

Yorkshire Building Society

Fire, Health and Safety Policy Overview

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1. Purpose

The Purpose of the Policy

YBS is committed to providing the highest standard of Health, Safety and Fire protection throughout all of its business activities. This policy outlines the control arrangements for mitigating health and safety risks and is designed to meet the legal requirement.

Under the Health and Safety at Work Act 1974 there is a Legal Requirement for a company to have a Health and Safety policy, the policy must have three sections and contain: a statement of general policy regarding health and safety, organisation and arrangements within the business.

The Policy was approved by Kirklees Council (the Society's Primary Authority Partners) in February 2018 and re- issued as Assured Advice, which endorses it as being legally compliant. In addition the Policy has been audited as part of the ISO 45001 certification and meets the requirements of the standard.

Applicable Regulations and Legislation

- Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999

Requirements of the Policy

To ensure that there is a commitment at Board level to Health and Safety and that all colleagues are aware of the arrangements and their responsibilities.

2. Scope

This policy applies to all colleagues and contractors working within Yorkshire Building Society.

This policy relates to all work activities carried out by colleagues and contractors working within Yorkshire Building Society.

3. Definitions

- **OH&S** - Occupational Health and Safety
- **ISO 45001** - International Standard: Occupational health and safety management systems

4. Policy Statements

It is the intention of the Society to take due care of our colleagues, customers, contractors, visitors and others who may be affected by our activities. We ask the commitment of all associated with the Society to display the same high standards as we do ourselves.

The Society intends to achieve compliance with statutory standards as a minimum, with the aim of achieving best practice where possible and provides a commitment to preventing injury and ill health. Objectives and targets are set and reviewed at least annually to demonstrate this intention is being strived for and achieved. The Society aims to develop a culture and environment where continuous improvement in fire, health, safety and wellbeing performance is integral to the Society's activities. This is demonstrated by the Society's certification to ISO 45001; an international standard that establishes and ensures implementation of a robust Occupational Health and Safety (OH&S) Management System.

The Society recognises that it has responsibilities under the Health and Safety at Work etc. Act 1974 and other identified English and Scottish safety and fire regulations. These responsibilities include:-

- provision and maintenance of plant, equipment and systems of work that are safe and promote a healthy environment
- safe handling, storage and transport of articles and substances provision of information, instruction, training and supervision
- maintenance of a safe and healthy working environment and access to and from it, and the provision of adequate welfare facilities and appropriate health surveillance
- identifying and assessing OH&S hazards and risks in the work place to prevent incidents and accidents including fires from occurring where practicable. A recognised hierarchy of control will be used to develop preventive and corrective actions.
- providing workforce participation and consultation and access to competent advice in matters concerning health, safety and welfare.

All colleagues are frequently reminded of their responsibilities both to themselves and to others who may be affected in respect to fire, health, safety and wellbeing, along with their need to co-operate with instructions from the Society. We empower all employees to constructively challenge unsafe behaviours when they occur and to use equipment and processes intended to prevent them and others coming to harm. Adherence to our standards relating to fire prevention and the promotion of health, safety and wellbeing are regarded as integral parts of every colleague's duties. An appropriate level of resources and specialist support will be maintained to enable individuals to discharge their duties properly.

This Policy will be reviewed annually or when significant changes are made to the organisation, legislation or standards, or the assessments of risk alters.

Signed:

Mike Regnier (Chief Executive Officer)

February 2020

Health and Safety Arrangement

These arrangements are designed to enable the aims and objectives, set out in the Policy to be achieved.

This section provides a summary of the arrangements and responsibilities implemented and are supported by supplementary guidance and procedures which address specific issues or topics.

All colleagues are made aware of the general arrangements in this section and colleagues with implementation duties receive further management training.

