

Health and Safety Policy

Of

Phoenix Security (Essex) Ltd

19 Seax Court,
Basildon, Essex,
SS15 6SL

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1. COMPANY HEALTH & SAFETY POLICY STATEMENT

General statement of Policy (produced in pursuance of the Health & Safety at Work Act 1974).

Phoenix Security (Essex) Ltd declare their policy and maintain a safe and healthy work environment for its employees, sub-contractors and all others who maybe affected by the Company operations.

Phoenix Security (Essex) Ltd will maintain and improve a good record of safe, responsible activity by careful planning, organisation, monitoring, control, training, and the application of best practices and codes of conduct.

The risks to employees, sub-contractors and all others that maybe affected by the activities of the business will be assessed.

Assessments will be reviewed as required and arrangements made to eliminate and/or control such risks. This will be achieved by consultation with employees, arranging for competent health and safety advice, co-ordinating and co-operating with Clients where necessary to promote health and safety. Also, to have regard to the capabilities and training of employees in relation to their work.

Phoenix Security (Essex) Ltd requests, requires and expects all persons who are, employed or contracted by them, or visiting the company offices to co-operate with and conform to the Company Policy for Health, Safety and Welfare, comply with arrangements made and actively assist in implementing the policy.

Mr. M Atkinson is responsible for the health and safety programme of the company and for ensuring necessary resources.

This policy will be continually reviewed (minimum annually) and revised as required to meet the changing needs of Phoenix Security (Essex) Ltd, technical innovative and legislative developments.

This policy is published in three parts:

1. GENERAL STATEMENT OF POLICY
2. THE ORGANISATION TO IMPLEMENT THE POLICY & RESPONSIBILITIES
3. THE ARRANGEMENTS & INSTRUCTION TO IMPLEMENT THE POLICY

The full policy is available for inspection at:

Phoenix Security (Essex) Ltd, 19 Seax Court, Basildon, Essex, SS15 6SL

Signed; Phoenix Security (Essex) Ltd



L Atkinson
Director Responsible for Safety

February 2024

2. COMPANY MANAGEMENT RESPONSIBILITIES FOR HEALTH & SAFETY

2.1 Director Responsible for Safety

- Overall responsibility for health & safety within the Company
- Initiate and oversee production and distribution of the Companies Policy for Health, Safety & Welfare to all employees.
- Communicate this policy to all employees.
- For ensuring that first aid facilities are provided.
- For meeting our requirements and responsibilities under the CDM Requirements including the completion of statutory documents, co-operation and co-ordination.
- Initiate any changes, developments and amendments to the Policy as and when necessary.
- Sanction the necessary funding for all aspects of Health & Safety in order to meet the requirements of current legislation, published guidance and the Company Policy.
- Promote an interest and enthusiasm for Health and Safety matters throughout the company.
- Set and monitor targets for both reactive and proactive indicators.
- Completion of, communication and review of risk assessments.
- Checking and replenishing of first aid facilities.
- Ensuring fire evacuation plans are in place and tested regularly
- Encourage suitable training for all employees and ensure this is completed as both induction and site specific training.
- Ensure that safety directives (Company Policy, new legislation, best practice etc.) are obtained and disseminated through management levels to all work locations
- Inform the Company insurance brokers in the event if any safety incidents which may result in a claim against the company; and obtain written confirmation of notification.
- Ensuring that accidents and near misses are investigated and recorded and that those reportable to RIDDOR are done so correctly and on-time.
- Keeping up to date with the appropriate health and safety legislation
- Foster within the company an understanding that injury and loss prevention, and occupational health are an internal part of the business and operational efficiency.
- Selection, competence and monitoring of contractor's.
- Set a personal example of high standards of health and safety at all times.

2.2 Site Supervisors

- Understand the Company's safety policy for Health & Safety and safety procedures, where appropriate.
- Carry out all work in accordance with its requirements and bring to the notice of the Regional Manager any improvements or additions which you feel appropriate.
- Organise any site so that work is carried out to the required standard with minimum risk to employees, other contractors, the public, equipment or materials.
- Inspection of our site operations to monitor and manage general safety e.g. in relation to fire, first aid etc.
- Ensure that registers, records and reports are up to date and properly filled in and ensure that they are kept in a safe place. Ensure that statutory notices are prominently displayed.
- Refer regularly to prepared written risk assessments as required under;
 - The Management of Health and Safety at Work Regulations
 - Manual Handling and Lifting Regulations
 - Noise Regulations
 - The Control of Substances Hazardous to Health
 - Regulatory Reform (Fire Safety) Order

Make them available to all operatives including sub-contractors and discuss them fully.

- Ensure that all hazardous materials are properly marked, used and stored as outlined in applicable COSHH assessments
- Ensure that contractors under your control are aware of their responsibilities for safe working and that they are not required or permitted to take unnecessary risks.
- Plan and maintain a tidy site.
- Implement arrangements with contractors and others on site to avoid confusion about areas of responsibility for Health, Safety and Welfare.
- Undertake spot-checks to ensure that all machinery and plant on site, including power and hand tools, are maintained in good condition and that all temporary electrical equipment is no more than 100 volts.
- Ensure that all electrical equipment is tested and tagged.
- Identifying the need for any Personal Protective Equipment (PPE) and ensuring this PPE is worn appropriately, and a register is retained of its issue.
- Ensuring our guards are following the risk assessments and assignment instructions provided for their own safety and well-being.
- Ensure that all persons on site are aware of the identity and location of trained first aiders, and procedure for treatment of injuries.
- Co-operate at all times with the company's Health and Safety Consultants.
- Overall day to day implementation of this policy and a personal example on site at all times.

