

Health and Safety Policy

1. Purpose

- 1.1 Connexus regards the management of health and safety as an integral part of its business and as a management priority. All activities and work will be carried out in a safe manner, and we will ensure the health, safety and welfare of our workforce, customers and others who may be affected by our activities. This policy is in respect of our colleagues and contractors, and all policies associated with the safety of our customers are highlighted in the 'Associated procedure' (customers) table on the front page.
- 1.2 We recognise our duty of care in complying with the Health and Safety at Work Act 1974 as amended, the Management of Health and Safety Regulations 1999 and all other allied relevant legislation as appropriate. We acknowledge that poor health and safety management could result in Connexus being found guilty of corporate manslaughter as a result of serious management failures resulting in a gross breach of a duty of care in line with the Corporate Manslaughter and Corporate Homicide Act 2007.
- 1.3 Scope: The policy applies to the whole of the Group. This means Connexus Homes Limited, (ultimate parent) and all of its subsidiaries.

2. Problem to Solve

Connexus will: -

- 2.1 Provide a Safe and Healthy Working Environment that is free from risks to health and safety for employees, tenants, visitors, and contractors. This includes ensuring all welfare facilities are well-maintained, promoting a healthy and comfortable working environment.
- 2.2 Allocate sufficient resources to support health and safety at every level of the organisation. This ensures that our systems of work are both safe and sustainable.
- 2.3 Provide colleagues the necessary information, training, and instruction, along with the appropriate personal protective equipment (PPE) and supervision. This empowers them to work safely and responsibly, while protecting the wellbeing of others who may be affected by their action.
- 2.4 Develop and maintain safe systems of work, ensuring these are integrated into daily operations and aligned with task-specific risks, including those associated with hazardous

materials and equipment. Risk assessments will be undertaken and reviewed to identify potential hazards, evaluate controls, and ensure continual improvement in risk management practices.

- 2.5 Conduct our activities responsibly to ensure that third parties, including the public, customers, and contractors are not exposed to unnecessary risks due to Connexus operations or instructions.
- 2.6 Provide clear, relevant, and practical policies to support key health and safety topics, ensuring consistency and clarity across all directorates.
- 2.7 Regularly inspect and maintain plant and equipment in a condition that prevents hazards and supports safe use. This ties directly into our commitment to safe systems of work and the reduction of incidents.
- 2.8 Provide specific procedures and training for handling hazardous substances, with the goal of eliminating or reducing exposure and maintaining a secure working environment for all.
- 2.9 Thoroughly investigate all accidents and incidents to identify root and underlying causes. Lessons learned will inform corrective actions and help us implement preventive measures to avoid recurrence.
- 2.10 Through the appointment of Health and Safety Representatives from all areas of the business, we will ensure effective consultation, collaboration, and communication with all colleagues. Their insights and participation are essential to fostering a culture of continuous improvement and shared responsibility
- 2.11 Connexus is committed to the continuous improvement of our health and safety practices. To uphold this commitment, we will:
 - Maintain an effective health and safety management system.
 - Systematically review and refine our policies, procedures, and arrangements.
 - Set minimum standards and performance indicators for health and safety.
 - Measure our performance and benchmark it with similar organisations.
 - Publish regular reports on our findings.
 - Use the information positively to improve performance.

3. Measurement

- 3.1 The Head of SHE will review this policy at regular intervals, and whenever significant changes occur in health and safety legislation, related guidance, internal policies and procedures, key personnel, or organisational structure. Review will also take place following recommendations from safety audits or request from third parties.
- 3.2 Communicate and consult with all colleagues and contractors by bringing this policy to their attention via induction process, training and display around the workplaces and ensuring all amendments are also communicated.
- 3.3 Review at regular intervals and when there are significant changes within health and safety legislation, guidance related policies and procedures, changes in key personnel,

management restructure, recommendations through a safety audit or a request through a third party.

4. Other Responsibilities

4.1 The Board

The Board of Connexus Homes Limited has overall responsibility for the health and safety and welfare of the workforce and anyone else who could be affected by the business/ activities of the companies in the Group e.g., customers, contractors, stakeholders, and the public in general.

This responsibility includes:

- Providing active leadership and direction for health and safety.
- Securing adequate resources for health and safety management.
- Overseeing health and safety performance.

