

One Port Street

Residents Management Strategy

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1. MANAGING DIRECTORS' HEALTH AND SAFETY POLICY STATEMENT

The Board of Select Estates believes that the health and safety of our staff, residents, visitors, and anybody else who may be affected by what we do, is one of our highest priorities.

One Port Street (OPS) is committed to the delivery of high-class accommodation whilst at the same time achieving the highest standards of health and safety through the control of risk and continuous improvement.

OPS will aim to achieve these standards by providing and maintaining:

- a working environment without avoidable risk to the health and safety of our staff, residents, contractors, visitors, and the public, and with adequate facilities and arrangements for the welfare of staff at work
- safe methods of working which have been assessed for risks and include appropriate controls.
- the tools, equipment, and other facilities necessary to work safely.
- information, communication, training, and supervision to work safely.

At the same time, The Select Estates Board recognizes all employees have a responsibility for safety, and encourages and expects every employee to:

- take personal responsibility for their own safety and that of their colleagues, residents, and the public.
- co-operate with safety requirements and follow safe methods of work.
- stop work if they consider their safety or that of others to be compromised.
- take action as appropriate to rectify or report safety hazards.

The Directors have overall accountability for health, safety and wellbeing within One Port Street.

Individual Operation and Building Managers within OPS have the responsibility for operational implementation of this policy and associated procedures throughout the residences they are responsible for.

Giles Beswick
Director

2. Introduction & General

- 2.1 This Health and Safety Plan describe the contract specific organization and systems for managing health and safety.
- 2.2 This Plan supplements the company Health and Safety Policy and Procedures Manual, which should be referred to for further detail.
- 2.3 For each managed property, a Property Safety Officer (PSO) shall be appointed, who will usually be the Building Manager
- 2.4 All staff should receive or know where to obtain a copy of the Health and Safety Policy and Guidelines and Employee Handbook.
- 2.5 All new staff must receive induction training on these procedures as well as the Health and Safety policy and guidelines must form part of this training.
- 2.6 The duties and obligations covered in these procedures are measured by the principle of **“so far as is reasonably practicable.”**
- 2.7 Staff must be fully trained and practiced in every work activity and this training needs to be recorded.
- 2.8 There should be a Health and Safety file containing records of Risk Assessments, Safety Certificates for machinery and data sheets for potentially dangerous substances.
- 2.9 Safety inspections and reviews of assessments must be undertaken regularly, and these findings must be recorded with remedial action to be taken and by whom.

3. Emergency Procedures

Contact telephone numbers:

Building Manager

TBC

TBC

Operations Manager

Robert McPhee

07817 092711

Director

Jonathan Vaughan

07773 229288

4. Communications

Meetings regarding Health & Safety will be held every 2 months by the site team, and a group meeting will be held every 6 months in line with our Resident Engagement Strategy.

Key Contact Details:

Police	Main Switchboard: 999 Local: 0161 856 3129
Fire Brigade	Main Switchboard: 999 Local: 0161 736 5866
Ambulance	Main Switchboard: 999 Local: 0345 112 0999
Main PPM Contractor	Renaker Construction - Defects only Dante – PPMS
Lift Engineer	Schindler - 0800 335566
Electricity and Gas Supplier	TBC
Water Supplier	TBC

5. Accreditation

Once called the building will submit its building safety case report in line with the Building Safety Act 2024.

Items will include but are not limited to:

- Resident engagement strategy
- Mandatory Occurrence strategy
- Full building safety case

Once approved this will be implemented fully in line with our health and safety responsibilities.

6. Core Management Principles

OPS' overall objective is to deliver a well-designed building that is professionally managed. We provide a safe, secure home for residents, in an environment that is conducive to socializing, working and integrates into the local community, contributing positively to the local housing in and around Manchester. This provides reassurance to all stakeholders that:

- a. Residents have a safe and well-maintained place to live that is fully staffed 24 hours a day for complete piece of mind and safety and security
- b. Tenancy Agreements are correctly executed and enforced where necessary, we want to work with our residents supportively in any situations that may occur
- c. We have a commitment to developing strong relationships with the local retailers and Community alike

7. General Management Plan

Site description

One Port St. is located on the corner of Port Street and Great Ancoats Street in Manchester City Centre.

