Health and Safety Policy

platform housing group

Scope of Policy

This policy sets out the requirements for the provision of health, safety and welfare for employees, contractors and other relevant persons, including the safety of customers in their homes and the safeguarding of vulnerable persons. It relates to all directorate activities within the group and any associated legal entities. This includes provision of homes that are safe, warm and compliant for our customers; the maintenance, improvement and repair of existing homes; the provision of housing management and support services, and all other corporate services.

Applicability

The policy applies to all members of Platform Housing Group's (the Group) employees and contractors.

1. Policy Statement

1.1 The purpose of this policy is to provide a comprehensive summary of the health, safety and welfare responsibilities throughout the Group. We will achieve this by promoting a positive health and safety culture linked to its core values.

2. Objectives

2.1 In accordance with the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999, this policy outlines the Group's commitment to managing the health, safety and welfare of employees, contractors and others who may be affected by the Group's activities.

It outlines who has responsibility for health and safety compliance within the organisation and is supported by associated policies, procedures and guidance documents.

3. Statement of Intent

3.1 Platform Housing Group (Platform) is committed to protecting the health, safety and wellbeing of its employees, customers, contractors and other stakeholders - and considers the successful management of health and safety to be a key management objective and an integral part of our business activities.

Platform is committed to:

- Satisfying and complying with all applicable legislative and regulatory requirements;
- Reducing and preventing workplace injuries, ill health, and unnecessary losses and liabilities so far as is reasonably practicable;

- Providing a robust, systematic and sustainable health and safety management system;
- Ensuring health and safety roles and responsibilities are understood and communicated throughout the organisation and to stakeholders and interested parties;
- Identifying our health and safety risks and ensuring the provision of suitable and sufficient risk elimination and reduction through the hierarchy of risk control;
- Ensuring employee awareness, competency and participation by providing comprehensive information, instruction, training and supervision;
- Consulting with employees, customers, enforcing authorities, and other stakeholders on health and safety issues;
- Providing appropriate emergency arrangements, equipment and facilities;
- Creating and imbedding a strong health and safety culture that supports and drives safe behaviours, practices and work environment;
- Continual improvement in all areas of health and safety management.

All Platform functions, managers, employees and partners shall carry out their duties in line with Platform's health and safety policy and commitment to achieving high levels of health and safety compliance and control.

We expect all employees, contractors and visitors to take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions. All employees and contractors must ensure compliance with legal requirements and standards; use the equipment, tools and systems provided; and raise and report any health and safety incidents or concerns.

Platform's Board and Executive Leadership Team accept their health and safety responsibilities and are committed to developing a culture that supports the effective management of health and safety at all levels. Platform's Executive Leadership Team will provide the necessary physical and financial resources, provide active leadership and obtain any necessary expert advice via the Platform Health and Safety Team in order to demonstrate our commitment to, and support for the health and safety policy.

Platform's health and safety objectives and performance will be routinely monitored and subjected to regular audits and reviews.

Emma Palmer

EPalmer

Group Chief Executive Officer
Platform Housing Group
October 2026

4. Responsibilities for Health and Safety

4.1 Statutory Duty of the Group

The Group will comply with its duty to ensure, as far as is reasonably practicable, the health, safety and welfare at work of its employees and of visitors to its premises and, in general, it will:

- Make workplaces safe and without risks to health.
- Implement suitable emergency procedures for fire and first aid.
- Ensure there are suitable procedures for the reporting and investigation of incidents and accidents.
- Ensure plant and machinery are suitable and safe to use.
- Ensure articles and substances are moved, stored and used safely.
- Ensure safe systems of work are set and followed.
- Give employees the information, instruction, training and supervision necessary for their health and safety.

4.2 Statutory Duty of the Group's Employees

The Group seeks assurance that our employees and contractors comply with the following:

- Take reasonable care of their own health and safety, and that of other persons who may be affected by what they do or don't do.
- To co-operate with the Group on all matters regarding health and safety adopting appropriate safe working practices and following guidance given for the purposes of protecting their health and safety through collaboration with managers and department heads.
- To use work items provided by the Group correctly, including personal protective equipment, in accordance with training or instructions.
- To report, at the earliest opportunity, any incidents, accidents or dangerous occurrences as a result of work, including those involving anyone taking part in activities organised by the Group.
- Support and assist any investigation into incidents, accidents or dangerous occurrences.
- Complete any relevant health and safety training courses provided.

