

Health and Safety Policy

Approval Route	Board
Applies to:	All Trustees, employees, residents, volunteers, visitors and contractors. It applies to ExtraCare and ExtraCare Retail Ltd (Retail), and covers all premises owned, occupied or managed by ExtraCare and Retail.

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1. Introduction

- 1.1 ExtraCare Charitable Trust (ExtraCare) is committed to ensuring the health, safety and wellbeing of our colleagues (including permanent, relief, agency and temporary colleagues), residents, volunteers, contractors, customers and other visitors who may be affected by our activities so far as is reasonably practicable. We will adopt a pragmatic and proportionate approach to Health and Safety (H&S), acknowledging that risk cannot be fully eliminated and that errors occur. We will seek to learn from errors to improve our H&S systems reducing risk and preventing further incidents.
- 1.2 Our approach will aim to strike a sensible balance between implementing effective controls and enabling residents to maintain their independence as part of our goal of ensuring 'Better Lives for Older People'.
- 1.3 The scope of the policy applies to all Trustees, employees, residents, volunteers, visitors and contractors. It applies to ExtraCare and ExtraCare Retail Ltd (Retail), and covers all premises owned, occupied or managed by ExtraCare and Retail.

2. Definitions

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Term	Definition
H&S System	This is not to be confused with the H&S strategy. It refers to how we implement day to day H&S and check that it is working effectively.

3. Regulatory and Legal Considerations

- 3.1 ExtraCare is subject to the Health and Safety at Work etc. Act 1974, and all associated regulations. This places legal duties on ExtraCare to:
- ensure the safety and wellbeing of people at work;
 - manage risks and provide safe workplaces; and
 - ensure that ExtraCare's activities do not put others at risk of harm through its acts or omissions.
- 3.2 ExtraCare is also subject to the Building Safety Act 2022 and Occupiers' Liability Act 1957, both of which include matters of H&S.

4. Responsibilities

- 4.1 Detailed responsibilities are below:

Board and Retail Board	Has collective ultimate accountability for H&S including ensuring that there is an effective policy for H&S which will be an integral part of ExtraCare's culture, values, and performance standards. It is supported in this role by its committees, Executive Leadership Team (ELT) and Senior Management Team (SMT).
Executive Leadership Team	The Chief Executive Officer has overall responsibility for H&S and is accountable to the Board. Responsibilities for H&S are delegated through the ELT and management chain as outlined below.
Senior Management Team and Regional Managers (Operational and Retail)	Set and lead the H&S culture for their respective departments and the wider organisation. They ensure the appropriate time and resources are made available for their colleagues to deliver their H&S commitments pertinent to their role.
Head of Governance	Has responsibility for ensuring that the H&S Policy meets regulatory, legislative and best practice requirements. Provides H&S Reports to ELT and Board.
Head of Property and Environment	Has strategic, commercial and operational responsibility for building safety, fire safety, and property compliance. Chairs the Building Safety Group and oversees the Fire Focus Group. Has a duty to advise the Executive Director Operations and ELT of any failure or material risk in these arrangements. Ensures compliance with Construction – Design and Management (CDM) Regulations.
Head of Growth and Construction	Has responsibility for the management of H&S for new builds, extensions and modernisations. Has a duty to advise the Chief Executive and ELT of any failure or material risk in these arrangements. Ensures compliance with CDM regulations.
Managing Direction of Retail	Responsible for working with external consultants to ensure that any shop fitting works for which they are responsible are carried out in

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	accordance with CDM Regulations, with support from the Head of Property and Environment.
Head of Operations	Responsible for setting the tone for a safety culture within Operations including compliance with H&S policies and procedures, learning lessons and continued improvement. Ensures that H&S monitoring and reporting procedures are in place. Has a duty to advise the Executive Director Operations and ELT of any failure or material risk in these arrangements. Ensures that specific H&S roles and responsibilities within Operations are understood and discharged.
Location Managers	Responsible for managing and implementing H&S plans at their respective locations. This includes timely response to matters of H&S including ensuring risk assessments are in place, actions are taken on the publishing of audits and incidents are reported and investigated in a timely manner.
Project Leads	Responsible for ensuring H&S is included from the outset of all projects and will, where identified, appoint suitable contractors or external professional support by means of appropriate contractor vetting. They will keep the H&S team apprised of projects and ensure any incidents from these projects are reported.
H&S Manager	Appointed under Regulation 7 of the Management of Health and Safety at Work Regulations 1999. Acts as the Competent Person and advises on measures required to comply with H&S legislation, regulations, and the further development of the occupational H&S system.
All Colleagues	Have a duty to cooperate with ExtraCare in the implementation and delivery of the H&S system. They must ensure that they do not put themselves or others at risk of harm through their acts or omissions and must report incidents in a timely manner.