2.3 Employee Responsibilities

- Read, understand and follow the Company's Policy for Health, Safety and Welfare and all arrangements produced under it.
- Always work in accordance with approved company risk assessments (and method statements where applicable)
- Take all reasonable care of your own health and safety whilst acting on behalf of, or undertaking company business; ensure your activities do not adversely affect the health and safety of others.
- To comply with us fully as far as is necessary to ensure that we, the Company fulfil our legal duties to you and to others under our employment.
- Not interfering with anything provided by the company for the interests of maintaining the health, safety and welfare of our employees or anything provided under the relevant legislation.
- Ensuring that you wear the correct Personal Protective Equipment as instructed and provided.
- Co-operate with the company in matters of Health, Safety and Welfare and make an individual contribution to preventing accidents and incidences off ill-health.
- DO NOT operate any item of plant or equipment that has become damaged.
- Reporting all accidents, dangerous occurrences, near misses, or incidents that could result in personal injury or damage to property.
- Use only the equipment that you have been instructed or trained upon to use.
- Always set a good example
- Suggest ways of eliminating hazards
- Take all reasonable care of company property entrusted to you.
- Use personal protective equipment where it is required and is properly maintained and stored.
- Ensure that you know the procedure in the event of a fire, or other emergency and comply with its requirement.
- Do not use fire-fighting equipment unless you have been trained in its specific use.
- Do not attempt to lift or move, on your own, articles or materials so heavy as likely to cause injury.
- Do not smoke in designated 'No smoking' areas and dispose of spent matches, cigarette ends etc. properly.
- Female employees – if you should become pregnant, to inform the company, in writing, as soon as this is confirmed by a medical practitioner.
- Understanding that any breach of this Health and Safety policy, procedures and the Method Statements implemented will be seen as gross-misconduct, and will lead to the necessary disciplinary action.

2.4 Contractors and Sub-contractors

To carry out their works efficiently, safely and strictly in accordance with the requirements of the Health and Safety at Work Act 1974 and all other statutory requirements, approved codes of practices. To produce safety procedures for their operations incorporating their own company's safety policy.

The Company will be fully aware of the following regulations;

- The Control of Substances Hazardous to Health 2002 (as amended)
- Noise at Work Regulations 2005
- Manual Handling Operations Regulations 1992
- The Personal Protective Equipment Regulations 1992 (as amended 2022)
- The Management of Health and Safety at Work Regulations 1999
- The Construction (Design and Management) Regulations 2015

All plant or equipment brought onto site by sub contractors must be safe and in good working condition, fitted with any necessary guards and safety devices; and with any necessary certificates available for checking. All operatives must be trained adequately in the use of such plant and equipment and, where appropriate, provide proof of competence.

All injury sustained or damage caused by sub contractors' employees must be reported immediately to the site supervisor.

Sub contractors informed of any hazards or defects noted will be expected to take immediate action.

Sub contractors are particularly asked to note that workplaces must be kept clean and tidy and all debris, waste materials etc cleared as work proceeds.

2.5 Trainees, Apprentices and Young persons

- Special attention shall be paid to the activities of trainees and young persons who will be unfamiliar with the type of work and the responsibilities for safe working that go with it.
- No person will be allowed to operate any equipment or carry out any process for which they have not received training or have not been authorised, except as part of that training under the direct supervision of a trained and competent person.
- Trainees and young persons will comply with all safety instructions given to them by their instructors whilst “in Company” and during periods of off-the-job training.
- All trainees will undergo the company induction, and a record of training will be kept as with other employee’s.

2.6 External Health and Safety Advisor

For any advice and consultancy we would contact our Health and Safety Consultants;

JR Consultants
Dollymans Farm
Doublegate Lane
Rawreth, Wickford
Essex, SS11 8UD

It is their responsibility to:

- Advise the Directors, Managers and all employees of their Health and Safety responsibilities; in law and according to the Company Policy.
- Report to the Director responsible for Safety on all matters relating to safety, training requirements, new safety directives and legislation, and seek to establish the company's response.
- Assist, as required, in investigations of notifiable accidents or dangerous and recommend actions to prevent re-occurrence.
- Liaise, as required, on all matters relating to safety.

3. HEALTH AND SAFETY ARRANGEMENTS

3.1 Risk Assessments

It is a duty of all employers to carry out risk assessments on the necessary tasks in the workplace, in accordance with regulation 3 of the Management of Health and Safety at Work Regulations 1999, to identify risks to the Health and Safety of employees whilst at work.

These risk assessments will be turned into method statements for sites that we are operational on (our assignment instructions) and for any other areas or work activities of the business we feel require the need for a written statement of work.

The risk assessments and method statements are concerned with the risks to health and safety associated with our business undertakings and contains the following details;

- Potential hazards (the effects of which could result in harm, loss or injury)
- Persons at risk of harm loss or injury.
- The risk (the likelihood of harm or injury occurring and the potential severity)
- Measures which are necessary to satisfactorily control the risk in circumstances where it cannot be eliminated.

These are reviewed when considered necessary or as a result of any of the following;

- Significant change in equipment
- Change in location
- Deviation of task.
- Change in staff
- Alteration in the coherent legislation

Through our risk assessment process where risks and hazards are identified, the necessary steps are taken to reduce or dispose of those risks and hazards as much as it is reasonably practicable to do so.

When carrying out our risk assessments consideration shall be given to the following;

- Patterns of work e.g. shift work
- Experience of workers and staff
- New practices
- Task in hand
- Bystanders
- Equipment

Documented risk assessments are brought to the attention of all persons who are potentially affected by the risk; with any changes during review brought to the attention of all persons potentially affected by the risk.

When determining controls, or considering changes to existing controls, consideration shall be given to reducing the risks according to the following hierarchy;

- Elimination
- Substitution
- Isolation
- Reduction
- Safe Systems of Work
- Good Housekeeping
- Information, Instruction, Training and Supervision
- Personal Protective Equipment

3.2 COSHH, Hazardous Substances and Storage

The Company shall comply with the Control of Substances Hazardous to Health Regulations 2002 (as amended 2005) to ensure that wherever possible, exposure to substances hazardous to health is prevented, or where not practicable, the exposure is controlled.

