

Aster Group is the overarching brand name of Aster Group Ltd and all of its subsidiaries.

## 1. Policy Statement

Aster attaches the greatest importance to the Health, Safety, Welfare and Wellbeing of our colleagues (employees), customers and all those affected by our activities.

Our primary consideration at all times is to put the safety of our customers and colleagues first. There is an absolute commitment to responding to any concerns or potential hazards as quickly as possible to prevent the risk of harm so far as is reasonably practicable. All customers can raise safety concerns with any employee of the business, who will ensure such issues are reported as appropriate.

It is Aster's policy to comply with our responsibilities under the Health and Safety at Work, etc. Act 1974, the supporting legislation made under it and any other associated Health & Safety legislation. We are also committed to doing all that is reasonably practicable to protect the wellbeing of Aster's colleagues. Operational responsibility for Health & Safety is delegated to the Executive Board who will ensure:

- a. steps are taken to ensure, so far as is reasonably practicable, the health safety and welfare of colleagues, customers and others affected by our activities;
- b. materials and equipment are safe and do not present unacceptable risks to safety & health;
- c. the provision of information, instruction, training and supervision as necessary to ensure the health & safety of all;
- d. the development of safe systems of work, reflecting best practice, so that colleagues will expect good Health & Safety practices as a matter of course;
- e. adequate resources are in place to effectively manage Health & Safety within the business;
- f. promote health, safety and welfare through visible leadership;
- g. appropriate consultation with colleagues on issues relating to health, safety and welfare;
- h. ensure customer safety is protected in all of the activities carried out by, or on behalf of, the business; and
- i. ensure health & safety issues raised by customers are resolved, so far as is reasonably practicable, as a matter of priority.

This Policy applies to Aster Group Ltd and all its entities. Each entity within the Group structure employing five or more people will have their own Health & Safety Policy statement. The content of this Policy document shall be regarded as the minimum standard expected across the Group.

All Aster employees are expected to comply with this Health & Safety Policy and have an active involvement in accident prevention and reporting, including full compliance with the Health & Safety at Work, etc. Act 1974 and related legislation. All employees must take care of themselves, colleagues and those who come in contact with the Group.

This Policy will be reviewed annually and at other times as necessary with any changes communicated to colleagues and others as necessary.

Signed



Date May 2025

Bjorn Howard  
**Group CEO**

**Aster Group** is our overarching company brand and comprises the following companies and charitable entities. Aster Group Limited, Aster Communities, Aster Treasury plc, Synergy Housing Limited, East Boro Housing Trust Limited, Central and Cecil Housing Trust, Enham Trust, 55 London, Aster Foundation, Aster Living, Aster 3 Limited, Aster Homes Limited, Aster LD Limited, Aster Property Limited, Aster Solar Limited, Silbury Housing Holdings Limited, Silbury Housing Limited, Central & Cecil Innovations Limited, and Central & Cecil Construction Services Limited.

## 2. Organisation, roles and responsibilities

### 2. Roles and responsibilities

- 2.1 The Group CEO is the person with overall responsibility for Health & Safety within the Group. Responsibility for implementation of this Policy is delegated to the Executive Board (EB), and senior operational management teams as set out below.

### 2.2 The Aster Group Ltd Board

The Aster Group Ltd Board (AGL) will:

- a) ensure proper oversight of Health & Safety issues within the business by receiving assurance reports, scrutinising relevant KPIs, and escalating issues through the governance process;
- b) set overall Health & Safety priorities, ensuring colleague and customer safety is at the heart of decisions made;
- c) delegate responsibility for Health & Safety management to the Group CEO and EB;
- d) ensure adequate resources are available for the proper discharge of duties under Health & Safety legislation, and the delivery of an effective Health & Safety management system; and
- e) approve the Group Health & Safety Policy and any material changes to it.

### 2.3 Executive Board (EB)

The EB will:

- a) ensure the implementation and review of this Health & Safety Policy, its revision when necessary and ensure that it is brought to the attention of all employees;
- b) delegate responsibility for Health & Safety within the Group as required. Specific responsibility for the Health & Safety portfolio is delegated to the Chief of Staff (CoS);
- c) ensure sufficient resources are provided to enable the effective management of health, safety and welfare within the Group;
- d) appoint competent persons to provide assistance with the management of Health & Safety within the business;
- e) lead on Health & Safety issues within their areas of responsibility;
- f) monitor Health & Safety standards within the business by receiving assurance reports, audit reports, monitoring of KPIs and communicating with colleagues at all levels;
- g) act where necessary to ensure the health, safety and welfare of anyone affected by the Group's activities; and
- h) delegate responsibility for detailed scrutiny of Health & Safety issues within the Group to operational leadership teams, the Operational Scrutiny and Assurance Panel (OSAP) and other groups as deemed necessary.