The development consists of a part 33, part 11, part 9 and part 7 storey residential building above semi-basement level with associated residents' amenity space including gym, commercial space, swimming pool and car parking. There is also extensive landscaping with private and public spaces.

8. Site Security

Provisions are tailored around the nature, size, and location of each site. At One Port Street we aim to provide visible but unobtrusive staffing, through a combination of CCTV provision, access control and 24-hour operation we manage with our own One Port Street team.

At One Port Street there will be: - Secure entrances which require a fob to gain access to the building thus ensuring that only authorized people are on site. The door entry system will not allow access to be granted to the building from individual flats but will require residents to meet their visitors at the main door. Full colour CCTV is provided, which will cover a range of areas, including as a minimum the entrances, external areas, lifts, office, reception, bin store, common rooms, gym, and cycle store. The CCTV will be linked back to monitoring screens in the back of office.

Building walks of the site are required periodically during the day to help manage the safety and security of the team, tenants and site - checking fire exists, fire panels, fire doors and key spaces within the building. Building walks are logged, and each point is 'checked in' using a Picture and automatically logs within the health and safety app database for compliance. All staff undertake an induction to ensure they are fully aware of One Port Streets procedures and fire management whilst on site.

9. Annual Testing

We employ specialist contractors to carry out the following tests:

- Lift inspection
- Annual full system test for fire alarms, fire door compliance, fire systems, dry or wet risers
- Annual duration tests for emergency lighting
- Water sampling for legionella, including an annual tank inspection and clean.
- CCTV/Security alarm maintenance.
- Automated gates/doors

Records of statutory testing and actions completed are stored within our online safety system and within the onsite Health and Safety filing system.

10. Training

Training will be provided in accordance with the Health and Safety Policy and Fire management Policy as well as general One Port Street procedures and processes. Individual training plans should be maintained within each team members' files on the HR online portal.

Training for individual roles should include as a minimum, the following:

Management and Maintenance

- Fire Warden Training
- Legionella and water treatment training
- Manual handling
- Working at height – ladders
- Understanding risk assessments

- PPE
- COSHH training
- Risk assessments

Day and Night Concierge

- Manual Handling
- DSE (PC Screens)
- Fire Warden Level
- COSHH training
- Food safety
- Risk assessments

House keepers

- Manual Handling
- Lone Working
- COSHH training
- Understanding risk assessments
- PPE

11. Control of Contractors

Prior to arrival or at the latest, on the first visit to the building by a Contractor, the residence team should spend time to familiarize the Contractor on the residence rules and provide them with a copy of the Contractors Code of Conduct.

For whatever activities the Contractor is scheduled to carry out, each Contractor must take responsibility for carrying out a risk assessment and providing a method statement for all activities, undertaken at the residence. A permit to work is required to be filled out and signed by both the contractor and manager before and after completion of works carried out.

All contractors visiting the residence must sign in at the reception desk and should be wearing ID to prove that they are a bona fide contractor when working in the site.

No contractor is permitted to enter a tenants apartment without having prior consent from the student. The contractor should be accompanied by a residence team member whilst doing so where needed.

12. Risk Assessment

Everyone must satisfy themselves that they are aware of potential hazards involved in any task which they are about to undertake and of the appropriate safety precautions.

All activities exposing staff to risk must be assessed, appropriate control measures must be identified and implemented by means of a "Safe Method of Work".

Assessments should be reviewed regularly and when there is reason to believe they are no longer valid, or an accident/incident has occurred. Reviews should also take place when new staff members are trained but also bi-annually or if there is any change to a specific process.