5. Policy Statement

Risk Management

- 5.1 The Board of Trustees and ELT view H&S as a risk for which there is an adverse risk appetite. Incidents not only have the potential to harm individuals but may also damage infrastructure and interrupt normal operations, impacting our colleagues and residents alike.
- 5.2 This may also lead to enforcement intervention resulting in potential punitive actions including to individuals and the organisation whilst potentially causing reputational damage.

Working in Partnership

- 5.3 We recognise the value of collaboration in promoting a positive H&S culture. Our partners include colleagues, residents, volunteers and third parties such as contractors and our insurers. Where we manage services but do not own buildings, we will raise safety concerns to the landlords as and when required.
- 5.4 Our commitment to working in partnership with our colleagues will be supported by means of a dedicated H&S Committee which will be chaired by the Executive Director Governance and Compliance.

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Risk assessment and Controls

- 5.5 We will ensure that suitable and sufficient risk assessments are carried out which cover all aspects of the workplace and provide clear guidance to our colleagues.

Information, Instruction, Supervision and Training

- 5.6 We will ensure that we provide appropriate information, instruction, supervision or training, so that our colleagues are able to outline their specific responsibilities related to the H&S of themselves and others. We will ensure that all colleagues and volunteers undertake appropriate statutory and mandatory H&S training for their role.

Working environment

- 5.7 We will ensure that welfare amenity provisions e.g. sanitation, hand washing, working temperature, drinking water etc are provided and properly maintained. We will ensure that personal protective equipment and other work equipment is suitable for its purpose, adequately maintained and that those using it are competent to do so.

Incident Reporting

- 5.8 We will require all incidents (accident and near misses) to be reported without delay and will report RIDDORS (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) to the HSE. We will review incidents to identify root causes and learn lessons.

6. Monitoring and Review

- 6.1 Compliance with this policy will be monitored quarterly as a minimum by ELT, and at each ExtraCare Board and Retail Board meetings. Detailed property compliance (Building Safety) reporting is presented to the Operations Committee and H&S reporting for developments, extensions and modernisations is presented to the Development Committee. H&S is overseen by the Corporate H&S Committee, the Building Safety Group and Fire Focus Group.
- 6.2 Internal audit procedures will report findings and actions to ensure compliance with this policy is maintained
- 6.3 This policy will be reviewed annually as a minimum or following any significant changes.

7. Associated Policies

Appointment Construction Contractors and Consultants Policy	Fire Safety Policy
Asbestos Policy	Gas Servicing Policy
Automated External Defibrillator Policy	Gym Policy
Business Continuity Policy	Home Working Policy
Control of Legionella Bacteria Policy	Hybrid Working Policy
Electrical Safety Policy	Infection Prevention and Control Policy
LOLER Policy	Mobility Scooter Policy

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Moving and Handling Policy	Pest Control Policy
Stress at Work Policy	Learning and Development Policy
Hybrid Working Policy	Incident Management and Reporting Policy

8. Associated Work Instructions

Carbon Monoxide Monitoring	Cleaning Communal Areas
Completing an Accident/Incident Report Form	Contractor Control
Control of Substances Hazardous to Health (COSHH)	Display Screen Equipment
Driving at Work	Enforcement Visits
Fire Drill	Fire Safety Statutory Checks
First Aid Provisions	Furniture, Fixtures and Equipment Design Specification
Health & Safety	H&S Monitoring and Review mechanisms
H&S - Partnerships	H&S - Responsibilities
Lone Working	Maintenance
RIDDOR Reporting	Risk Assessment Process
Secure Information Box	Smoking at Locations
Use and Storage of Gas Cylinders	Use, Maintenance and Repair of Cleaning Equipment
Use, Maintenance and Repair of Laundry Equipment	Use of Hobby Woodwork Room
Use, Maintenance and Storage of Mobility Scooters	Use of Greenhouse
Welcome Visitors	Window Restrictors

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