

Water Hygiene Safety Policy

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| Version Number | 1 |
| Revision Date | May 2023 |
| Department | Asset Management |
| Author | Repairs and Customer Safety Manager |
| Reason for Policy Creation/Revision | Reviewed as part of the Customer Safety Improvement Project |
| Data Protection | As a result of the procedure data on our customers is shared with 3 rd parties out with Hanover. Our Data Sharing Agreement Procedure covers us for this |
| Equalities | We have considered any equalities impact and consider there to be none |
| Sustainability | No impact |
| Proof Read By | Head of Asset Management |
| Date Approved | 17/05/2023 |
| Approved By | SMT/ELT |
| Next Review Due | May 2026 |
| Audience – Training and Awareness Approach | Policy will be circulated to all relevant staff to ensure awareness of the content |
| Effective Date | 22/05/2023 |
| Internal References – Policies & Procedures (Located on The Hub) | Water Hygiene Safety Procedure |
| External References | As detailed below in Section 3 |

WATER HYGIENE SAFETY POLICY

1. POLICY PURPOSE

- 1.1 This policy sets out how Hanover meets all legal and regulatory obligations and to ensure best practice is followed in relation to water hygiene safety.

2. POLICY SCOPE, EXPLANATIONS OR REQUIREMENTS

- 2.1 Hanover is one of Scotland's leading housing associations, providing homes to over 4,600 customers across Scotland. We are also responsible for a number of properties used to provide a range of support services.
- 2.2 All Hanover properties will have supplied potable (drinking) water and may also have different types of pipework configurations and systems which carry, heat, store or move hot and cold water. We are responsible for assessing the risk and ensuring that suitable water hygiene measures are in place to prevent risks to the health, safety and the wellbeing of our customers, members of the public and employees.
- 2.3 This policy specifically applies to risks associated with water hygiene, the risks from Legionella and from scalding.
- 2.4 This policy applies to buildings owned by Hanover and where Hanover are the factor and owners have agreed for the service.
- 2.5 This policy is supported by detailed procedures and processes which should be read in conjunction with this policy.

3. LEGISLATION, REGULATIONS & GUIDANCE

- 3.1 In terms of water hygiene responsibilities, this policy and our Water Hygiene Safety Procedure comply with the wide range of legal and guidance requirements which are listed as follows:
- The Health and Safety at Work etc. Act 1974
 - The Management of Health and Safety at Work Regulations 1999
 - Housing Scotland Act 2006
 - The Tolerable Standard (under the Housing (Scotland) Act 2006)
 - The Control of Substances Hazardous to Health Regulations 2002 (COSHH)
 - The Approved Code of Practice (ACOP) Legionnaires' Disease: The Control of Legionella Bacteria in Water Systems (L8)
 - Water Supply (Water Quality) (Scotland) Regulations 2016
 - The Water Supply (Water Fittings) (Scotland) Byelaws 2014
 - HSG274 – Legionnaires' disease: Technical Guidance Part 2: The control of legionella bacteria in hot and cold-water systems • INDG458 - Legionnaires' disease: A brief guide for duty holders
 - BS 8580-1:2019 Water Quality – Risk assessments for legionella control. Code of practice
 - Right to Repair Regulations (under the Housing (Scotland) Act 2006)
 - Building Standards (Scotland) Regulations 2014

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- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR 2013)
- The Workplace (Health, Safety & Welfare) Regulations 1992
- Construction, (Design and Management) Regulations 2015
- Scottish Health Technical Memorandum 04-01

4. POLICY OBJECTIVES

- 4.1 The aims of this policy are to keep the general public, customers, and employees safe from danger and ensure that we fulfil our legal and regulatory obligations relating to water hygiene safety.
- 4.2 To meet all legal and regulatory obligations and to ensure best practice is followed in relation to water hygiene safety, we will ensure we carry out suitable and sufficient risk assessments and where hazards are identified, mitigate or eliminate those hazards, where this cannot be achieved, we will implement a written scheme of control to manage the risks.
- 4.3 Full details of how we will meet these obligations are set out in the overarching Water Hygiene Safety Procedure.

5. EMPLOYEE RESPONSIBILITY

- 5.1 Day-to-day responsibility for the operation and monitoring of our Water Safety Hygiene procedures and processes lies with the Repairs and Customer Safety Manager (R & CS Manager). The R & CS Manager is the internal 'responsible person.' In liaison with the Head of Asset Management develops and implement policies, procedures and safe working practices when necessary to enable us to meet our obligations under all relevant legislation and regulations However, all relevant employees have a responsibility to ensure that the procedures are applied as instructed.
- 5.2 **Individual roles and responsibilities**
- 5.2.1 **Chief Executive** monitors through the Director of Asset Management the implementation and effectiveness of Water Hygiene Safety Policy and Procedures.
- 5.2.2 **Director of Asset Management** monitors the implementation and effectiveness of the Water Hygiene Safety Policy and Procedures on behalf of the Chief Executive and ensures all risks relating to water hygiene are recorded and reported in accordance with our Risk Management Framework.
- 5.2.3 **Head of Asset Management** is responsible for the day-to-day performance of the Water Hygiene function within Hanover.
- 5.3 Full responsibilities are detailed in the Water Hygiene Safety Procedure.

6. EDUCATION & TRAINING

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- 6.1 We will ensure that customers are provided with relevant information regarding water hygiene safety within their building or home as required.
- 6.2 We will deliver relevant training to employees as defined in our Learning and Development Team's training needs analysis.
- 6.3 Further details for education and training for specific roles, responsible for water hygiene safety is set out in the overarching Water Hygiene Safety Procedure.

7. CONTRACTOR PROCUREMENT & MANAGEMENT

- 7.1 Contractors will not be engaged unless they are able to demonstrate competence in water safety hygiene by providing evidence of experience in this type of work, relevant references and that no enforcement or legal action has been taken against them with regard to non-compliance.
- 7.2 Contractors must also be able to demonstrate an understanding of relevant regulations within the Health and Safety section of the Invitation to Tender stage of procurement.
- 7.3 Suitable evidence and assurance will be obtained by the Customer Safety Team to demonstrate work has been completed to the required standard and to confirm compliance with our statutory obligations.

8. DATA PROTECTION

- 8.1 All data gathered, held and used regarding our customers can be shared with 3rd parties working with Hanover, using our Data Sharing Agreement Procedure covers us for this. This conforms to our Data Protection Policy and Procedure and our Customer Privacy Policy.

9. MONITORING, PERFORMANCE MEASUREMENT AND REPORTING

- 9.1 Our performance with regard to domestic and communal water safety hygiene (compliance with all relevant legislation, ACoPs and guidance), will be reported as required through our established Performance Management Framework.

10. REVIEW

- 10.1 This Policy will be reviewed every 3 years or earlier as required.