

Health and Safety Policy

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Part 1: Statement of Intent

Coin Street Community Builders (CSCB) is committed to the health, safety and wellbeing of all our employees, and all those who may be affected by our operations under the *Health and Safety at Work Act 1974*, *The Management of Health and Safety at Work Regulations 1999* and other relevant health and safety legislation. Coin Street Community Builders will cooperate on health and safety matters with our workforce and will monitor and review its practices accordingly.

In order to meet our obligations, we will, so far as is reasonably practicable:

- Manage workplace hazards by assessing risk and developing safe systems of work.
- Provide employees with adequate instruction, information, training and supervision.
- Provide personal protective equipment (PPE) where required.
- Consult with our employees on matters affecting their health and safety.
- Provide and maintain safe plant and equipment.
- Ensure safe storage, transportation, handling and use of substances.
- Provide sufficient resources for health and safety.
- Maintain a safe working environment.
- Maintain suitable emergency procedures, including for evacuation.
- Make available this policy, to employees, volunteers and any other individuals and organisations as necessary.
- Review this policy on an annual basis and following legislative or organisational changes.

Signed: -----

Date: 24 September 2025

Group Director on behalf of Board of Directors

Part 2: Responsibilities for Health and Safety

Board of Directors

The Board of Directors is ultimately responsible for health and safety. Collectively, its members must ensure that Coin Street Community Builders has the organisational arrangements and systems in place to enable the effective management of health and safety.

The Board of Directors will ensure that:

- There is strong and active leadership from the top, with visible, active commitment from the Board.
- There are effective 'downward' communication systems and management structures in place.
- There is an integration of good health and safety management with business decisions.
- The workforce is engaged in the promotion and achievement of safe and healthy conditions.
- There is effective 'upward' communication in place.
- The appropriate organisational arrangements relating to the management of health and safety exist and are monitored and reviewed (including the identification and management of health and safety risks); and
- Sufficient resources are allocated to allow for the effective implementation of the Health and Safety Policy and all related procedures. This shall include the provision of adequate funds for equipment, facilities, training, support and monitoring the effectiveness of the policy.

The Group Director

The Group Director is the Duty Holder for Health and Safety and has overall responsibility for:

- The strategic direction for health and safety management and will ensure that appropriate development and review of procedures are in place.
- Ensuring that the policy statement reflects current board priorities.
- Ensuring that health and safety risk management issues are properly addressed both by the board and more widely in the organisation.
- Ensuring that adequate funding is made available to maintain and manage health and safety management standards within the operations.

Leadership Team

The leadership team are responsible for overseeing the implementation of health and safety management by:

- Agreeing, developing, and reporting on health and safety objectives and priorities within their directorate.
- Ensuring the allocation of adequate and appropriate resources for health and safety.
- Monitoring and reviewing health and safety performance and ensuring that prompt action is taken to correct any deficiencies.

Managers

For the purposes of this policy, the term 'manager' includes directors, heads of teams, and line managers.

Managers are responsible for their area and the employees that they manage and actively lead the implementation of this Health and Safety Policy. In addition to those responsibilities set out for all employees, managers will:

- Familiarise themselves with the Coin Street Community Builders Health and Safety Policy and ensure that employees under their management have received a briefing on the policy and any relevant safety procedures.
- Provide leadership in matters relating to the management of health and safety within their area.
- Ensure that health and safety training needs for their employees are identified and reported through the training procedure.
- Arrange for all new employees to receive a health and safety induction and training and keep records of the training provided.
- Ensure that staff and other representatives under their management are familiar with and have access to health and safety documentation located on the CoinShare intranet. This includes relevant procedures, templates, and guidance, for example: risk assessment guidance, fire management procedures and guidance, emergency procedures, etc.
- Report to the Group Director any high-risk activity which cannot be adequately controlled by use of existing teams resources.
- Ensure safe systems of work exist in line with recognised procedures.
- Ensure all equipment is in good and safe working order, maintained as appropriate, and that all reasonable steps are taken to prevent unauthorised or improper use.
- Ensure health and safety is a rolling agenda item for team meetings.
- Ensure that they set a good personal example for health and safety, and
- Ensure a positive attitude towards safe systems of work and accident prevention is promoted within Coin Street Community Builders.