13. COSHH Assessments

All substances should be considered potentially harmful unless there is evidence to the contrary.

All chemicals should, where practical, be obtained from a single supplier (e.g., Aqua Air).

All chemicals and their containers should be examined on a regular basis to ensure that none have deteriorated, that excessive quantities are not being stored and that labels are secure.

A COSHH assessment must be carried out on all products and must consider the risks to health posed by the use of any substance which may be hazardous. The assessment should be attached to the material safety sheet and all staff should be made aware of the assessment's findings.

Control measures could include limiting quantities, reducing periods of exposure, the use of protective clothing as well as a safe means of disposal of any product or residual material.

All staff members will be trained in COSHH. There will be a communal cleaning team who will assist in the cleaning of the communal spaces, offices, pool and gym area.

14. Manual Handling Assessments

All manual handling tasks exposing those involved to risks or harm should be assessed by a suitably competent person before the task commences.

Any reasonably practicable measures which can be taken to reduce the risk should be implemented.

In normal lifting, the back should be kept straight but relaxed and the lift achieved by using the leg muscles. Snatching, twisting, and overreaching must be avoided.

Anyone engaged in manual handling as part of their job should undergo training at an appropriate level.

Those employed in heavy lifting work regularly should wear protective clothing, including safety shoes and wear necessary appropriate gloves.

In team lifting, it should be made clear from the outset who is acting as leader and the lift should be planned carefully before any action is taken.

15. Fire Precautions

Details are contained in the Fire Risk Assessment, Fire Strategy and Fire Plan which are held on site in a file controlled by the Building Manager.

One Port Street prohibits smoking and vaping in all locations. This will be outlined in the tenancy agreement. If there is persistent evidence of smoking inside the flat or building, warnings and fines will be given.

The policy is also stated in the house rules, which are shown upon check-in.

16. Electrical Safety

The Building manager will ensure that an annual PAT testing regime is maintained on all portable appliances that are owned and supplied by One Port Street.

17. PPE

The requirement for PPE should be based on an assessment of the risks posed by an activity. All PPE provided must be worn for the purpose for which it is issued, must be maintained, and stored properly, away from everyday clothing to avoid contamination.

It is recognized that some religions determine a certain mode of dress. Where PPE is required for reasons of Health and Safety, these requirements must be given priority.

Eye Protection must be worn where there is the possibility of eye injury from flying particles, dust, aerosols, vapors, gases, and chemical splashes.

Skin and hand protection must be used for work involving handling very hot or very cold items or substances, or when handling corrosive, toxic, or irritant substances.

Protection of the respiratory system. Anyone working with, or exposed to toxic substances, dusts, fumes, vapors, or aerosols should minimize their exposure by limiting quantities and using local exhaust ventilation as the prime means of protection. Disposable dust masks should only be worn to protect them from non-toxic nuisance dusts.

Safety Shoes with steel toecaps should be worn when regularly handling heavy objects, which if dropped, could injure the feet.

Ear defenders should be worn where background noise levels are of a high decibel nature.

18. First Aid

In compliance with the Health and Safety (First Aid) Regulations One Port Street will provide adequate and appropriate first-aid equipment, facilities, and people so their employees can be given immediate help if they are injured or taken ill at work.

As a minimum, the first aid provision at any residence is:

- a suitably stocked first-aid box.
- An appointed person to take charge of first aid arrangements.
- Information for employees about first aid arrangements.

As a guide, a minimum stock of first-aid items might be:

- A leaflet giving general guidance on first aid.
- 20 individually wrapped sterile plasters of assorted sizes.
- Two sterile eye pads
- Four individually wrapped triangular sterile bandages.
- Six safety pins
- Two large, individually wrapped, sterile, un-medicated wound dressings.
- Six medium-sized, individually wrapped, sterile, un-medicated wound dressings.
- At least 3 pairs of disposable gloves.

