

Health and safety policy

THIS IS THE STATEMENT OF GENERAL POLICY AND ARRANGEMENTS FOR:

OVERALL AND FINAL RESPONSIBILITY FOR HEALTH AND SAFETY IS THAT OF:

DAY-TO-DAY RESPONSIBILITY FOR ENSURING THIS POLICY IS PUT INTO PRACTICE IS DELEGATED TO:

SCOTTISH VETERANS RESIDENCES (SVR)

Chief Executive SVR
thro' Property Services Manager

Residence Managers – Bellrock Close, Rosendael, Whitefoord House

Statement of general policy	Responsibility of	Action / Arrangements
To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities	Property Services Mgr thro' Residence Mgrs	Actions to be taken in accordance with the risk assessment detailed below. Any notable activities with inherent risk that are not covered by the risk assessment should be identified to the Property Services Manager so that they can, if necessary, be added to the document.
To provide adequate training to ensure employees are competent to do their work	Residence Mgrs/Property Services Manager	Training needs for specific roles have been identified by the Residence Manager and are part of a formalised training plan.
To engage and consult with employees on day-to-day health and safety conditions and provide advice and supervision on occupational health	Residence Mgrs	Residence Manager should respond to health and safety observations brought to their attention by service users, visitors, staff and contractors and should seek guidance from the Property Services Manager if required.
To implement emergency procedures - evacuation in case of fire or other significant incident.	Residence Mgrs	Residence Managers must instruct relevant staff on the actions to be taken in the event of an emergency and evacuation procedures.
To maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage / use of substances	Property Services Mgr	Contracts are in place from Head Office for legionella control, landscape maintenance and lift maintenance. Site specific contracts are in place for gas, electrical, catering and fire system maintenance.

Health and safety law poster is to be displayed:	Residence Mgrs		
Location of First-aid boxes are to be displayed: Accidents and ill health at work reported under RIDDOR: (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) http://www.hse.gov.uk/riddor	Residence Mgrs		
Signed:	Chief Executive	Date:	1 st October 2019
Subject to review, monitoring and revision by:	Property Services Manager	Every:	12 months or sooner if work activity changes

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<p>Fire</p>	<p>Employees, contractors, residents and public may suffer serious, possibly fatal, injuries from smoke inhalation, burns, structural collapse.</p>	<p>Each residence has a Record of Fire Safety Risk Assessment. Each Residence also has a fire log book with specific tasks for SVR staff and specialist contractors.</p> <p>Each Residence has a fully hard wired alarm system which connects direct to the fire service.</p> <p>Call points, emergency lighting and (where fitted) automatic door release mechanisms in Residences are tested weekly by SVR staff. The fire alarm system (panel, detection and sounders), emergency lighting and extinguishers are maintained/serviced by specialist contractors.</p> <p>Representatives from the local fire authority visit the Residences whether responding to activations or as part of licensing. Recommendations from Fire Officers are implemented.</p> <p>Staff undertake annual fire training. Site Management and Support Wardens undertake additional fire training. Residents take part in evacuation drills both planned and whenever there is a false alarm. Residents within the HMOs must be capable of evacuating the building on their own</p> <p>Residents in Bellrock Close may have a PEEP for health reasons as the flats contains 30 flats which are either wheelchair ready or accessible flats. To counter this risk the site has a full sprinkler system, Redcare and formalise refuge areas should the resident with a PEEP need to leave their flat to a point of safety. Smoking is permitted in resident's bedrooms/flats. Smoking is not permitted in any other part of the building. Bedsits with hobs are fitted with heat detection and fire blankets.</p>	<p>Annual Fire Training of All Staff</p>	<p>Residence Manager/Property Services Manager</p>	<p>Annually</p>	<p>On-going</p>

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		<p>All flats/houses have hard wired smoke/heat detection with battery backup.</p> <p>Storage of combustible materials such as beds, furniture and stationary is kept to a minimum and in locked storage areas.</p>				