## **2.4 Leaders** (Directors, Senior Managers, and line managers)

Leaders will:

- a) create and maintain an inclusive environment in which colleagues are treated fairly and as individuals, work with colleagues to enable them to keep themselves well for work, understand individual needs and consider reasonable adjustments in line with our People Policies and principles;
- b) ensure effective implementation of this Health & Safety Policy and associated policies and procedures within the areas of work they manage;
- c) ensure reporting of accidents, near misses, violent incidents, abusive behaviours and dangerous occurrences;
- d) ensure action is taken to prevent recurrence of incidents in consultation with the Health & Safety Team where necessary;
- e) ensure investigation of incidents assigned to them through the safety first platform, in line with the incidents and accidents procedure;
- f) ensure that equipment and systems of work meet the required standards of safety and any defective equipment, which has an impact on Health & Safety, is reported and rectified in a timely manner;
- g) ensure that matters relating to Health & Safety at work are regularly included for discussion at appropriate meetings, to provide constant updating of prevention measures;
- h) delegate operational management and scrutiny of Health & Safety issues to specialist groups as required and ensure onward reporting as required;
- i) consult with the Health & Safety Team, where appropriate, on matters relating to the Health & Safety at Work, etc. Act 1974 and all related legislation;
- j) ensure that contractors or sub-contractors comply with all necessary Health & Safety requirements placed upon them;
- k) ensure suitable and sufficient risk assessments for their areas of operation are completed and findings recorded to reduce risk to an acceptable level;
- l) ensure safety issues raised by customers are managed to a satisfactory conclusion as a matter of priority (as far as is reasonably practicable) in line with the relevant customer service policy and/or procedure;
- m) ensure compliance with legislation and standards through inspection of all areas of work under their control to ensure safe places of work and that all employees are observing safe systems of work;
- n) ensure all employees have access to Health & Safety policies, procedures and safe working practices and that they fully understand them;
- o) support colleagues' health and wellbeing in the workplace by raising awareness of mental health issues, and providing support and coping mechanisms for people who are suffering through signposting to the relevant support services; and
- p) assist in the training, instruction and issuing of information to employees on matters associated with Health & Safety. This will include:
  - i) general induction safety training;

- ii) first aid;
  - iii) fire and emergency procedures;
  - iv) specialist safety training in appropriate areas;
  - v) refresher health and safety training; and
  - vi) ensuring colleagues in their area of responsibility complete Health & Safety training allocated to their job role.
- q) inform employees of Health & Safety hazards that may be encountered in the course of their work and the precautions that should be taken; and
- r) lead by example with regard to Health & Safety matters with wearing PPE, adhering to health and safety rules, etc.

## **2.5 All colleagues will:**

- a) disclose any health conditions or needs that impact on their ability to carry out their job role effectively and safely with their leader and/or the People Team on the understanding that this information will remain confidential and that any reasonable adjustments can be discussed and agreed;
- b) comply with the training, information and instruction they have received, and all aspects of this Policy and all relevant procedures;
- c) co-operate fully with the business and others to enable them to comply with their statutory duties and requirements;
- d) report any accidents, near misses or dangerous situations, whether personal injury is caused or not;
- e) carry out their work safely and without undue risk to themselves, colleagues and others who may be affected by their actions, and not intentionally interfere with or misuse safety arrangements, controls, equipment and other items provided for Health & Safety purposes;
- f) ensure any safety issues raised by customers are duly reported and, where it falls within their responsibility, brought to a satisfactory conclusion in line with the relevant customer policy and/or procedure, so far as is reasonably practicable, as a matter of priority;
- g) not attempt to carry out hazardous work unless they have been trained to do so and provided with suitable personal protective equipment to carry out the task safely;
- h) use safety-related equipment necessary for the work being undertaken as instructed;
- i) familiarise themselves and comply with all relevant Health and Safety policies and procedures; and
- j) conduct themselves in a responsible manner whilst at work and on company business.