1. Accidents, Dangerous Occurrences (Including “Near Misses”) and Diseases.

Should any Society colleagues be involved in or witness an accident or dangerous occurrence at work, then the following steps must be taken to ensure that the occurrence is appropriately reported and investigated:

- All accidents and incidents that occur within branches or non-branch buildings must be reported immediately to your Manager or Branch Manager who will ensure that the accident is reported to the property helpdesk.
- All near misses and dangerous occurrences must also be reported, a near miss is an incident which does not result in an injury but which could have done. A dangerous occurrence within YBS could include incidents involving, lifting equipment, pressure systems and electrical incidents causing explosion or fire,
- The Property Helpdesk log all accidents/incidents and Near Misses centrally and that a suitable system is in place to file accident reports.
- The Health and Safety Officers will ensure all reported accidents and incidents are reviewed and, where appropriate, a suitable investigation is arranged.
- All accidents that result in time off work and or amended duties will be investigated internally by a member of management or a member of the Health and Safety Team using the current H&S system (OSTARA) to enable any corrective measures that are required be put in place.
- Other accidents may be reviewed by telephone to establish if an investigation is necessary or if corrective measures need to be implemented.
- Records of investigations will be held by the Health and Safety Team for 3 years and in accordance with data protection requirements. In addition when a Doctor advises a colleague they have a reportable disease such as a contagious illness or work place related disease such as Carpel Tunnel Syndrome, report this immediately this should be reported to the individual’s Manager who should seek advice from the Health and Safety Team.

Legal duties under the Reporting of Injuries Dangerous Occurrence Regulations 2013 will be fulfilled by the Health and Safety Team on receipt of the incident report or regulator communication.

2. Asbestos

Asbestos within YBS premises is managed and monitored according to the risk it presents. Following a change to the Regulations in 2012 every site had a new Asbestos Management Survey carried out and any known high risk asbestos was removed. Each site has got an Asbestos Management Plan, which details the location and condition of the asbestos. At premises where there is no asbestos, the plan states this. These are held centrally, but also at the actual premises, so they are available for contractors coming on to site. They are reviewed when a Health and Safety audit takes place. In addition a central register of all asbestos is also held by the H&S team / Surveyors.

Visiting contractors will be given access to the Asbestos Management Plan by the local manager/host and the visitors signing in book. Work will not proceed if it is likely, or unknown, that asbestos will be disturbed.

Where work on a buildings fabric is required, an appropriate Refurbishment and Demolition Asbestos survey will be commissioned by the Property Department. Records of the findings, in the form of the Asbestos Management Plan, are sent to branches for reference. Where the survey identifies asbestos containing materials (ACM’s) specialist advice shall be sought. Relevant employees will be advised of the plan content and where it is practicable asbestos will be clearly labelled.

Employees will not knowingly interfere with or disturb asbestos in any way. Any damage to the fabric of a building containing asbestos must be reported to the Property Department Helpdesk and the Health and Safety Team immediately.

3. Contractors and Visitors.

To ensure the effective control of contractors working for or on behalf of the Society, all maintenance or short term Contractors will be assessed, for their suitability and competency by the Operations and Commercial Manager in conjunction with Health and Safety Team before being accepted onto the central supplier register. These contractors are subject to the Authority to Work Process, which addresses the hazards and risks associated with the work being carried out.

For non-routine maintenance tasks an assessment of risk will be performed by the contractor to identify any additional controls to be implemented. Records of any specific risks and the controls implemented will be kept on file. Building fabric contractors will be advised of asbestos survey findings and will sign contract documentation to confirm they have knowledge of the location and condition of any asbestos present. Only licenced asbestos contractors who have received instructions from the Property Department contractors are permitted to work with asbestos containing materials.

On arrival at office locations, non-resident contractors must be signed in and will be provided information on fire safety arrangements, emergency procedures, and any other necessary information. Contractors will also be provided with appropriate identification badges.

Branches will be notified in advance of contractor visits by the Property Department. In line with procedure and prior to commencing any work contractors are required to have completed a Contractor Task Assessment Form, HS 6. This assessment covers the requirements for any local permits such as for hot work or tasks near asbestos that are required. The Contractor Task Assessment Form will be inspected by the host to ensure the control measures specified are in place.

The Health and Safety Team will carry out a programme of audits on contractors including the main Facilities Management contractor.

On arrival at office locations and branches, all visitors will sign in or wear their visitor pass and must be accompanied by their host at all times. The host will explain emergency arrangements to their visitor.

4. Control of Legionella

All water hygiene within YBS buildings is undertaken in accordance with L8 Approved Code of Practice 2013. Risk assessments are carried out and reviewed on a bi-annual basis across the YBS portfolio and also when any alterations to water systems are made. Individual water hygiene log books are kept at each head office sites containing records of all of the regular maintenance tasks, written schemes and duty holder information.