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Arson	Employees, contractors, residents and public may suffer serious, possibly fatal injuries from explosion, fire or being overcome by carbon monoxide.	<p>The fire alarm systems and fire fighting apparatus are checked and maintained to a high standard by professional, specialist contractors.</p> <p>Each site has a 24 hour a day staff presence to react quickly to any incident.</p> <p>Residents are assessed at initial assessment prior to being offered occupancy. They are asked "Have you ever committed arson?" Those who answer yes are denied the service.</p>	<p>No</p> <p>No</p>	<p>N/A</p> <p>Residence Managers</p>	<p>N/A</p> <p>Ongoing</p>	<p>N/A</p>

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Hot Works	Employees, contractors, residents and public may suffer serious, possibly fatal injuries from explosion, fire or being overcome by carbon monoxide.	<p>Residence Managers/Property Manager will ask maintenance contractors coming to site whether any proposed maintenance works involve hot works (flames).</p> <p>Any contractor planning to carry out any hot works needs to complete the SVR hot works permit and submit this to the Property Services Manager for approval before commencing the work.</p>	<p>Yes – Residence Managers to instruct reception staff to ask maintenance contractors before they start their work whether their task involves hot works.</p> <p>Yes – Residence Managers to ensure that reception staff are aware of the hot works permit and that it must be completed and approved by Property Services Manager before such work commences.</p> <p>The Planned Maintenance Contractors are required to evaluate their works before commencing and undertake a risk assessment, method statement and complete a hot works permit before they commence but other smaller contractors may not be aware of this requirement.</p> <p>It is planned that the question 'Does your task require a hot works permit if so complete the site hot works permit and get authority from the Property Services Manager before commencing' will be added to the booking in system.</p>	<p>Residence Managers Property Mgr</p> <p>Property Services Manager</p> <p>Property Services Manager</p>	<p>Ongoing</p> <p>Ongoing</p>	

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<p>Gas</p>	<p>Employees, contractors, residents and public may suffer serious, possibly fatal injuries from explosion, fire or being overcome by carbon monoxide.</p>	<p>If you suspect a gas leak evacuate the property immediately and call 0800 111999.</p> <p>Only Gas Safe registered contractors are permitted to service, inspect and repair SVR gas appliances.</p> <p>Gas boilers in the Residences are serviced at 6 monthly intervals and Gas Installation Safety Report produced for each boiler room.</p> <p>Domestic boilers and gas appliances in SVR houses/flats are serviced annually. Landlord's/Homeowners Gas Safety Records produced.</p> <p>All safety items identified in the safety reports/records are corrected.</p> <p>Commercial boiler rooms in the Residences are fitted with gas detection and automatic shut off.</p> <p>Domestic properties with gas appliances have carbon monoxide alarms.</p> <p>Specialist contractors are employed to service the catering equipment in the Residences. Residence kitchens are fitted with emergency buttons to allow staff to switch off the gas supplies in an emergency.</p> <p>Gas cut off detection and carbon monoxide detectors are fitted in the relevant kitchens and boiler rooms in the HMOs and flats as required.</p>	<p>No</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

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Electrics	Maintenance staff/residents and visitors may suffer shock and burns injuries from faulty electrical equipment or installation	<p>Only NICEIC enrolled contractors are permitted to service, inspect and repair the electrics in SVR Residences, houses and flats.</p> <p>Fixed installations are inspected on a 3 yearly basis to ensure continued compliance with BS7671 – requirements for electrical installations.</p> <p>Fixed installations in houses and flats are inspected every 5 years.</p> <p>Portable appliance testing is carried out annually on all equipment in the Residence - including the residents' personal electrical items.</p> <p>The Maintenance Officer/staff only undertakes basic items such as replacing light bulbs and only after having ensured that the electricity supply to the light is switched off.</p> <p>Cable trackers must be used before pictures, mirrors etc are attached to walls.</p>	No	N/A	N/A	N/A