All substances with the potential to present a hazard to health and safety used in the course of our business undertakings will be identified. Those individuals who can be expected to encounter them in the course of the work activities will be alerted to the presence of these materials in the workplace.

Prior to the use of any substance, a suitable and sufficient assessment will be completed to determine any risks to health involved in its use. This will be based on the data provided from the material safety data sheets (MSDS) obtained from the supplier, any personal experiences, and any information from other sources such as the HSE or other guidance documents.

The assessments shall in all but trivial of cases, be documented, and the findings made available to our employees as necessary. Where no assessment is required to be documented; the information included in the MSDS will be adhered to at all times.

Training is given to any employee who is likely to use a chemical. This should include the use of any equipment, the application of the chemical, protective clothing and emergency procedures.

The consideration of harmful chemicals and substances on a site of work is considered during the planning stage and investigated in the risk assessment process. Any chemicals or substances that could be held on our customer's sites are considered during the site risk assessment.

We will endeavour to ensure that all substances are labelled up by our clients with the relevant hazards as necessary, however labels to be aware whilst at work are;



Product is harmful / irritant



Product is corrosive



Product is oxidizing



Product is Dangerous to the environment



Product is explosive



Product is flammable



Product is toxic



Danger

3.3 Consultation with Employees

The communication of Health & Safety information and policies begins during Company induction training, which includes our basic work instructions, and also this health and safety policy.

Site specific instructions are communicated during the initial site induction and the associated risk assessment for that site is also included. Information with regards to specific risks and hazardous substances will be communicated here along with the procedures for;

- Fire
- first aid
- Accident and incident reporting etc.

Risk assessments are completed as detailed in our risk assessment section, and these hazards are used to provide information for the Assignment Instruction. Of which, this is read and agreed by the a representative of the client and a representative of the Company and a copy then issued to our employees working on that site

As the need arises, other information may be communicated to our employees, this may include;

- Statements that relate to specific, one-off tasks
- Review of the risk assessment (s)
- New control measures
- New Assignment Instructions

We will also consult with our employees, on matters regarding health and safety wherever possible in order to consider their views and opinions prior to the implementation of any change on a site as necessary.

3.4 Fire Prevention and Control

As required by the Regulatory Reform (Fire Safety) Order 2005, we have completed a fire risk assessment for premises we undertake and assessed our risks to fire, recorded the significant findings, and have implemented the necessary measures to control them by means of good housekeeping, awareness and good practices.

We have provided suitable fire fighting equipment and the means of escape in the event of a fire; all escape routes are detailed through signs located around our building. Escape plans can also be found, these including information relating to exits, assembly points and the procedure for calling 999.

During the office induction training fire awareness is included to ensure staffs are familiar with the requirements of the causes and nature of fire e.g. common hazards such as electrical equipment, smoking etc.

Persons in control of premises and individual work locations will ensure;

- That all persons at the location are aware of all arrangements in place for maintaining fire safety and action to be taken in case of fire emergency.
- The means of raising the alarm in case of fire emergency are tested at regular intervals.
- That all fire fighting equipment is maintained as per manufacturer's guidelines.
- That full fire emergency evacuation drills are carried out at appropriate intervals.
- That automatic fire detection equipment, where fitted is tested according to current guidelines.

Fire consideration on site is included in the site documentation and information made available to the supervisor completing the assessment. The supervisor will ensure that copies of the relevant procedures are filed with the site risk assessment for the office to use when creating the assignment instructions; this will also include the location of meeting points.

Employees are however encouraged to familiarise themselves with the fire evacuation procedures and always ensure you are aware of the locations for assembly points and fire extinguishers.

3.5 First Aid

As required by the Health and Safety (First Aid) Regulations 2013(as amended) we have provided suitable first aid facilities appropriate to the workforce and tasks in hand and have assessed these facilities to be adequate.

First aid boxes will be provided at each works location under this company's control and will only contain items which a first aider has been trained to use. Medicines, even those for general sale, are not first aid items, and neither is it part of a first aider's duty to dispense them.

Notices will be displayed in prominent places at all works sites giving the name and location of nominated first aiders.

First aid boxes shall be kept in accordance with the Health and Safety (First Aid) Regulations 2013 and shall be sited so that an employee has rapid access; employees are made aware of first aid locations and their contents.

3.6 Accident Reporting and Investigation

Definition – an accident is any unplanned event that results in injury or ill health of people, or damage or loss to property, plant, materials or the environment or a loss of business opportunity.

Should an accident occur, regardless of the associated or any injury it is to be reported to the Director responsible for Safety, who will ensure it is recorded in the accident book.

Accidents will be investigated as determined necessary and as determined by the Company, consideration given to the severity of the accident and the potential for it to happen again. The results of these investigations will be documented and recorded and if necessary the risk assessment reviewed with any new control measures implemented as need be.

All documentation relating to accidents, near misses and dangerous occurrences will be retained for at least three years.

Should the accident be reportable as defined by the Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR) Regulations 2013, then the Health and Safety Representative will ensure this is completed to the Enforcing Authority by the quickest possible means, or either of the following;

This will be completed by selecting the web link below and through completion of the relevant form depending on what needs to be reported;

<http://www/hse.gov.uk/riddor/>

Although all incidents can be reported on-line, serious incidents where there are major or multiple injuries or fatality(s); an incident line is provided to ensure they are reported within 24 hours; **0845 300 9923**

There is a definitive list of accidents detailed in the regulations and in most accident books however as an example;

- a) Fracture of the skull
- b) Fracture of any bone in the arm or wrist, (but **not** a bone in the hand), or in the leg or ankle (but **not** a bone in the foot)
- c) Amputation of a hand or foot, or a finger, thumb or toe, or any part thereof if the joint or bone is completely severed
- d) The loss of sight of an eye, a penetrating injury to an eye, or a chemical or hot metal burns to an eye
- e) Injury whereby a member of the public is taken from the scene to hospital
- f) Loss of consciousness
- g) Decompression sickness
- h) Any other injury that results in the injured person being admitted immediately into hospital for more than 24 hours
- i) Incapacitation for more than seven consecutive days (excluding the day of the accident but including any days that would not have been working days). This also includes where the injured party is unable to fulfil their normal working role for more than seven consecutive days.
- j) A person dies as a result of an accident at work, or in connection with work.

