



Health and Safety Policy and Procedures



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Health & Safety Policy & Procedures Contents Pages

Date
Authorised by

March 2012

Chief Executive

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1.1 Executive Chairman's H&S Policy Statement

As the standard setting body and leading warranty provider for new and newly converted homes in the UK, NHBC's role is to raise the standards of new homes and to provide consumer protection for new home buyers.

In the conduct of our business we set ourselves high standards for the management of health and safety, with the prevention of accidents, the provision of a safe working environment and the safeguarding of employee health being regarded as key to the achievement of our business objectives.

We are committed to the continuous improvement of our Health and Safety system, policies, procedures and methods of working that are designed to ensure the safety, health and welfare of all employees, visitors and anyone else who is likely to be affected by our work activities.

As an employer we recognise and accept our responsibility to ensure the health, safety and welfare at work of all employees, visitors and any contractors, so far as is reasonably practicable.

Our Line Managers are expected to perform an important function within the overall implementation of our objectives by demonstrating a positive, proactive approach to health and safety and by ensuring that this policy, together with its associated procedures, are clearly communicated to employees and then implemented, monitored and reviewed.

Employees, and others involved in NHBC's activities, have a responsibility to take care of their own health and safety at work and that of any other people who may be affected by their acts. They are required to comply with this policy and the related corporate procedures that are provided to them.

To facilitate the understanding of our policy, standards and objectives we will ensure that we have arrangements across NHBC for effective communications and consultation.

In conclusion it is only by everyone working together and being fully committed to our health and safety culture that the high standards we expect can be achieved.

Signed

A handwritten signature in blue ink, appearing to read 'IH', is positioned above the printed name of the Executive Chairman.

Isabel Hudson
EXECUTIVE CHAIRMAN

Date: 1 March 2012



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Health & Safety Policy Objectives and Procedural Arrangements

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Section 1.2

Policy Objectives and Procedural Arrangements

Health & Safety Policy Objectives and Procedural Arrangements

Introduction

NHBC is subject to the requirements of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999. These, and other pieces of legislation affect our activities by laying down statutory obligations on the employer, NHBC, in respect of its employees, visitors and any contractors working on its premises.

This document outlines the way in which NHBC and its subsidiary companies meet their obligations under current legislation relating to Health and Safety.

In accordance with the policy statement NHBC will take steps designed to ensure the health, safety and welfare of all employees, visitors and contractors. This will include, in particular, the risk assessment of NHBC's work activities and through this process the provision and maintenance of:

- Safe plant and equipment and safe systems of work
- Safe arrangements for the handling, storage and transport of articles and substances
- All necessary information, instructions, training and supervision to ensure the health and safety of employees, visitors and contractors
- A safe place of work and safe means of access and egress
- A healthy working environment involving the assessment of any risks to health

This policy and associated procedures will be brought to the attention of, and made available to, all employees. It will be referred to during induction training provided by NHBC.

Any changes or amendments to this policy and associated procedures will be communicated to employees, visitors or contractors using various methods, including; intranet and internet updates, memo and email, company newsletters and in-house training sessions.

Policy Objectives

In accordance with the Policy Statement, NHBC has set itself the following objectives:

- To develop a positive health and safety culture throughout the organisation.
- To reduce the incidence of accidents on an annual basis throughout NHBC.
- To actively manage health and safety and to encourage awareness amongst all staff of the health and safety aspects of their work and the environment in which it is carried out.
- To provide appropriate training to enable all employees to contribute to the achievement of a positive health and safety culture.

Communication and Consultation

NHBC recognises that achieving the health and safety objectives it has set will depend on there being effective communication and consultation with all employees at all levels.