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<p>Legionella</p>	<p>Staff, contractors and residents who use common hot and cold water supply particularly vulnerable people, such as the elderly.</p> <p>Water systems within flats, not connected to hot and cold systems, are responsibility of individual tenants.</p>	<p>A detailed Legionella Risk Assessment has been carried out for each Residence and is reviewed at least annually with our specialist contractor.</p> <p>The Risk Assessment identified all hot and cold water services and supplies on the site with schematics showing the connections.</p> <p>Maintenance staff carry out weekly flushing of infrequently used outlets, monthly temperature checks of hot water cylinders/calorifiers and outlets and quarterly cleaning of all shower heads and hoses (where removable).</p> <p>A specialist contractor is employed to inspect and when necessary clean the hot water cylinders, calorifiers and cold water storage tanks. The contractor chemically treats the cold water storage tanks and showers 6 monthly.</p> <p>Samples are taken from the cold water storage tanks on a 6 monthly basis and from a rolling sample of showers on a quarterly basis to monitor bacteria levels. Any remedial action required as a result of laboratory results in undertaken.</p> <p>All legionella tasks are scheduled and recorded on the online database.</p> <p>The Property Service Manager and Maintenance Officer undertake regular training in Legionella Awareness.</p>	<p>Continue to carry out tasks iaw legionella risk assessment and online database.</p>	<p>Prop Svcs Mgr</p>	<p>Ongoing</p>	<p>Ongoing</p>

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Working at height	Maintenance Officers or contractors. Serious injury or even fatality if someone fell from height.	<p>Only the Maintenance Officer (where relevant) is permitted to carry out any working at height. Working at height involves the chance of falling from one level to another and so one step up a ladder is working at height.</p> <p>The Maintenance Officer is to inspect site ladders on at least an annual basis and report any defective ladders to the Residence Manager.</p> <p>Working at height is to be kept to a minimum and all options for working from the ground should be considered.</p> <p>All high risk activities such as external window cleaning, high level decoration, gutter clearing, roof repairs etc are carried out by specialist contractors who have the appropriate qualifications, risk assessments, method statements and insurances for such work.</p> <p>Fixing bolts are checked and certified annually for the windows at Whitefoord House.</p>	Yes – Maintenance staff need to undertake Ladder Training and refresh this	Maintenance Officer	Renewed 3 yearly	

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<p>Slips, trips and falls on the level</p>	<p>Employees, contractors, residents and others might suffer sprains, fractures.</p> <p>Kitchen/food service staff and customers may be injured if they trip over objects or slip on spillages</p>	<p>Good lighting in all areas. Removing any trailing cables or obstruction in walkways. Steps and changes in poorly illuminated areas should be highlighted.</p> <p>The condition of floors, stairways and paths are checked regularly by site staff. Any areas reported as requiring repair are dealt with swiftly including faulty equipment.</p> <p>A 'Clear up as you go' policy is adopted and enforced with all equipment and materials to be cleared away as soon as the job has been completed. Staff clean up spillages (including dry spills) immediately and leave the floors as dry as possible.</p> <p>Warning signs for wet floors and other hazards are displayed when appropriate. External areas in need of repair are coned off, if necessary. Doormats are placed at entrance doors to reduce the likelihood of wet floors and are checked regularly. Floors not to be overly polished.</p> <p>Staff are advised to wear sensible work shoes with good grip.</p> <p>Arrangements are in place to grit the site and clear the paths and roads of snow during adverse weather. An automated system is currently in place for our contractors to grit the sites whenever severe frost or snow is expected. The site management also have their own grit supplies and can call upon the services of the landscaping contractors if required.</p>	<p>No</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

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Hazardous substances	<p>Staff, residents and visitors risk getting skin problems such as dermatitis, and eye damage, from direct contact with bleach and other cleaning chemicals, eg solvents and detergents.</p> <p>Prolonged contact with water, particularly in combination with detergents, can cause skin damage.</p> <p>Vapour may cause breathing problems.</p>	<p>Appropriate PPE provided and staff trained in their use.</p> <p>Relevant staff trained in the risks, use and storage of cleaning chemicals and wear personal protective equipment as instructed.</p> <p>All containers clearly labelled.</p> <p>Cleaning 'chemicals' marked irritant' substituted, where possible, for milder alternatives.</p> <p>Cleaning machines designed to minimise handling of cleaning chemicals.</p> <p>COSHH Assessments for all hazardous substances. Data sheets displayed where available.</p> <p>Hazardous substances stored kept to a minimum on site and stored in locked cleaners cupboards/stores.</p> <p>Dishwasher used instead of washing up by hand.</p>	No	N/A	N/A	N/A