The following are reportable dangerous occurrences:

- a) Collapse of any lift, hoist, crane, derrick or mobile powered access platform, but not any winch eagle, pulley block, gin wheel, transporter or runway
- b) Electrical short circuit or overload attended by fire or explosion which resulted in the stoppage of the plant involved for more than 24 hours
- c) An explosion or fire occurring in any plant or place that resulted in the stoppage of that plant or suspension of normal work in that place for more than 24 hours

When associated with work activities the following diseases are to be reported to the HSE as soon as written diagnosis is received from a Doctor:

- a) Poisoning-acryl amide, arsenic, benzene and derivatives, beryllium, cadmium, carbon disulphate, diethylene dioxide, ethylene oxide, lead, manganese, mercury, methyl bromide, nitrogen oxide and phosphorous
- b) Skin diseases-chrome ulcer, folliculitis, acne, or skin cancer, radiation skin injury
- c) Lung diseases-occupational asthmas, extrinsic avlveolitis, pneumoconiosis, byssinosis, mesothelioma, bronchial or lung cancer
- d) Infections-leptospirosis, hepatitis, tuberculosis, illness caused by pathogens
- e) Other conditions-bone cancer, cataracts, nasal or sinus cancer, angiosarcoma, urinary tract cancer, vibration white finger.

3.7 Training, Information and Instruction

The Company recognises its responsibility under current regulations to ensure that sufficient training is provided for all personnel to enable them to carry out their duties in compliance with current health and safety regulations and codes of practice.

It is this Company's policy to employ suitably trained individuals for positions and to provide sufficient information and instruction in order for them to safely carry out their duties. We shall ensure that all staff have a valid SIA license and / or CSCS card when the job role requires it

All newly recruited members of staff receive induction training which covers the Health and Safety policy plus any necessary procedures and documents. Should areas of specialised training be identified they will be completed as soon as practicable.

All personnel will receive sufficient training to enable them to carry out their duties with the least possible risk to their, or others health and safety. Any personnel who have not been trained for specific tasks will not be required to carry out those tasks until they have been sufficiently trained. No employee will be expected to undertake work where he or she is not adequately trained or under the direct supervision of a trained employee.

Refresher training shall be arranged as the need arises, as new equipment is introduced, an accident has occurred or annually if required.

3.8 Monitoring and Review

All employees are encouraged to bring to the attention of Management, any area that they consider inadequate with regards to Health and Safety. Management will consider this, and where possible, further safety procedures will be developed and implemented to reduce the risk.

Our external consults will undertake regular Safety Audits of the Company for the purpose of identifying actual and potential hazards to the workforce and the environment and to ensure all policies, procedures and method statements are being followed.

Where Hazards or Risks are encountered, the current risk assessments and Method Statements will be examined to determine whether further control measures can be taken to reduce those Hazards or Risks.

This policy document will be subject to an annual review, or as any member or management deem necessary where any changes will be made, i.e. new legislations, new staff etc.

Areas to be covered include:

- Management involvement
- Employee involvement
- Provision of personal protective equipment
- Safety Training
- Control of Hazardous Substances and their assessments
- Fire Prevention
- Accident Reporting
- Risk Assessment
- Record Keeping

3.9 General Safety and Welfare

We recognise that work areas should be safe places to work in and that we should do our very best to ensure comfort within the workplace environment.

All personnel are aware of good housekeeping practices; it is the individual's responsibility to ensure this.

Ventilation

We shall ensure that any enclosed workplaces will be sufficiently well ventilated so that stale air, and air which is hot or humid, is replaced at a reasonable rate.

In most cases, windows or other openings will be all that is required, but have identified areas where this is insufficient and thus have implemented mechanical ventilation as necessary

Temperature in Indoor Workplaces

We shall ensure that the temperature in our workplace shall provide reasonable comfort without the need for special clothing. The temperature should be at least 16.0 C, however where much of the work is strenuous the temperature should be at least 13.0 C.

We shall provide local heating or cooling in areas or times where this cannot be achieved.

Lighting

The lighting levels shall be sufficient to enable people to work, use the facilities and move from place to place safely without experiencing eye strain. In all cases the lighting levels in the workplace will be between 350-500 lux.

Lights should not become obscured and shall be replaced, repaired and cleaned as determined necessary.

Natural light will be used in preference to artificial light

Cleanliness

Every workplace and the furniture and fittings therein will be sufficiently clean. Floors are cleaned at least once per week.

We operate a simple housekeeping rule; it is an individual's responsibility to ensure their own workspace is kept clean and tidy so as to ensure tidiness for everyone else.

Room Dimensions and Space

We shall ensure that workrooms have enough free space to allow people to get to and from workstations, machinery and to move within the offices and workshop with ease.

The minimum defined space per person is 11 cubic meters, but this may be insufficient in the workshop where much of the room is taken up by furniture, equipment and machinery

Sanitary Conveniences and Washing Facilities

We have ensured that suitable and sufficient sanitary conveniences and washing facilities have been provided and are maintained.

Drinking Water

We have provided an adequate supply of wholesome drinking water for all persons at work in the workplace.

Drinking cups or beakers are provided and a means for washing them provided.

Accommodation for Clothing, Changing Facilities, Rest and Eating Meals

We have provided suitable accommodation for staff's own personal clothing.

Suitable eating facilities are available, which include a facility for preparing or obtaining a hot drink.

