



ODS HEALTH AND SAFETY POLICY & ARRANGEMENTS

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Health and Safety Policy Statement

It is the policy of Oxford Direct Services (ODS) to ensure, so far as is reasonably practicable, the health, safety and wellbeing at work of all its employees, contractors, visitors and others including members of the public who may be affected by our activities. We aim to accomplish this by:

- 1) Providing and maintaining plant and systems of work that are safe and, so far as is reasonably practicable, without risks to health.
- 2) Making arrangements for ensuring safety and absence of risks to health in connection with the use, handling, storage and transport of articles and substances.
- 3) Providing such information, training and supervision as is necessary to ensure the health, safety and wellbeing at work of our employees.
- 4) Maintaining any place of work under ODS' control in a condition that is safe and, so far as is reasonably practicable, without risks to health and the provision and maintenance of the means of access to and egress from it that are safe and secure.
- 5) Providing and maintaining a working environment for our employees that is, so far as is reasonably practicable, without risks to health and adequate as regards the arrangements and facilities for their wellbeing at work.
- 6) Bringing to the attention of all employees that they as individuals have a legal responsibility to take care of the health and safety of themselves and others, such as members of the public, or colleagues who may be affected by their acts or omissions at work.
- 7) By consulting with employees, and others, such as members of the public and their representatives on all matters that may directly affect their health and safety,

By being committed to follow legal other operational and best practice requirements ODS will strive to achieve these aims by integrating safety management into all levels of service planning and delivery. To help achieve this, ODS will establish and deliver a health and safety management system that meets the requirements of ISO45001 and set objectives and targets on an annual basis to monitor and reduce harm.

To ensure continual development and improvement, this policy will be reviewed as necessary and as a minimum every two years and communicated to employees, supply chain, customers and relevant interested parties.

ODS recognises that high standards in health and safety are of equal importance and complementary to delivering a value for money service.

Signed, Managing Director



Dated: 01.07.2024

Signed, Chair of the Board



Dated: 01.07.2024

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1. HEALTH AND SAFETY ARRANGEMENTS

1.1. Responsibilities

The responsibilities of staff and Board Members of ODS are set out in this Policy. Every member of staff has a level of responsibility. Managers will ensure that all staff are aware of their safety responsibilities to themselves, their colleagues and members of the public.

1.2. Training

ODS provides health and safety training to enable staff to discharge their responsibilities. Training is administered and monitored by ODS Business support staff in conjunction with Operational Managers and the Health and Safety Team. All staff members are required to have satisfactorily completed the appropriate training in line with their job description within an agreed time period.

1.3. Induction Training

All new starters with ODS will go through an agreed and recognised induction programme that is tailored to the department in which they are employed.

As part of the induction into specific areas of work and following a general health and safety induction, staff must be shown by their manager the relevant Codes of Practice, Risk Assessments and Risk Assessed Method Statements (SSoW) relevant to their work area for their role before any work activity is undertaken. They must also be instructed on the local provisions in relation to fire safety, first aid and accident reporting procedures.

1.4. Provision, Inspection and Maintenance of Work Areas & Equipment

Work places and equipment will be suitable for the purpose and, as far as is reasonably practicable, free from risks of injury.

Where the safety of work places and equipment is dependent on proactive inspection and maintenance, a programme will be established for a competent person to carry out the necessary works (e.g. portable appliance testing – PAT). All appropriate records and relevant test certificates will be maintained.

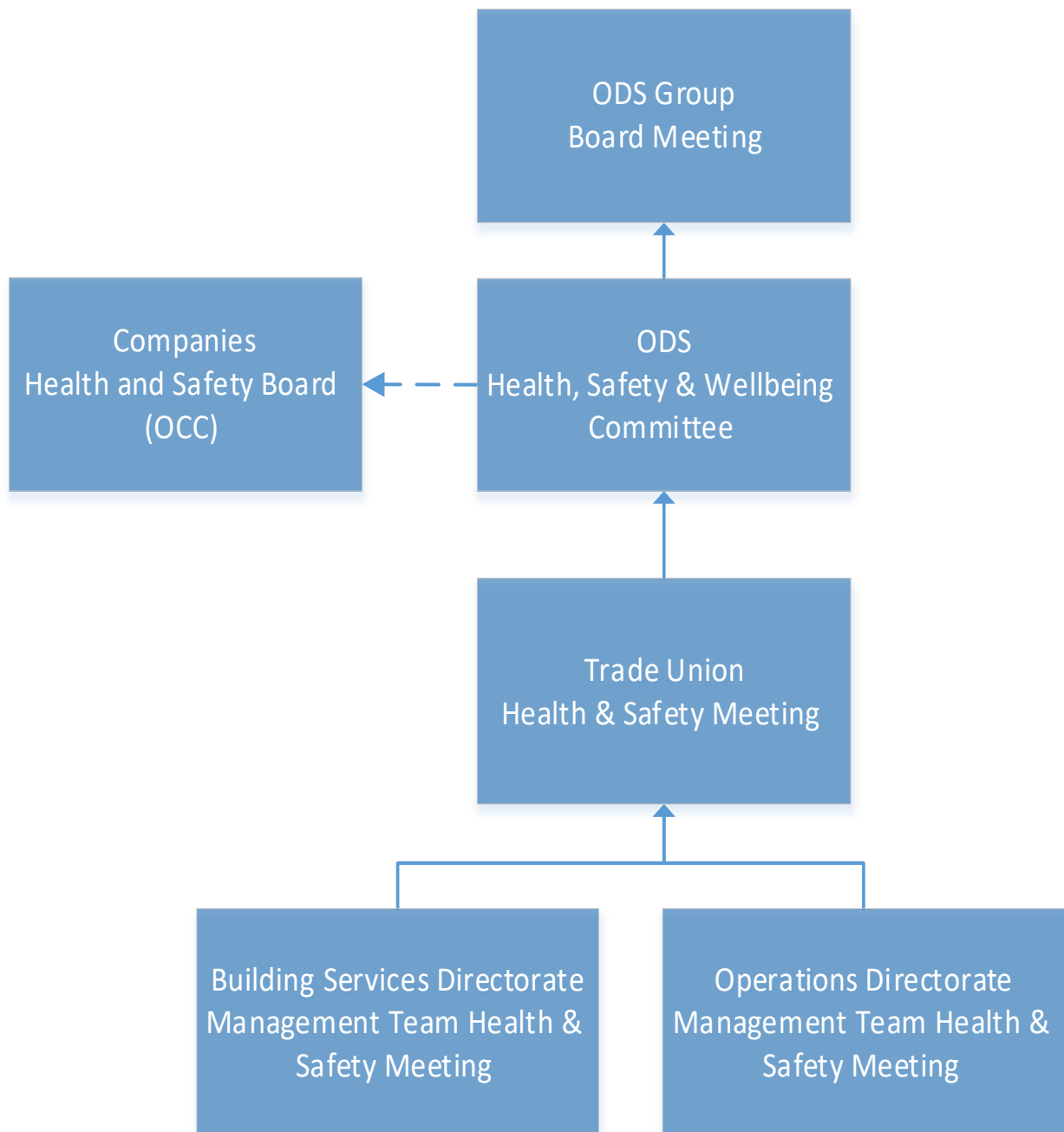
1.5. Raising concerns around Health and Safety

All employees of ODS have a duty and obligation to raise any safety related concerns that may have to an appropriate manager or member of the ODS Health and Safety Team. These concerns may also be reported anonymously where the reporting person feels it appropriate.

All managers who receive such concerns from any source must investigate and take appropriate action to rectify any issues discovered, record the investigation and actions and forward on to the ODS Health and Safety Team.

2. Organisation

The following section details how ODS manages its health and safety responsibilities and communication.