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<p>Hazardous substances Asbestos Containing materials (ACMs)</p>	<p>Employees, contractors, residents and others might be exposed to asbestos which could lead to asbestosis.</p>	<p>Type 2 asbestos reports have been carried out for Rosendael & Whitefoord House. All asbestos identified in the reports was removed. Bellrock Close is a new build with no asbestos.</p> <p>Contractors carrying out construction works are advised that all asbestos identified in the type 2 asbestos reports was removed.</p> <p>Contractors advised to remain vigilant and report any substances that they consider could contain asbestos prior to commencing work. The age of the buildings and the relatively recent refurbishment mean that there is relatively low risk of discovering any further asbestos.</p>	<p>Property Services Manager to continue to advise contractors carrying out construction work of the outcome of the Type 2 report but the need to remain vigilant and seek advice prior to commencing work if there is any suspicion of asbestos being present. Planned Maintenance Contractors have a copy of the latest asbestos risk register reports on file as does the architect and CDM adviser.</p>	<p>Property Services Manager</p>	<p>On-going</p>	<p>On-going</p>

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<p>Diseases</p>	<p>All staff, residents and others may come into contact with individuals, surfaces or objects and may become infected.</p> <p>Staff and residents could be exposed to health risks from pests.</p>	<p>All staff instructed in good hygiene practice to reduce the risk of infection.</p> <p>Support and Domestic staff are advised of appropriate safety measures including PPE.</p> <p>Hand gels are provided in the dining area along with posters reminding residents to clean their hands.</p> <p>If Residence Managers become aware of residents/staff with infectious diseases they are to consult with public health/NHS and take appropriate measures to safeguard all those on site. .</p> <p>Specialist pest-control contractor manages rodent traps, fly and insect control at Residences with traps placed at appropriate locations.</p> <p>The bins in the stores have lids and are a good distance from the kitchens thus minimising attraction to rodents.</p>	<p>No</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

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<p>Waste management, sharps etc</p>	<p>Staff and residents could get health risks from pest and infection risk from sharps, used syringes etc.</p>	<p>No known problem with contaminated sharps, but support maintenance and domestic staff advised to remain alert to the possibility of coming across sharps.</p> <p>Individuals are required to empty their own rubbish thus reducing the risk of contact with sharps.</p> <p>Specialist contractors should be used where biohazards are suspected in a room.</p> <p>Skips provided on site for disposal of large items of furniture etc. Skips removed from site when full,</p> <p>No hazardous waste to be disposed of through general waste.</p>	<p>Remind staff of the need to be observant for sharps and the requirement to report such findings to the Management for further action.</p> <p>Staff are to be trained on how to safely dispose of sharps and the action to be taken in the event of a sharp injury. A training package has been provided by the Property Services Manager along with a complete sharps disposal kit with instructions.</p> <p>Residents are to be reminded of the requirement to dispose of their sharps in sharp bins and ensure safe disposal and renewal of bins.</p> <p>Yes – Staff on site are to alert senior staff to any discoveries of sharps or rooms that are considered to present a risk due to their hygienic staff so a decision can be taken as to whether the cleaning/clearance should be passed to a specialist contractor.</p>	<p>Residence Manager/Property Services Manager</p> <p>Residence Manager</p>	<p>Ongoing</p>	