Monthly water temperature checks are carried out at each branch as part of the routine maintenance visit and water tanks are inspected where these are present.

5. Hazardous Substances.

The general everyday activities undertaken by YBS colleagues do not require the use of any hazardous substances. The Cleaning Contractors supply their own cleaning materials and store them appropriately. YBS colleagues should not purchase or use any cleaning chemicals, if an area requires an additional or emergency clean they can contact the property helpdesk.

Where chemicals are used they must be stored in their containers and kept in an appropriate storage area away from food or other consumables.

When specialist materials are required expert advice is available from the Health and Safety Team.

6. Display Screen Equipment (DSE) and Electrical Safety.

As part of their mandatory induction training, colleagues receive information on how to carry out a specific DSE self-assessment and the necessary actions to be taken. Colleagues must complete the assessments every year or when layout / desk changes occur in the office. Reviews should be made using the online system. Where colleagues feel they need additional advice or support this is provided by the Health and Safety team.

All colleagues are classified as DSE “users” and on request to the Property Helpdesk are entitled to a free eyesight tests.

Colleagues are not permitted to work on electrical equipment unless they have been formally authorised to do so by YBS. Any defective equipment must be notified to the Property Department who will take appropriate actions. Periodic Portable appliance and fixed wire electrical testing will be carried out by representatives of the Property Department.

7. Fire, Emergencies and First Aid

The Fire Safety arrangements including the requirement to carry out fire risk assessments for all sites are contained in Fire Safety Procedures. A suitable number of Fire Marshals shall be appointed in offices. Fire drills take place at Offices and Branches on a regular basis to ensure that all colleagues are familiar with the evacuation process

Trained first aiders are appointed in offices, with “Appointed persons” in place within branches (normally Manager and nominated colleague). Sufficient first aid boxes are held on sites and maintained appropriate to the level of risk/ need. Automated external defibrillators are provided at all Head Office sites and suitable training has been provided.

Colleagues are informed during induction and signage is in place identifying personnel with responsibility for first aid. Fire and emergency arrangements are audited according to risk, as part of the Site Monitoring process.

8. Workplace Management and the Prevention of Slips Trips and Falls

Slips trips and falls cause the most reported accidents within YBS. To reduce this high standards of housekeeping are expected from all colleagues. To ensure slip and trip hazards are minimised routine, recorded site monitoring is in place and all colleagues are responsible for keeping the work area clean and tidy. Incidents are investigated and corrective actions tracked to completion.

All facilities are kept clean by a dedicated team of contractors working under the control of the Property Department.

Arrangements are made at site level for disposal of general waste and the Property Department are responsible for keeping facilities well-lit and well maintained.

All colleagues carry out the H&S mandatory training modules immediately as a new starter and then annually.

9. Lone Working

Lone working is not permitted within offices or branches, colleagues are informed of this at induction training. Large offices have 24/7 security in place who can be contacted in the event of a worker (colleague or contractor) finding themselves in a low occupancy situation. Where colleagues are asked to work in remote areas of an office special and appropriate local measures should be produced.

Where colleagues are expected to drive or work away from Society premises, calendars should be kept up-to-date and where necessary their colleagues should be made aware of these travelling and working arrangements.

10. Violence and Aggression

Violence, aggression, verbal abuse and intimidation by customers, either face to face or on the telephone, will not be tolerated by YBS. The HSE Forum considers incidents of potential violence and aggression and identifies any trends that are emerging. The Unacceptable Customer Behaviour Procedure outlines to colleagues the incidents that should be reported.

11. Manual Handling

Office and Branch colleagues infrequently carry out manual handling activities. Risk assessments have also identified that manual handling that forms part of general daily duties is a low risk. Contractor Task Assessments are utilised to ensure that manual handling risk present during contracted activities are managed.

All colleagues receive induction and annual training in manual handling and are advised to seek help where they feel that specific tasks are beyond their individual capability or are outside the scope of normal working. Where manual handling has been identified as being part of a colleague's role, necessary training is provided.