## **2.6 Operational Scrutiny and Assurance Panel will:**

- a) Monitor Health & Safety KPIs, escalated Operational Performance Indicators (OPIs) and management information as necessary;
- b) provide assurance to the EB as required;
- c) approve any Health & Safety related policies and procedures assigned to the panel; and

- d) approve minor changes to the Group Health & Safety Policy. Any material changes must be approved by the Aster Group Ltd Board. The CoS will be consulted over changes and will decide whether they are material or not.

## **2.7 Operational & Specialist Health & Safety Groups will:**

- a) scrutinise and oversee Health & Safety management within their areas of responsibility as delegated by operational leadership teams;
- b) actively manage Health & Safety issues within their areas and hold responsible managers to account;
- c) monitor Health & Safety KPIs/OPIs within their areas and take action to correct any underperformance;
- d) receive monitoring reports and take action on the findings;
- e) consider incidents within their areas and ensure recommendations are implemented;
- f) monitor Health & Safety actions;
- g) discuss relevant Health & Safety issues, ensuring the views of colleagues are taken into account in the decision-making processes; and
- h) provide reporting to OSAP as necessary.

## **2.8 Health & Safety Team**

2.8.1 The Health & Safety Director is appointed by the CoS to ensure that suitable competent advice is provided and sought. With the assistance of the Health & Safety Team they will:

- a. liaise with the Health & Safety Executive (HSE) and other enforcing authorities for Health & Safety including for accidents and inspections;
- b. monitor the effectiveness of safe systems of work and communication, through inspections, safety audits and associated action plans, ensuring that remedial actions are undertaken and recommending improvements;
- c. advise management and/or employees of the legal and moral obligations imposed by the Health & Safety at Work, etc. Act 1974 and all related legislation;
- d. co-ordinate and oversee the investigation of accidents, incidents and near misses in the workplace;
- e. support the business to implement and promote Health & Safety training for all employees;
- f. advise of unsafe Health & Safety matters requiring immediate attention;
- g. encourage leaders to foster, within their departments, a positive safety culture, promoting a safe and healthy workplace;
- h. monitor the effectiveness of the Health & Safety Policy reporting to the Operational Scrutiny and Assurance Panel and any other Committee or body as necessary;
- i. advise of any situation which may affect or incur adverse publicity for the organisation due to Health & Safety;
- j. promote a positive Health & Safety culture across the business; and
- k. engage with colleagues on day-to-day Health & Safety matters.

2.8.2 The Health and Safety Director is appointed as health and safety lead by the Aster Group Ltd Board in line with the requirements of the Social Housing (Regulation) Act 2023.

