective actions are undertaken.
- Complete mandatory annual online training and attend any other training that is required.
- Co-operate with the Association in relation to all health and safety matters
- Use any machinery, equipment, substance or safety devise/process provided by the employer in accordance with instructions and training
- They report any instances of unsafe working practices or any other health and safety related concerns to their line manager and the HR Department.

16. Fire Wardens

16.1 Fire wardens provide a valuable service of marshalling during Fire evacuations. They are responsible for:

- Encouraging staff to act calmly in the event of an emergency evacuation or drill.
- Attending or completing training as required.
- Checking their areas of responsibility to ensure it has been safely evacuated.
- Reporting to the Building Manager in charge at the assembly point outside of the building.

17. First Aiders

17.1 First aiders provide first aid assistance in the event of an accident. They are responsible for:

- Checking the contents of the first aid box at regular intervals and re-stocking as required.
- Attending or completing training as required.
- If any treatment has been provided, ensuring the appropriate report form and any other corporate reporting procedures are completed.

18. EQUALITY IMPACT ASSESSMENT (EIA)

18.1 An EIA has been completed in order to assess whether any protected groups listed under the Equality Act 2010 has been discriminated against or disadvantaged as a result of this policy.

19. MONITORING & REVIEW

19.1 This Policy will be formally reviewed every 12 months. The key staff identified within the policy will be responsible for monitoring performance and compliance with the policy in their areas of responsibility.

19.2 The Audit & Risk Committee will routinely receive a health & safety report at every meeting, which will cover incident and accident reporting as well as

property compliance matters, and the Board will routinely receive reports on health & safety matters at every meeting.

- 19.3 Every employee is responsible for safety and are required to implement safety practices to their work and take reasonable care to protect themselves and others by their actions or inactions.

Equality Impact Assessment (2.7.25)

Question	Response
1. Summary of aims and objectives of the policy/practice/activity	Identify appropriate action when dealing with Health & Safety management.
2. What involvement, consultation, engagement has taken place for the policy/practice/activity (e.g relevant groups/stakeholders)	Exec team and Board
3. Who is affected by the policy/practice/activity (consider Armed Forces/Veterans)	Staff, tenants and general public
4. What are the arrangements for monitoring and reviewing the impact of the policy/practice/activity	Annually

Protected Group	Is there a potential for a positive or negative impact	Action to address the impact
Disability: includes physical, sensory, neurodiversity, learning disabilities, mental health conditions / communication methods / range of support needed to participate / hearing loops or interpreters / accessibility – venue, location, transport	No	
Gender reassignment: (transgender) people should be about to disclose their gender identity without fear or prejudice	No	
Marriage or civil partnership: all couples or partners, regardless of gender, should be able to access services	No	
Pregnancy or maternity: consider flexible hours of service or project / is there access to private are for breastfeeding, milk storage etc. / returning to work considerations	No	
Race: includes ethnicity, nationality and GRT communities. Consider the size of the BME communities that your service or project affects / languages spoken and understood / culture such as hygiene, clothing physical activities, mixed gender activities	No	
Religion or belief: consider dates and times of events in relation to religious practices and festivals / the diversity within the communities that your service or project affects / prayer times, meal times, food cultural habit or belief, religious holidays such as Ramadan	No	
Sexual orientation: consider LGB+ people should feel safe to disclose their sexual orientation without fear of prejudice	No	

Sex (gender): consider the impact on different genders / childcare and dependents care / mixed or single gender groups or activities / timing of services	No	
Age: consider the way younger and older people access services differently / use of technology / childcare or dependents care / transport arrangements / venue location	No	
Rurality: consider if there is a disproportionate impact on tenants living in rural localities	No	

Question	Explanation	
Is it possible the proposed policy/practice/activity could discriminate or unfairly disadvantage people	If followed correctly, then no.	
Decision	Tick the relevant box	Include any justification required
1. No barriers identified and no change required – proceed	X	
2. Barriers identified towards one (or more) protected groups – adapt or change the policy/practice/activity to remove any barriers. This will better advance equality and/or foster good relations		
3. Barriers identified towards one (or more) protected groups – stop . There are adverse effects which cannot be prevented / mitigated		
4. Barriers identified towards one (or more) protected groups – no proportionate way to amend the policy/practice/activity so proceed with caution .		

Action (To be completed as required)

If the evaluation has resulted in Decision 4, complete a risk assessment and record on Operational Risk Register	Date Completed:
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Tenant Engagement Assessment – is engagement with tenants necessary?
(1.7.25)

Impact	Tick relevant box	Note any details / justification
No Impact on current tenants – you can proceed without engagement, explaining why.	X	Operation detail covered in other policies
Direct or indirect impact on current tenants. Stop! Identify who will be affected i.e. all tenants or a specific group.		

Influence	Tick relevant box	Note any details / justification
No influence for tenants – i.e. wholly legislative – you can proceed without engagement, explaining why.	X	This is our overarching health and safety policy which is supported by a suite of policies and procedures across all areas of health & safety and property compliance
Possible influence on areas of policy/ practice/ activity impacting on tenants – stop. Arrange engagement with EIO		
Best place for influence is the practical delivery of the policy – through procedure. Please summarise approach for procedure review		

Summary of engagement (To be completed as required)

Tenant group impacted and engaged (i.e. all/ sheltered)	N/A
Consultation method	N/A
Summary of engagement	N/A
Key themes/ implications	N/A

Health & Safety Policy Review Assessment

Question	Additional information	
Does this policy/practice/activity address any Health & Safety practices?	Yes	
What is the key legislation related to this policy?	Various	
Is the policy a control of a corporate or operational risk register? (if yes name risk)	Assists CRR-6 H&S	
Tick groups/ departments who require knowledge of this policy		
	All staff	x
	ICT	
	Finance	
	Housing Options	
	Housing	
	Customer Services	
	Property	
	HR	
	Governance	
	Assisted Living	
	Contractors	
	Tenants	
Risk to tenants	Tick the relevant box	Additional Information
1. Are there additional measures required to reduce risk level to tenants.		
2. Has that risk been assessed?		
3. No Health & Safety implications	x	
4. Does it require tenant visibility?		If yes – upload to website

All assessments completed by:	Author: Guy Johnson Date: 19 January 2026
All assessments reviewed by:	Reviewer(s): Executive Team Date: 20 January 2026
Will these assessments be published?	Completed assessments are appended to each policy. Any appropriate public related policies are uploaded to the EHA website