3.10 Electrical Equipment

The inspection of plugs and cables for loose connections and faults shall be carried out by the operative every time they start to use any equipment and report any defects found to the Health and Safety Representative.

All electrical equipment defined as portable electrical equipment is periodically checked and tested by a qualified electrician and this is recorded, all electrical equipment is PAT tested yearly and is labelled "Passed" dated and signed. Under no circumstances is equipment to be used if there is no PAT Test label present or if the equipment has failed the PAT Test and is labelled so.

Do not use any equipment that does not show an appropriate PAT test label; please check that this can be seen before using any equipment.

All equipment will be kept in a clean and safe working condition and it is the responsibility of the operative to ensure this is so. If any problems are found with equipment being used it should be reported to the health and safety representative, who will inspect the machine/equipment in question and decide what action, is necessary.

Under no circumstances should equipment be used if you are unsure about the safety of the machine or of the electrical socket being used. If unsure you should immediately cease their activity and report the incident to the aforementioned person.

3.11 Provision and Use of Work equipment

All plant equipment and machinery must comply with the Provision and Use of Work Equipment Regulations 1998. Equipment for use at work will be selected and purchased by the Company to be suitable for its intended use.

All work equipment will be subject to appropriate maintenance. Any damage or deficiency to equipment must be brought to the attention of your supervisor so that corrective action can be taken. Faulty equipment must be taken out of service. No personnel must use work equipment that is known to be faulty.

If a piece of equipment involves specific risk to health and safety its use shall be restricted and/or the piece of equipment shall be restricted.

- 1) Every moving part of any prime mover; every part of transmission machinery, whether driven by mechanical power or not, must be securely guarded, unless it is safe by position.
Guards removed for maintenance or repair will be replaced before the machine is set in motion.
- 2) A programme of regular; preventative maintenance will be established to ensure that all plant and equipment is systematically inspected, serviced, maintained and repaired as necessary.
- 3) Manufacturers and suppliers of mechanical plant and equipment have a duty to provide information on any hazard associated with their product and advice on their safe use.

3.12 Manual Handling

Risk assessments will be completed for those employees as required that undertake any lifting, carrying, pushing and pulling as necessary and any personnel involved in the will be made aware to the risks involved and these risks will minimised and controlled wherever possible.

Manual Handling will be avoided if a safer way is practical; jobs will be designed to fit the work to the person rather than the person to the work, taking into account human practical capabilities and physical strength.

Remember! NEVER attempt to lift or carry something you know you cannot handle or that is too obviously too heavy!

Think! Why not try

- Using any mechanical help available

- Making the loads smaller. Lighter or easier to grip
- Changing the layout of the work area.
- Lifting in teams, having a colleague assist you.
- NEVER attempt to lift something you know you cannot handle!

ALWAYS assess the load in terms of the following before even attempting to carry an item;

- Load size
- Bulkiness of the item
- Intrinsically harmful e.g. sharp, hot
- Location to be carried/moved too and from.
- Location of load, e.g. overstretching or stooping.
- Access to item, is the area cluttered? (Thus the proper lifting technique cannot be fulfilled.)

When lifting or carrying etc, always remember the following;

- Stop and think, Plan the lift. Is help required? Is the area free of obstruction?
- Place the feet correctly – feet apart, leading leg forward
- Get a firm grip – keep your arms inside the boundary formed by your legs
- Do not jerk – lift and move smoothly
- Move the feet – do not twist the body
- Keep close to the load
- Put the load down and then adjust

Extra care should be taken when lifting or carrying at height, particularly if there are awkward hand or arm movements involved as these can lead to disorders of the arm or neck.

3.13 Personal Protective Equipment

We shall comply fully with the Personal Protective Equipment at Work Regulations 1992 (as amended) 2022, and will ensure that when selecting work equipment it will be suitable for its purpose and use.

All Personal Protective Equipment (PPE) shall be issued to control risks but only as a last resort of protection and as documented in the risk assessment. All supervisory and management staff will set a good example in the wearing of protective clothing and equipment where appropriate.

The need for any personal protective equipment will be identified in the site risk assessment, and it is the supervisor's responsibility to ensure that this is provided and worn by our employees and/or limb workers.

All personnel who are required to wear any PPE as a result of these risk assessments will;

- Be provided (free of charge) with the relevant items
- Be trained in the use of these items
- Be instructed when and where to use these items
- Maintain the equipment in a clean and efficient state
- Store the equipment safely
- Immediately report any loss, or damage to the equipment.

If any employee is of the opinion that personal protective equipment is required or that the current provisions are inadequate or unsuitable this should be raised with management and the general risk assessment reviewed.

3.14 Display Screen Equipment

The company has a legal duty to ensure that workstations incorporating display screens meet the Health and Safety (Display Screens) Regulations 1992. The workstation should be comfortable and easy to use. However, any problems should be reported to a line manager or supervisor, who will investigate the position and attempt to achieve a mutually acceptable solution.

Any employee, who is constantly using a screen, should attempt to break the work into segments which will allow non-screen work to be dealt with, at least every two hours and for at least 15 minutes. In the event that this cannot be arranged, employees are required to take a rest from the screen every 90 minutes for at least 15 minutes. In the event that this cannot be arranged, employees are required to take a rest from the screen every 90 minutes for at least 5 minutes. It is the employee's responsibility to ensure that this happens.

For any screen user regular eye sight testing is essential. Employees are required to have their eyes and eyesight tested by a suitably qualified person. The company will bear the cost of any eyesight test once every two years, but will also authorise an earlier test, if problems are experienced.

If the employee cannot use normal spectacles or lenses, to carry out their work at the screen, the Company will bear the cost of special corrective lenses or spectacles. In the event that spectacles provided for an employees use are lost or damaged, the company may ask the employee to make a contribution towards their replacement.