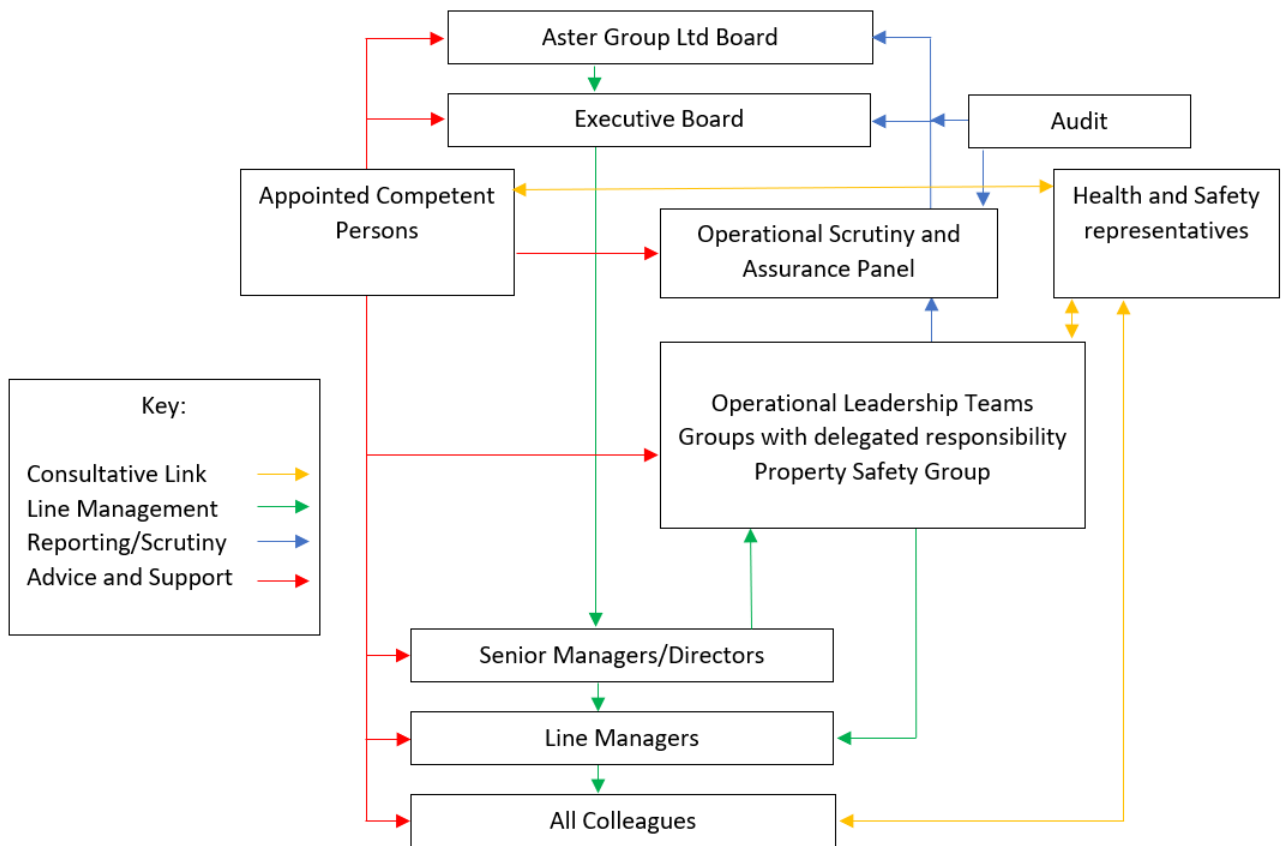
2.8.3 The functions of the health and safety lead under the above legislation are to:

- monitor a provider's compliance with health and safety requirements;
- assess risks of failure to comply with health and safety requirements;
- notify the relevant people/groups of:
  - risks of material failures to comply with health and safety requirements;
  - material failures by the provider to comply with health and safety requirements;
- provide advice to the provider as to how risks should be addressed and failures notified to the responsible body for the purpose of ensuring that the provider complies with health and safety requirements.

2.8.4 The health and safety lead will:

- Be provided with any information in Aster's possession which is required to perform the function set out in 2.8.3; and
- Be allocated the resources needed to carry out those functions.

## 2.9 Health & Safety organisational diagram



## 3. General Arrangements

### 3.1 Monitoring

- 3.1.1 Monitoring of Health & Safety management within the Group will be carried out on an on-going basis for assurance purposes and to drive improvement.
- 3.1.2 Operational leaders are responsible for monitoring the implementation of this Policy and its related procedures within their areas of responsibility.
- 3.1.3 The Health & Safety Team will monitor Health & Safety standards across the business through inspection and sampling of the Group's processes and workplaces. This includes offices, yards, construction sites, sewerage treatment plants, care homes, supported living schemes and any other location where work is being undertaken by or on behalf of the Group. Regular reporting will be provided to operational management.
- 3.1.4 Reporting will be provided to OSAP, EB, and the Overlap Boards via quarterly update reports and monthly KPIs.

- 3.1.5 Internal and external audits of Health & Safety management will be carried out regularly by the Internal Audit Team and specialist consultants as required.

### **3.2 Incident reporting, investigation, RIDDOR, and mandatory occurrence reporting**

- 3.2.1 Preventing accidents, incidents and ill-health as a result of our work activities forms a core objective. As such, all colleagues are required to report all accidents at work to their manager and via the Group's electronic reporting system (Assure).
- 3.2.2 All accidents and/or incidents will be investigated to ensure the causes are identified and any lessons are learned. The level of investigation will be proportionate to the severity of the incident. Independent investigation of incidents deemed more serious will be conducted by the Health & Safety Team.
- 3.2.3 The Group will ensure any incident identified as reportable under the RIDDOR Regulations, is reported as soon as practicable. Reporting to the HSE will be carried out by the Health & Safety Team.
- 3.2.4 Any incident which falls within the scope of mandatory occurrence reporting as defined in the Building Safety Act 2022 will be reported in line with the Mandatory Occurrence Reporting Policy.
- 3.2.5 Incident and absence records will be monitored to ensure trends are identified and responded to appropriately.