In order to ensure the health and safety of all, it is important that NHBC effectively communicates information regarding health and safety both internally and externally. Health and safety information is required to flow effectively up, down and across the business including to subcontractors and suppliers as appropriate. To ensure information reaches those it affects:

- Health and safety will be included and discussed at all relevant meetings
- The Board of Directors will ensure that a Health and Safety Committee is established and supported (details of the role of the Health and Safety Committee are contained in Section 1.3 Duties and Responsibilities)
- All representatives sitting on the Health and Safety Committee are to actively promote all aspects of health and safety within their Directorates and areas of responsibility. In particular they are to encourage discussion and understanding of these policies and procedures. This must happen across all disciplines and not just those that are perceived as high risk such as Inspection, Claims and Distribution.
- All line managers will establish good lines of communication with everyone for whom they have responsibility. This is not only an integral part of good management but is also an essential part of the feedback process necessary for the continued development of this policy and the related procedures.
- Employees wishing to express views regarding health and safety should use the established line management channels of communication by raising them with their own direct line manager in the first instance. They should also be aware of their Staff Association and/or Health and Safety Committee representative so that if they wish, these views can be expressed through these channels.
- Where changes in the NHBC Health and Safety Policy are issued, it will be the responsibility of the Health and Safety Services Manager to ensure suitable arrangements are in place to distribute relevant information across all areas of NHBC.
- All relevant health and safety information will be distributed appropriately, making use of notice boards, intranet, newsletters or by direct mail
- Where NHBC activities could affect the health and safety of members of the public, appropriate steps will be taken to ensure they are informed of the risks and how they will be controlled
- Where necessary NHBC has prescribed arrangements for key health and safety communications and documentation. These include the reporting of accidents and bullying and harassment etc.
- Wherever possible, it is the desire of NHBC to establish effective consultation with the workforce to ensure planned systems of work are effective in reducing employee exposure to risk.
- Particular attention will be paid to ensuring that the messages are received and understood by those who are potentially at greater risk including, but not exclusively; young persons; disabled workers; pregnant women and those who either do not have English as their first language, or may struggle with written communication.

Competency and Training

NHBC is committed to ensuring that all employees are competent to carry out their roles and responsibilities. Competency is defined as the combination of formal training combined with the necessary skills, knowledge, attitude and workplace experience, which if present allows an individual to perform a task in an efficient manner without risk to self or others.

- The recruitment and placement of all directors and employees will be based on demonstrable competencies including:
 - Relevant past experience, backed up with independent references
 - An appropriate level of academic and/or vocational qualification
 - The ability to successfully demonstrate skills relevant to the position
 - The ability to successfully demonstrate an attitude suitable for the responsibilities of the position.
- Line management will ensure that all employees under their control receive the necessary training to ensure their competency in carrying out their work for NHBC without risks to the health and safety of themselves or others.
- To ensure ongoing competency, every employee will be subject to a periodic appraisal by his or her Line Manager.

- Line management will ensure that all new employees, whether permanent, contract or temporary agency staff, receive induction training to cover the requirements of this policy and details of any location specific rules and information..
- Records of all training, including course programmes and registers of attendance will be maintained by Human Resources, Learning and Development.
- Further information on responsibilities for training is contained in Section 2.0 of these Procedures.
- When NHBC undertakes construction, maintenance or remedial works, no person shall appoint or engage a CDM Co-ordinator, designer, principal contractor or contractor unless they have taken reasonable steps to ensure competence.
- Employees must neither accept an appointment as a CDM Co-ordinator, designer, principal contractor or contractor unless they are competent to do so or arrange nor instruct a worker to carry out, manage or design any construction, maintenance or remedial works activity unless the worker is competent or under competent supervision.

