

IronOak



IRON OAK

HEALTH & SAFETY POLICY

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Control Sheet

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01	March 2026	Head of Operations	New Policy

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1. Policy Statement

1.1. IronOak Homes Limited (IronOak) is committed to protecting the health, safety and wellbeing of our colleagues, residents, contractors and others who may be affected by our activities. We recognise our responsibilities under the Health and Safety at Work etc. Act 1974 and other relevant health and safety legislation and are committed to managing our activities in a way that prevents injury, ill health and harm.

1.2. To achieve this commitment, IronOak will:

- Comply with all applicable legislative and regulatory requirements;
- Ensure that our homes meet all statutory safety requirements including fire, gas, electrical, water and building safety obligations;
- Create and embed a strong health and safety culture that supports accountability, safe behaviours, practices and working environments;
- Maintain a robust and well managed health and safety management system that is risk based, and data driven, that will allow IronOak to reduce risks so far as is reasonably practicable, protecting residents, colleagues, contractors, and visitors from foreseeable harm;
- Ensure that leaders and colleagues across IronOak understand their roles and responsibilities to support a safe and healthy work environment;
- Consider health, safety and wellbeing into the planning, management and delivery of everything we do;
- Prevent and reduce workplace injuries and work related ill-health;
- Support our people with the right information, training and support to do their jobs safely and look after their wellbeing;
- Make sure contractors show they use best practice, work in line with what the law says and follow IronOak's Health and Safety policies and procedures;
- Make sure the environment people work in is safe.
- Provide our residents with safe and secure properties.
- Identify and robustly manage our health and safety risks and providing accurate reporting and assurance that we are doing so;
- Rectify identified issues that have the potential to cause harm as soon as is reasonably practicable;
- Fully investigate accidents and other safety incidents and implement what we learn to make sure they don't happen again;
- Regularly review and continually improve health and safety practices across the business to make sure they continue to meet our high standards.
- Consult and engage with colleagues on matters affecting their health, safety and wellbeing.

Signed: CEO



Date of issue: April 2026
Review Date: Annual

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2. Purpose

- 2.1. The purpose of this policy is to provide assurance to our residents, colleagues, Board, regulators and other stakeholders that we have robust processes in place to manage Health and Safety. It sets out how we will meet or exceed our statutory and regulatory obligations across all areas of Health and Safety.
- 2.2. This policy applies to everyone who works with, or on behalf of IronOak, and sets out everyone's responsibilities, at all levels of the organisation. It demonstrates our commitment to keeping our residents at the centre of our Health and Safety activities, and continuously improving our performance, by continually monitoring how we are doing and implementing the lessons we learn.
- 2.3. There may be additional requirements and variations in arrangements in place for specific contracts however any work undertaken by IronOak will always be at least in line with this policy.
- 2.4. This policy will be reviewed annually to ensure it remains relevant, effective and aligned with legislative and regulatory requirements.

3. Roles and Responsibilities

- 3.1. Clear roles and responsibilities are essential to ensure effective management of health and safety.
- 3.2. All colleagues, no matter what their job is, how much they are paid or how long they've been a part of IronOak, are responsible for helping to maintain a safe working environment for themselves and others, but some people have a bit more of a defined responsibility.

The Board

- 3.3. The IronOak Board has overall accountability for the health, safety, and wellbeing of IronOak colleagues and visitors to its locations. This includes approving the Health and Safety Policy and monitoring risks and performance. Health and Safety performance is reported to each Board meeting so that Board Members are kept up to date with what's happening. The Board provides strategic oversight of health and safety performance and ensures appropriate governance, assurance and scrutiny are in place.

The Chief Executive Officer

- 3.4. The Chief Executive Officer has overall responsibility for delivering health and safety, making sure that our health and safety policies and procedures are implemented effectively and the right resources and people are in place to protect our residents and everyone who works with us. The Chief Executive will oversee

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updates to the Board, and report back to anyone else we might need to notify if we breach our policy.