### **3.3 Training**

- 3.3.1 All new colleagues will have Health & Safety induction training on commencing employment as part of the onboarding process. This will include the basics such as fire safety, incident reporting, first aid arrangements, significant hazards and safe working procedures, and familiarisation with buildings and welfare facilities.
- 3.3.2 Further training will be provided according to their duties such as manual handling, display screen equipment, fire awareness and general health, safety and environment training, or other appropriate technical courses, as required.

### **3.4 Fire/emergency procedures**

- 3.4.1 The Workspace and Facilities Management Team within each office location is responsible for ensuring that all employees are given instruction regarding the Group's Fire and Emergency Procedures.
- 3.4.2 Local Workspace and Facilities Management Teams within each office location where the Group is the responsible person, will ensure that designated Fire Wardens and Deputies are appointed for each zone of each office building, working in conjunction with managers and teams. Where the



facilities are managed by others, reasonable steps will be taken to confirm compliance by the responsible person.

3.4.3 A safe system of work will be authorised and strictly adhered to for all works considered to be high fire risk. Additional protective measures may be required for high-risk activities, e.g. hot works permit and fire watch for welding, burning, grinding works, etc.

3.4.4 All other fire safety arrangements are laid out in the Fire Safety Management Policy.

### **3.5 First aid and welfare**

3.5.1 The Workspace and Facilities Management Team in each office location is responsible for ensuring that adequate arrangements for the provision of first aid and welfare are maintained at all corporate premises.

3.5.2 Adequate first aid arrangements will be put in place in line with HSE guidance, including signage, and colleagues will be appropriately informed at induction or upon first visiting the premises.

3.5.3 First aid and welfare requirements within the Group will be subject to a risk assessment to determine the level of provision required.

### **3.6 Health surveillance**

3.6.1 The Group will ensure adequate occupational health provision is made including health surveillance.

3.6.2 Health surveillance will be provided where:

- the risk assessment shows there is an identifiable disease or adverse health condition associated with the work;
- valid techniques are available to detect the condition; and
- surveillance is likely to assist in the protection of the employee concerned.

### **3.7 COSHH (Control of Substances Hazardous to Health)**

3.7.1 Hazardous substances will be identified and a register will be maintained.

3.7.2 The use of hazardous substances is to be avoided where reasonably practicable, the use of lower risk options must always be considered.

3.7.3 All hazardous substances used must be subject to risk assessment and control in line with the Control of Substances Hazardous to Health Regulations.

3.7.4 Colleagues and others affected by hazardous substances will be informed of the results of the risk assessment including potential hazards and precautions to be taken.

### **3.8 Personal protective equipment**

3.8.1 The Group will ensure Personal Protective Equipment (PPE) and Respiratory Protective Equipment (RPE) (collectively known as PPE) requirements are identified when carrying out workplace risk assessments. The use of PPE will be a last resort when all other control measures have been considered.

- 3.8.2 Colleagues will be provided with PPE free of charge.
- 3.8.3 Information and training will be provided to colleagues on the safe use, maintenance and storage of the PPE provided.
- 3.8.4 All colleagues must make full and proper use of PPE provided in line with the relevant risk assessment and report any loss or defect to their line manager immediately.
- 3.8.5 All PPE provided will meet the relevant standards as defined in HSE guidance and must be used in line with manufacturer's instructions.
- 3.8.6 When using RPE which relies on a face seal, colleagues must be clean shaven and the RPE must be face fitted to the individual.

### **3.9 Driving for work**

- 3.9.1 The Group policy for driving at work applies to all colleagues (or workers) who drive for work purposes, even if they use their own vehicle for the purpose. This is irrespective of how much or little business mileage they may claim.
- 3.9.2 The Group, its colleagues and workers must comply with the law and relevant Health & Safety guidance relating to driving for work. All colleagues who drive for work in their own vehicles must:
  - hold a valid driving licence;
  - have insurance cover which is appropriate for the driving carried out on company business;
  - hold a valid MOT certificate for the vehicle (where required);
  - ensure the vehicle is taxed in accordance with the DVLA guidelines for the vehicle;
  - maintain the vehicle in line with manufacturers' guidelines; and
- 3.9.3 All colleagues who drive for work must provide vehicle and driver information to our partner organisation when requested to enable Aster to fulfil its obligation to check vehicles and drivers are safe to be on the road.
- 3.9.4 Colleagues must not use mobile phones to make/answer calls or send/view messages while driving on company business. This does not prohibit the use of navigation aids, as long as they are being used in line with the latest update of the Highway Code.
- 3.9.5 No smoking is permitted in any Aster vehicle at any time. Colleagues must comply with smoke free legislation while in any vehicle used for work purposes, i.e. no smoking is permitted where a vehicle is being used for this purpose and is carrying more than one person.
- 3.9.6 Vehicles must be operated in accordance with the Highway Code and relevant law at all times.