4.2 Chief Executive

The Chief Executive is responsible for ensuring:

- Effective arrangements and structures are in place to manage health and safety.
- Effective health and safety policies are developed and implemented consistently across Connexus Homes Group.
- A regular planned programme of audits and inspections is implemented to monitor health and safety performance.
- Positive action is taken to improve health and safety performance where problems are identified.
- Adequate resources (people and budgets) are made available for managing health and safety.
- Making sure health and safety is given equal priority with other management functions and is included in business planning.
- Support is given to continuous improvements by demonstrating a proactive positive attitude to health and safety matters.
- The promotion of workplace participation in health and safety by supporting consultative arrangements.

4.3 Directors and SMT Managers

Directors and Senior Managers are responsible for the health, safety and welfare within their teams and will ensure that health and safety is recognised as an integral part of the overall management culture.

They will encourage the development of a positive attitude to health and safety among employees by visibly demonstrating their own commitment to achieving a high standard of health and safety performance.

Directors and Senior Managers are to: -

- Be aware of their health and safety responsibilities and duties as Directors, Managers, and employees.

- Ensure all their employees follow health and safety arrangements and procedures.
- Ensure that all their employees have suitable and sufficient training to carry out their work tasks efficiently and safely.
- Monitor and report via their directorate meetings any health and safety issues within their area.
- Ensure, that when considering any changes to their area of operation, that health and safety arrangements are considered during the process, including the planning stage.
- Be aware that health, safety, and welfare duties may be delegated to their line managers, however, the legal accountability remains with the Director. Employees with delegated duties will have a level of responsibility and will be required to implement any directed health and safety arrangements.

In addition, Senior Managers: -

- Have a responsibility for the management and monitoring of the Health and Safety Policy for its effectiveness for the area they Lead or manage.
- They will liaise and ensure full cooperation not only with, but also between managers and supervisors to ensure that they are in compliance with their responsibilities, company policies and procedures.
- Will ensure full co-operation with appointed Safety Representatives and other personnel appointed in matters of health and safety whilst maintaining and encouraging a positive attitude towards health and safety and adopt and maintain the health and safety culture within the organisation.

4.4 Managers (Including Supervisors and Team Leaders)

Connexus believes that health and safety is a basic management function. All managers are responsible for: -

- Promoting a positive and proactive approach to health and safety.
- Communicating their personal commitment to health and safety by setting a good example.
- Implementing and communicating health and safety policies, standards, and procedures.
- Making sure that risk assessments for the work activities they control are carried out in consultation with their team members.
- Devising, implementing, and reviewing safe working procedures for all activities under their control.
- Monitoring health and safety performance by carrying out regular workplace inspections, spot checks and safety audits.
- Identifying their team members' health and safety training needs through risk assessment and task monitoring.
- Encouraging their team members to participate actively in health and safety.
- Making sure all work-related accidents, incidents and ill health are reported, investigated and any necessary remedial action taken.
- Deliver toolbox talks, health and safety topics and lessons learnt at team meetings.
- Risk assessments and safe methods of work are in place, reviewed and updated regularly and at least annually.
- Inducting colleagues including ensuring they are aware of policies, training, and lone working.
- Ensure their colleagues attend any training they have been booked onto.

4.5 Health and Safety Team

The role of the Health and Safety Team is primarily to assist in the preparation, introduction of monitoring, reviewing, and auditing of the Health and Safety Policy and arrangements throughout the organisation.

The Management of Health and Safety at work Regulations 1999 require employers to seek health and safety advice from a "Competent Person". The Health and Safety Team is the "Competent Person" for Connexus. However, this does not absolve the Board, Chief Executive, Directors, Managers or employees from their health and safety responsibilities and duties.

In the event that a consultant is to be used, they will be issued with a formal agreed 'Service Level Arrangement' (SLA) for the duration or specific assignment.

The Health and Safety Team will ensure that the Colleagues are supported in delivering the requirements set out in the Health and Safety Policy including: -

- Being the "Competent Person" for Connexus.
- Ensure that Connexus Health and Safety Policies are in line with legislative requirements and updated when necessary.
- Advising on all health and safety and welfare matters.
- Managing the reporting of any company RIDDORS.
- Co-ordinate with fire evacuations where relevant.
- Carry out visits where necessary on sites.
- Oversee the usage and monitoring of the lone worker system.
- The preparation and review of health and safety policies and procedures.
- Undertaking investigations into incidents as necessary, with line managers, and arrange a common procedure for the reporting and investigation of accidents.
- Advising on health and safety training and where appropriate other training which has an impact on health and safety procedures.
- Maintain a system of consulting with all colleagues on health and safety matters, including the review of policies and procedures etc.
- Reporting monthly to the business on accidents, incidents and near misses.
- Attend departmental team meetings when specifically requested to provide expert guidance.
- Deliver First Aid training.
- Liaise with the Health and Safety Executive and other external bodies, with a direct interest in the health and safety of Connexus employees.