12. Colleague Wellbeing and Stress Management

YBS believes that by focusing on our colleagues' wellbeing we can help them to thrive and in turn, deliver business success together. Wellbeing at YBS aims to help our colleagues to stay well and to support them in times of ill-health.

The wellbeing programme focuses on the key areas of physical, mental and financial health.

Colleagues can access information and support with their wellbeing in the MY YBS Extras page on the My Benefits website (mybenefits.ybs.co.uk). This includes free access for all colleagues to the Unmind mental health app, which can be used on work and personal devices, and the Employee Assistance Programme, for a range support including financial problems, legal advice, bereavement and counselling. Colleagues are encouraged to speak to their manager and/or a trusted colleague in the first instance if they believe their health (physical, mental or financial) is suffering.

YBS will also identify and manage the causes of stress to ensure that colleagues are able to stay well, through HR policies and embedding the HSE stress management standards through the stress management risk assessment.

13. Plant and Work Equipment

All work equipment as supplied by YBS should be used for the purpose that it is intended in accordance with recognised instructions. Colleagues are not expected to repair any broken work equipment, any damaged or malfunctioning pieces of work equipment should be notified to the Property Department. All new pieces of work equipment should be procured following the purchasing procedure. Where equipment presents a significant safety hazard and specific risk assessment will be carried out.

14. Working at Height

Where practicable 'Work at Height' is avoided. Where it cannot be easily avoided the task will be risk assessed, planned and supervised and carried out by competent colleagues with the skills, knowledge and experience to do the job.

Checks are made to the ladders as part of the site monitoring and prior to use.

15. Co-operation in Shared Workplaces.

Where a branch or office is part of a shared building communication with all other parties in respect to emergency situations and general hazards must be made and documented. Participation in shared workplace

16. Personal Protective Equipment (PPE).

Where colleagues are provided with PPE they are expected to maintain and store it in a suitable manner and to use the item as instructed or trained.

17. Risk Assessments and Safe Systems of Work

Risk assessments are carried out in accordance with procedure. General risk assessments have been produced for routine or common tasks. General risk assessment templates can be used to develop more specific local assessments.

Safe systems of work will be developed for specific hazards, tasks and conditions. These systems of work will utilise the control measures required by the task risk assessment.

18. Driving, Vehicle Movements and Car Parks

Driving and vehicle movements are recognised as being hazardous activities. All company car drivers must adhere to the YBS company car and expenses policy. Where colleagues are expected to drive or work away from Society premises suitable risk assessments have been carried out and procedures in place. Appropriate calendars should be kept. Other colleagues should be made aware of these travelling and working arrangements.

The Health and Safety Team will investigate certain types of road traffic accidents.

All colleagues should be aware of vehicle movements when using car parks especially in slippery or dark conditions. YBS recommends reverse parking whenever practical. When Driving on YBS sites the local speed limits and one way systems must be adhered to.

Where delivery vehicles arrive on site, the hazards will be risk assessed at each site to determine control measures required.

19. Enforcement

Adherence to following health and safety policy and procedures is a requirement of all colleagues' terms and conditions of employment. Deliberate and wilful breaches of health and safety arrangements will not be tolerated and may result in disciplinary action.

20. Monitoring, Measuring and Evaluation Results

The YBS Health and Safety produce Management Information (MI) regarding accidents (including RIDDOR) statistics and progress towards stated objectives, these are reviewed at the HSE Forum. Objectives are set in such a way so that formal measurement can take place in order that progress towards stated goals can be evaluated. This is presented at the HSE Forum (quarterly).

Formal monitoring and evaluation of MI takes place at the annual Management Review in order that the policy and ongoing metrics and objectives can be revised or set and that there can be formal evidence that continual improvement has taken place.

21. Information, Instruction & Training

All employees receive H&S training on induction and complete annual mandatory training and carry out a DSE assessment. Safety training needs of employees are regularly assessed by the Health and Safety Team and where appropriate additional information, instruction or training will be provided.