Director of Estates

In addition to their responsibilities at Coin Street Community Builders, the Director of Estates is accountable in the role of 'landlord'. They should ensure that premises or land Coin Street Community Builders owns are safe to occupy and use (including by appropriate subsidiaries). This includes:

- Ensuring that the estates infrastructure is maintained to a high level and meets agreed performance targets and statutory/regulatory standards.
- Creating and executing a risk-based plan and ensuring delivery to address current and future infrastructure needs as well as meeting regulatory and compliance requirements.
- Oversight of the Property and Facilities team, ensuring that all PFM team members undertake appropriate health and safety training in order to safely carry out required work activities.

- Reasonable steps are taken to ensure all contractors are competent to carry out the works specified, and that any risk assessments, safe systems of work and permits to work are in place where required.
- Ensuring the estate is designed, constructed and managed in a way that effectively identifies and mitigates health and safety related risks.
- Professional advice is taken when matters arise that require specialist knowledge.

Head of Property and Facilities Management

In addition to their responsibilities at Coin Street Community Builders, the Head of Property and Facilities Management is responsible for health and safety within the estate's buildings and across the site with delegated support from the Property and Facilities Team, this includes:

- Management and execution for all statutory compliance matters.
- The provision of an environment suitable for its intended use, for example, offices and residences.
- The maintenance and management of buildings and provision of hard and soft facility management services.
- Maintaining building fire risk assessments and mitigation process for all actions arising from them.
- Managing and maintaining building evacuation and fire prevention systems.
- Statutory testing of building fabric and related systems
 - for example, water, gas, and electrical systems.
- Obtaining assurance from third party contractors that statutory requirement in relation to the estate are being complied with.
- Informing estate and building occupiers/users of the actions they may need to take to maintain their health and safety.
- Consulting with building occupiers/users on any changes to the building that may have an impact on their health and safety.

Health and Safety Manager

The Health and Safety Manager is the 'competent' person appointed by Coin Street Community Builders as required by the Management of Health and Safety at Work Regulations 1999 (MHSWR).

Reporting to the CFO, the role is to direct and shape the way health and safety is managed across the organisation, providing professional advice, on all matters relating to the health and safety of staff, volunteers, and visitors.

Employees

All employees, including volunteers, have a responsibility for health and safety and are expected to:

- Take reasonable care of the health and safety of themselves and to ensure that they do not endanger other persons by their acts or omissions.

- Co-operate with the organisation in order that it can comply with the legal requirements placed upon it and in the implementation of this policy.
- Attend mandatory health and safety training in line with Coin Street Community Builders requirements, together with any other health and safety training as directed by the manager.
- Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety, and welfare.
- Comply with the identified control measures in all relevant risk assessments, and safe systems of work.
- Report any accidents, incidents, near misses, and/or confirmed cases of occupational disease to their manager, and the health and safety manager.
- Use the correct equipment and tools for the job and any protective clothing and safety equipment as directed and reporting immediately to their line manager any suspected defects in equipment, machinery.
- Maintain a good standard of housekeeping within their area, ensuring that they are kept clear and free from obstruction (e.g. floors, doorways, working areas, etc. are kept clear and free from obstructions).

Health and Safety Consultants

Coin Street Community Builders uses the services of a health and safety consultancy firm to provide competent advice and ensure that it remains compliant regarding health and safety legislation.

The appointed consultancy firm will:

- Conduct periodic reviews and audits and provide written reports.
- Provide ad-hoc assistance where required.

Communication

A health and safety report will be provided to the Leadership Team and Health and Safety Committee on a quarterly basis. As such, the Leadership Team meetings will discuss health and safety matters.

The Health and Safety Committee meets quarterly and will act on behalf of Coin Street Community Builders, under the chairmanship of the Chief Financial Officer. The aim of the group is to act as a forum to encourage engagement, promote discussion, disseminate important health and safety information, and review performance. Membership of the group includes heads of teams and stakeholders from all teams within Coin Street Community Builders. More information can be found in the Committee's terms of reference.

Health and safety procedures, guidance and templates are accessible to staff and other representatives via the staff intranet Coin Share. This information will also be shared through internal communication channels, training sessions and safety briefings. Urgent safety information will be emailed to the relevant individuals.

Part 3: Arrangements for Health and Safety

Accident Reporting and Investigations

Anyone working at or visiting any location managed by Coin Street Community Builders must report health and safety incidents (including injuries or near misses) via the Coin Street incident reporting system.

Where required, incidents or illnesses is reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), the Health and Safety Manager will notify the relevant local authority.

All reported accidents, incidents, near misses and occupational disease/ill-health are reviewed and investigated, to determine the immediate, underlying and root causes, with a view to ensuring that effective remedial actions are taken to prevent recurrence.