### **3.10 Manual handling**

- 3.10.1 Manual handling operations will be assessed throughout the Group to identify high-risk activities. High risk activities will be eliminated where practicable

by removing the need for the operation or automating or mechanising the operation.

3.10.2 Where high-risk activities cannot be eliminated, a more detailed assessment will be conducted and controls put in place in line with guidance from the HSE.

3.10.3 Sufficient manual handling equipment and training will be provided to colleagues as the need is identified through risk assessment.

3.10.4 The moving and handling of people is a regular task in some settings, which if not done safely, can cause serious injury to service users and colleagues.

3.10.5 Relevant Care Plans and Assessments will be created to identify the most appropriate methods for moving and handling service users with mobility constraints. This will identify:

- specific equipment needed, e.g. hoists, slings, etc;
- use of safety equipment, e.g. bed rails, slide sheets and lap belts, etc;
- number of handlers; and
- techniques to be used.

3.10.6 Lifting equipment will be tested and certificated in line with the Lifting Operations & Lifting Equipment Regulations (LOLER). Hoists and lifting accessories will only be used as instructed by the manufacturers of the equipment.

3.10.7 Colleagues will be provided specialist training for using the hoists and moving and handling persons followed by close supervision to ensure the competence and capability of colleagues prior to being given authorisation.

### **3.11 Work at height**

3.11.1 To ensure the safety of colleagues and others during work at height operations, the Group will ensure:

- a) all work at height is properly planned and organised including suitable risk assessment;
- b) all work at height takes account of weather conditions that could endanger Health & Safety;
- c) those involved in work at height are physically fit for the work, trained and competent;
- d) the place where work at height is done is safe;
- e) equipment used for work at height is appropriately selected, used in accordance with manufacturer's instructions and inspected at the appropriate intervals;
- f) the risks from fragile surfaces are properly assessed and controlled;
- g) the risks from falling objects are properly assessed and controlled; and
- h) all work at height takes account of a specific risk assessment.

### **3.12 Noise**

3.12.1 To protect colleagues and others from hearing damage and to comply with the Control of Noise at Work Regulations, the Group will:

- a) identify noise exposures exceeding a daily dose of 80dB(A);
- b) carry out a suitable and sufficient Risk Assessment identifying the source(s) of noise and people who may be affected;
- c) make hearing protection available for employees and
- d) wherever possible, reduce the noise to as low as reasonably practicable by engineering methods or changes to the process.

3.12.2 If noise exposure levels exceed a daily dose of 85dB (A) the Group will:

- a) ensure the use of hearing protection to any employee exposed;
- b) designate and identify the areas as a "Hearing Protection Zones;" and
- c) restrict access to these areas.

3.12.3 Colleagues will be informed of risks from exposure to noise, the current limits under the Regulations, the results of any measurements taken and the availability and provision of hearing protection.

3.12.4 The Group will ensure that noise exposure at the ear does not exceed 87dB(A).

### **3.13 Vibration**

3.13.1 The Group recognises that certain operations may give rise to vibration exposure. The Group will protect colleagues and meet the requirements of the Control of Vibration at Work Regulations by:

- a) assessing the vibration risk to colleagues;
- b) identifying where exposure is likely to be above the daily exposure action value (EAV) and where relevant, introducing a programme of controls to eliminate the risk or reduce exposure to a level as low as reasonably practicable;
- c) ensuring the legal limits for vibration exposure are not exceeded; and
- d) providing information and training to employees on health risks and actions taken to control the risks.

### **3.14 Work equipment**

3.14.1 The Group will ensure that work equipment is suitable for its intended use and the conditions in which it is to be used. All work equipment must meet any relevant standards.

3.14.2 Specific dangers arising from use of work equipment will be identified and controlled.

3.14.3 Work equipment must be inspected and maintained in accordance with manufacturer's instructions and records will be kept where necessary. Any equipment identified as faulty must be taken out of use immediately and reported to line management.