5. Implementation and Monitoring

Implementation

- Significant changes will be discussed at the HSE Forum.
- Shared with YBS external contractors
- Engagement with Branch Network
- Annual Mandatory learning for all colleagues

- Embedded and reinforced through:
 - Certification and implementation to the ISO 45001 standard
 - Monthly Health and Safety communications
 - Recognition of positive safety behaviours
 - Encouragement of challenge
 - Workplace inspections
 - Audits of external contractors
 - Routine checks by Site Facilities Managers and Branch Managers
 - Incident reporting
 - Management Information provided to HSE Forum

Monitoring

The Society operates a Three Lines of Defence (LoD) approach towards risk management. Each LoD has different responsibilities for managing the risk and therefore carries different actions. The first LoD is directly responsible for the day to day management and control of risk throughout the business, generally within business functions. The second line is accountable for competent risk management across the society and overseeing the effectiveness and integrity of the Enterprise Risk Management Framework. The final LoD is providing independent assurance across the first and second LoD through our internal Audit function.

Compliance with this Policy will be monitored through the Three Lines of Defence, including:

- ISO 45001 audits (both internal and external)
- Health and Safety Forum
- The Non-conformance register
- Workplace inspections
- Audits of external contractors
- Incident reports
- Mandatory learning (Health and Safety and Work Station Assessment)

Non-compliance of the Policy will be reported to the Health and Safety Forum.

The Primary Authority Partnerships provides reassurance on compliance with legislation through regular meetings, challenge and provision of assured advice.

6. Approval

The Board are responsible for approving the Policy. It is reviewed annually.

Appendix 1: Description of roles, responsibilities and authorities

The competence and or performance of all Colleagues will be monitored and recorded via appraisals and the maintenance of training and competency records

Board of Directors

The YBS Board has the ultimate responsibility for the health and safety of Yorkshire Building Society, but discharges this responsibility through the Chief Finance Officer (CFO) as the YBS H&S Champion, through to individual managers, supervisors and colleagues.

The Board has nominated the CFO to have special responsibility for health and safety.

The Board will ensure that:

- They provide a lead in promoting a positive health and safety culture throughout the organisation
- They provide a lead in promoting wellbeing initiatives and ensure that processes are in place to identify and manage workplace stress.
- All its decisions reflect its health and safety intentions
- Adequate resources are made available for the implementation of health and safety
- They will promote the active participation of workers in improving health and safety performance
- They will review the health and safety performance of the Society on an annual basis

Chief Executive Officer

The Chief Executive Officer has overall responsibility for ensuring the Society's compliance with Health and Safety legislation but delegates the responsibility for implementation to the Senior Manager Facilities Management, Operations and Commercial Manager and Health and Safety Team.

The Chief Executive Officer will ensure that or effectively delegate:

- The Society's Health and Safety Policy and ISO 45001 Management System is implemented, monitored, developed, communicated effectively, reviewed and amended as required
- A health and safety plan of continuous improvement is created and that senior management monitor progress against agreed targets
- Suitable and sufficient resources, people, materials and equipment are provided to meet all health and safety requirements
- Senior management designated with health and safety responsibilities are provided with support to enable health and safety objectives to be met
- A positive health and safety culture is promoted and that senior management develop a pro-active safety culture which will influence all activities undertaken and reach all colleagues
- A system of communication and consultation with employees is established
- Effective training programmes have been put in to place
- An annual report on the health and safety performance of the Society is presented to the Board

Chief Financial Officer - the Group's Health and Safety Champion

The Health and Safety Champion is the designated person with special responsibility for ensuring the Society's compliance with health and safety legislation, and the effectiveness of our framework for managing health and safety.

The CFO will ensure that or effectively delegate:

- The Society's Health and Safety Policy and ISO 45001 Management System is implemented, monitored, developed, communicated effectively, reviewed and amended as required
- A health and safety plan of continuous improvement is created and progress monitored



- Suitable and sufficient resources, people, materials and equipment are provided to meet all health and safety requirements
- Adequate insurance cover is provided and renewed
- Competent persons are appointed to provide health and safety assistance and advice
- An adequate system of maintenance exists and operates to keep premises, plant and work equipment in a safe condition
- Statutory examinations are planned, completed and recorded
- There is regular communication and consultation with staff on health and safety issues
- An effective training programme is established to ensure staff are competent to carry out their work in a safe manner
- Safe systems of work are developed and implemented
- Accidents, ill health and 'near miss' incidents at work are recorded, investigated and reported
- Safety issues raised are thoroughly investigated and, when necessary, further effective controls implemented and communicated to staff
- Contractors engaged are reputable, can demonstrate a good health and safety record and are made aware of relevant local health and safety rules and procedures
- Effective contingency plans are in place with a designated competent person in charge of the planning and control measures for situations involving imminent danger e.g. fire.
- Health and safety objectives are set and their achievement is measured and reported annually
- Oversee overall performance of the Society's management of health and safety through regular attendance at the HSE Forum (Health, Safety & Environment)