There are no hard and fast rules on exact number of appointed persons or first-aiders required, however as a general rule, a workplace with less than 25 employees (all our sites) requires only an appointed person.

19. Accident/Incident Reporting and Investigation

Accidents to One Port Street team, contractors, and third-party users of the premises

All accidents, however small, that happen to staff, contractors, residents, or their visitors must be reported to the appointed person in charge and these accidents must be recorded, firstly, to the correct appointed person and second on the online Health and safety portal to which a safety officer will call to confirm and gather more information.

Accidents/incidents must be reported in the appropriate manner for action to be taken to prevent a repetition or for a claim to be supported for injury benefit.

20. Monitoring and Inspection

All team members are responsible for reporting to the help desk any hazards they observe in the premises and work practices that are in breach of health and safety policy. The manager is responsible for ensuring that corrective action is taken.

In addition, the following recorded monitoring and inspection arrangements will be followed.

Item	Type of monitoring	Monitoring by	Frequency
Grounds Contractor	Visual	Management Team	On visits
Window cleaning	Periodic inspection	Management Team	Annually
Tasks undertaken by sub-contractors.	All risk assessment and method statements to be reviewed	Management Team	6 Months
Workplace health, safety and welfare and fire safety	Safety tour	Management Team	Annually
Fire safety	Maintaining fire log	Management Team	As per fire log
Water treatment	Monitoring and inspection programme on an annual basis	Contractor in conjunction with the manager	Based on risk assessment

21. Alcohol license

There will be no selling of Alcohol on the premises.

22. Maintenance

There will be on site Facilities technicians who will assist in the upkeep of the public areas. They will also manage the PPMs and work equipment checks which will form part of the compliance checks found on the safety system.

Maintenance tickets raised by residents will be logged and will be actioned either by the on-site team and technicians or sent to the relevant property management team to action specialist works.

23. Storage

No areas of storage are available to residents other than the bike and parcel storage areas.

24. Waste and Recycling Plan

There are 2 nr refuse stores within the development. The refuse areas are located within access from the communal areas on the ground floor. The bin stores are 85m² and 47m² respectively.

There will be bin to cover the 4 waste streams:

- General Waste (compromising non-recyclable waste)
- Dry Mixed Recycling (cardboard, paper, plastic, tin)
- Glass Recycling
- Organic Recycling

A commercial waste company will collect rubbish up to 5 days a week and ad hoc based on waste levels and annual cycle - peak periods. Waste management will be managed by the on-site management team daily. There are no bin chutes on this site.

Residents will be provided with a food caddy in their apartment, and they would take the waste from their apartment bin/s to the refuse area. They will put the waste into the correct waste stream noted on the wall.

Residents do not have access to the bin store. Residents with large or unusual items of waste can arrange with reception to have the waste put in one of the bins by the management team or for items such as furniture, collected with a charge.

25. Energy consumption

Buildings are a critical part of our transition to a lower carbon future. They are where we live, where we rest, and where we work and they are responsible for about 40% of global energy consumption and about one-third of global greenhouse gas emissions.

Select Property Group are focused on bringing unloved and underused spaces back to life, unlocking a mix of social, environmental, economic, and commercial value that benefits all our stakeholders and that create strong communities that can thrive over time.

Within the design of this building the team have constantly looked at ways to improve efficiency, reduce embodied carbon through production whilst ensuring wellbeing through the design and innovation to create a high performing building which enables occupants to live more healthily and productively. It includes elements such as air quality, sustainable construction and amenities.

Our team will ensure every resident feels welcome and is part of the community and has the best possible opportunity to thrive incorporating physical and mental wellbeing. This includes constantly evolving our services such as the duty of care charter, onboarding events and our state-of-the-art gyms.

We will continually look at reducing our use of the planet's valuable resources via, working towards net-zero carbon, sourcing green energies and reducing non-recyclable waste.