3. Responsibilities

3.1. Managing Director

The Managing Director will take overall responsibility for this Policy and its implementation and:

- Will decide upon safety strategy and policy.
- Will take an active leadership role in safety management.
- Will ensure sufficient resources are in place to control health and safety risks.
- Will include appropriate health and safety risks into the Risk Register.
- Will support and monitor the safety performance of those reporting to them.

3.2. Board Members

All Board members have a responsibility and absolute duty to support the Managing Director to fulfill their duty as an employer under the Health and Safety at Work Act 1974.

Consultation on any new policy or amendments of existing policies will normally be through the ODS Health, Safety and Wellbeing Committee.

3.3. Leadership Team

The Leadership Team supports the Managing Director in delivering health and safety responsibilities. They receive from and submit reports to the ODS Health, Safety and Wellbeing Committee and contribute to periodic reports from the ODS Health and Safety Professionals.

They have oversight of health and safety in their respective areas and will develop their own specific health and safety plans as appropriate.

They will also consider and act on the following:

- Initiatives to improve the safety performance of the department.
- Review the department accidents, incidents and health and safety training.
- Conduct periodic site and workplace inspections within their area of responsibility to monitor compliance with this policy and record any deficiencies and develop actions to maintain safe work environments and activities.
- Commission inspections and audits as required and monitor the progress of actions needed to control significant risks.
- Investigate accidents, incidents or near misses.
- Seek and receive health and safety updates or reports from managers or the ODS Health and Safety Team (Union Representatives are able to feedback through the monthly health and safety management and union meetings and quarterly Health, Safety and Wellbeing committee or direct to managers).

3.4. Trade Unions

Trade Unions have the following responsibilities under the health and safety legislation.

- To investigate potential hazards and dangerous occurrences.
- To examine the causes of accidents at work.
- To investigate complaints and concerns relating to employees' health, safety and wellbeing at work.
- To make representations to the employer about the above and other general matters affecting health, safety and wellbeing of employees.
- To carry out inspections of the workplace.
- To attend the ODS Health, Safety and Wellbeing Committee meetings along with any other departmental health and safety meetings, as required.
- In order to carry out the above functions an employer is required to allow Safety Representatives time off with pay, suitable facilities and assistance.

Trade Union Health and Safety Representatives sit on the ODS Health, Safety and Wellbeing Committee and participate fully in the discussion and decision making process through this body. Safety Representatives are actively encouraged to carry out safety inspections and accident investigations, either independently or in conjunction with management.

3.5. Head of Health and Safety

The Head of Health and Safety will provide the coordination of the ODS Health and Safety Policy and provide assurance on occupational risks e.g.

- maintenance and use of plant and systems of work.
- handling and storage of articles and substances.
- provision of information, instruction and training.
- arrangements for preventing and dealing with stress and bullying.
- ensuring risk assessments are in place through inspection.
- supporting the ODS Leadership team on all Health and Safety matters.
- audit and review of the integrated management system.

3.6. Depot Facilities Management

The Head of Facilities is responsible for ensuring that ODS workplaces and other premises that the ODS occupies and/or controls are maintained in a condition that is safe and, so far as is reasonably practicable, without risks to health, with adequate arrangements for wellbeing.

For all ODS workplaces and other premises that the ODS occupies and/or controls, the Facilities Management function liaises with Oxford City Council's Property Services team to ensure that they are inspected periodically and that:

There are written schemes of management or maintenance for water, gas and electrical systems, lifts, asbestos materials, and fire detection, alarm and extinguishing systems. There are adequate arrangements to implement these schemes and that they are independently quality assured.

These are monitored by the ODS Health, Safety and Wellbeing Committee.

3.7. ODS Health and Safety Team

The ODS Health and Safety Team's primary role is supporting the Head of Health and Safety, and wider organisation in order that it can comply with all relevant health and safety legislation and that ODS conducts its work activities in such a manner as to protect the health, safety and wellbeing of its employees, customers and visitors. This is achieved by providing technical advice, formulating and promoting health and safety policies, codes of practice, procedures and monitoring and auditing ODS health and safety performance.