4.3 Visitors and Contractors

Visitors should be escorted by their host who will take responsibility for the visitor(s) and assist in their evacuation from the premises during an emergency or arrange help in the event of an accident.

We do not allow children under the age of 13 into any of our office buildings and into any of our other workplaces unless adequate insurance cover is in place, and risk assessed to enable child access.

Contractors working on any of the Group's premises should report any concerns relating to their own safety or suspected unsafe working practices to the relevant line manager who will investigate and report.

5. Organisation of Health and Safety

5.1 Platform Housing Board

The Boards have overarching responsibility for matters relating to the Group's obligations under the Health and Safety at Work etc. Act 1974 and any relevant statutory provisions affecting its employees, members of the public and any other persons who may be affected by work activities. The Board reviews health and safety performance on a regular basis, including landlord compliance, to ensure that safety is being managed effectively.

The Group Audit and Risk Committee (GARC) oversees the effectiveness of the organisation's health and safety controls on behalf of the Board, including the review of regular group health and safety risk and performance reports.

The Board has delegated accountability for overall strategic and operational management for health and safety to the Chief Executive.

Board Members are responsible for:

- Actively reviewing and approving the health and safety policy, ensuring it is proportionate, legally compliant and applicable across the organisation.
- Monitoring compliance with the health and safety management system and all associated policies, procedures and statutory duties.
- Demonstrating its commitment, collectively and individually, to effective health and safety risk control through visible leadership and appropriate challenge.
- Actively promoting a positive safety culture and setting a clear example to employees, contractors and partners.
- Ensuring that all Board decisions properly consider health, safety and welfare implications and associated risks.
- Ensuring the appointment of competent persons to provide professional advice on health, safety and welfare matters and to support the effective discharge of legal responsibilities.
- Ensuring that adequate financial, human and technical resources are provided to establish, maintain and continuously improve a robust health and safety management system.

- Agreeing the organisation's safety, health and welfare strategy, targets and objectives, and monitoring progress against them.
- Reviewing health and safety performance, significant incidents, audit findings and compliance failures, and ensuring that appropriate corrective and preventative actions are taken. Seeking assurance that statutory landlord safety obligations (including gas, electrical, fire, asbestos, water hygiene and lift safety) are fully met and that risks to customers, employees and the public are effectively controlled. Delegating responsibility to the Chief Executive for the implementation of the Health and Safety Policy.

5.2 **Chief Executive**

In addition to their duties as an employee, the Chief Executive has the delegated authority for all strategic health and safety management. The Chief Executive also has overall responsibility for the acts and omissions of employees which may affect the health and safety of customers and other users of the organisation's services.

The Chief Executive will be supported in this duty by competent persons, including the Executive Team and the Health and Safety Team.

The Chief Executive will actively promote a culture of 'Think Safe, Work Safe, Feel Safe' throughout the organisation and will ensure that health, safety, welfare and wellbeing are standing priorities at all leadership forums and key decision-making meetings.

The Chief Executive will formally report on health and safety performance, compliance and significant issues to the Board at least annually, and will escalate and discuss any immediate, serious or high-level risks as required.

The Chief Executive will review, formally approve, sign and actively promote the Health and Safety Policy every three years.

The Chief Executive is responsible for:

- The strategic delivery of the Health and Safety Policy and related arrangements in line with organisational aims, objectives and statutory duties.
- The appointment of key duty holders and accountable persons as required by health and safety legislation and/or the Regulator of Social Housing.
- The promotion and maintenance of a strong, positive and proactive health and safety culture across the organisation.
- Providing visible leadership on all health and safety matters and ensuring that health and safety expectations are clearly communicated and consistently applied.

- Ensuring that adequate financial, human and technical resources are made available for the effective implementation of health and safety arrangements and the control of risk.
- Seeking assurance that appropriate systems are in place to identify, manage and monitor health and safety risks, including landlord compliance and customer safety.