Operations and Commercial Manager

The Operations and Commercial Manager will ensure that:

The ISO 45001 OH&S Management System is documented, implemented, maintained in order to ensure continuous improvement.

- Management are advised of relevant changes in health and safety legislation, codes of practice and industry standards
- Risk assessment requirements are co-ordinated and the implementation of any action required is monitored
- Risk assessments are reviewed regularly and any changes are brought to the attention of staff who may be affected
- There is a programme of inspections, audits and monitoring in place.
- Adequate arrangements for fire and first aid are established
- Regular meetings are held where health and safety issues can be discussed, progress made against objectives and plans monitored and actions decided
- Advice is provided on health and safety training requirements
- Details of accidents, dangerous occurrences or diseases that are notifiable are reported to the Enforcing Authorities
- Managers are assisted in investigating and recording accident investigations
- Contact with external organisations such as the Local Authority, HSE and Local Fire Services is co-ordinated
- Contractors engaged are reputable, can demonstrate a good health and safety record and are made aware of relevant local health and safety rules and procedures
- Health assessment requirements are identified and advised to management

Managers (all levels for branch and non-branch)

All Line Managers will ensure that in their areas of control:

- They actively lead the implementation of the Society's Health and Safety Policy
- They supervise their colleagues to ensure that they work safely, providing increased supervision for new and young workers
- Ensure their colleagues are complying with the content of the Annual DSE E-Learning and sitting / using DSE equipment correctly. Provide further training on this when required



- Safe systems of work are developed and implemented
- Risk assessments are completed, recorded and regularly reviewed
- Accidents, ill health and 'near miss' incidents at work are investigated, recorded and reported
- They communicate and consult with staff on health and safety issues
- They encourage colleagues to report hazards, raise health and safety concerns and challenge when they believe work activities or environment may be unsafe.
- Safety training needs are identified, undertaken and recorded to ensure colleagues are competent to carry out their work in a safe manner
- Issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented
- Premises, plant and work equipment are maintained in a safe and hygienic condition
- Statutory examinations are planned, completed and recorded
- Personal protective equipment is provided, staff instructed in its use and that records are kept
- Adequate arrangements for fire and first aid are established
- Any safety issues that cannot be resolved should be referred to the H&S team
- Hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures
- Health and safety notices are displayed
- Agreed safety standards are maintained particularly those relating to housekeeping
- Health and safety rules are followed by all

All colleagues

In line with their legal duty of care all employees must:

- Take reasonable care of their own safety
- Take reasonable care of the safety of others affected by their actions
- Ensure they are complying with the content of the Annual DSE E-Learning and sitting / using DSE equipment correctly.
- Observe the safety rules and procedures for processes, materials and substances used
- Comply with the Health and Safety Policy
- Conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others. Dress sensibly and safely for their particular working environment or occupation
- Conduct themselves in an orderly manner in the work place and refrain from any antics or pranks
- Use all safety equipment and/or protective clothing as directed and never tamper with anything that has been provided for the safety of them or others.
- Avoid any improvisations of any form or use of unsuitable equipment which could create an unnecessary risk to their personal safety and the safety of others
- Maintain all equipment in good condition and report defects to their supervisor
- Report any safety hazard or malfunction of any item of plant or equipment to their supervisor
- Report all accidents to their supervisor whether an injury is sustained or not. Challenge when they believe work activities or environment may be unsafe.
- Undertake any health and safety training course as requested
- Observe the fire evacuation procedure and the position of all fire equipment and fire exit routes
- Refer to the Health and Safety Information on the intranet for advice and guidance on how to work safely

Note: The above responsibilities and authorities are not exhaustive. Full details of responsibilities and authorities can be found in the Job Description for individual positions, and in the Health and Safety Procedures.