The Executive Leadership Team

3.5. The Executive Leadership Team are responsible to the Chief Executive for ensuring the commitments within this Policy are met, they champion health, safety and wellbeing across the organisation and actively ensure a pre-emptive health and safety culture is embedded.

3.6. Some of the ways they will do this are:

- Make sure risks are regularly assessed and mitigated against;
- Regular reviews and preventative risk management with their teams regarding health, safety and well-being;
- Check that all activities in their areas meet or exceed the health and safety standards and expectations of IronOak included in this policy;
- Ensure physical and financial resources are made available to meet all our health and safety requirements;
- Make certain that all colleagues and contractors in their areas are appropriately trained and qualified;
- Seek specialist advice from competent health and safety professionals where required.

The Heads of Departments and Operational Teams

3.7. The Heads of Departments and Operational Managers are responsible day to day for the health, safety and wellbeing of their teams and for championing our health and safety agenda.

3.8. Some of the ways they will do this are:

- Make sure line managers and all colleagues in their team understand their health and safety responsibilities;
- Check in regularly with colleagues about their health, safety and wellbeing;
- Be responsible for ensuring that colleagues receive the health and safety training they need to undertake their role;
- Promote the reporting of accidents and near misses, and actively put in place the learning that stems from them;
- Check that Risk Assessments are in place and up to date;
- Carry out their own health and safety checks when out on visits;
- Investigate issues and, where necessary, take action if safety procedures are not followed

3.9. All managers at IronOak play an important role in health and safety. They actively help our colleagues understand what we have in place to protect them whilst working and make sure they understand their role and responsibilities. Managers make sure everyone in their team has the right training for the job they're doing and

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make sure their team knows what to do if an accident or 'near miss' happens. They support our culture of safety and ensure accidents and near misses are reported and investigated, as well as actively implementing any corrective actions and learning.

All Colleagues and Others Working for IronOak

- 3.10. Everyone working with or for IronOak has a general responsibility for their own health and safety. What this means is we all have a responsibility to make sure we're thinking about what we're doing and how this might impact our own and others safety at work. An example of this is making sure you're not doing anything dangerous or something you aren't supposed to be doing or haven't been properly trained to do.
- 3.11. Colleagues should always use the proper clothing, Personal Protective Equipment (PPE), and suitable work equipment for the job. If you see something that doesn't look safe, or you're involved in an accident / incident, then complete an Incident Reporting Form and let your manager know.
- 3.12. Finally, you should make sure you're up to speed with the latest information and if you have any ideas or suggestions you can speak to your line manager, or a member of the Executive Leadership Team.

4. Our Health and Safety Management Framework

- 4.1. We have structured our health and safety processes to make sure that the wellbeing of all our colleagues, residents and contractors are always at the forefront of everything we do. Our framework is intentionally straightforward so that we can continually improve and develop our overall health and safety culture, without unnecessary bureaucracy.
- 4.2. At the top is our Governance and Leadership, consisting of all our policies, setting out our expectations and commitments. This is coupled with regular reviews of health and safety performance at Board, Executive and Operational meetings.
- 4.3. Our second level is Risk Management, identifying strategic, and operational risks so that they can be effectively managed and mitigated. We do this by using techniques such as inspection visits to assist colleagues to identify risks they may have become used to, task-specific risk assessments carried out by subject matter experts, and individual risk assessments when these are identified and required.
- 4.4. The third level is our commitment to providing all our colleagues and, where and when appropriate, our residents and contractors, with health and safety training. As well as this we carry out health and safety awareness sessions, publish health and safety information on our internal communications channels.

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5. Managing Health and Safety

5.1. Resident facing hazards and Awaab's Law

5.1.1. To be a high-quality housing provider we prioritise the health and safety of our residents; providing safe and secure properties is at our core. To make this happen we will listen to our residents concerns about health and safety hazards and, when appropriate, act upon them quickly. We will record what's been done so that we can learn and continuously improve; and provide our residents with information to help keep themselves safe.