Asbestos

Coin Street Community Builders will protect staff and other representatives potentially exposed to asbestos as far as is reasonably practicable. Coin Street Community Builders holds an asbestos register for all managed premises which is held by the Property and Facilities Management Team (PFM). A management plan is in place to prevent exposure and no work that could disturb asbestos, for instance drilling, will be authorised unless the register has been checked.

The condition of materials is reviewed through ongoing vigilance of the PFM team and formally, on an annual basis by an external surveyor. The risk assessment and management plan are reviewed at least annually and updated when there are changes in the matters to which they relate.

Work on Asbestos containing materials (ACMs) is only carried out by licensed contractors whose credentials have been confirmed with the HSE's database. Relevant staff will receive asbestos awareness training and specific familiarisation with the ACMs in our buildings.

Audits and Inspections

Each directorate will be responsible for carrying out periodic safety inspections. The Health and Safety Manager will carry out health and safety self-assurance to enable all heads of teams to confirm that they are managing their health and safety responsibilities.

The significant findings of proactive monitoring will be reported at leadership level, through management and Health and Safety Committee meetings. All recommendations should be recorded on an action plan setting out ownership of specific issues and timeframes for corrective action to be taken.

Coin Street Community Builders will also carry out reactive monitoring through the collection and reporting of work-related incident and ill-health data.

Health and safety performance will be managed proactively across the organisation through a plan of directorate and topic-specific audits.

The results of all monitoring activities, including the significant findings of any incident investigations, are submitted to the Health and Safety Committee on a quarterly basis.

Consultation

Coin Street Community Builders is required to consult with employees under the Health and Safety (Consultation with Employees) Regulations 1996 on matters affecting health and safety. Coin Street Community Builders recognises the value of effective communication and consultation in achieving a positive health and safety environment.

We're committed to consultation and ongoing dialogue, and formal consultation on health and safety matters takes place through the Health and Safety Forum. The Committee's full responsibilities are detailed in the terms of reference.

Control of Contractors

We recognise that when we engage contractors to work on our premises, we have an obligation to plan, monitor and control their work for the safety of everyone who could be affected by their activities. The contracting organisation also holds similar responsibilities, and it is therefore our policy to work together with our carefully selected competent contractors to ensure that our workplace remains safe and without risk to health.

Contractors will have responsibilities, under the Health and Safety at Work Act, both for their safety and for that of anyone else who may be affected by their work. This includes a responsibility to co-operate with other duty holders in order to discharge that responsibility. As such, contractors are required to observe Coin Street Community Builders Health and Safety Policy, standards and guidance while working under the direct control of the PFM team.

Before engaging any contractor, the team sourcing contractors will be assured that the contractor is competent in respect of both the carrying out of the requested works and the management of the associated health and safety risks.

- All contractors must have the relevant insurances in place while undertaking work.
- All necessary health and safety information will be issued to contractors ahead of and during the work for which they have been engaged.
- Contractors' health and safety performance will be monitored by the relevant team. Any issues or concerns will be formally followed up by the responsible person.
- All services and settings must inform the PFM team of any required building works that includes:
 - Fixing into, or the alteration of, a building's fabric, whether internal or external.

- Alterations to building service supplies or accessing plant rooms.
- Breaking into, or excavating within, the property grounds.

Coin Street Community Builders has a selection criteria and contractor management procedure in place for all new and existing contractors.

For more information, please refer to the management of contractors' procedure.

Control of Substances Hazardous to Health (COSHH)

Coin Street Community Builders recognises its duties under the Control of Substances Hazardous to Health (COSHH) Regulations 2002 (as amended) and is committed to ensuring that all reasonable steps are taken to prevent exposure of employees and others to substances hazardous to health, or where exposure cannot be prevented, that it is controlled within statutory limits.

Any person who introduces or manufactures a source of hazard at Coin Street Community Builders has a duty towards the control and eventual safe disposal of the hazard.

Accurate records must be maintained. The main source of information will be the Material Safety Data Sheets (MSDS) supplied by substance manufacturers/suppliers. The supply of such information is a legal requirement.

Information on chemical substances must be stored and made available to staff who may use such substances and/ or be affected by their use. When working with hazardous substances, risk assessments must be undertaken before work commences, and hazards removed or controlled where possible. Those working with hazardous substances must undertake training as required.