3.14.4 Users of work equipment and those who maintain it must be competent. Specific competence requirements will be identified in the relevant risk assessments.

### **3.15 Lone working**

3.15.1 For the purpose of this Policy, lone working is defined as such when a colleague is on their own carrying out work in the community, in the office or travelling between work locations on company business. This may involve remote working, where colleagues aren't 'alone' but are without direct support from colleagues.

3.15.2 The Group will ensure that colleagues are protected, so far as is reasonably practicable, from the risks associated with lone working by:

- a) identifying lone workers, assessing the risks and taking steps to avoid or control them where necessary;
- b) ensuring colleagues are adequately trained and are aware of the issues surrounding lone working;
- c) identifying anyone who is at increased risk through lone working such as young persons, new colleagues and those with health conditions, which would require additional safety arrangements;
- d) ensuring the use of lone working devices as appropriate to protect lone workers;
- e) monitoring the effectiveness of lone working controls via operational management; and
- f) developing operational lone working procedures which are clear and communicated to colleagues.

### **3.16 Young persons**

3.16.1 Young persons are defined as someone who is over the age of 16 but has not yet reached the age of 18.

3.16.2 Due to of their lack of experience, maturity and awareness, it is essential that they are supervised at all times until they gain the required experience, maturity and awareness of the risks.

3.16.3 Any young person will be provided with all the information, instruction, training and supervision they require. They will also be provided with a mentor (responsible employee), who has accepted the responsibility of overseeing the young person.

3.16.4 Young persons will be protected from:

- carrying out work that is beyond their mental and physical capability;
- being exposed to substances that are toxic or carcinogenic;
- carrying out tasks that can involve risks which are beyond their recognition;
- being exposed to extremes of heat, cold, noise and vibration.

3.16.5 Leaders must ensure a young person's risk assessment is conducted for any young persons in their areas of responsibility.

### **3.17 New or expectant mothers**

- 3.17.1 Risks to pregnant colleagues and their unborn child will be managed on an individual basis. Where risks cannot be reduced to an acceptable level, consideration will be given to providing alternative work or standing them down on full pay by mutual agreement.
- 3.17.2 Leaders will carry out a pregnancy risk assessment with the colleague as soon as is practicable following notification of a pregnancy and review it regularly throughout and following the pregnancy. Controls will be introduced in line with HSE guidance.

### **3.18 Consultation with colleagues**

- 3.18.1 Colleagues will be consulted over matters which effect their Health & Safety, leaders must ensure they listen to safety concerns raised by their teams and take action where appropriate.
- 3.18.2 The Colleague Council members are elected as the Representatives of Employee Safety as required under the Health & Safety (Consultation with Employees) Regulations. All colleagues are entitled to raise health and safety issues or suggestions with their representative. The Colleague Council will have direct access to senior management to bring any colleague concerns or suggestions to their attention.
- 3.18.3 Where a safety concern has been raised by a Health and Safety Representative, a response will be provided within a reasonable timescale setting out the action taken or the reasons no action is required.
- 3.18.4 The Group will promote the involvement of workers to ensure decisions will develop and improve safety management systems. This includes but is not limited to incident investigations, risk assessments, improving procedures, monitoring activities, meetings and surveys.

### **3.19 Display screen equipment (DSE)**

- 3.19.1 DSE users are defined as those who use display screen equipment for more than one hour continuously during their working day on a regular basis.
- 3.19.2 All DSE users must complete a self-assessment for their workstation. If this process identifies any problems, a review/assessment will be conducted by the Health & Safety or Facilities Team.
- 3.19.3 Workstations and other equipment used must be provided and set up in line with current HSE guidance.
- 3.19.4 Workstations used by home workers are subject to the same requirements as those provided in corporate premises.
- 3.19.5 Where the Health & Safety or People Teams deem necessary, a referral will be made to the Group's Occupational Health provider for an in-depth assessment by a specialist.
- 3.19.6 The Group will arrange for the provision of free eyesight tests for DSE Users and contribute to the cost of glasses specifically used for DSE.