26. Deliveries

Residential deliveries will be made via the main reception area on the ground floor. There is a parcel room at reception which will allow 24/7 access for the residents to collect their parcels.

Food Delivery and Courier Drops Off

Food deliveries and courier drop-offs will be made via the main reception area on ground floor.

27. Gym, Pool & Residential Amenities

ONE PORT ST.

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Jul 15, 2024

There is a gym in the ground floor area of the building which will cater for all needs. It will have a cardio and weights area. The gym will be open from 6am until 10pm and managed internally within the business.

The Swimming Pool will be open from 6am – 10pm

One Port Street has 2 areas of residential amenity spaces, ground floor and 7th floor, these spaces will be open 24/7.

The level 7 amenity space has an external terrace which in line with the planning condition submission 9j will be open to residents 7am – 11pm. This will be controlled by the site management team who are present on site 24/7 themselves.

There is also an area of external courtyard on the ground floor that is private residents only space with a secure perimeter. This space will also be open from 7am – 11pm

28. Public Realm

There is a large area of public realm to the south of the building which is accessible 24/7. Access to this area is via Tarriff Street (through the adjacent Axis RE development), Port Street and Great Ancoats Street.

Maintenance work will be undertaken in accordance with the Landscape Maintenance Specification.

Appendix 1. PEEP

A personal emergency evacuation plan, or PEEP, is a customized escape plan for residents who may need assistance to evacuate a building safely in an emergency. For example, tenants who have disabilities, injuries, illnesses, or other conditions that may affect their mobility, hearing, vision, or cognition. The form below will be completed by a member of management prior to the resident checking into One Port Street. If there is a tenant that requires assistance during an evacuation, all staff members will receive notification.

A copy of the PEEP will be kept in the onsite fire folder and the emergency evacuation bag.

PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

Name:	
Resident Apartment:	
Residence covered by this plan:	

ALARM SYSTEM:

I am informed of an emergency by: (tick all that apply)

Existing Alarm System	☐	Any other notes or comments:
Visual Alarm System	☐	
Pager Device	☐	
My carer or buddy	☐	
Other: Please specify	☐	

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DESIGNATED ASSISTANCE:		
The following people have been designated to give assistance when I need to get out of a building:		
Name(s)	Contact Phone Number	
1. Duty manager / CSA		
2. Fall back call to GM		
We have decided on a pre-arranged meeting points for all locations:	YES	NO
Unit XXX (if alarm raised while XXX in in the communal ground floor he can evacuate without support)		

EQUIPMENT PROVIDED:		
I need to use the following equipment: (please tick all that apply)		
ResQmat	☐	Any other notes or comments: Training needed? Y/N
Mechanical Hoist	☐	
Vibrating Pager (Deaf Alerter System)	☐	
Other: Please specify below	☐	
None required	☐	

I need the equipment as listed above to be available in the following places:

CONFIRMATION OF USE OF EQUIPMENT:	YES	NO
The use of the equipment I need has been explained to me.		
I would like further training on the use of evacuation equipment.		

EVACUATION PROCEDURE:

These are step by step instructions beginning from the sound of the first alarm:

1.	
2.	
3.	
4.	
5.	
6.	

AWARENESS OF PROCEDURE:

I have received a copy of information about the emergency evacuation procedures in:

In Braille		Any other notes or comments:
In British Sign Language		
In print		
In large print		
On Disk		
Other – see opposite		

CONFIRMATION OF RECEIPT AND USE OF PEEP:

I understand that I am responsible for keeping my PEEP as accurate as possible and drawing attention to changes in circumstances that should prompt a review.

The data provided by you on this form will only be available to the OPS staff, who may need to use it for the purposes of ensuring your health and safety whilst you are in residence at One Port Street. It may also be shared with the emergency services if necessary. It will be stored in accordance with the Data Protection Policy.

I understand the above notice and give my consent to my data being shared as detailed above.

My contact for this is:

Signature of Resident:	Signature of General Manager:
Date:	Date: