

# Health and Safety Policy

Review Date  
May 2023



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## 1. Statement of Intent

It is our intent to demonstrate an on-going and determined commitment to improving health, safety, and wellbeing throughout our organisation and that of our stakeholders and clients. We will ensure the health, safety, and wellbeing at work of all our people and any other persons who may be affected by our work activities.

We will comply with the requirements of occupational health and safety legislation, incorporating health and safety responsibilities into job descriptions and ensuring adequate fitness to work checks, training, ongoing competence management and resources, to ensure all our people and sub-contractors are not adversely affected by the work they undertake.

Health, safety, and wellbeing will be integrated into our communications, wherever appropriate and we encourage open communication and empower all our people, sub-contractors, and stakeholders to report health and safety concerns.

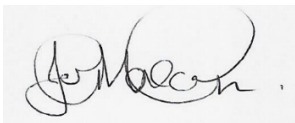
Senior management will ensure health and safety is adequately risk assessed, controlled, and monitored and that our people are actively involved in the development of health and safety controls, which when finalised will be formally communicated to all involved. We will take action to prevent, reduce or control risks to an acceptable level and reduce the potential for incidents and accidents. We will report and investigate accidents, incidents and near misses to drive continuous improvement in our health and safety management.

I support and encourage the reporting of risks in the workplace and would personally ask all our people to highlight anything which they believe could cause them harm whilst at work. Senior management will demonstrate leadership in health, safety and wellbeing and will undertake workplace inspections, to ensure that any issues are identified, assessed.

We will actively and openly, review and report on our health and safety performance against published objectives and targets. Improvement plans will be developed to support the delivery of these objectives and targets.

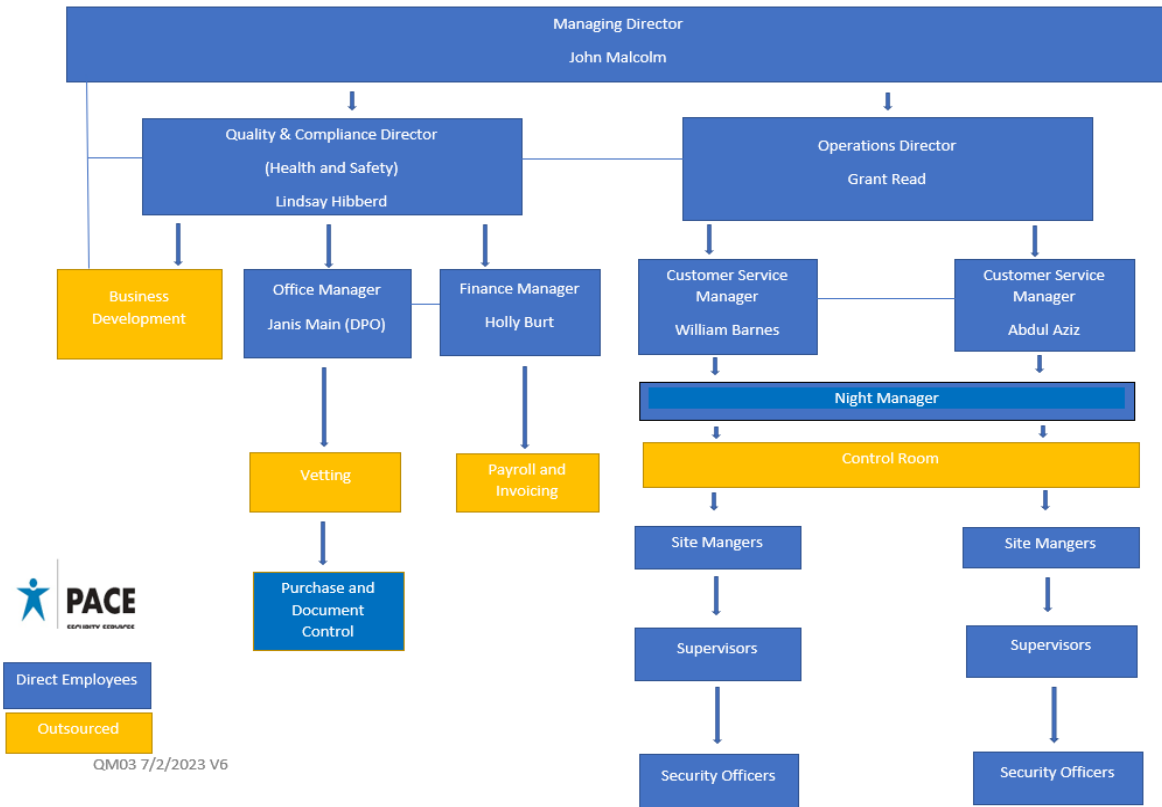
Our Health & Safety Policy will be circulated to all our people and contractors and will form part of the Assignment Instructions and Event Plan for each site. It is the duty of all our people to familiarise themselves with its contents, in order to make themselves aware of the individual procedures applicable to their place of work.

I will ensure this policy is reviewed annually, effectively communicated and give my commitment and that of the senior team, to its effective implementation

A handwritten signature in black ink, appearing to read "J Malcolm", is displayed within a light grey rectangular box.

Signed: Managing Director John Malcolm  
Date Approved: May 2022

Review Date May 2023



### 3. Arrangements

#### Responsibilities for Health and Safety

The overall responsibility for ensuring health and safety and the implementation of this policy lies with the Managing Director.

#### Management Responsibilities

The persons in charge of each department will have the following day to day responsibilities for ensuring this policy is put into practise:

- a) Implementation of this policy and bringing it to the attention of all employees.
- b) Compliance with safety precautions, including the regulating of contractors.
- c) Ensuring all new entrants are inducted into the organisation, which must include an awareness of all procedures applicable to the job, including emergency procedures.
- d) Ensuring that any legal requirements relating to the operation of the department are fully complied with
- e) Ensuring that any responsibilities delegated to subordinate staff are clearly identified.
- f) Ensuring all risks have been identified in a specific risk assessment and suitable controls have been implemented and communicated.

#### Employees Responsibilities

Our people have a duty to take care of their own health and safety and that of others who may be affected by your actions at work. Our people must co-operate with employers and co-workers to help everyone meet their legal requirements.

In the event of an emergency, employees should call the emergency services as appropriate. Any accidents, dangerous occurrences, hazards, near misses and/or employees suffering from or in contact with an infectious disease should immediately notify their Departmental Manager as soon as practicable. Every member of staff must acquaint themselves, and comply with the company arrangement

#### Recruitment and Training

All recruitment and training will be fair, consistent, and non-discriminatory complying with the company's Equality policy. We will conform to statutory regulations and agreed best practice. All operational staff comply with 'Screening of individuals working in a secure environment' (BS 7858). All employees will receive a standard induction as well as a site-specific induction which is fit for purpose and meets the needs of the customer. Following appointment, a training needs analysis will be undertaken and delivered. Each employee has a Training record. All employees training requirements are reviewed and updated by their immediate manager.

*Policies: [POL042](#), [POL049](#)  
Procedures: [PRC020](#), [PRC012](#)*

#### Competence Management

Our senior management team undertake assessments of competence during workplace inspections to ensure that the highest standards of skills attained during training are being maintained. and then develop and optimise those skills to best align with business strategy,

*Policy: [POL049](#)  
Procedure: [PRC023](#)*

#### Workplace Inspections

Those who directly manage people and places of work will understand their legal obligation to undertake workplace inspections. Inspections are undertaken at least three inspections a month by a nominated manager and should ideally involve a member of the front-line team. Inspections maybe undertaken when the risk of the site has changed, when working conditions have changed, or new information has become apparent to hazards associated with that workplace. Inspections should also be completed following any accident, or near miss. Inspections should include a visual assessment of the workplace and activities in addition to a desktop review process aligned to assignment instructions.

*Policy: POL059*  
*Procedures: PRC024*

### **Terrorist Threat**

Treat every potential threat seriously. The most senior manager should be informed as a matter of urgency, and they will assume control of the situation. The Police should be contacted by dialling 999 and all details shared.

Like other criminals, terrorists need to plan. They need to prepare, to buy and store materials, and find ways to fund their activities. Much of this is done in view of the public. It can be hard to distinguish between terrorist activity and ordinary activity or behaviour, but the police would prefer that you report anything that you find suspicious, even if you are not sure. You can report suspicious behaviour or activity to the police in confidence. Don't worry that you are wasting their time, they would rather know about it and find that it is perfectly innocent, than not be told and be too late to stop an attack. Your actions could help the police prevent terrorism and save lives. Action Counter Terrorism (ACT) awareness training is completed with all operational staff and renewed every 3 years.

*Policy: POL054, POL055, POL042, POL071*  
*Procedures: PRC021, PRC022*

### **Workplace Violence**

The Health and Safety Executive (HSE) defines violence as 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work' – this includes verbal threats. Our industry holds significant risk for late evening or early morning work, when fewer people are around. Lone workers, such as security staff, who have authority over customers and are enforcing rules, people affected by alcohol or drugs, carrying money or valuable equipment are more susceptible to the risk of workplace violence. Conflict management training is provided to all operational staff, as part of the SIA license and renewed every 3 years.

Site specific risks are covered in training/induction through the assignment instructions and risk assessments. As an addition to this Managers and Supervisors will conduct regular refresher training and toolbox talks, to highlight the risk of workplace violence and the controls.

We ensure measures are in place to support any worker who experiences violence. Workers can play their part by identifying and reporting incidents immediately.

*Policy: POL053*  
*Procedures: POL003*

### **Occupational Road Risk**

Any staff member that is required to drive for work must hold a full UK driving license. Pre-driver and license checks are in place and each driver is taken through a thorough occupational driver risk assessment. Site specific risks are covered in training/induction through the assignment instructions and risk assessments. As an addition to this Managers and Supervisors will conduct regular extra training and toolbox talks. It is the employee's responsibility to inform the employer if they receive any driving license endorsements

*Policy: POL063*  
*Procedures: PRC025 and Standard Forms DOC125*

### **Accidents at Work Including Hazards and Near Misses**

All accidents, incidents, hazards & near misses, occurring on company premises, regardless of severity, should be reported at once to the immediate line manager who will arrange further action and investigation.

Injuries sustained by employees away from their place of work should be reported. The company has a legal obligation to record & investigate all accidents, incidents and near misses.

In addition, the company has a legal obligation under RIDDOR regulations to report specified injuries to workers, injuries to workers which result in their incapacitation for more than 7 days, injuries to non-workers which result in them being taken directly to hospital for treatment and specified injuries to non-workers which occur on hospital premises.

*Policy: POL062*

*Procedures: PRC019 and Standard Forms DOC118, DOC119, DOC021*

### **Risk Assessments and Assignment Instructions**

Each individual site has a relevant, regularly reviewed risk assessments and assignment instructions. Risk assessments will be designed with input from the employees carrying out the job itself, management responsible for that contract and the HSEQ manager. Every member of staff working on that site will be briefed on both these documents at site induction. This includes members of staff that may only cover that site once and anyone external who is conducting work on behalf of the company.

Risk assessments will be reviewed annually unless there is reason to review them more regularly, such as an accident, incident, near miss or a complaint.

Assignment instructions include site specific information such as day to day responsibilities / activities to be completed and how to do these safely. They also include PPE requirements and emergency procedures. Assignment instructions will be reviewed annually, unless there is reason to review them more regularly such as an accident, incident, near miss or a complaint.

*Policy: POL038*

*Procedures: DOC098*

### **Display Screen Equipment (DSE)**

Any employee that uses a computer, laptop, tablet and/or smartphone daily, for continuous periods of an hour or more will be required to carry out a DSE assessment. This will be reviewed by the safety manager to ensure reduce all risks where reasonably practicable such as a workplace assessment, eye tests, regular breaks, further training, or information. Site specific risks are covered in training/induction through the assignment instructions and risk assessments. As an addition to this Managers and Supervisors will conduct regular extra training and toolbox talks.

*Policy: POL064*

*Document: DOC040*

### **Work Equipment**

Employees are **not** permitted to use equipment i.e., tools and/or machinery. If employees are at any point required to do so there will be specific training, risk assessments and assignment instructions agreed.

### **Electricity at Work**

Employees are **not** permitted to work on or with electrical equipment and/or systems.

All work areas under the control of Pace Security Services have a thorough and up to date Portable Appliance Testing (PAT) system in place where any appliances are stored safely, turned off when not in use and reported if broken or faulty. Employees are asked not to touch anything they believe to be out of order and/or faulty but to report this directly to their line manager.

*Policy: POL065*

### **Working at Height**

Employees are **not** permitted to work at height (use of step ladders, standing on a chair, box or desk) under any circumstance. If employees are at any point required to do so there will be specific training, risk assessments and assignment instructions arranged.

### **Manual Handling**

Employees should avoid manual handling operations, so far as reasonably practicable, but where we are unable, the company will assess the risk of injury to workers from any manual handling that can't be avoided.



The company will reduce the risk of injury to workers from manual handling to as low as reasonably practicable. Workers have a duty to cooperate on health and safety matters and inform their manager if things change or they identify hazardous handling activities and take care to make sure their activities do not put others at risk.

*Policy: POL028*

*Procedure: PRC027*

### **Personal Protective Equipment (PPE)**

The company will provide PPE if a risk assessment shows it is needed. This will always include a high visibility coat and vest. Dependent on the contract there may also be other items provided such as safety footwear. We will carry out risk assessments to determine requirements and document PPE requirements in the assignment instructions. We will ensure that PPE is properly procured and assessed before use, to make sure it is fit for purpose. Checks will be made to ensure PPE is maintained, stored properly, and provided with instructions on how to use it safely. Employees will be required to maintain the PPE in a suitable condition, store and use it correctly and report any damage or loss to their manager immediately. PPE checks will be carried out as part of workplace inspections.

*Policy: POL066*

*Procedure: PRC026*

### **New and Expectant Mothers**

We will ensure any risks to women of childbearing age are highlighted in our risk assessments and update where necessary. For any employees that inform us they are new or expectant mothers we will ensure we carry out a specific workplace assessment, we will immediately review their work/hours/shifts and assignment instruction. We will consider any medical recommendations provided by GP or midwife.

Once any risk is identified we will endeavour to remove it completely, where this is not possible, we will adjust working conditions (such as suitable conditions to breastfeed), consider shift patterns, offer suitable alternative work if possible. If we cannot do this, we will suspend her on paid leave for as long as necessary to protect the health and safety of her and her child

*Policy: POL032*

*Procedure: PRC028*

### **Drugs and Alcohol**

The use of illegal drugs and consumption of alcohol in the workplace is **NOT** permitted and any employee doing so could resulting dismissal without notice for gross misconduct. This also includes the possession of illegal non-licensed drugs and/or alcohol. We withhold the right to carry out a medical examination if we suspect employees of being under the influence, which may have an impact on their ability to carry out their duties. If a test proves positive or if the employee refuses the test, we may treat this as gross misconduct under the company disciplinary procedure. It is also the responsibility of the employee to report any new medication prescribed by a doctor to their manager.

The company encourages early diagnosis and treatment of any drug or alcohol problems and encourages employees to seek help if they feel their actions or issues may result in a violation of this policy.

*Policy: POL010*

*Procedure: PRC019*

### **Dealing with the Public**

Dealing with the public has its challenges and rewards, so we all need to make sure everyone is dealing with members of the public properly. The questions you can get asked by a member of the public can be in equal parts interesting, monotonous, funny, and challenging. The key is to make each member of the public feel welcome and helped.

Below is guidance we'd like all our employees to follow when dealing with members of the public and ultimately delivering excellent customer service:

- Listen – Sometimes members of the public just need to know that you are listening. If they are confused or have a problem, by lending a listening ear, you are showing that you care and that you are not dismissing them.

- Apologise – When something goes wrong, apologise. It's amazing how calming the words "I'm sorry" can be. Do not engage in fault-finding or laying blame but let them know you are sorry they had a problem. Deal with the problem immediately and let the member of public know what you have done.
- Take Them Seriously – Make them feel important and appreciated. No matter how ridiculous a question may sound to you; it is important to that member of the public. If they feel like they are being laughed at, or spoken down to, they are likely to make a complaint. People can be very sensitive and will know whether you really care about them.
- Stay Calm – Difficult as it is sometimes, it is important to stay calm. Your calming approach will help the member of the public stay calm too. They will feel like you're in control of the situation and that you can help solve their problem.
- Identify and Anticipate Needs – Most people's needs are emotional rather than logical. The more you know about potential threats or concerns that could be raised by the public, the better you become at anticipating their needs. Communicate regularly so that you are aware of problems or upcoming needs.
- Gather Feedback – Feedback is a great way to retain and grow our business. Please highlight to members of the public that are satisfied with the service you provide that they can comment on our social media feeds such as LinkedIn, Facebook or Instagram.

### **First Aid**

First aid boxes are kept on the all premises along with the name of the First-aider or person responsible. These are checked and re-stocked on workplace inspections.

*Policy: POL068*

*Procedure: PRC019*

### **Emergency Procedures**

All emergency procedures will be specific for each site and as such will be detailed in assignment instructions at all locations briefed as part of the staff induction. Management will undertake at least one annual emergency exercise to test these procedures.

*Policy: POL071*

### **Hazardous Substances**

A hazardous substance is any substance that has one or more inherent hazardous properties. This includes flammability, explosiveness, toxicity, and the ability to oxidise.

Employees are **not** permitted to use any substances at work. If employees are at any point required to do so there will be specific training, risk assessments and assignment instructions agreed.