4.6 Colleagues

Every colleague is responsible for familiarising themselves with this policy and procedures that are associated with it.

Colleagues are to: -

- Take reasonable care of their own Health and Safety and that of others who may be affected by their acts or omissions at work.
- Co-operate with others to fulfil our statutory duties.

- Not misuse, wilfully damage, or interfere with tools or equipment provided in the interest of Health and Safety.
- Comply with any toolbox talks or instructions regarding health and safety relayed to them.
- Comply with the annual MOT, vehicle insurance and driver checking procedure.
- Work safely and take reasonable care of themselves, colleagues, service users, tenants and the general public or any person who may be affected by our work activities.
- Follow our safety procedures and instructions.
- Report immediately all accident and incidents, including near misses to their line manager and the Health and Safety Team.
- Advise their line manager of any, or potential hazards or failure of any Health and Safety procedure or system.
- Wear protective clothing were provided for use at work.
- Ensure attendance and participate in any training courses arranged for them.
- Actively participate during proactive initiatives.
- Where vehicles are provided follow the company driver handbook for vehicle safety.
- Use only tools, equipment, and plant they are trained to use and that which is appropriate to the task.
- Stop work immediately if they feel unsafe carrying out a task and escalate the concern to their line manager or the Health and Safety Team, and the task must not resume until the risk has been assessed and suitable controls are in place (please see raising concerns policy and procedure).

4.7 Contractors and Consultants

All contractors engaged by Connexus will be provided with this policy and are expected to comply with our health and safety procedures while implementing their own measures for safe and healthy working conditions. Any updates to the policy will be communicated to contractors accordingly.

All contractors engaged by Connexus must comply with this policy and Connexus health and safety procedures, and provide evidence of competence, including relevant policies, insurance, and risk assessments, to ensure work is carried out safely.

The duties of contractors working for or on behalf of Connexus are: -

- Adhere to all applicable safety legislation, including where applicable, adherence to the requirements of the Construction, Design, Management (CDM) Regulations 2015.
- Provide when requested risk assessments and method statements for the work being undertaken.
- Provide Connexus with current employers' and public liability insurance certificates.
- Ensure that all employees working on the contract are trained, competent and where required certified or licenced to undertake the work the organisation have been contracted to do.
- Ensure all employees work safely and take reasonable care of themselves and others.
- Report and investigate any incidents including near misses that occur whilst working for Connexus.

5. Arrangements

5.1 Risk Assessment

Risk assessments of all identified hazards related to work are undertaken by our colleagues to eliminate these risks wherever possible. Where we cannot achieve this, we will implement suitable and sufficient control measures, based on these assessments, to reduce and manage, as far as is reasonably practicable, the risks to our colleagues and others.

Our risk assessments will be reviewed periodically, and new work activities risk assessed. We will list specific activities undertaken by our colleagues that are likely to carry significant risk. We will consider the risk from each of these activities and assess whether the control measures are adequate or whether further action is necessary.

The results of all significant and completed risk assessments will be made known to our colleagues and made available for their reference. Risk assessments are reviewed annually and updated as required. They are also reviewed whenever circumstances have changed and following the investigation of any accidents or incidents that may occur.

5.2 Shared Spaces

Connexus has a duty to address any safety issues or concerns we become aware of in shared spaces, even if we don't have direct responsibility for them. This may involve reporting fly-tipping or hazards to the relevant authority/agency or taking immediate action if the issue poses a more direct or significant risk. Shared spaces are defined as areas associated with registered providers' homes and used by their tenants, but not under the landlord's responsibility, unlike communal areas where landlords are directly responsible for safety and maintenance.

5.3 Display Screen Equipment (DSE)

Connexus will provide standard equipment for colleagues who are users of display screen equipment, and all colleagues will complete an online assessment Questionnaire. Where these assessments identify issues, we will work with individual colleagues to resolve them or seek further advice. Eyesight tests and corrective spectacles for DSE work will be provided, if necessary, further information around this can be found on the Westfield Health website.

5.4 Lone Working

We employ colleagues who may, as part of their duties, work alone for all or part of the working day. We will identify the risks to which these employees are exposed with the aim of eliminating these risks wherever reasonably practicable and reducing lone working activities to a minimum.

