U+NION

Residents Management Strategy

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1. MANAGING DIRECTORS' HEALTH AND SAFETY POLICY STATEMENT

The Board of Vita Group 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.

Union 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.

Union 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, Vita group recognizes all employees have a responsibility for safety, and Union 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.

As Chief Operating Officer, I have overall accountability for health, safety, and wellbeing within the Vita group. Individual Managers within Union have the responsibility for operational implementation of this policy and associated procedures throughout the residences.

Max Bielby

Max Bielby

COO, Vita Group

Please refer to **Appendix 1.**

2. Introduction & General

2.1 This Health and Safety Plan describes the contract specific organisation 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 General 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.

Please refer to **Appendix 1.**

3 Emergency Procedures

Contact Telephone Numbers:

General Manager:
Nathan Sherwood 07973 614980

Regional Manager TBC

Operations Director
Claire Sherlock 07747 898636

4. Communications

Meetings regarding Health & Safety will be held regularly and will be managed and monitored by the Safety cloud.

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	T1- Kone- 0800 652 0692 T2- Schindler 0800 335566
Electricity and Gas Supplier	Unify 0330 058 0580
Water Supplier	Business stream 0330 123 2002

5. Accreditation

As members of NRLA we are committed to maintaining our professional standards and service levels for all our residents and are fully compliant with the NRLA Policies.

6. Core Management Principles

Union's 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 socialise, work and integrates into the local community, contributing positively to the local housing in and around Manchester. This provides reassurance to all stakeholders that:

- 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

- Tenancy Agreements are correctly executed and enforced where necessary, we want to work with our residents supportively in any situations that may occur

- We have a commitment to developing strong relationships with the local retailers and Community alike

7. General Management Plan

Site details the scheme, Union Towers East and West are situated on Water Street, Manchester M3 4BR.

The development involved demolition of existing buildings and the construction of two buildings which consist of 1676 bedrooms within 762 units of affordable living. Union Tower East houses 870 beds (390 units) and Union Tower East houses 806 beds and 372 units. Ranging from studios to 4 bed apartments, Union offers co-living facilities inclusive of utility bills.

There will be a reception area, communal hub space, private dining areas, open air and private study spaces, 24/7 accessible parcel room, gym, dance room space and working from home spaces. The named spaces are spread across basement, ground and first floors in Union Tower East and ground and first floors in Union Tower West, all of which are available for our tenants to use and enjoy.

Union Tower East opened to residents in February 2024 and Union Tower West followed in May 2025.

8. Site Security

Provisions are tailored around the nature, size, and location of each site. At Union 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 Union team.

At Union there will be: - Secure entrances which require a fob to gain access to the building thus ensuring that only authorised persons 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.

Block walks of the building are required periodically during the day to help manage the safety and security of the students, team, and site - checking gang way discipline, fire exists, fire panels, and key spaces within the building. Block walks are logged, and each point is 'checked in' using a QR code which is scanned and automatically logs within the health and safety database for compliance. All staff undertake an induction to ensure they are fully aware of Vita groups 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 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, a record of all testing

Records of statutory testing and actions completed are stored within our online safety cloud 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 Union 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 level 3
- Legionella and water treatment training
- Manual handling
- Fire safety awareness to be carried out.
- Working at height – ladders
- Understanding risk assessments
- PPE
- Using power tools
- COSHH training
- Risk assessments

Night Officers

- Manual Handling
- DSE (PC Screens)
- Fire Warden Level 3
- COSHH training
- Food safety
- Risk assessments

House keepers

- Manual Handling
- Fire Warden Level 3
- 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 familiarise 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 work 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 residence.

No contractor is permitted to enter a resident's studio without having prior consent from the resident. 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.

A full Covid risk assessment is mandatory for all team members on site to ensure full measures are adhered to for the safety of the team and residents.

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 posed to health 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, 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 Residence Manager. Please refer to **Appendix 1 and 4.**

The Union building 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 General Manager will ensure that an annual PAT testing regime is maintained on all portable appliances that are owned and supplied by Union.