Monitoring and Review of Health and Safety Policy

- The NHBC health and safety policy will be formally reviewed at least every 12 months, following major incidents and when legislation dictates.
- The Health and Safety Committee will establish or amend health and safety policies to ensure ongoing compliance with legislation and best practise standards.
- The committee will recommend to the board the annual health and safety targets. These are subject to ongoing monitoring and review at subsequent quarterly meetings.
- Health and safety policy and performance will be a regular item for discussion at board meetings.
- All accidents, incidents or near misses will be reviewed at the Health and Safety Committee meetings.
- All employees are encouraged to bring to the notice of their line management any areas where the NHBC Health and Safety policy appears to be inadequate. Where appropriate the suggestions will be passed to the Health and Safety Committee for consideration.
- NHBC Health and Safety Advisors will visit all NHBC offices and warehouses and, where requested, construction sites, at regular intervals and shall report on hazards, defects or breaches of regulations observed during the visit with a view to both public safety and the safety of NHBC employees. A report of the inspection will sent to the responsible manager as well as to the Health and Safety Services Manager.
- The Health and Safety Services Manager will ensure that an audit of the NHBC health and safety management system is undertaken annually and the findings reported to the Board of Directors.
- The Health and Safety Services Manager will regularly report on the management of health and safety within NHBC, including the progress in achieving the company objectives and performance against health and safety key performance indicators, to the Board of Directors.
- The objective of NHBC at all times will be to learn by the mistakes of others and be aware of potential hazards and deal with them proactively.

Control of Health and Safety Documents and Information

- All Health and Safety Policies and Procedures will be issued as controlled documentation and issued in accordance with the quality control procedure in place within NHBC Health and Safety Services at the time of issue.
- Copies of all relevant health and safety legislation, standards and guidance will be kept up to date, reviewed and controlled by NHBC Health and Safety Services.



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Health & Safety Policy & Procedures Duties and Responsibilities

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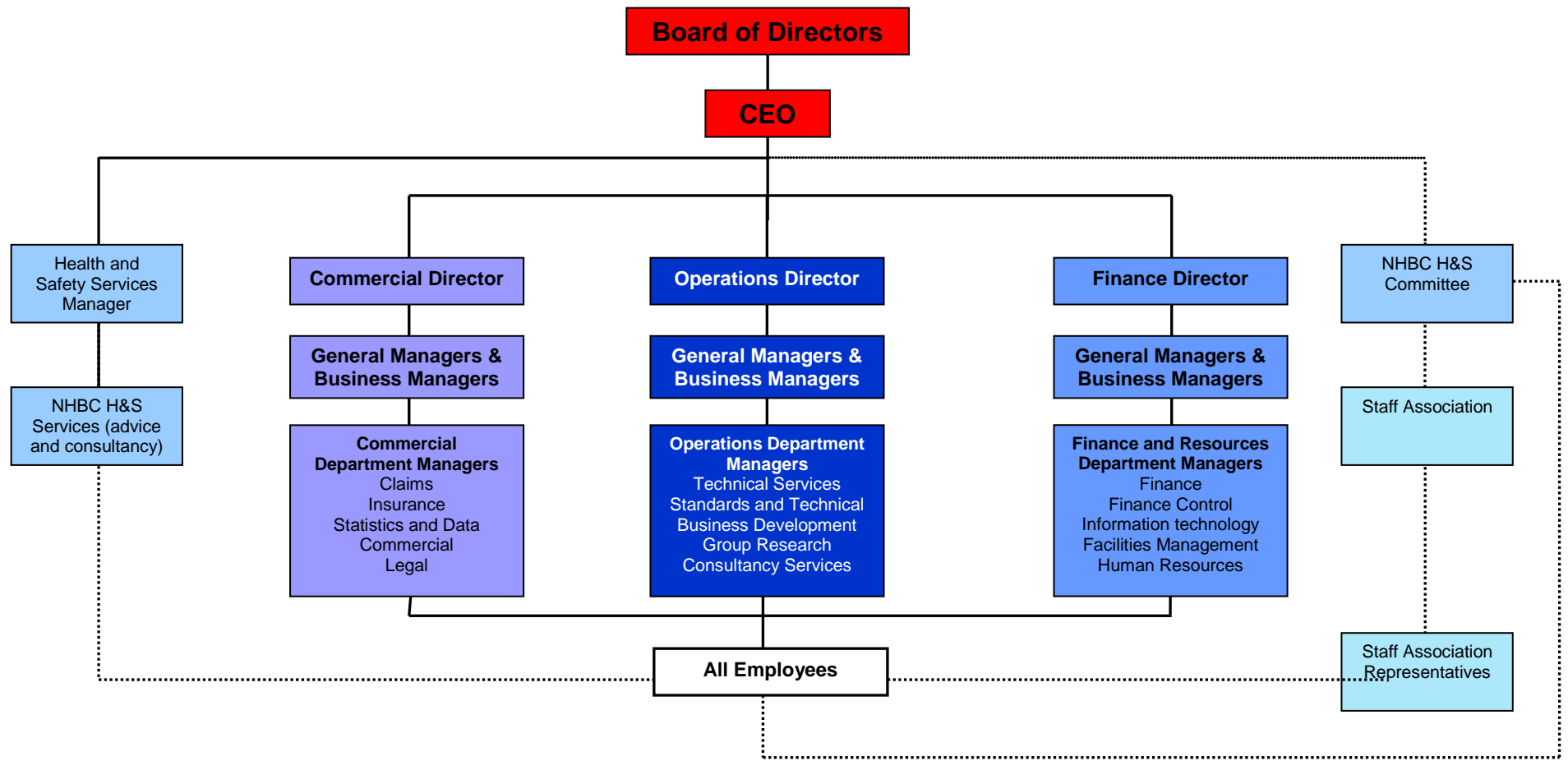
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Section 1.3