Where lone working does take place, we have identified and implemented systems (SoloProtect) to ensure that safe working and communication exists between the lone worker and their managers. Colleagues will be notified of our arrangements and the

process put in place for the management of lone working activities. Colleagues with solo protect devices are required to notify their managers of any concerns in this area so that we can review and improve our systems to make work operations safer.

5.5 Manual Handling

From time to time some colleagues must manually handle loads, in such cases we will assess the risks to their health from this type of work. Where possible we will eliminate the need for manual handling, by providing mechanical handling equipment or by introducing alternative measures. Where we are unable to do this, we will provide work related training, either online or face to face and will instruct employees not to attempt to lift items beyond their capabilities, in line with the task risk assessments.

5.6 Work at Height

We will ensure we protect the health, safety and welfare of our colleagues and others against the risks involved in working at height. Wherever possible we will avoid working at height. When it cannot be avoided, we will consider the risk to our employees ensuring that we train and instruct them to adequately plan, organise and carry out the work in a safe manner.

5.7 Young Persons

When we employ young people (under 18 years old) we will ensure a risk assessment is undertaken to ensure their health and safety at work. Young people are closely supervised whilst at work. Where children under sixteen take part in work experience programmes we will prepare a specific job description and risk assessment in agreement with the local Education Authority.

5.8 New and Expectant Mothers

Should any of our colleagues become a new or expectant mother we will take steps to ensure their continued health and safety at work. We will use a checklist to assess and guide the measures we need to consider and undertake 'one to one' discussion and seek formal agreement, wherever possible, with the expectant or new mother to reduce their exposure to work related hazards.

5.9 First Aid / Fire Wardens

We will provide suitable first aid / fire warden arrangements for our colleagues whilst in the workplace and visitors who may be affected by our activities. We will assess the reasonable level of first aid / fire warden provision required for Connexus and will make the appropriate arrangements.

5.10 Accident Reporting and Investigation

Colleagues will report all personal injury accidents and near miss incidents that happen in the course of their work.

All accidents are recorded and investigated through our online accident management system, and where possible additional control measures or a safer system of work are implemented. We understand our duties to report incidents under statutory regulations within the appropriate timescales and in line with our policy.

5.11 Training

We will ensure that all colleagues are given induction training, which tells them how to recognise hazards and risks and what they need to do to eliminate, reduce and avoid identified risks. We will also provide any additional training that may become necessary for their role. All training will be recorded on our inhouse LMP (Learning Management Platform).

5.12 Equipment

All equipment used on behalf of Connexus will be maintained in good condition, serviced to manufacturer's schedules and will be safe to use. Colleagues will be provided with suitable and sufficient information and training to enable them to use work equipment safely.

5.13 Statutory Examinations LOLER

Connexus examines and tests plant and equipment at pre-determined periods to satisfy all statutory requirements.

5.14 Fire

Documented instructions exist detailing what action to take when evacuating the building because of a fire. A documented procedure exists to ensure that fire prevention equipment is tested. Smoking is strictly forbidden in all Connexus owned properties including offices.

5.15 Home Working

Employers have the same health and safety responsibilities for you whether you are working at home or in the office. Connexus will ensure all health and safety needs are met for working at home and colleagues will ensure they fulfil their duties by working safely whilst in their home environment.

5.16 Hazardous Substances

Connexus assess all the chemicals and substances that we use. Where there are potential risks, we implement suitable control measures and provide clear instruction and information to the colleagues.

5.17 Personal Protective Equipment (PPE) including Respiratory Protective Equipment (RPE)

We will identify tasks and work to be undertaken by colleagues that will require the use of personal protective equipment (PPE). Where identified we will provide appropriate PPE and/or RPE, with storage facilities and replacements free of charge.

We will provide instructions and training for colleagues in the use of any PPE identified, as necessary. Colleagues are responsible for the day-to-day care of the PPE and RPE issued to them and will report any defects or damage and any request for replacements to their managers. Colleague will also ensure the maintenance checks required on RPE are carried out and logged.

5.18 Contractors

We recognise that as a client for construction work (including building maintenance, refurbishment, and demolition) we have specific responsibilities under the Construction (Design and Management) Regulations. We will ensure arrangements are in place to comply with our legal responsibilities by ensuring that a competent person takes responsibility for managing each specific CDM project.

5.19 Stress

We recognise that we have a duty to take action to reduce and where reasonably practicable to eliminate ill health which is caused by work related stress. Work-related stress will be managed through our wellbeing policy in providing a working environment that promotes and supports the physical/mental health and wellbeing of all colleagues. Additional support is also available to colleagues and managers through Westfield Health, and other external partners such as occupational health who will be able to provide the necessary support.

5.20 Driving

We will ensure that all colleagues who use a vehicle for work purposes either a vehicle supplied by Connexus, or their own vehicle provide their driving licence details. Also, colleagues will be asked to supply their vehicle insurance details if they are using their own vehicle as part of their role for Connexus. Colleagues are expected to drive in a safe, responsible, and lawful manner at all times when driving for work purposes, comply with the Highway Code and road traffic legislation, and follow any relevant Connexus policies and procedures relating to driving and vehicle use. Unsafe driving practices, including the use of mobile devices while driving (except where legally permitted and hands free), are strictly prohibited.

5.21 Health Surveillance

In order to ensure that the risks to the health of our colleagues from work activities is controlled, Connexus will implement health surveillance to allow early identification of work-related ill health where appropriate, assist employees to return to, and remain in work

following injury or ill health, collect and analyse and make available essential information as needed.

5.22 Monitoring

To ensure that health and safety performance continually improves, active and reactive monitoring of the controls of hazards (including asbestos) will be conducted through audits and inspections. This will include the following: statutory testing of equipment, evaluating data relating to accidents and near misses through reactive monitoring.

5.23 Premises management arrangements

We will ensure that our premises provide a safe place of work. We will maintain the means of access and egress, the fabric of the building, ensure good housekeeping and provide suitable welfare arrangements that include adequate hot and cold water, drinking water, sanitary conveniences, hand washing facilities, facilities for eating and food preparation and heat, light, and ventilation. The workplace is regularly cleaned, maintained, adequately lit, and ventilated.

5.24 Electricity

We will ensure that the fixed electrical systems used in our premises have been inspected, tested and certificated by a competent electrical contractor. Colleagues are instructed to make a visual safety check of portable electrical equipment each time that it is used and report defects for repair or replacement.

5.25 Gas

We will ensure gas appliances and supply pipes are subject to an annual safety check by a Gas Safe registered engineer. The main isolating controls will be clearly marked and accessible so that the supply can be quickly isolated in an emergency.

5.26 Asbestos

We have surveyed all areas of our premises under our control to establish the location and condition of asbestos containing materials. An asbestos management plan has been developed to manage the risk of exposure to asbestos. Where colleagues may be exposed to asbestos containing materials asbestos awareness training is carried out and refreshed. We check regularly to ensure the condition of any asbestos remaining in the premises is managed and all Contractors engaged to work on or in our properties are informed of its presence.

5.27 Legionella

We ensure that we comply with our duty to protect the health of our colleagues and others affected by our activities from the risk of infection by Legionella from our hot water and cooling systems. We assess the risk of infection and eliminate that risk or implement suitable control measures. We will ensure risk assessments are undertaken and these will be reviewed annually.

5.28 Waste

We will ensure we have suitable arrangements in place for the collection and disposal of waste.

5.29 Colleague consultation and communication

A documented procedure exists for the dissemination of health and safety information to and from colleagues, in the form of the Health and Safety Governance Structure.

Kate Smith

1st April 2026

Chief Executive

6. Document Control

Approved by ELT	11 February 2026
Approved by Audit and Risk Committee	16 February 2026
Approved by Board	04 March 2026
Effective date	01 April 2026
Review date	30 April 2027
Policy developed by	Head of SHE
Consultations	N/A
Associated documents (colleague)	<p>Health and Safety policy statement Accident, Incident and near miss reporting policy Control of noise at work policy Control of vibration at work policy First Aid policy DSE policy COSHH policy Lone worker policy Manual handling policy PUWER policy Sharps policy Risk assessment policy LOLER policy Working at height policy Asbestos policy Damp, mould & condensation policy Electrical Testing & Inspection policy Fire Safety policy Gas and Heating policy Gritting policy Lift Safety policy Ventilation policy Water Hygiene policy Raising concerns policy and procedure</p>

Version	Author	Date Published	Next Review	Comments
1.0	Health and Safety Business Manager	30 Apr 25	30 Apr 26	Annual review with additions made around stress, fire, premises management arrangements and colleague consultation.
2.0	Head of SHE	01 Apr 26	30 Apr 26	Reviewed.