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Manual handling	Staff and residents receiving back, neck and limb injuries from lifting heavy loads, eg refuse items for disposal, deliveries of cleaning materials etc.	<p>All staff likely to do significant lifting as part of their job must undertake manual handling training.</p> <p>The training teaches the staff to carry out on the spot assessments considering the task, the load, the working environment and the individual.</p> <p>The Residence Managers/Property Services Manager should identify any tasks likely to involve significant loads. Wherever possible trolleys should be used for transporting heavy loads. When trolleys are unsuitable the load should be divided to reduce the weight and/or additional personnel be called upon to assist with moving the item.</p> <p>In the kitchens:</p> <p>Ingredients should be bought in package sizes light enough for easy handling. Commonly used items and heavy stock stored on shelves at waist height. Sinks and surfaces are at good height to avoid stooping.</p>	Residence Managers/Property Services Manager to arrange manual handling training for their staff.	Residence Managers/Property Services Manager	Ongoing	

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<p>Lone Working and Violent or Threatening Behaviour</p>	<p>Staff, residents, tenants and visitors may suffer assaults, threats and abuse from residents, visitors and trespassers.</p> <p>Lone workers may also find themselves injured and unable to move e.g if they were to fall down stairs.</p>	<p>All SVR site staff received training in dealing with aggressive behaviour and de-escalation techniques.</p> <p>Duty staff have mobile and landlines from which to summon help if the situation allows or lone worker devices that discretely connect to a 24/7 monitored service that will call the emergency services to attend incidents – as appropriate. Lone workers have Identicom protection devices which are monitored 24 hours a day by Reliance who will contact emergency services if appropriate.</p> <p>There is good, although not comprehensive, CCTV coverage on the sites and appropriate warning located around the Residences to deter offending.</p> <p>Potential residents are interviewed and assessed prior to offering accommodation. All non-residents are required to sign in and out.</p> <p>SVR operates a zero tolerance policy and any resident/tenant who acts in a violent or threatening manner is in breach of their occupancy/tenancy and could face losing their accommodation. All complaints about violent and threatening behaviour are passed to the Management for action.</p> <p>SVR has a good liaison with the local police forces.</p> <p>Support Wardens at all sites contact each other at 2100hrs, midnight, 0300hrs and 0600hrs. They will contact the Residence Managers if these calls go unanswered.</p>	<p>Residence Managers to ensure that site staff have received de-escalation training.</p> <p>Residence Managers to instruct that lone workers are to wear the Identicom units provided.</p>	<p>Residence Managers</p>	<p>Ongoing</p>	<p>N/A</p>

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<p>Lifts</p>	<p>Residents, staff and public may suffer serious, possibly fatal, injuries from serious lift failure.</p>	<p>Lifts at the Residences have been inspected by a Lift Consultant and are in good condition.</p> <p>Lift maintenance contracts are in place for each Residence.</p> <p>Every 2 months inspections and servicing of the lifts are carried out by the contractor in accordance with the terms and conditions of the contract and include for undertaking SAFed LG1 Annual Equivalent certified tests and examinations for each lift installation.</p> <p>Each lift has an alarm that allows an individual in the lift to talk to reception in the event of the lift failing to open. The Kyd lift does not have an audio but is directly beside the manned reception.</p> <p>The contractor is required to respond to a general call out within 120 minutes and an emergency within 60 minutes.</p> <p>The performance of the contractor is monitored by audits carried out by the Lift Consultant. The lifts are also inspected on a 6 monthly basis by our insurance providers.</p>	<p>Staff to report any faults to contractor</p>	<p>Duty Staff</p>	<p>Ongoing</p>	<p>N/A</p>

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Landscape Maintenance	Employees, contractors, residents and others might be injured from misuse of petrol powered or electrical equipment.	<p>Landscaping contracts are in place at all Residences.</p> <p>The contracts are drawn up and tendered by landscaping consultants. The performance of the contractors is monitored by monthly site visits from a landscaping clerk of works.</p> <p>All issues of health and safety concerning the contractors or the landscaping itself such as overhanging branches, uneven paths etc are identified and addressed by or through the clerk of works and landscaping consultant.</p> <p>There is no requirement for any member of SVR staff, residents or volunteers to operate any petrol powered or electrical machinery in the grounds.</p> <p>The contractor is responsible for the provision, use and storage of all hazardous substances such as fertilisers and weed killers and is not permitted to store such items on SVR property.</p>	No	N/A	N/A	N/A