Duties and Responsibilities

1. Health and Safety Organisation Chart

This Chart shows the way in which health and safety information flows through the line management structure within NHBC.



DUTIES AND RESPONSIBILITIES

Glossary

- Board of Directors – those persons who are appointed as Executive or Non-Executive Director of NHBC or its subsidiaries.
- Chief Executive – the person who holds the post of Chief Executive of NHBC
- Executive Directors – those persons who are appointed as Executive Directors of NHBC
- General Managers and Business Managers – those persons who have the job title of General Manager or those who from time to time attend the Business Operations Review Group but do not hold the job title of General Manager.
- Line Managers – all managers (that includes, where appropriate, the Chief Executive, Executive Directors, Business Managers and General Managers) who have management responsibility for other members of staff.
- Employees – unless specified elsewhere in the text this includes all those who work for NHBC including; directors, full time and part-time employees, contract staff and temporary staff (whether directly employed or through an agency)

The Board of Directors

- Ensure the development and implementation of arrangements and control systems to ensure that the undertakings of NHBC are executed, so far as is reasonably practicable, without risk to the health and safety of those engaged in, or affected by, our operations.
- Ensure the provision of this policy is kept under review with regard to changes in legislation, best practice and NHBC's business.
- Ensure that one of their number is appointed with specific responsibility to manage and oversee health, safety and welfare within the business and its undertakings.
- Ensure appropriate arrangements are in place for the provision of competent health and safety advice and support consistent with the nature and size of the business
- Accepting their individual role in providing health and safety leadership, and providing a role model example to all employees at all times in respect of health and safety management.
- Ensure that strategic direction addresses health and safety management, systems and arrangements.
- Ensure they maintain the appropriate health and safety competence commensurate with their position.
- Provide mechanisms and arrangements to communicate with and act upon feedback from employees and other stakeholders in respect of health and safety arrangements and performance.
- Review targets recommended by the NHBC Health and Safety Committee and periodically review the company's performance against them.

Chief Executive

- Has overall responsibility for health, safety and welfare within NHBC.
- Will ensure that an effective health and safety management system is established and maintained within NHBC at all times.
- Will discuss and agree the NHBC health and safety objectives with the Executive Directors.
- Will ensure health and safety is on the agenda, as appropriate, for business management meetings.

- Will receive and review health and safety reports from the Executive Directors.
- Will ensure that this general policy statement is reviewed annually, revised and re-issued under his signature, as appropriate.
- Will set a personal example with regard to health and safety.
- Will ensure that sufficient resources are available for the implementation of this policy throughout NHBC.
- Will personally take charge of, or nominate a senior manager to lead and enquiry regarding a fatal or serious accident or incident involving NHBC personnel or operations.