5.3 **Group Executive Team**

In addition to their duties as employees, the Group Executive Team are responsible for the overall health and safety management within their respective business areas. This includes ensuring appropriate controls are in place for, but is not limited to, property compliance, housing management, maintenance and refurbishment, supported and sheltered housing services, community development, customer engagement, property development, home ownership sales, managing agents and management companies, and business support services. They have overall accountability for ensuring that these services and activities are delivered in a manner that protects the health, safety, welfare and wellbeing of employees, visitors, customers, and contractors.

They will exercise managerial control by:

- Promoting the Health and Safety Policy within their areas of responsibility and ensuring that managers discharge their health and safety responsibilities effectively.
- Ensuring that the Audit Framework is fully embedded, supported, and consistently applied throughout their areas of responsibility.
- Fostering and maintaining a positive safety culture within their teams, ensuring that health and safety is prioritised in all operational decisions, including activities undertaken by contractors, customers and other third-party stakeholders within their areas or remit.
- Providing appropriate support and resources to managers, ensuring that they have the capacity, knowledge, and formal arrangements to implement the Health and Safety Policy and review health and safety issues regularly, at least quarterly.
- Engaging with the organisation's health and safety team to support initiatives, provide guidance, and ensure teams operate in line with the Health and Safety Policy and legal requirements.
- Identifying opportunities for continual improvement within the Audit Framework and implementing improvements where necessary.
- Monitoring and reviewing relevant health and safety issues affecting their service areas, including legislative and regulatory changes, assessing the implications for the organisation, making recommendations for action, and ensuring implementation.

- Ensuring that risk assessments are undertaken for activities and services within their areas and that these assessments are reviewed whenever there are significant changes to working practices, service delivery methods, personnel, customers, the environment, or knowledge.

Actively participating in relevant assurance groups and ensuring that follow-up actions from these forums are implemented promptly and effectively.

5.4 Head of Occupational Health and Safety

The Head of Occupational Health and Safety is responsible for ensuring that health and safety risk assessment and management processes are effectively implemented through promoting a positive culture of compliance and transparency against health and safety risk. They provide challenge to the Group Executive Team's strategic risk planning and provide assurance to both the Group Executive Team and the Board on the effectiveness of health and safety management and the organisation's risk exposure. The health and safety function also plays an active role in supporting the Group Executive Team in meeting legal and regulatory reporting obligations, providing project assurance, and identifying practical risk control solutions.

Key Responsibilities:

- Act as the competent person for health and safety within the organisation as required by the Management of Health and Safety at Work Regulations 1999.
- Act as the subject matter expert on all health and safety matters, fostering a supportive culture of continual improvement across the organisation.
- Provide regular and ad-hoc health and safety performance reporting to the Group Executive Team and Board as required through governance and assurance frameworks.
- Serve as the focal point for health and safety matters, coordinating with directors, service leaders, and other employees to implement the Health and Safety Policy, Organisation, and Arrangements.
- Ensure that records of injuries, diseases, dangerous occurrences, and near misses are maintained, that incidents are investigated, corrective actions are implemented, trends are monitored, and RIDDOR notifications are made to the Health and Safety Executive (HSE) where required.
- Monitor and respond to changes in health and safety legislation and guidance, assess the impact on the organisation, revise relevant policies and procedures, and communicate updates to key stakeholders.
- Head of Occupational Health and Safety will hold responsibility for the identification of occupational health and safety management objectives to be completed in order to ensure continuous improvement.
- The Head of Occupational Health and Safety will support the Group Executive Team by leading on the principal risk for health and safety, by providing

regular updates and by monitoring and updating controls assigned against the overarching principal risk for health and safety.
- Ensure workforce involvement in health, safety, and welfare consultation and communication, and maintain records of such engagement.
- Support the Audit Framework and provide assurance to the organisation that all safety-related activities operate within the risk appetite framework, ensuring no unmanaged risks arise from these activities.
- Ensure that regular health and safety inspections of workplaces are undertaken, recorded, and reported.
- Arrange and agree the assurance framework annual plan of checks against health and safety arrangements and compliance, ensuring that all required corrective actions are implemented within agreed timescales.
- Ensure there is sufficient resource and budget to maintain or procure all necessary health and safety information, advice, and external assurance or accreditation to reflect the needs of the business, ensuring reporting mechanisms are established, maintained, and presented at all relevant forums. Coordinate with other teams to ensure essential information is provided promptly.
- Work collaboratively with all businesses across the Group to provide guidance, support, and practical solutions in line with the Health and Safety Policy and statutory obligations.

5.5 Health and Safety Team

The Health and Safety Teams collectively act as the Competent Persons under the leadership of the Head of Occupational Health and Safety. They provide expert advice and internal consultancy services to ensure the organisation complies with legal requirements and best practice. While the primary focus is health and safety at work, the team also provides advice or sources specialist guidance on other health and safety matters, including compliance, as required.

Key Responsibilities:

- Oversee, manage, and maintain the Health and Safety Management System to ensure its effectiveness and alignment with organisational objectives.
- Support the embedding of a positive health and safety culture throughout the organisation.
- Develop, maintain, and update documentation and relevant systems to ensure effective delivery of the Health and Safety Management System.
- Engage employees in the development and promotion of control measures to safeguard the health and safety of employees, customers, and contractors.
- Work collaboratively with teams across the organisation to develop, promote, and continually improve safety control measures.
- Investigate incidents, near misses, and dangerous occurrences, or provide guidance and support to managers to ensure thorough investigations.

- Submit reports to relevant enforcement bodies under RIDDOR when required or as directed by the Head of Occupational Health and Safety.
- Attend and provide expert advice at meetings, including chairing operational health and safety meetings as required.
- Provide statistics, trend analysis, and reporting to inform organisational decisions and direct resources effectively to minimise risk.
- Maintain accurate health and safety records to meet business objectives, statutory obligations, and regulatory requirements.
- Ensure regular health and safety inspections of workplaces and work sites occupied by employees, customers, or contractors, reporting results to management and supporting the implementation of required improvements.
- Participate in, or submit items to, assurance group meetings as requested to provide assurance and expert insight into health and safety performance.

5.6 Health and Safety Committee Representatives

Health and Safety Committee Representatives will:

- Operate under documented terms of reference.
- Have Board representation.
- Raise matters affecting employee health and safety.
- Review consultation documents providing prompt responses.
- Attend a formal Health and Safety Committee meeting every quarter.
- Ensure information is disseminated to any employees they are appointed to represent following discussion with their line manager.
- Review incidents, accidents, dangerous occurrences, and occupational diseases reported under RIDDOR as provided to the Health and Safety Committee.

5.7 Health and Safety Representative

Health and Safety Representatives will:

- Act as workplace/departmental health and safety points of contact.
- Provide advice on accident and near miss reporting.
- Conduct workplace safety tours.
- Escalate health and safety concerns to the Group Health, Safety and Environment Team.
- Attend Health and Safety Committee meetings.

5.8 Senior Leaders, Leaders and Managers

Every senior leader is responsible for managing all aspects of health and safety relating to their employees and the activities undertaken by their teams.

Senior Leaders are responsible for:

- Creating and promoting a culture of health and safety awareness within their team or location, enabling employees to raise concerns and ensuring health and safety issues are discussed regularly at team meetings.
- Implementing the Health and Safety Policy, Organisation, and Arrangements within their area of responsibility, communicating relevant health and safety matters, resolving issues on a day-to-day basis, or escalating them as appropriate.
- Ensuring that all activities within their area operate in accordance with the Health and Safety Policy and the Audit Framework, identifying opportunities for continual improvement, and communicating these to the Health and Safety Team.
- Embedding a positive safety culture within their teams and promoting safe working practices.
- Engaging the Health and Safety Team to support initiatives, provide guidance, and ensure compliance with organisational health and safety requirements.
- Ensuring that health and safety policies, procedures, and arrangements are properly explained to all new employees, including temporary and agency staff, during induction, and that relevant records are maintained.
  Providing employees with appropriate training, support, and guidance in safe working practices relevant to their role, observing work practices, and intervening to correct unsafe behaviours where necessary.
- Conducting risk assessments for activities undertaken by or affecting their teams, including Control of Substances Hazardous to Health (COSHH) assessments, and ensuring appropriate action is taken to eliminate or minimise risks. Reviewing risk assessments with employees regularly and maintaining accurate records.
- Ensuring that local procedures for protecting employees' personal safety whether in offices, on site visits, during fieldwork, or on housing schemes are in place, understood, and followed.
- Encouraging the reporting of incidents, near misses, and dangerous occurrences; recording and investigating these; and taking appropriate follow-up action with support from the Health and Safety Team as required.
- Designing and implementing working practices in line with the hierarchy of control to minimise risk.
- Issuing employees with necessary Personal Protective Equipment (PPE), providing instruction on its use, and taking appropriate action when PPE or health and safety procedures are not followed.
- Identifying signs of stress or other wellbeing issues among employees, taking steps to mitigate risks, and seeking advice from the Health and Safety or People teams where necessary.
- Ensuring that all visitors, and where appropriate customers, are aware of and comply with relevant health and safety procedures.
- Ensuring that health and safety responsibilities are clearly defined in contracts for services under their control (e.g., maintenance, cleaning,