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<p>Kitchen Hazards</p>	<p>Residents and staff could become seriously ill if food is contaminated.</p> <p>Kitchen staff, food service staff may suffer scalding or burns injuries.</p> <p>Staff involved in food preparation and service could suffer cuts from contact with blades.</p> <p>Frequent hand washing can cause skin damage. Some foods can cause some staff to develop skin allergies.</p> <p>Staff risk serious injury from contact with dangerous/ moving parts on machinery.</p> <p>Staff may suffer serious/fatal injury from explosion.</p>	<p>All chefs have Intermediate Food Hygiene Certification and Assistants have basic Food Hygiene Certification. Systems are in place for food and equipment temperature monitoring and cleaning as well as storage.</p> <p>The kitchens are routinely inspected by Environmental Health and any observations or recommendations implemented. The kitchens and staff are audited twice a year by a professional catering consultant and a report with recommendations and actions requiring attention is passed to the Residence Manager for completion with the catering staff.</p> <p>Staff trained in risks of hot oils and release of steam plus procedure for emptying/cleaning fryers. Heat resistant gloves/cloths/aprons provided.</p> <p>Staff trained to handle and store knives. First aid box provided and nominated first aider always on site when kitchens in operation.</p> <p>Where possible and sensible, staff use tools (cutlery, tongs scoops etc) to handle food rather than hands. Food grade, single-use, non-latex gloves are used for tasks that can cause skin problems, eg salad washing, vegetable peeling and fish filleting. Where handling cannot be avoided hands are rinsed promptly after finishing the task.</p> <p>Staff trained in cleaning, assembly and operating procedures. All dangerous parts to machinery suitably guarded with automatic cut off if guards off or incorrectly fitted.</p> <p>Staff trained to spot and report any defective machinery. All industrial catering equipment and</p>	<p>Confirm qualifications. Suitability of staff for catering positions can always be referred to the Catering Consultant where there is any uncertainty.</p>	<p>Residence Managers</p>	<p>Ongoing</p>	

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	Kitchen staff may suffer ill health when they overheat in hot working conditions.	safety critical repairs are carried out by specialist contractor. Fans and extractors provided to control air temperature. Staff encouraged to take rest breaks in cooler conditions when required.				

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Laundry Machinery	Laundry staff could be injured or killed if electrical equipment is faulty or driers catch fire. Laundry staff could be burnt by steam irons. Laundry staff could have skin reactions from washing powders and detergents.	All electrical equipment is tested as part of the annual Portable Appliance Testing and fixed installation inspections. The washers and driers are on a circuit that is protected by Residual Current Devices. Staff are instructed to regularly clean filters and remove fluff from driers. Laundries have appropriate fire detection. Residents have access to laundry areas for their personal clothing. Both laundries have domestic irons and therefore do not have any significant risk from steam. Staff are advised to report any health issues such as skin irritations. However, materials that are used are domestic in nature and low risk.	No	N/A	N/A	N/A

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Maintenance Officer Tools	Maintenance Officer could be injured if the equipment is faulty or used	<p>All electrical equipment is tested as part of the annual Portable Appliance Testing. The Maintenance Officer has also received PAT training.</p> <p>The Maintenance Officers are experienced tradesman and operate all of the equipment in accordance with manufacturer instructions.</p> <p>The Maintenance Officer works closely with the Property Services Manager. All medium and high risk repair work is passed to specialist contractors who have the appropriate qualifications, risk assessments, method statements and insurances for such work.</p> <p>The Maintenance Officer discusses all work items with notable risk factors with the Property Services Manager to ensure that suitable safeguards or suitably qualified contractors are in place.</p> <p>The Maintenance Officer is instructed in the use of the cable tracer and joist finders before hanging items on walls.</p>	No	N/A	N/A	N/A