Users of Display Screen equipment should be aware of their duties and responsibilities in respect of the company's policies relating to confidential information

There are many hazards associated from using display screen equipment for long periods of time, if work area is poor or if the user is sitting in constant awkward positions. The following should be considered as a minimum:

Display Screen

The characters on screen shall be well defined and clearly formed, of adequate size and with adequate spacing between the characters and lines. The image on the screen will be stable with no flickering and brightness and contrast will be adjustable as necessary. The screen shall swivel and tilt easily to the users needs and the screen shall be free of reflective glare and reflections liable to cause discomfort to the user.

Keyboard

The keyboard shall be tilt able and separate from the screen, and the space in front of the keyboard shall be sufficient to provide support for the hands and arms of the user.

Work desk or work surface

The work desk or work surface shall have a sufficiently large, low reflective surface and allow flexible arrangement of the screen, keyboard, documents and related equipment. The document holder (If necessary) shall be stable and adjustable and shall be positioned so as to minimise the need for uncomfortable head and eye movements.

Work Chair

The chair shall be adjustable in height and have a back rest that is not only adjustable in height but that can tilt backwards and forwards. The chair will also be stable and will allow the user easy freedom of movement and a comfortable position

If necessary, a footrest will be provided.

Environment

The workstation shall be dimensioned and designed so as to provide sufficient space for the user to change position and vary movements.

Room lighting or spot lighting shall ensure satisfactory lighting conditions and an appropriate contrast between the screen and background environment, windows will be fitted with blinds where appropriate.

User/Computer Interface

The software shall be suitable for the task(s) to be completed, and shall be easy to use, and, where appropriate, adaptable to the users level of knowledge or experience.

Systems shall display information in a format and at a pace, which are and can be adapted to the user.

3.15 Driving at Work

Employees are encouraged to ensure that all vehicles are checked prior to embarking on any journey and these checks are to include the following;

- All the lights and indicators are in working order
- Tyre pressure and condition
- The brakes are functioning correctly
- The mirrors and windscreen are not damaged
- The oil level is at the recommended level
- There is sufficient brake fluid in the reservoir
- There is coolant level is at the recommended level.

Mobile Phones; the following rules apply for when driving;

- it is illegal to use a hand-held mobile phone whilst you are driving, stopped at traffic lights, in a traffic jam or in any other hold up. Hand-held phones may only be carried in the vehicle providing they are switched off and not checked during these periods
- the only occasion under which a hand-held phone can be used whilst driving is to make a 999 emergency call, but only if it is not safe or practical to stop to make a call
- calls may be made and messages retrieved when the vehicle is safely and securely parked
- Hand-free sets for mobile phones are legal to use. However, we expect all drivers to exercise their judgment in deciding when it is safe to make or receive phone calls. Drivers must retain full control of their vehicles at all times
- Calls made to and from a hands-free mobile phone should be kept as short as possible.

The Highway Code and Speed limits need to always be obeyed;

- 70mph on Motorways and Dual Carriageways
- 60mph on single carriageways.
- 30mph on urban roads

Any changes to the condition of your driving license such as points and offences, it is your responsibility to ensure that the managing director is made aware and records these.

Any accidents need to be reported immediately to the Company who will instruct you accordingly.

In the event of a break-down please ensure you pull over in a safe place and ensure you leave the vehicle with its hazards light on. Never sit in the vehicle but instead stand alongside with the vehicle shielding you from the road.

3.16 Violence

Violence at work has been defined as “any incident in which the person is abused, threatened, or assaulted in circumstances relating to their work”. Whilst this definition applies to all staff, some may be more at risk than others.

In our own workplace, we have identified the following groups of personnel as being most at risk;

- Those who work outside of normal business hours, early morning or late at night
- Any cash handlers (e.g. visits to the bank)
- Those who travel for business purposes.
- Lone Workers
- Those who work on any susceptible sites.

The safety of our employees is paramount, should you find yourself dealing with any rude or aggressive people, you must never return the aggression as this is how anger can escalate to violence.

Try to adopt a calm and reassuring attitude and speak slowly and gently and follow training. In the unlikely event that a situation escalates, staff should always withdraw from it.

Any incidents of violence must be entered in the accident book as well as being reported to the Director responsible for Safety. This includes all incidents of violence, threats or verbal abuse.

3.17 Drugs and Alcohol

The Company aims to provide a safe and efficient working environment for its employees, suppliers, customers, clients, contractors and visitors. The use or possession of drugs (other than those prescribed for use by the employee from a medical practitioner) inside or outside of the workplace, is therefore likely to result in the disciplinary procedure being invoked.

In addition the consumption of alcohol on company premises, or reporting for work under the influence of alcohol, is also likely to result in the disciplinary procedure being invoked.

A manager, supervisor, operations manager or other senior company manager will decide whether they consider an employee to be influenced by alcohol or drugs by exercising their judgement in conjunction with a colleague, where possible. The key factor will be the general behaviour, actions and physical and visible state of the employee.

The company, however, understands that from time to time employees may find that they are unable to control their drug and alcohol intake and may need support and assistance.

If an employee has a problem and comes forward with it, the Company may be able to assist them by offering treatment, counselling or other help and assistance, as appropriate. In these circumstances the issue will usually be viewed as a medical problem rather than that of a disciplinary issue. It should be understood that whilst the company can never guarantee job continuance, every effort will be made to resolve problems of this nature jointly.

Alcohol and Drug Testing

The Company reserves the right to test for evidence of named drugs and/or alcohol levels at any time and without advance warning. The company expects employees to co-operate fully with any requests made of them in this respect. Refusal to co-operate may result in disciplinary action being invoked.

3.18 Work Related Stress

We are a responsible employer and are aware of our duty of care regarding the mental health and welfare of our staff. For this reason, we will take all reasonable steps to ensure that staffs are not placed under excessive stress by their work.