The ODS Health and Safety Team provides a range of functions, including:

- Advising on safety strategies.
- Auditing and monitoring health and safety performance.
- Assisting with self-audits of high risk areas where necessary.
- Producing and reviewing Policy and procedures
- Providing advice on Risk Assessments and SSoW.
- Supporting health and safety training and development.
- Providing technical/compliance advice and information.
- Carrying out inspections, risk assessments and investigations (proactive and reactive).
- Monitoring, accidents and incidents and near misses and supporting investigations where necessary.
- Reporting any accidents, dangerous occurrences or diseases that are required to be notified to the Health and Safety Executive under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR. (Refer to incident reporting process).
- Supporting safety initiatives and management teams to achieve compliance.
- Consulting with staff and their representatives.
- Liaising with outside bodies including enforcement agencies.

3.8. ODS Health, Safety and Wellbeing Committee

The ODS Health, Safety and Wellbeing Committee is responsible for driving improvements in the control of health and safety risks. The Committee is made up of Senior Managers and Union Safety Representatives and is chaired by the Managing Director. It is the primary point of consultation between Unions and senior management on health, safety and wellbeing matters.

The Committee reviews health and safety standards in ODS. It also reviews this policy to ensure that it remains relevant to ODS work activities and in particular:

- To have a proactive overview of health, safety and wellbeing which promotes and establishes a positive health, safety and wellbeing culture.
- Develop, review and approve ODS Health and Safety Policies and Procedures
- To assess ODS compliance with current and proposed health and safety legislation and HSE best practice guidance
- Develop Health, Safety and Wellbeing Key Performance Indicators and regularly review the performance of each department against these.
- Recognise and promote good performance and escalate poor performance as required.

- Review and monitor health, safety and wellbeing action plans, escalating problems when required.
- To disseminate information on health, safety and wellbeing and provide feedback on the active management within service areas including learnings from relevant inspections and departmental audits.
- To consider recommendations arising from internal and external investigation reports, significant accidents or incidents.
- To analyse accident, incident and near miss data to identify emerging trends.
- To monitor and comment on health, safety and wellbeing training programmes and initiatives and the standards achieved.
- To provide feedback from meetings to staff and managers whom they represent

None of this detracts from the responsibilities of Managers to enact and monitor health and safety arrangements and in particular, to ensure that the requirements of this Policy are being fulfilled.

3.9. Individual Department Heads

- Will take responsibility for the implementation of this Policy in the areas under their control.
- Will periodically carry out an appropriate Health and Safety self-audit of their area in consultation with the Head of Health and Safety, which takes into account the service, risks and the local safety arrangements already in operation.
- Will report regularly on the KPIs required for the ODS Health, Safety and Wellbeing Committee.
- Will ensure that all Health and Safety Inspections are carried out within their service areas.
- Will ensure they are familiar with, and follow the procedures and processes in the integrated management system for safety and monitor compliance within their areas of responsibility.
- Will ensure that health and safety considerations are made during project planning.
- Will ensure that health and safety risks are considered during the business risk management process.
- Will ensure that suitable resources are available to enable the requirements of this policy to be carried out.
- Will support and monitor the safety performance of those reporting to them.

3.10. All Managers/Supervisors

- Will implement this Policy, relevant Codes of Practice, risk assessments and SSoW in the area under their control.
- Will ensure that health and safety work is prioritised to meet declared targets.
- Will support and monitor the safety performance of those reporting to them, in particular through the 1:1 and appraisal performance management process.
- Will ensure they are familiar with, and follow the procedures and processes in the integrated management system for safety and monitor compliance within their areas of responsibility.
- Will undertake safety inspections at appropriate intervals in the area under their control and will take action to correct problems identified.
- Will establish and enforce safe systems of work for all tasks under their control.