management, procurement), that these responsibilities are understood by all parties, and that monitoring arrangements are in place.
- Implementing the Health and Safety Management System and integrating relevant risk mitigation strategies into business delivery plans.
- Monitoring compliance with health and safety policies, procedures, and guidance within their Directorate or team.
- Escalating significant risks or safety concerns to their Chief Officer, Group Audit and Risk Committee, Group Executive Team, or Health and Safety Team.
- Considering health and safety risks when making strategic business decisions.
- Monitoring the organisation's Safety Management System through Directorate Management Team meetings.
- Conducting lessons learned reviews for serious incidents, including all RIDDOR and gas-related incidents, and ensuring corrective actions are implemented.

5.9 **Line Managers and Supervisors**

All managers and supervisors will:

- Take an active and visible role in the management of health and safety in areas under their management.
- Ensure that risk assessments are completed and reviewed in areas under their control.
- Ensure that the Health and Safety Policy is communicated to all employees within their control.
- Ensure that supervisors are made aware of their roles and responsibilities in the effective management of health and safety and receive relevant training.
- Ensure that employees are competent and provided with suitable health and safety information, instruction and supervision appropriate to their role.
- Advise their line management of any resource requirements to meet health, safety and welfare needs.
- Ensure that accidents, incidents (including violence to employees) and near misses are reported and recorded and that local investigations are conducted and reported.
- Ensure fire precautions and procedures are understood and followed.

5.10 **Employees**

Every employee is responsible for:

- Taking reasonable care for their own health and safety, and for the health and safety of others who may be affected by their acts or omissions at work.
- Not intentionally interfering with or misusing anything provided in the interests of health and safety.

- Familiarising themselves with the Health and Safety Policy, Organisation and Arrangements, and any other policies, procedures, or guidance relevant to their role.
- Remaining up to date with health and safety training and completion of mandatory training as required.
- Maintaining a positive safety culture in all activities and promoting safe working practices.
- Cooperating with management on all health and safety matters, complying with reasonable instructions, and observing health and safety procedures, guidance, and safe systems of work.
- Reporting hazards, risks, defects, incidents, near misses, dangerous occurrences, or ill health promptly to their line manager, and escalating to the Health and Safety Team if issues are not resolved in a reasonable timeframe.
- Wearing and using Personal Protective Equipment (PPE) (including personal safety devices) correctly as required by risk assessments.
- Maintaining any equipment provided for health and safety purposes in good condition and reporting any defects.
- Using information, instruction, and training appropriately and not undertaking tasks for which they have not received the necessary authorisation, instruction, or training.
- Taking ownership of safety hazards in their workplace, including where customers live and how services are delivered, and actively contributing to identifying and implementing improvements.
- Discussing with their managers any situations where they perceive shortfalls in safety or wellbeing and making suggestions for improvement.
- Applying the organisation's values and behaviours in all aspects of their work, including safety and wellbeing.
- Carrying out their work in accordance with the Health and Safety Policy, associated procedures, risk assessments, and safe systems of work.