### **3.20 Risk assessment**

- 3.20.1 The Group recognises the importance of risk assessment in the Health & Safety management process.
- 3.20.2 All activities carried out by, or on behalf of, the Group must be subject to a suitable and sufficient assessment of the risks involved. Controls will be introduced in line with current guidance and best practice.
- 3.20.3 Risk assessments will be conducted in line with the relevant procedure and will be reviewed and kept up-to-date as needed.
- 3.20.4 The significant findings of risk assessments will be recorded and drawn to the attention of colleagues and other relevant stakeholders.
- 3.20.5 Leaders must ensure that suitable and sufficient risk assessments are undertaken for activities within their areas of responsibility and seek assistance from the Health & Safety Team as required.
- 3.20.6 Risk assessments must ensure adequate protection of customers, colleagues, visitors, contractors and anyone else potentially put at risk by the Group's activities.
- 3.20.7 Where a risk assessment identifies the need, a procedure and/or safe system of work will be developed in order to manage a specific risk.
- 3.20.8 All risk assessments and safe systems of work will be regularly reviewed at suitable intervals or when something changes, and ensure that records are retained for auditing purposes.

### **3.21 Smoking**

- 3.21.1 Chapter 28 of the Health Act makes provision for the prohibition of smoking in certain premises, places and vehicles and, therefore, colleagues must not smoke within the Group's properties. This includes on fire escapes, outside doors, in community rooms and in vehicles (see driving for work section). This also applies where cigarette smoke can enter the building through a window.
- 3.21.1 For the avoidance of any doubt, the Group has deemed that this also applies to electronic cigarettes and vaping devices.

### **3.22 Alcohol & Drugs**

- 3.22.1 Colleagues are not be permitted to carry out work whilst under the influence of alcohol or drugs. This includes prescription drugs where medical advice or use instructions advise against it.
- 3.22.2 This policy does not seek to prohibit the reasonable consumption of alcohol, e.g. during work related social events, evening meals, etc. Colleagues are trusted to act responsibly at all times.

### **3.23 Food Hygiene**

- 3.23.1 Aster Group will comply with all relevant food hygiene and safety regulations which apply to our activities.

- 3.23.2 We will provide training to colleagues involved in food handling, ensuring compliant food hygiene practices.
- 3.23.3 All colleagues will maintain high standards of personal hygiene.
- 3.23.4 We will store and handle food in accordance with food hygiene standards and prevent contamination.
- 3.23.5 We will ensure that any food ingredients will be traceable and ensure the principles of labelling of foods to include date of preparation and ingredients.
- 3.23.6 We will maintain clean and sanitised food preparation areas, equipment, and utensils.
- 3.23.7 We will implement measures to prevent pests from entering the premises and contaminating food.
- 3.23.8 We will ensure that accurate records are kept of food temperature and cleaning schedules, and this will be accessible for inspection.
- 3.23.9 All colleagues will ensure they follow the food hygiene procedure at all times whilst engaged in preparing, serving or handling food products which come under its arrangements.

#### **3.24 Customer/Property Safety**

- 3.24.1 The safety of customers in their homes is of utmost importance to Aster Group, in order to achieve the best possible safety standard, dedicated competent persons are in place to manage property safety. Due to the complexities involved in property compliance/safety activities, this will be achieved through the implementation of additional supporting policies, as set out in section 4 of this policy document along with procedural documentation where necessary.

## **4 Related Policies and Procedures**

- 4.1 Each of the entities which make up the Group employing five or more people will prepare a policy statement of intent. The arrangements contained in the Group Policy will be regarded as the minimum standard required.
- 4.2 Due to the complexity involved, separate supporting policy documents will be in place for:
- a) Fire Safety Management;
  - b) Asbestos;
  - c) Control and Management of Water Services;
  - d) Lifts and Lifting Equipment;
  - e) Gas Safety;
  - f) Electrical Safety;



- g) Construction (Design and Management);
  - h) Mechanical & Electrical; and
  - i) Smoke & Carbon Monoxide Detection.
  - j) Mandatory Occurrence Reporting
- 4.3 These supporting policies are authored separately and are approved by the relevant leadership team or OSAP as appropriate following consultation with, and input from, stakeholders within the business.
- 4.4 This document contains the Health & Safety Policy of Aster Group Ltd and is supported by procedures where required. Detailed procedures are developed for each of the topics introduced in the arrangements section of the Policy document as well as other topics where detailed arrangements are required.

5 Governance			
Effective From:	10/06/2025	Expires:	09/06/2026
Policy Owner:	Chief Of Staff		
Policy Author:	Health & Safety Director		
Approved by:	<i>Aster Group Ltd Board</i>		
Delegation Matrix Reference:	R059	Version Number:	v4.2