5.1.2. Under the Occupiers' Liability Act 1957, we have a duty to make sure that lawful visitors (e.g. tenants, contractors and guests) are safe when they're at one of our premises / sites. We achieve this in lots of ways, such as providing signage and lighting in communal areas, keeping the fabric of our buildings and sites in good order, etc. The Occupiers' Liability Act 1984 extends this duty to require occupiers to take reasonable steps to protect non-authorised visitors (trespassers) from hazards on their premises.. Some of the ways we do this is by installing warning signs, fencing off specific hazards, etc

5.1.3. Awaab's Law sets out the requirements for Social Housing providers to take timely and effective action to address housing hazards. IronOak Homes has a separate Damp, Mould and Condensation Policy that includes how we respond specifically to hazards relating to damp, mould and condensation in our homes.

5.1.4. For all other hazards that are covered by Awaab's Law, this policy sets out how we comply with the definitions in the legislation: Definitions in accordance with Awaab's Law.

5.2. Assessment of Risk

5.2.1. We will carry out works to our residents homes, within the strict statutory timeframes set out within Awaab's law. We will make it clear when we don't have repair responsibility and offer help and support where possible.

5.2.2. When we are made aware of a potential hazard we will assess using all the available information. Assessment will be based on a customer's individual circumstances and will consider any vulnerabilities such as health conditions, age and time spent within the effected rooms.

5.3. Emergency Hazards

5.3.1. These are all hazards that pose an immediate life threatening risk to health and safety. In addition to some damp and mould hazards, other examples include gas leaks or electrical hazards like exposed wiring. IronOak will make these situations safe and investigate the hazard within 24 hours. If the hazard can't be made safe then temporary accommodation will be offered. We will begin remedial works within 5 working days, or within a maximum of 12 weeks if delays are unavoidable.

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5.4. Non-Emergency Hazards

- 5.4.1. These pose a serious health risk but are not immediately life threatening. These will be investigated within 10 working days.

5.5. Written Statement of Summary

- 5.5.1. After any investigation that can't be immediately resolved and requires further works a written summary will be provided to the customer within 3 working days. The summary will explain the hazard identified, what actions will be taken and estimated timelines.

5.6. Assessing Health and Safety Risks

- 5.6.1. We recognise the importance of proactively identifying and managing potential hazards to ensure the safety and well-being of all our colleagues, residents, contractors, and visitors.
- 5.6.2. To achieve this, we have a comprehensive risk assessment process to make sure we have identified all the potential hazards in every area of our organisation. To ensure a full and comprehensive understanding of the potential hazards in an area, we will actively involve appropriate colleagues in the risk assessment process, encouraging them to report hazards and participate in identifying and implementing control measures.
- 5.6.3. Once we have identified a hazard we will implement appropriate control measures to mitigate the risks. All risk assessments are documented and available to all relevant colleagues. These documents will be reviewed periodically to ensure their continued relevance and effectiveness.
- 5.6.4. Reviews will be conducted whenever there are significant changes to our operations, such as the introduction of new processes, equipment, or work environments

5.7. Controlling / Mitigating Health and Safety Risks

- 5.7.1. We understand that there are many operational health and safety risks in the activities we undertake and we are committed to controlling them.
- 5.7.2. For example, a risk we control is exposure of asbestos. To safely control this risk, we will identify asbestos containing materials in all our premises, in accordance with the Control of Asbestos Regulations 2012, and have an asbestos management plan in place that includes regular monitoring. In this example, we may need to remove asbestos containing materials so that work can be carried out safely. This removal will only be done by licensed and competent contractors, licensed by the Health and Safety Executive, and disposed of at a licensed site.

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5.7.3. Other risks to health and safety will be identified and controlled using appropriate and proportionate measures to ensure the safety of colleagues, contractors and residents.

5.8. Training and Communication

5.8.1. We understand that effective health and safety training is crucial for maintaining a safe and healthy working environment. To ensure everyone is well-informed and equipped to fulfil their responsibilities, we will ensure that new employees receive thorough induction and training when they join IronOak

5.8.2. We will also provide, and where required, make mandatory, extensive health and safety training to all colleagues, tailored to their specific roles and responsibilities. To keep our employees up-to-date with the latest health and safety practices and regulations, we will provide ongoing training and regular refresher courses.

5.8.3. We will keep a record of all training together with any expiry information relating to the training. Colleagues will be reminded when their training is due to be renewed and it is all colleagues responsibility to ensure their training is still valid. If a colleague's mandatory safety training has expired they will not be permitted to carry out the specific task the expired training relates to, until they have completed and passed the relevant training.

5.8.4. We are committed to making sure that we provide the correct health and safety information to all colleagues, contractors and residents; and that we have open and honest discussions about any health and safety concerns. We will endeavour to keep our residents informed of any activity which may affect their health and safety, in particular fire safety and asbestos management.

5.8.5. We will provide all colleagues with the correct personal protective equipment (PPE), including correctly fitted respiratory protective equipment (RPE), to ensure that they can work safely. To determine what PPE and RPE to provide we will assess the risks that our teams are exposed to, and ensure the appropriate equipment is issued and fitted.

5.8.6. All colleagues have a responsibility to maintain their PPE and RPE in good working order and to report issues with it as soon as possible. We will provide training on how to use it and care for it and replace it when it no longer provides the correct protection.

5.9. Safe Systems of Work

5.9.1. To ensure that all our colleagues and contractors work safely, and in addition to required training, we will provide method statements, instructions, procedures and, where appropriate, require permits to work. These will be periodically reviewed to ensure that they are up to date and still relevant to the appropriate

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tasks. Before certain work, such as hot works, can proceed a Permit to Work will be required. This is to ensure that all potential risks for that specific task are taken into consideration, including location, time and any other relevant detail.

5.10. Reporting Accidents and Near Misses

- 5.10.1. All colleagues are required to report all Near Misses that occur so that we can take pre-emptive actions to prevent Accidents in the future. We have a legal obligation to report and keep records of all accidents that occur, no matter how small and we are committed to making sure that working for and living in IronOak properties is as safe as possible.
- 5.10.2. We have developed a report for reporting Accidents / Incidents and Near Misses. It is accessible to all IronOak colleagues via our internal system. The Line Managers monitor our systems daily.
- 5.10.3. If there is a serious accident, incident, or a colleague is off work for over 7 days because of something that happened at work, these are reportable incidents that will be notified to the Health and Safety Executive in accordance with RIDDOR requirements.

6. Diversity and Inclusion Implications

- 6.1. Making sure that our policies are inclusive and ensure fair treatment for all is really important to us. The policy ensures fair treatment for anyone who may raise a concern under this policy or is part of an investigation, regardless of race, ethnic origin, nationality, gender, disability, religion, marital status, maternity, sexuality or sexual orientation, or age. If you think we've got this wrong, please contact the policy owner.
- 6.2. Accidents and Near Misses can happen to anyone at any time irrespective of; Age, Disability, Gender reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex, Sexual Orientation. This policy will be applied fairly and consistently to all individuals in line with IronOak's Equality, Diversity and Inclusion Policy. The policy ensures fair treatment for all members of our community (colleagues, residents and members of the public) regardless of race, ethnic origin, nationality, gender, disability, religion, marital status, maternity, sexuality or sexual orientation, or age.

7. Reporting and Monitoring

- 7.1. This policy will be reviewed annually to reflect current legislation and good practice. If any colleague identifies that this policy is not being followed, they should report it to their manager

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7.2. Performance relating to this policy is monitored and reported to our Board, and Executive Leadership Team. This helps ensure that we have appropriate scrutiny in place and we continuously improve our Health and Safety culture and performance.

8. Related Policies

- Damp & Other Hazards Policy
- Water Safety Policy
- Electrical Safety Policy
- Fire Safety Policy
- Asbestos Management Policy
- Gas Safety Policy
- Safeguarding Adults & Children in an Adult Setting
- Planned maintenance and cyclical works policy
- Lone Working Policy
- Maternity Policy

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