5.11 **Training Statement**

We will commit to demonstrating a sufficient level of skill, knowledge and aptitude that shows we can provide good quality advice and services to our customers. Competence will be detailed through our process and procedure documentation and remain under continuous review to ensure we provide our services safely and by suitably trained employees.

6. Health and Safety Arrangements

6.1 **General**

The respective overarching arrangements provides the model and explanation how each business within the Group will set their model on plan, do, check, act, while

meeting legal compliance through their legal risk register and processes and procedures, to evaluate compliance and develop an integrated management system.

These arrangements form a suite of operational topic-based procedures for employees and will advise leaders and employees on how we deliver our services both safely and in line with current legislation.

Details of the arrangements are presented in a format that reflects the principles of the Plan, Do, Check, Act (PDCA) approach. The cycle is designed to ensure the consideration of planning, implementation, monitoring and then review of work activities, to ensure safe working practices throughout group and encourage a learning approach. The cycle is designed to be repeated to ensure continuous improvement. This mirrors the approach advocated in both the HSE guidance Managing for Health and Safety; HSG65 and the ISO 45001.

Line Managers are responsible for ensuring that risk within their area of responsibility is properly managed. They will be supported in this by additional policies and guidance documents, where appropriate.

6.2 Risk Assessments

Responsibility for producing suitable and sufficient risk assessments lies with line managers, supervisors or any other person who organises work for others under their control.

Line managers and supervisors must identify risks and carry out suitable and sufficient risk assessments. The risk assessment should identify significant hazards arising from work activities under their control. The assessment should identify all persons who could be harmed, including employees, members of the public, contractors and other persons who may be affected. Extra consideration should be made to identify vulnerable individuals or groups, for example, young persons and pregnant employees.

6.3 Incident, Near Miss, Hazard Reporting and Investigation

If accidents, incidents, near misses and occupational ill-health occur, the circumstances are to be reported and investigated as per internal and legislative reporting requirements.

As part of the investigation process, line managers will review risk assessments and safe working practices and make improvements where necessary.

6.4 Fire Safety Policy Drills and Evacuation Procedures

The Group’s policy is to comply with The Regulatory Reform (Fire Safety) Order 2005. The Group will ensure the following:

- All employees are provided with information on the fire evacuation procedures, escape routes and assembly points they need to utilise in the event of an emergency.
- All fire alarm systems are regularly maintained and tested in line with legislation and manufacturer requirements.
- All premises are suitably and sufficiently assessed for fire safety risk and control.
- Managers have the information they need to complete Personal Emergency Evacuation Plans (PEEPS) for those employees who require them.

6.5 **First Aid**

The Group will meet the minimum requirements of The Health and Safety (First Aid) Regulations 1981. The Group will ensure the following:

- There are sufficient numbers of appropriately trained first aid employees available at its work locations.
- There are sufficient quantities of first aid equipment available, which is suitable for the work being completed.
- Line managers will ensure that adequate measures are in place for lone working employees to summon assistance in the case of an emergency.

6.6 **Contractors**

The Group will only employ those contractors who have been assessed to confirm they adopt high standards of health and safety and adequately control risk arising from their activities.

For this, contractors are required to provide a copy of their Health and Safety Policy, any risk assessments and method statements, appropriate to the work being completed, as well as a copy of their current public liability insurance policy.

7. Equality and Diversity

7.1 We are committed to fairness and equality for all regardless of their colour, race, ethnicity, nationality, gender, sexual orientation, marital status, disability, age, religion or belief, family circumstances or offending history, as referred to in our relevant Group policies. Our aim is to ensure that our policies and procedures do not create an unfair disadvantage for anyone, either directly or indirectly.

7.2 An Equality Impact Assessment has been undertaken in respect of this policy.

8. Monitoring and Review

8.1 The next policy review is scheduled for October 2029 and then every three years thereafter.

8.2 We may update this policy from time to time to reflect changes in the law, regulations, or how we operate.

8.3 Approved documents are valid for use after their approval date and remain in force beyond any expiry of their review date until a new version is available.

9. Associated Documents

9.1 List of documents - associated policies, procedures and publications:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- The Regulatory Reform (Fire Safety) Order 2005
- The Health and Safety (First Aid) Regulations 1981

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