### **Infectious Diseases Including Covid**

Anyone who has been in contact with or believes they are suffering from an infectious disease should immediately notify their immediate line manager and follow all medical guidelines with regards to testing and isolation where appropriate.

*Policy: POL072*

## **Fire Safety**

The company will carry out a fire risk assessment for head office and for each contract. This is carried out as part of an overall site risk assessment. We ensure that adequate and appropriate fire safety measures are in place to minimise the risk of injury or loss of life in the event of a fire.

Our risk assessment also considers how to protect our people if there is a fire.

Avoid accidental fires, e.g., make sure heaters cannot be knocked over and always ensure good housekeeping. Consider how to detect fires and how to warn people quickly if they start. Employees keep fire exits and escape routes clearly marked and unobstructed at all times. Ensure employees receive appropriate training on procedures they need to follow, including fire drills and site-specific fire evacuation procedures

*Policy: POL069*

## **Lone Working**

We will carry out a risk assessment for each location that has lone workers (including any home workers). The risk assessment will take into account stress and mental health or wellbeing, violence in the workplace, a person's medical suitability to work alone, the workplace itself, for example if it's in a rural or isolated area.

Lone working can cause work-related stress and affect people's mental health.

Being away from managers and colleagues could make it difficult to get correct support so we will ensure there is frequent contact and support available from direct managers.

Control room facilities will enable direct contact with the lone workers through check calls.

We will ensure that the appropriate medical checks are carried out on all lone workers and ensure other areas such as routine work and possible emergencies are trained and facilitated correctly.

The risk assessment will ensure lone workers receive first aid training, including how to use first aid on themselves.

Emergency procedures will include guidance on how and when lone workers should contact their employer, including details of any emergency contact numbers.

*Policy: POL027*

*Procedure: PRC029*

## **Bullying or Harassment**

We are committed to fostering a safe and productive work environment for all colleagues and contractors. The Company is committed to complying with all relevant bullying and harassment legislation. Accordingly, the Company will not tolerate any form of harassment or bullying in the workplace. This policy should be read in conjunction with the Company's policy on equality

*Policies: POL060 POL014*

## **Working Hours and Fatigue (Working Time Directive)**

We recognise the importance of the management of fatigue in ensuring the health, safety and wellbeing of our staff, and all those affected by our operations, and our activities are planned to minimise the risk of fatigue amongst our workforce. We are committed to meet the legal requirements in relation to fatigue management.

- No-one shall work more than 13 consecutive turns of duty in any 14-day period
- No more than 72 hours to be worked per calendar week
- No more than 12 hours to be worked per turn of duty/shift.
- A minimum rest period of 11 hours

It is the responsibility of the managers to ensure shifts and breaks are allocated correctly, and notice signs of fatigue. The employees also have a responsibility to report any signs of fatigue and incorrectly allocated shifts/breaks

*Policy: POL067*

## **Occupational Health (Mental Health Awareness including Stress)**

As a company we are committed to continually improving our occupational health performance within all aspects of our business, ensuring the continued health of our

employee. We are committed to training our managers in all aspects of occupational health, including a trained Mental Health First Aider, to be able to support where necessary.

*Policies: POL058 POL061*

### **Contractors and Sub-Contractors**

Contractors and Sub Contractors are managed in the same way as any other employee. We will ensure all contractors and sub-contractors are managed through our approved contractor process, which is monitored annually or unless there is reason to review sooner.

*Policy: POL070*

### **Welfare Facilities and General Housekeeping**

As a company we will ensure our employees and contractors are provided with suitable and sufficient welfare facilities these will include kitchens, eating areas, wash facilities, restrooms, and areas to store personal belongings and PPE

Many accidents in the workplace occur due to poor housekeeping, it is important that all emergency exits, stairs and corridors are free from obstructions. It is the responsibility of all employees to keep our workplaces clean and tidy and report concerns to their direct line manager.

## **3. Delivering and Reviewing our Policy**

Our policy will be delivered by:

- Generating a culture that does not tolerate threats to health and safety.
- Ensuring the real involvement of all our people, contractors, and stakeholders.

### **Policy review**

This policy has immediate effect and replaces all previous versions. This policy will be reviewed and amended, as necessary as part of the annual management review. The Company Health & Safety Policy will be circulated to all employees and will also form part of the Assignment Instructions for each site. It is the duty of all employees to familiarise themselves with its contents in order to make themselves aware of the individual procedures applicable to their place of work.