Should any member of staff feel that they are suffering from an unacceptable level of work-related stress, the employee should inform the Director responsible for Safety, who will treat the matter with sympathy and in confidence

If necessary, we will carry out a specific stress risk assessment that will incorporate a review of the employee's actual duties against those described in their job description. The findings of the risk assessment will be discussed with the employee and if appropriate, changes will be made to their role in order to reduce the levels of stress experienced.

If necessary, the employee may be referred to a doctor for a medical assessment or alternatively, the employee may be offered counseling.

Whilst we are not responsible for causes of stress outside the working environment, we recognise that it can impact on an employee's attendance and work performance. Therefore, we would encourage employees to make us aware of any problems which are causing them concern.

3.19 Lone Working

We recognise that working alone is a significant hazard within our work practices and as a result implemented measures to control this and keep this hazard to as low as possible.

A risk assessment has been completed for working alone and controls identified and documented.

Guards are all inducted into the site so are aware of any pertinent hazards or areas to avoid. They are also trained to deal with any situations that may ascertain whilst on duty.

Check call procedures have also been established and are detailed in the assignment instructions; these are as follows;

- For 1 operative sites; calls are required every hour
- For 2 operative sites; calls are required every 2 hours

In the window of 5 minutes before and 10 minutes after

If the calls are not received from the employee during the time window specified above, then the officer in the control room will call the guard and should there be no answer then a visit will be scheduled to ensure that they guard is fine.

3.20 Assignment Instructions

Much of our work is completed on our customer's sites and as a result these need to be controlled.

Assignment Instructions are created for every site we undertake; these are specific to the site and detail procedures and details on the following;

- Emergency contacts
- Procedures for reporting on and off for duty
- Hours of duty
- Duties of the guard

- Site working hours
- Site description and information
- Visitor procedures
- Incident reporting
- Lost and found procedures
- Information on Gas, Electric and water
- Emergency procedures, such as bomb threats, fire, intruders, robberies, first aid etc.
- Potential hazards on the site
- Any site specifics to be aware of e.g. as identified in the site risk assessment

3.21 Working Time and Rest Periods

All new employees are given the option of opting out of the maximum 48-hour week by completing an individual written agreement. Unless a period of notice is given to terminate the agreement (which cannot exceed three months) is specified, either party with seven days notice can terminate it. Employees cannot be required to opt-out of the 48-hour week and we will not take action against anyone for refusing. We will keep a record of individual written agreements to opt-out.

All rest periods granted to employees will be in compliance with requirements of the Working Time Regulations 1998.

3.22 CDM (Construction, Design and Management) Duties

We recognise our duties under the Construction (Design & Management) Regulations 2015 and have implemented this policy to ensure they are discharged; the duties on contractors apply whether the workers are employees, or self-employed.

Whenever the CDM Regulations apply to a project the Company will:

- Obtain evidence from all contractors that demonstrates allocation of adequate resources for health and safety – at tender stage.
- Fulfil ALL duties (whenever applicable) under Part 2 of the regulations.

When acting as a Contractor, Phoenix Security (Essex) Ltd will:

- Ensure that when appointing a contractor that they have the skills, knowledge and experience and, where relevant, organisational capability to carry out the work for which they are being appointed, or that they are in the process of obtaining them;
- Co-operate with other duty holders;
- Plan, manage and monitor the work under our control so it is carried out in a way that controls the risks to health and safety and that it is proportionate to the size and complexity of the project and the nature of the risks involved;
- Ensure that effective, preventative and protective measures are put in place to control the risks and the right plant and work equipment are provided to carry out the work involved;

- Attending regular progress meetings with other duty holders to ensure that our arrangements for planning, managing and monitoring our own work can feed into, and remain consistent with, the project-wide arrangements;
- Monitor our work to ensure that the health and safety precautions are appropriate, remain in place and are followed in practice;
- Assess the existing health and safety skills, knowledge, training and experience of our workers, compare these existing attributes with the range of skills, knowledge, training and experience they will need for the job; and identify any shortfall in order to provide the 'necessary training'; not rely on CSCS cards or similar as evidence that a worker has the right qualities;
- Provide appropriate supervision to all employees, contractors and newly trained individuals giving them the opportunity to gain positive experience working in a range of conditions. The level of supervision provided will depend on the risks to health and safety involved, and the skills, knowledge, training and experience of the workers concerned;
- Where a Principal Contractor has been appointed we will follow the Construction Phase Plan that is relevant to our work and facilitate co-operation and co-ordination between contractors.

We will also ensure that employees or contractors under our control:

- Are consulted about matters which affect their health, safety and welfare;
- Take care of their own health and safety and others who may be affected by their actions;
- Report anything they see which is likely to endanger either their own or other's health and safety;
- Co-operate with the management of Phoenix Security (Essex) Ltd fellow workers, contractors and other duty holders.

3.23 Vulnerable Persons e.g. young, new & expectant mothers

As soon as an employee is aware of their pregnancy they should inform their supervisor who in turn will notify the management team to enable the company to ensure, as far as is reasonable practicable, that any risk to the health and safety arising from their work may be assessed and avoided.

A risk assessment for the employee will then be completed and reviewed regularly as the need arises. Any changes required to the working pattern, area or duration of work will be considered, discussed with the HR department and implemented as required.

Young persons at work are considerably susceptible to hazards further than those identified for others due to their experiences and knowledge. As a result, risk assessments for the young worker will be completed with control measures identified, recorded and implemented accordingly.

The risk assessment will also assess the need for adequate supervision and further training – and this course of action recorded.

3.24 Non-English speaking personnel

The Health and Safety at Work Act and the Management of Health and Safety at Work Regulations require all employers to provide their employees with understandable and relevant information on risks to their health and safety and on precautions to take to avoid those risks.

Information should be provided in a way that takes account of any language difficulties or disabilities. It can be provided in whatever form is most suitable in the circumstances, as long as it can be understood by everyone.

All employees expect to be treated fairly and considerately; current laws such as the Race Relations Act, the Disability Discrimination Act etc generally supports this. It is illegal to discriminate against people at work on the grounds of Gender, Race, Disability, Sexual orientation, Religion or belief.