Executive Directors

- Will discuss and agree the NHBC health and safety objectives with the Chief Executive.
- Have responsibility for the implementation of the NHBC health and safety policy, the achievement of its objectives and the related procedures within their Directorate.
- Will delegate the day to day implementation of the NHBC health and safety policy and the achievement of its objectives to the General Managers and Business Managers.
- Will ensure that resources, including training, are provided to implement the health and safety policy and the achievement of its objectives.
- Will ensure that health and safety procedures are developed and provided to support the departments under their control.
- Will ensure that regular monitoring is undertaken and reports submitted by their line management are reviewed and agreed action is taken.
- Will ensure that health and safety is on the agenda, as appropriate, of management meetings.
- Will set a personal example with regard to health and safety.

Health and Safety Services Manager

- Will promote health and safety as a core business objective and seek to determine and promote best practice across NHBC.
- Ensure the health and safety policy is kept under review, revised when necessary in line with new legislation and reflects any change in circumstances within NHBC.
- Ensure an effective health and safety management system is developed and maintained ensuring, as a minimum, legislative compliance through effective practical policies and best practice procedures.
- Ensure that a systematic approach to managing health and safety is developed and deployed across all Directorates.
- Ensure that suitable arrangements are made and implemented for the co-ordination of health and safety measures across NHBC's directorates and activities.
- Ensure the Chief Executive and Board of Directors are kept updated on all relevant health and safety matters.
- Give suitable and sufficient advice and assistance on health and safety matters to the Chief Executive and Board of Directors.
- Provide support to the Directorates and Departments to, advise on and, review the effectiveness of policy and procedure, implementation and progress, to achieve health and safety objectives.
- Ensure suitable arrangements are in place for effective engagement with employees of NHBC on health and safety matters.
- Liaise with the Company Secretary to enable the proper recording and reporting of any necessary information relating to health and safety.
- Will set a personal example with regard to the health and safety.

General Managers and Business Managers

- Will discuss and agree annually the day to day implementation of the health and safety policy and the achievement of its objectives for the areas under their control with the Executive Directors or General Manager as appropriate.
- Will ensure that regular monitoring is undertaken and reports submitted by Line Managers are reviewed and any agreed recommendations implemented as necessary.
- Provide health and safety reports outlining the findings and results of the monitoring arrangements to the Executive Directors or General Manager as appropriate as requested by the Health and Safety Services Manager.
- Will delegate through their line management organisation duties and responsibilities necessary for the implementation of the health and safety policy and the achievement of its objectives.
- Will discuss and agree the implementation of the health and safety policy and the achievement of its objectives with Line Managers.
- Will ensure that resources, including training, are provided to implement the health and safety policy and achieve its objectives.
- Will ensure that health and safety procedures are developed and implemented to support the parts of the business for which they are responsible.
- Will ensure that any procedures relating to the management of health and safety in service function offices are complied with.
- Will ensure that health and safety is on the agenda, as appropriate, for their management meetings.
- Will ensure that procedures relating to the safety of staff visiting sites are complied with.
- Will ensure that accidents and incidents that occur within their areas of responsibility are investigated and appropriate actions taken to avoid any repetition.
- Will take the appropriate actions under NHBC disciplinary procedures with regard to any member of staff not complying with NHBC health and safety policy and procedures or general safe working practices.
- Will set a personal example with regard to health and safety.

All Line Managers

- Will discuss and agree the day to day implementation of the health and safety policy and the achievement of its objectives for the areas under their control with their immediate line manager.
- Will provide health and safety reports to their immediate line manager outlining the results and findings of the monitoring arrangements.
- Will delegate through the line management function duties and responsibilities necessary for the implementation of the health and safety policy and the achievement of its objectives.
- Will discuss the implementation of the health and safety policy, and the achievement of its objectives with the members of staff for whom they have responsibility.
- Will ensure that resources, including training, are identified to implement the health and safety policy and the achievement of its objectives.
- Will ensure that health and safety procedures are implemented for areas under their control.
- Will give guidance to members of staff on how to access the NHBC Health and Safety Procedures.
- Will ensure that regular monitoring is undertaken.
- Will ensure that health and safety is on the agenda, as appropriate, for staff meetings.
- Will participate in accident and incident investigation in accordance with Accident and Incident Procedures.

- Will take the appropriate actions under NHBC disciplinary procedures with regard to any member of staff not complying with NHBC health and safety policy and procedures or general safe working practices.
- Will set a personal example with regard to health and safety.

Appointed Persons

- The Facilities Manager will appoint, in writing, an Appointed Person for each office location. The name, designation and terms of reference of the Appointed Person will be displayed on the notice board of the relevant office. The appointee will usually be the most senior line manager based at that location unless there is a full time facilities manager permanently on site.
- Will be responsible for co-ordinating health and safety matters relating to the office premises at which they are located. This responsibility will not relieve Line Managers of any health and safety responsibilities for staff or service function activities carried out in those offices, which are specified elsewhere in this policy. Accordingly, Line Managers will co-operate with Appointed Persons to enable them to discharge their responsibilities. The matters requiring co-ordination and the means whereby this will be achieved will be specified separately.

Health and Safety Services

- Provide professional advice on health and safety matters within NHBC when requested to do so by the Executive Directors or a General/Business Managers, in particular, in the design and implementation of the NHBC health and safety policies and procedures and training requirements.
- Will ensure that the health and safety policy and related procedures are reviewed and amended in accordance with legislative and organisational changes and will ensure that the general policy statement is reviewed annually.
- Participate in accident and incident investigation in support of the investigating manager.
- Facilitate health and safety training within NHBC and, when requested to do so by the Business Managers provide health and safety training on courses organised by his/her service function.
- Be in a position to offer advice to all NHBC personnel on health and safety issues.
- Participate in health and safety monitoring.
- Arrange for regular audits of the NHBC health and safety management system to be carried out by a suitably competent person and report the findings and recommendations to the Executive Directors.
- Support the Health and Safety Committee, as required.

All Employees

- Carry out their work so that it does not endanger themselves or others.
- Undertake their work in accordance with any information, instructions or training that has been provided.
- Proactively participate in the achievement of the NHBC objectives of attaining a positive health and safety culture and to co-operate with line management and colleagues in creating and maintaining a safe and healthy working environment.
- Must bring to the attention of line management any health and safety concerns regarding unsafe practices, equipment or conditions and are encouraged to use the consultation channels provided, when necessary.
- Assist line management in identifying their health and safety training needs.

NHBC Health and Safety Committee

The organisation and terms of reference of the Health and Safety Committee are outlined below.

The Health and Safety Committee is a forum for:

- Consultation between management and employees

- The raising of employee concerns regarding health and safety
- Reviewing accident investigation reports
- Identifying and discussing health and safety training needs
- Reviewing health and safety audit reports
- Reviewing and discussing the effectiveness of NHBC health and safety procedures
- Discussing NHBC initiatives on the implementation of new health and safety legislation
- Discussing methods of improving health and safety awareness amongst NHBC staff
- Making recommendations to the Board of Directors on setting suitable health and safety targets for NHBC.

In order that the Health and Safety Committee can be run effectively and fulfils its roles:

- NHBC agrees to allow Health and Safety Committee member's reasonable time away from their normal duties to attend to health and safety matters.
- The Health and Safety Committee will consist of Members of Management, Members of the Staff Association, a representative from Health and Safety Services and at least one representative from each Directorate. Other personnel will be invited to attend, as necessary, depending on the topics under discussion.
- Meetings will be scheduled at least every 3 months. The date and venue of the next meeting will be provisionally agreed at each meeting and the Committee Secretary will confirm 4 weeks prior to the agreed date with the proposed Agenda.
- All meetings will be recorded to include responsibility for carrying out the agreed actions. Minutes will be published and distributed within 2 weeks of the meeting to all Committee members, the Chief Executive, all Executive Directors and Business Managers. In addition minutes will be posted on NHBC intranet.
- Details of members serving on the Committee will be displayed on the NHBC Intranet.