- Will ensure that any statutory records that are required are accurate and consistent.
- Will carry out and periodically review the risk assessments relevant to their section.
- Will carry out investigations into all significant accidents, incidents, near misses and safety concerns reported to them.
- Will ensure that new staff members understand all relevant risk assessments, processes and SSoW relevant to them and that there are records in place to confirm this.
- Must refer any health and safety issues they feel they are not authorised to deal with or are unable to resolve to the next level of responsibility.

3.11. All staff

- Must act in a manner to protect and promote their own health and safety and that of colleagues, members of the public and others.
- Must co-operate with the efforts of management to ensure effective health and safety.
- Must attend training provided, read documentation provided and put into practice all instruction intended to ensure effective safety.
- Must report all accidents/incidents, near misses, hazards or safety related concerns immediately to their line manager, or in the case of safety concerns, they can be reported to any manager for action.
- Must respect and make proper use of all equipment provided.
- Must wear any personal protective equipment (PPE) that has been provided and required by the risk assessment/SSoW for the activity.
- Who are required to wear tight fitting respirators, must be clean-shaven in the areas where the respirators seal against the face. Facial hair, including beards, mustaches, and sideburns, can interfere with the seal of the respirator and must be kept short and neatly trimmed. Legislative guidance that details exceptions to this policy statement will be followed. Must refer any health and safety issues they feel they are not authorised to deal with or are unable to resolve to the next level of responsibility.
- Must carry out any specific health and safety duties that have been allocated to them as part of the normal work activity. Where for any reason those duties cannot be carried out, they must report these issues to their line manager immediately.

4. Documentation

4.1. Management Systems

Health and Safety Management Systems processes exist that align with ISO45001 and detail arrangements to control specific business risks.

The head of Health and Safety is the owner of these management system processes that are referred as “Corporate Health, Safety and Welfare Procedures” and they are required to update them regularly.

These procedures can be found on ODS Blink and Buzz

4.2. SSoW (Safe systems of Work)

Whenever a Risk Assessment has been carried out on a local work activity or on a piece of equipment and a significant risk has been identified, then a SSoW (sets out a safe system in which the activity should be carried out) will be developed. Affected staff shall be provided with copies of the SSoW relevant to their work area or activities. Suitable information, instruction or supervision shall be provided to enable staff to follow the adopted SSoW.

SSoW will need to be reviewed during the risk assessment process (see 4.3 below).

4.3. Risk Assessments

Managers will ensure that risk assessments are carried out and involve relevant operational staff in the process. Managers will ensure that all risk assessments are being reviewed annually or whenever there has been a significant change.

Risk assessments must be suitable and sufficient, reflecting how hazards are controlled and managed. For higher risk work an activity specific risk assessment must be carried out. Specific risk assessments can be for a particular task, job role or person.

When a member of staff has declared a disability or a pre-existing medical condition (and may be adversely affected by the work activity), or is a new or expectant mother or is a young person (under 18 years of age) then a specific risk assessment will be carried out.

A SSoW will be prepared when complex control measures are needed to reduce a significant risk of injury or loss (see 3.2 above).

Risk assessments will be recorded by the person carrying them out and made available to staff and others by the relevant Manager. Risk assessments will be reviewed during Inspections and Audits.

Risk assessments need to be reviewed when:

- A set period of time has passed. (At least annually);
- Following an accident or incident when the adopted methods of working were being followed;
- When the risk materially changes;
- When new technology or ways of working affect the risk;
- There are changes in legislation or guidance.

4.4. Record Keeping

Adequate, accurate and consistent health and safety records shall be maintained. Managers are responsible for ensuring that there are suitable and sufficient records of their team's activities. Records may be kept on computer or in hard copy but must be readily available and secure. The following records are required.

- All risk assessments relevant to the section. (NB When a risk assessment relates to an individual member of staff or customer, it should be kept securely.)