Should the Company employ Non - English speaking workers, we will provide understandable information on the risks to health & safety and relevant precautions. We shall ensure that employee's roles and responsibilities are fully understood and that supervisory staff have the skills and support necessary to be fully engaged when supervising Non - English speaking workers.

Communications, site induction, toolbox talks/safety briefings, and health & safety information amongst the workforce will be translated via a 'buddy system' or through direct translation into the relevant language.

3.25 Use of Contractors

All contractors to the company will be subject to an assessment prior to their employment with Phoenix Security (Essex) Ltd before initiating any works on site. All contractors are obliged to follow our safe working procedures at all times and will ensure the following;

- Ensuring, so far as is reasonably practicable that work undertaken under the control of Phoenix Security (Essex) Ltd, does not constitute a Health and Safety risk to any person who may be affected by those activities
- Agreeing with the company's, safe working procedures, and prior to the commencement of any contract.
- Complying with the Company safety policy and safe working procedures.
- Providing Phoenix Security (Essex) Ltd with a copy of their safety policy and safe working procedures.
- Provide suitable and sufficient risk assessments as required under the Management of Health and Safety at Work Regulation 1999 and any other relevant statutory provisions

3.26 Disciplinary Rules

It will be considered a breach of an employee's terms of employment to wilfully disregard or contravene ANY element of the Company Policy for Health, Safety and Welfare.

Disciplinary action (as set out in the contract of employment) will be commenced against any employee who, it can be shown, has done so.

3.27 Asbestos

Phoenix Security shall comply with the Control of Asbestos Regulations. Although our work activities mean our employees are unlikely to come directly into contact with asbestos, we accept that sometimes it will be present in the workplace, so our employees need to be aware of the hazards and risks associated with it.

We will ensure that adequate training, information and instruction is given to employees who are, or may be, exposed to asbestos. This will make them aware of, amongst other things:

- The properties of asbestos, its health effects and the interaction of asbestos and smoking.
- The type of materials likely to contain asbestos.
- Work that could cause asbestos exposure and the importance of preventing exposure.
- What to do if you suspect asbestos maybe present in your work area.

This training will be given at regular intervals and will be proportionate to the nature and degree of exposure and so will contain the appropriate level of detail. Approved courses by an external training provider are

preferred however if required we may utilise an online training provider or something less informal i.e. a toolbox talk.

Asbestos and any suspected asbestos containing materials pose a serious health risk and employees must not undertake any work where asbestos is present or suspected. To ensure their safety we take all precautions to protect our workers, whether it be training as identified above or notifying them of the locations of any asbestos as identified in the site register as required.

Should asbestos be suspected or identified that isn't recorded, we will follow the below procedure and work alongside our Client or principal contractor as required;

- All staff are to stop work until it is confirmed there is/isn't asbestos present.
- If asbestos is present, then staff are told to visit their GP to ensure that they haven't developed any complications from the exposure.
- If all is fine then an asbestos risk assessment will be completed and ways to reduce any risk identified and implemented.

3.28 Mental Health

This Company policy outlines our provisions to prevent and address mental health issues among our Employees. Mental health is just as important as physical health. Mental illness may be detrimental to a person, as it impacts happiness, productivity and collaboration. Mental health issues may affect companies, in the form of:

- Turnover
- Absenteeism
- Poor employee performance
- Employee substance abuse
- Work-related accidents
- Workplace violence or harassment

With this policy, we aim to support our Employees and create a healthy and happy workplace. We want everyone to feel appreciated and be treated fairly.

What are Mental Health Issues?

Mental health issues in the workplace are any conditions that affect Employees' state of mind. These conditions may include mild depression, stress and severe anxiety which may result in burnout and nervous breakdowns. Substance abuse may also perpetuate mental health issues. Mental health problems manifest in different ways. Some Employees may suffer with no physical side effects, while others may experience physical symptoms (e.g. increased blood pressure, lethargy, changes in eating habits.)

Employees may experience mental health issues for various reasons that an employer cannot control (e.g. hereditary, family conflicts, general health), but there are also work-related reasons for mental health problems, including:

- Job insecurity.
- Excessive pressure.
- Work-life imbalance.
- Lack of appreciation.

- Hostile workplace conditions.
- Unsatisfactory job or workload.
- Unpleasant relationships with colleagues or managers.

To every extent possible, our company's leaders aim to recognise and address cases of workplace pressures that contribute to mental health issues. We aim to:

- Treat mental illness seriously.
- Identify issues proactively and resolve them.
- Support Employees who face mental health problems.
- Create pleasant workplaces in collaboration with managers, Employees, unions and health experts.

Job-related Issues

Issues related to work, compensation, job insecurity and work-life balance can heavily burden our Employees. In these cases, we encourage our Employees to speak to our mental health professional about how to handle their individual situations better. Additionally, we encourage open communication between Employees and managers. If Employees have a work-related problem, they should speak openly to their managers. Managers are in turn obliged to listen to their Employees and should search for a mutually satisfying solution together

Managers' Responsibilities

Managers should also proactively identify any mental health issues among their Employees. If they perceive that an employee is in a state of emotional or psychological distress, they should reach out to them. Here are some tips on how managers can address an employee who suffers from mental health issues in common situations:

- If an employee has work-related problems, managers should come up with a solution.
- If an employee has issues collaborating with colleagues, managers should meet with concerned Employees and serve as mediators. If the problem is severe (e.g. violence, harassment, victimization), managers should seek advice.
- If an employee's problems are personal or the employee refuses to discuss them, managers should encourage them to contact a mental health professional.

Open Communication and Support

We also want to actively support Employees who are at risk of facing mental health issues (e.g. pregnant women, new parents, retiring Employees.) Often, it's easier to reach out to a colleague instead of a supervisor, Manager of HR. We encourage co-workers to support one another when needed.