Display Screen Equipment

All reasonable steps will be taken by Coin Street Community Builders to secure the health and safety of employees who work with display screen equipment. A large percentage of employees are consistent users of display screen equipment (DSE). This includes PCs, laptops, tablets, and video conferencing equipment.

Coin Street Community Builders will make appropriate use of display screen equipment throughout the organisation, while safeguarding the health and welfare of those involved in using such equipment.

Training for users is available on Natwest Mentor. All DSE users must complete the workstation assessment and e-learning module.

Electrical Safety

All reasonable steps will be taken to secure the health and safety of employees who use, operate, or maintain electrical equipment and installations. Within our workplaces, routine

maintenance and testing of fixed wiring and portable appliances will be undertaken by a competent person nominated and managed by the PFM team.

Emergency Procedures

It is the policy of Coin Street Community Builders that effective emergency procedures are in place for each workplace to facilitate effective evacuation, or other appropriate action, and to ensure that employees', visitors' and contractors' health and safety is not unduly put at risk during such action. All employees are made aware of these arrangements and are provided with the appropriate information and training. All workplaces must ensure regular drills are carried out to test these procedures.

Events Management

Through assessment, the health and safety risks associated with a proposed event, along with the arrangements required to manage those risks, will be established to determine an event's viability. Where the event goes ahead, the identified risk management measures will be in place. Those responsible for organising these events are responsible for ensuring the required insurance cover is in place.

Fire Safety

Coin Street Community Builders will comply with the legislative requirements of The Regulatory Reform (Fire Safety) Order 2005, the Fire Precautions (Workplace) Regulations 1997 and other relevant fire safety regulations applicable to any of our premises. Coin Street Community Builders works to prevent fires in its premises through building design and maintenance, adequately maintained fire detection, and firefighting equipment. All staff receive fire awareness training as a mandatory requirement. Coin Street Community Builders carries out fire risk assessments for the buildings it is responsible for.

The arrangements for this are set out in Coin Street Community Builders over-arching Fire Safety Policy which is reviewed at least annually.

First Aid

Coin Street Community Builders seeks to make adequate provision to ensure employees and others where appropriate, such as those in our care or using our services, ensuring that they receive immediate attention if they are injured or taken ill. Coin Street Community Builders will ensure that sufficient first aiders are trained and available to meet legislative requirements and that sufficient levels of first aiders are available.

The P&T team is responsible for ensuring adequate first aid supplies are in place. Coin Street Community Builders should have fully stocked first aid boxes available, including those available during offsite trips and visits, which are managed by a designated person. First aiders are not qualified to dispense medication, and no items of medication will be stored in the first aid box.

Gas Safety

Coin Street Community Builders will ensure that all works carried out on gas fittings and appliances are undertaken by a competent person in accordance with the Gas Safety (Installation and Use) (Amendment) Regulations 2018.

Health and Safety Procedures

Coin Street Community Builders has a written set of instructions designed to implement the Health and Safety Policy.

Health and safety procedures outline: the task overview; who is responsible for what, including management responsibilities; what steps need to be taken; monitoring arrangements; and links to all related supporting resources. Coin Street Community Builders health and safety procedures should be used to ensure safe and healthy working practices where risks to employees and others who may be affected by activities have been identified.

Coin Street Community Builders has a range of policies and procedures in place, which set out our arrangements for dealing with the workplace hazards specific to our organisation, premises and activities.

Instruction, Training, and Awareness

Members of staff and volunteers will receive the necessary levels of health and safety information, instruction, training, and awareness to enable competency in carrying out their work.

Procedures will ensure any new members of staff are identified so that they receive a health and safety induction within two weeks of commencing employment. Key information (e.g. emergency procedures) will be shared on their first day.

Legionella

Legionella is a waterborne bacterium that can cause flu-like symptoms, known as Legionnaires' disease. It can be spread through poor management of water supply. Coin Street Community Builders has a water management system in place, consisting of risk assessment, regular sampling, written schemes of work and maintenance programmes. Records of all maintenance and sampling are held by the PFM team.

Lone Working

Coin Street Community Builders recognises that there are occasions when staff, volunteers or contractors may be required to work alone. Lone working may mean an increased risk to the health and safety of the individual

Coin Street Community Builders will identify any lone working through the risk assessment process and ensure that control measures are appropriate to the level of risk and in

accordance with the lone working procedure. For most employees, control measures such as check-ins by phones are sufficient.

Manual Handling

All employees who undertake manual handling tasks will be provided with appropriate training and equipment.

Coin Street Community Builders recognises its responsibilities under Manual Handling Operations Regulations 1992, amended in 2002 to:

- Avoid the need for hazardous manual handling, so far as is reasonably practicable.
- Assess the risk of injury from any hazardous manual handling that can't be avoided; and
- Reduce the risk of injury from hazardous manual handling, so far as is reasonably practicable.

New and Expectant Mothers

Specific new and expectant mother risk assessments will be undertaken by the line manager at the time of pregnancy notification. These must be updated throughout the pregnancy and on the return to work.

Further information and arrangements can be found in section 4 of the Maternity Leave Policy.

Occupational Health Provision and Health Surveillance

An occupational health service is provided under contract to Coin Street Community Builders and is managed by the People Team.

If an individual has an injury or illness which appears to be work related, we seek a medical opinion to assist us in evaluating the problem and identifying any practical changes we can make to assist the individual in safely continuing to do their job.

Coin Street Community Builders provides an Employee Assistance Programme (EAP) via Care First to all staff, which covers advice and counselling of various kinds.

Risk Assessment

Suitable and sufficient risk assessments covering all work activities, equipment and substances will be undertaken to comply with Regulation 3 of The Management of Health and Safety at Work Regulations 1999. Risk assessment is a process of identifying significant risks within workplace location, or associated with an activity, and ensuring that proportionate controls are put in place to protect those who may be affected. These will take into consideration employees who may be more vulnerable (including for new and expectant mothers, young persons or those with a disability).

These will be reviewed at least annually, or sooner where there is any significant change in working practices. Additional control measures required as a result of the risk assessment process will be implemented within appropriate timescales.

Safe Systems of Work

Safe systems of work (SSOW) are required when hazards cannot be adequately controlled through risk assessment alone.

SSOW must be reviewed annually and signed by all individuals participating in the task for which they have been written.

Slips and Trips

Slips and trips are common causes of injuries for employees and visitors within both office and outdoor environments. Everyone can help to reduce slip and trip hazards through good awareness, good housekeeping, and reporting hazards if they cannot be resolved immediately.

Statutory Inspections

The Property and Facilities Management Team will ensure that all plant and equipment under Coin Street Community Builders direct responsibility, which requires statutory testing and examination (including lifts and electrical appliances), has been placed on a system for routine maintenance and testing. Although this task is normally completed under a contract managed by the PFM Team, managers will ensure that all new equipment has been placed on the register by informing the Property and Facilities Management Team.

Violence and Aggression

Violence and aggression at work is defined by the Health and Safety Executive as 'Any incident in which a person is verbally abused, threatened or assaulted in circumstances relating to his or her employment'.

While we do all that we can to avoid it, we recognise that employees involved in supporting service users are potentially at risk of violence perpetrated by service users. Risk assessments are carried out to identify and implement measures to protect employees at risk of violence or aggression while at work. Any threat of or incidents of violence or aggression must be reported to line managers who will investigate and record.

Welfare Facilities

Coin Street Community Builders provides suitable welfare facilities for employees, as per the requirements of the Workplace (Health, Safety and Welfare) Regulations 1992 and the HSE's accompanying Approved Code of Practice (L24).

Work-Related Stress

Stress is defined as ‘the adverse reaction people have to excessive pressure or other types of demand placed on them’. We recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors.

Coin Street Community Builders recognises its duty to protect employees from work-related stress. Managers have a responsibility to identify and manage stress at work and are supported by the People Team to address specific concerns. The Health and Safety Manager will work with the People Team where cases of stress are identified. Individual members of staff can use the various organisational-wide support mechanisms where they perceive stress is being experienced and is adversely impacting health.

Wellbeing

Coin Street Community Builders has a strategy in place to enable the organisation to take a holistic approach to wellbeing. It provides a range of resources, i.e. trained mental health first aiders, tools, and training to promote the wellbeing agenda, develop our managers and create a climate where we openly talk about mental health. CSCB also seeks to provide good working conditions for our staff to thrive.

Young People

Coin Street Community Builders will ensure that the additional risks posed by children and/or young persons are considered in the relevant area, activity, or event risk assessments to ensure that risks are eliminated where possible, or where they cannot be eliminated completely; reduced so far as is reasonably practicable using control measures.

Information on safeguarding issues can be found in the Safeguarding Policy.

Applicable Legislation

Health and Safety at Work Act 1974 (HASAWA)

The Management of Health and Safety at Work Regulations 1999 (MHSWR)

Revisions

Revision	Date	Summary of Changes	Updated By
V1	05/2025	Document Development	S Arshad