- All SSoW relevant to the service area.
- Statutory and manufacturers' recommended inspection records for fire safety, asbestos management, Legionella control, electric and gas installations, portable appliance tests, lifts and lifting equipment, powered gates, local exhaust ventilation, work equipment and vehicles.
- Records identifying the health and safety training received by every department/team member with dates and details. These should include acknowledgement by each staff member that he or she has seen and understood the relevant risk assessments, Processes and SSoW. Training courses booked via the ODS Learning and Development team will be recorded centrally. All records of training to be sent to the ODS Learning and Development team for recording.
- Copies of all self-audits and inspections carried out within the department/team.
- Records of all accidents and incidents reported within the department/team, together with any investigation findings and records of remedial actions undertaken. Original accident and incidents forms must be sent to the Health and Safety Team.
- Copies of any correspondence with the HSE or other enforcement authority relevant to the service area.

5. Health and Safety Performance

A range of performance indicators are used to monitor safety performance of ODS and ensure the business achieves the policy aims. Management System objectives have been established to track progress and report on targets.

5.1. Management System Audits

Under the ISO45001 framework, internal and external management system audits take place regularly where the whole health and safety management system is audited in a cycle over a three-year period.

5.2. Health and Safety Self- Audits – Leadership Team Members

A health and safety leadership inspection and audit regime is established. Leadership Team members must carry out an audit of their area at least annually. Where the self-audit identifies that a manager's direct reports have actions to complete, progress with those actions will be monitored through the normal performance management process.

The Head of Health and Safety or another member of the ODS Health and Safety Team may, on a risk basis, participate in the audits. Union Safety Representatives are encouraged to contribute to the audit process. Managers shall engage their staff in the process as well.

5.3. Health and Safety Inspections – Supervisors/Managers

Managers will ensure that safety inspections of every area under their control, and at appropriate intervals are carried out. (Frequency will be dependent on the level of risk but should as a minimum occur monthly). Where the risk identified by the safety inspection is deemed to be sufficiently serious, controls will be implemented so that the issue can be resolved.

It should be noted that Union Safety Representatives have the right to carry out their own separate safety inspections.

5.4. Accident/Incident & Near Miss Reporting, Investigation

All accidents/incidents and near misses shall be recorded and sent to the Health and Safety Team.

Managers will investigate all accidents/incidents and near misses to establish whether additional procedures are needed to prevent the likelihood of recurrence. Risk assessments, SSoW, training, instruction or levels of supervision may need to be reviewed following the investigation.

Managers will make every effort to address and resolve Near Miss reports in the first instance and send on to the ODS Health and Safety Team noting the resolution and learning from the report.

Additionally, any and all health and safety related concerns will be taken seriously and investigated regardless of the source of the concern. Concerns may be raised through the near miss and/or anonymously by staff, managers, and members of the public or regulatory bodies. All investigations and subsequent actions plans will be recorded and sent on to the Health and Safety Team.

Periodically, managers must review the accidents and incidents that have occurred in their department to try and identify any trends. Where a trend has been identified, remedial action shall be investigated.

Accident/Incident statistics are reviewed at the Management meetings; ODS Health, Safety and Wellbeing Committee and Oxford City Council Health and Safety Companies board.

5.5. Control of Contractors

ODS expects that Contractors working for them shall work to the same high safety standards as its employees and shall not put themselves, staff or members of the public at risk. In order to achieve this, whenever the use of Contractors is being considered, an assessment of their health and safety capabilities will be made by looking at policies, procedures, risk assessments and their history of health and safety compliance.

Contractors at work will be checked for safe working during the inspection process. ODS reserves the right to stop the work / prohibit activities if a Contractor is found to be operating in an unsafe manner. Where a contractor is found to be failing in safety measures or is ignoring or circumventing safety controls, they may be removed from the approved contractor's register indefinitely by ODS and no further work would be submitted to them until they have regained safe status under ODS criteria.