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 recognised 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 minimise 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 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 Union 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, 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 are required, however as a rule, a workplace with less than 25 employees (all our residences) requires only an appointed person.

19. Accident/Incident Reporting and Investigation

Accidents to Union team, contractors, and third-party users of the premises

All accidents, however small, which happen to Union 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 confirmand 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 assessments 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 is a bar located on level one of Union Tower West for Union tenants that is staffed by the onsite team. Training will be accessed via the E-learning platform to highlight the regulations surrounding alcohol licenses and UK guidelines. Training is mandatory for management, supervisors, and the day/night team.

Training to include:

- All Employees to undertake training on 'challenge 25' requirements.
- All employees are to be made aware of the UK legislation's rules when selling alcohol.
- Awareness of regulations, responsibilities, and accountabilities amongst the team
- Legal regulations and implications of rules are not adhered to.

The license will be issued to the general manager upon completion of training.

22. Maintenance

There will be on site Facilities technicians who will assist in the upkeep of the apartments. They will also manage the PPMs and work equipment checks which will form part of the compliance checks found on Safety cloud.

Maintenance tickets raised by residents will be logged via Salesforce and will be actioned by the on-site team and technicians.

23. Storage

Residential storage cages will be available on the LG of Union Tower East. Residents will be able to rent out the storage cages ono a monthly basis and will be monitored via the management team.

24. Waste and Recycling Plan

Refuse areas for both Union Towers Eat and West are located on the ground floor, which an adequate number of bins for the frequency of collection.

A commercial waste company will collect rubbish up to 5 days a week and adhoc based on waste levels and annual cycle - peak periods. Waste management will be managed by the on-site management team daily.

There is a bin chute on each corridor which will be monitored via the site team. Residents will be reminded to dispose of waste sensibly highlighted in the house rules. The bin stores are monitored by CCTV and checked upon daily block walks to ensure standards are delivered therefore removing the risk of pests and mess. The bin chute will also be monitored to ensure there are no blockages.



The waste Chute which includes a tri-separator to separate recyclables. Those waste streams are: General Refuse & Food waste, Pulpable Card/Paper and Mixed Recyclables.

Residents would have three bins within each unit aligning to the three waste streams and they would take the waste from their apartment bins to the refuse chute lobby on their floor. They would select the button according to the waste type and deposit the waste.

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.

Any gym waste will be taken away a daily basis by our operation team to the bin store on the ground floor. All waste will be disposed of as per the waste agreement.

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.

The Vita 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 (reducing U and Y values), 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.

Vita 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.

Union Tower East and West operate on electricity, water, and gas. The electricity and gas supplier is Unify and water is supplied via Business Stream. All apartment appliances are energy efficient ranging from D to F.

26. Deliveries

Residential deliveries will be made via the main reception area on ground floor.

There is a parcel room at reception which will allow 24/7 access for residents to collect their parcels.

There is a route to the rear of the buildings for service deliveries.

Food Delivery and Courier Drops Off

All food deliveries and courier drops offs will be made via the main reception area on ground floor.

27. Gym

There is a gym at basement level 1 in Union Tower East which currently caters for the residents in both towers. There is a proposal to install a gym on the ground level of Union Tower West which will cater for the needs it residents and remove the requirement for them to travel to Tower East. Both will have cardio and weights areas and functional area space. The gym is proposed to be open from 24 hours a day Monday to Sunday (including bank holidays) and managed internally within the business.

28. Public Realm

The hard and soft landscaping areas around the towers will be maintained by Vita or the St Johns Estate Management team depending on land ownership. The adopted areas will be maintained by Manchester City Council.

Appendix

1. **Vita group Health & Safety (Page 4)**
2. **Vita group PEEP personal emergency evacuation plan**

PEEP

A personal emergency evacuation plan, or PEEP, is a customised 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 below form will be completed by a member of management prior to the resident checking into Union. 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 UNION REF:	
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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OPERATIONS
Jul 15, 2024

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 Union staff, who may need to use it for the purposes of ensuring your health and safety whilst you are in residence at XXX. 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: