



**Oxford
Security Services**

HEALTH AND SAFETY POLICY

**OXFORD SECURITY SERVICES LTD
SANDFORD GATE CLARENDON BUSINESS CENTRE, EAST POINT BUSINESS PARK,
OXFORD OX4 6LB**

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POLICY REVIEW RECORD

VERSION / REVISION	DATE	CHANGES MADE	CHANGES BY
<i>Version 1.0, Revision 1.0</i>	<i>19th October 2021</i>	<i>Policy implemented for the first time from Origin H&S.</i>	<i>N/A</i>

HEALTH AND SAFETY POLICY STATEMENT

At **OXFORD SECURITY SERVICES LTD** it is our policy to comply with our obligations under the Health and Safety at Work Act 1974 (as amended), the Management of Health and Safety at Work Regulations 1999 (as amended) and other supporting Health and Safety legislation. We are aware of the impacts that poor **SAFETY CULTURE** can create so we endeavour to provide and maintain a healthy and safe working environment for the wellbeing of our employees and those affected by our activities, which include self-employed, sub-contractors.

NO HARM – our main objective is to minimise the number of instances of occupational accidents and illnesses; ultimately to none. We will assess and control risks, ensure emergency arrangements are in place, provide information and training along with considering shared workplaces, 3rd parties and any vulnerable people.

HEALTH AND SAFETY REMAINS THE RESPONSIBILITY OF EACH AND EVERY INDIVIDUAL associated with our business and all employees are required to be constantly vigilant and concerned for the welfare of themselves and others that our work may impact.

Workers must **TAKE REASONABLE CARE** and to report any situation, which may pose a threat to the wellbeing of themselves or any other. **HAZARDS** in the workplace must be reported and no member of staff will be penalised for complaining to management or a designated Health and Safety Representative if hazards are not addressed in a timely manner.

The reporting of **INJURIES** sustained by a person at work, however small, must never go unrecorded. Accident records are crucial to effective monitoring and revision of our policy and must therefore be accurate and detailed.

OUR COMPANY believes that success can only be achieved through the **COOPERATION** across all levels of the business. Experienced employees must support and assist inexperienced and young employees by not allowing them to unknowingly put their health and safety at risk. An inexperienced, untrained, or young worker must not attempt to do hazardous work if they do not feel competent or have not been trained for that work.

MONITORING of staff and **COMMUNICATION** channels remain key to the implementation of this policy. Employees will be provided with the required equipment, information, training, and supervision required to do their job.

Our Policy is **REGULARLY REVIEWED**, and improvements implemented, as necessary. We invite all employees to make suggestions either informally or in writing to a business Director.

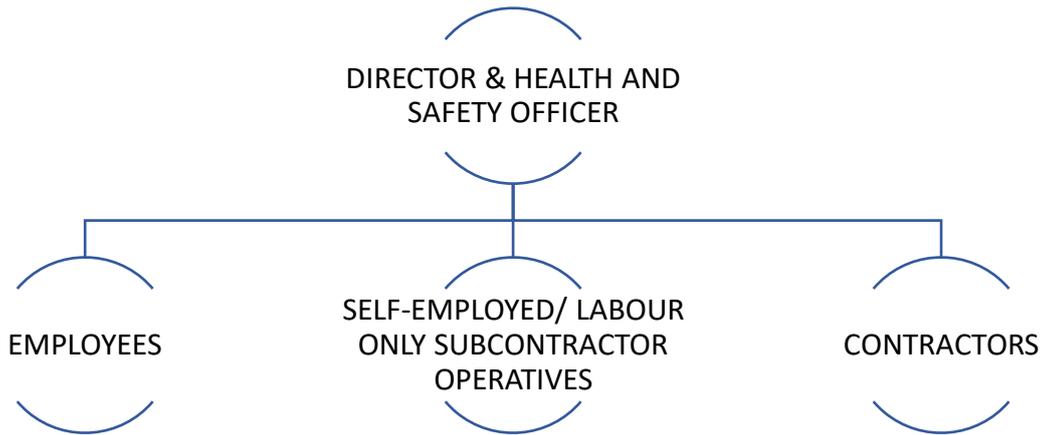
NAME	POSITION	SIGNATURE	DATE
<i>Matthew Collaire</i>	<i>Director</i>	<i>MCollaire</i>	<i>19th October 2021</i>

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ORGANISATIONAL STRUCTURE



TRAINED FIRST AIDERS

HEALTH AND SAFETY RESPONSIBILITIES

DIRECTOR RESPONSIBILITIES

NAME	POSITION	EMAIL
<i>Matthew Collaire</i>	<i>Director</i>	info@oxfordsecurityservices.co.uk

All senior level individuals recognise their personal responsibilities and liabilities under health and safety law and will adhere to the following:

- ✦ Show strong, active, and visible health and safety leadership, establishing effective 'downward' communication systems and management structures appropriate to the business.
- ✦ Recognise their role in engaging active participation of workers in improving health and safety.
- ✦ Provision of adequate resources to implement safe systems and high-quality training for all staff.
- ✦ Promote healthy and safe working conditions and an effective 'upward' communication structure to resolve any issues.
- ✦ Ensure that all business decisions integrate seamlessly with management of health, safety, and wellbeing.
- ✦ Ensure a sufficient assessment and review of management of health and safety risks is undertaken.
- ✦ Have access to competent advice, whether this is internally in the business or via an external competent person.

HEALTH AND SAFETY OFFICER RESPONSIBILITIES

NAME	POSITION	EMAIL
<i>Matthew Collaire</i>	<i>Director</i>	info@oxfordsecurityservices.co.uk

Health and Safety Officers shall be appointed to ensure that health and safety is promoted across the business and its operations. Duties and responsibilities include:

- ✦ Ensuring that responsibility for safety is properly assigned and accepted at all levels.
- ✦ Making every effort to ensure the maintenance of a safe work environment through a positive approach to ongoing health and safety.
- ✦ Facilitate the implementation of health and safety legislation and regulations across all aspects of the businesses.
- ✦ Ensure that all employees are given relevant information and training to undertake their work activities safely; including specialist training where required.
- ✦ Ensure that Risk Assessments and Method Statements are provided to cover key hazards involved in the business' activities and these are communicated to appropriate persons.
- ✦ The provision of all necessary items of personal protective equipment, safety signs and relevant health and safety documentation.
- ✦ Updates and changes to safety documentation are subject to consultation with staff and are communicated to and made available to staff after each update e.g., updated health and safety policy, risk assessment document etc.

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- ✦ The provision of adequate welfare and first aid.
- ✦ That the action to be taken in the event of fire or other emergency and the provision of suitable firefighting equipment is fit for purpose.
- ✦ Ensures that materials are stored safely and that, where appropriate, firefighting equipment is readily available.
- ✦ Monitor workplace hazards and ensure that employees and others are adhering to this policy and supporting management system.
- ✦ Help to create designated safety instructions or procedures for high hazard tasks to minimise the risk of workplace accidents.
- ✦ Assist with prompt accident investigations and near miss investigations; along with other complaints relating to health and safety, ensuring employees involved and a competent person as required.
- ✦ Competent persons are allocated to inspect the work machinery and equipment to ensure it is fit for purpose and safely installed. That records of statutory inspections and other appropriate records are kept.
- ✦ Facilitate record keeping of accidents, near misses or any other incidents related to health and safety.
- ✦ The availability, where required, of information on the potential hazards of articles and substances used by personnel within their control, and that all necessary COSHH assessments are carried out.
- ✦ That cleanliness, tidiness and all general good housekeeping is of an acceptable standard.
- ✦ Maintain an up-to-date knowledge of legislation and other developments that can impact health and safety.

Where the Company does not employ a competent person with skills, knowledge, and experience to fulfil the above duties efficiently, we may seek support from an external competent person to help fulfil our legal duties.

HEALTH AND SAFETY ADVISOR

NAME	REPRESENTING	EMAIL
<i>Chris Haynes TechIOSH</i>	<i>Origin Health & Safety Ltd</i>	www.chris@originhs.co.uk

Regulation 7 of the MHSWR requires all employers to have access to competent health and safety advice. We will endeavour to provide competence within our business, however if this is not reasonably practicable, we will seek support from an external health and safety advisor. Where appointed, their duties and responsibilities include:

- ✦ Support the Company to implement systems for ensuring compliance with Health and Safety legislation and implementation of the Health and Safety Policy.
- ✦ Monitor and audit the implementation of the policy and procedures on the site if mutually agreed by the business.
- ✦ Provide advice to ensure that the Company establishes and complies with relevant regulations on safety representation and review matters related to health and safety.
- ✦ Advise on the correct implementation of the incident investigation procedures and the appropriateness of the elimination of hazards and control of residual risks across the organisation.

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- ✦ Produce and publish documentation giving information and guidance on matters of Health and Safety including information on approved codes of practice, government and Company statistics and indices, and the review of performance, where applicable.
- ✦ Encourage regular site safety inspections to be completed, hazards to be identified and risks to be assessed and prioritised for elimination, corrective action, or control - on a timely basis.
- ✦ Provide advice and guidance on fire safety including suitable fire risk assessment and emergency evacuation procedures.

EMPLOYEE RESPONSIBILITIES – INCLUDES SELF-EMPLOYED LABOUR ONLY SUBCONTRACTORS

Under terms of employment, all employees have the following duties and responsibilities:

- ✦ To take reasonable care of their own health and safety.
- ✦ Take reasonable care not to put other people - fellow employees and members of the public - at risk by what they do or do not do in the course of their work.
- ✦ To always work with due care and attention. Whilst it is the management's responsibility to provide and maintain the necessary equipment for safe working, it is equally the employee's responsibility and legal obligation to use that equipment properly.
- ✦ Co-operate with employer, making sure they get maintain appropriate levels of proper training, understanding, and ensure to follow the company's health and safety policies and procedures.
- ✦ To understand and comply with all instructions, working procedures and safety rules which apply to their work. Some rules have a general application, like those in place for fire risks and emergencies. Others refer to specific jobs and equipment.
- ✦ Not to interfere with or misuse anything that has been provided for health, safety, or welfare.
- ✦ To report all accidents, injuries, dangerous occurrences and 'near misses' no matter how trivial.
- ✦ Not to operate plant, tools or equipment unless trained and authorised to do so.
- ✦ To wear or use personal protective equipment as instructed and when circumstances dictate its use.
- ✦ Tell employer if something happens that might affect their ability to work, like becoming pregnant or suffering an injury so an appropriate risk assessment or investigation can be performed.
- ✦ To report any hazards and, if appropriate, make suggestions for their elimination and control.
- ✦ To report any defects in plant, tools, or equipment.
- ✦ To ensure their work area is kept clean and tidy.
- ✦ To raise any safety matter with the appropriate person.
- ✦ Avoid wearing jewellery or loose clothing if operating machinery.
- ✦ If they have long hair, or wear a headscarf, make sure it is tucked out of the way to prevent being caught in machinery.
- ✦ If they drive or operate machinery, tell employer if they take medication that makes you drowsy e.g., hay fever medication.

CONTRACTOR RESPONSIBILITIES AND OTHER CONSULTANTS

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All contractors and consultants working on behalf of our business are required to demonstrate their competence prior to undertaking their work. They must ensure that work is performed in a safe manner and their activities do not provide risks to our employees or public. They are required to:

- ✦ Provide risk assessments and where applicable method statements to us in advance of starting work.
- ✦ Ensure that they have appropriate insurance to cover the scope of their work.
- ✦ Make themselves aware of our Health & Safety Policy and ensure that their own systems meet the same standard as a minimum.
- ✦ Provide trained and competent workers.
- ✦ Provide all necessary personal protective equipment for their workforce.
- ✦ Provide sufficient signage and barriers to protect other people who may be in the area affected by the contractors' work.
- ✦ Make us aware of any RIDDOR or serious near miss that has happened within their business within the past 5 years and evidence to prove measures in place to prevent a repeat.

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PART 1 – MANAGEMENT OF HEALTH AND SAFETY

We endeavour to provide a workplace where health and safety is well-managed to promote employee wellbeing and prevent accidents and ill-health. To achieve compliance, as required by the **Management of Health and Safety at Work regulations 1999 (MHSWR)** we will ensure that sufficient resources are provided to:

- ✦ Assess and control **risks** in the workplace, with input from a **competent person**.
- ✦ Have **emergency arrangements** in place appropriate to our activities.
- ✦ Provide relevant **information and training**.
- ✦ Consider shared workplaces, **third parties** on the premises and **vulnerable persons**.
- ✦ **Monitor** performance.
- ✦ **Review** policy and arrangements regularly to provide objectives for improvements where necessary.

GENERAL HEALTH AND SAFETY ARRANGEMENTS

All personnel connected to this business must follow our general health and safety rules and guidelines:

- ✦ Immediately report **unsafe practices or conditions** in the workplace to immediate supervisor or Health & Safety Officer. If you are not employed, safely report to the nearest employee.
- ✦ Personnel under the influence of alcohol or drugs are prohibited from our workplace and associated premises.
- ✦ Any act, including horseplay, which endangers health and safety of others is strictly prohibited.
- ✦ An employee who is unfit due to injury, illness or fatigue will not be allowed to work if the impairment might put at risk the health and safety of that employee or other persons.
- ✦ Employees must not modify, adjust, move, or tamper any electrical equipment or machinery outside the scope of their duties, unless instructed by a senior member of the Company.
- ✦ Waste materials, particularly combustible materials and hazardous containers must be disposed of carefully, and in a way that they do not constitute fire risk or other hazards. Records of disposal via licensed waste carrier must be retained.
- ✦ Employees should not undertake a task which appears to be unsafe to them or others.
- ✦ Employees will not undertake tasks that require safety training without receiving that training.
- ✦ All injuries must be reported to the immediate supervisor and/or the Health & Safety Officer.
- ✦ Protective guards and safety devices must be properly fitted and used where appropriate. Defects in guards and safety devices must be reported to the employee's immediate supervisor and/or the Health & Safety Officer.
- ✦ Only authorised employees are permitted to use chemicals in the workplace.
- ✦ All persons must always wear suitable clothing and footwear, and personal protective equipment must be worn where appropriate.

ACCESS AND EGRESS

Being able to move around the workplace without risk of tripping or slipping is essential. Walkways and passageways must be kept clear from obstructions including trailing wires, ropes, cables, and boxes including deliveries etc. Where this is not possible suitable signage and segregation will be provided. We will ensure that:

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- ✦ Walkways or passageways that become **slippery** will be clearly marked with warning signs until the slippery surface has dried or removed.
- ✦ Changes in the **floor elevation** including steps and significant ramps in any walkway or passageway will be clearly marked and **well-illuminated**.
- ✦ **Long or sharp edges** to objects stored in or around walkways or passageways shall be covered to ensure the prevention of injury to persons.
- ✦ **Warning signs** will be placed as appropriate to indicate any hazard that may injure or obstruct persons if their presence cannot be avoided.
- ✦ We avoid storing equipment or supplies on **stairs or stairways** where they can become a trip hazard.
- ✦ All persons will ensure to **use handrails** whilst walking up and down stairs.
- ✦ Persons are prohibited from **running up and down stairs**, where present.
- ✦ **Lighting** is sufficient to see all walkways.
- ✦ Stair **treads/noses** are in good repair.
- ✦ Individuals avoid carrying **bulky items** if they hamper the individual's view of their route.
- ✦ All **spillages** are mopped up immediately and colleagues advised of any slip hazards by signage or barriers.
- ✦ If **stairs are inconsistent** with their height, warning signs will be installed.
- ✦ We thoroughly **clean** on a regular basis to remove contaminants.
- ✦ When cleaning suitable warning signage is used to notify passers-by.
- ✦ Appropriate persons **regularly monitor** access and egress routes and put right any issues immediately to prevent the risk of an accident. If the individual cannot immediately fix the problem the area shall be made safe and a supervisor or Health & Safety Officer informed immediately.

ALLERGIES

Anaphylaxis is a severe and life-threatening allergic reaction that can be fatal. Severe symptoms such as a swollen tongue, difficulty breathing or becoming unconscious usually develop suddenly, often within minutes after being exposed to an allergy trigger such as a particular food, latex, insect stings or certain drugs. There is no cure for anaphylaxis, people at risk must manage their condition and carry adrenaline, a life-saving emergency medication.

Common UK Allergens include Peanuts, Tree Nuts, Sesame, Shellfish, Milk and Eggs, Grass pollen, Tree pollen, Insect stings, Latex Dust, mites, Moulds, Animal dander and Medication including ibuprofen, aspirin, and certain antibiotics.

All staff must provide specific information about their allergies, including seriousness and symptoms/signs of an allergic reaction. An employee with an allergy should consent to allow this information to be shared to other colleagues to help prevent exposure, including where their medication is kept.

If employees' allergies are being triggered in the workplace, we will carry out a risk assessment to identify and remove those triggers. The Company shall adopt some basic control measures to reduce the impact of allergens:

- ✦ Maintain a safe area for the storage of employees' food, including separate areas for those with significant food allergies e.g. peanuts, or dietary preferences e.g. vegan.
- ✦ In the event of a specific food allergy, alternative safe snacks will be provided to relevant staff as required and we shall inform any outside caterers of employees with food allergies.

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- ✦ Ensure sufficient provision of first aid trained employees, understanding the signs and symptoms of an allergic reaction.
- ✦ Ensure the workplace is properly ventilated – having clean air around you is extremely important. However, if you have hay fever sufferers in the office, keep the windows closed in the early morning and late afternoon, as this is when the pollen count is highest.
- ✦ Ensure your desk is regularly cleared and cleaned, so that it is not harbouring any dust or allergens that will make your symptoms worse.
- ✦ If there are plants in the workplace, ensure they are regularly watered and the topsoil removed to ensure mould isn't harboured.
- ✦ Hang coats and jackets in a separate closet or away from the main working area, as these can harbour dust and pet hair.
- ✦ Some medication can be drowsy, staff are required to inform the Company of any medication they are taking and any side effects that could result e.g. drowsiness – it is essential that individuals do not drive or operate plant or machinery when taking medication that creates drowsiness.
- ✦ Further information is available from the health and safety officer upon request.

ASBESTOS

Asbestos dust **can kill**. It can cause lung damage and cancer. Harmful Asbestos particles are too small to see with the naked eye and the diseases that develop can take many years. There is no cure. Asbestos can be found in most buildings built prior to 1999 and is used in many different forms such as roofing, insulation, decorative finishes, tiles, sprayed coatings, and lagging to pipe work.

As a company we will ensure that any worker that could potentially be exposed to Asbestos is communicated the significant risks and control measures required to protect themselves and others. This would likely be completing an asbestos awareness course or having similar training.

Where our premises are older than 1999 or any premise we are working on, we will ensure that an Asbestos Management Survey has been carried out by a competent person to confirm whether there are any asbestos containing materials in the workplace. Further control measures will be developed in relation to the study the findings.

If any worker suspects asbestos or thinks they have disturbed asbestos based material, **work must cease**, area made safe, inform the Health & Safety Officer and do not recommence this work until further instructions and significant control measures have been initialised.

CLIENT-BASED ACTIVITIES (AWAY FROM PREMISES)

Where work is carried out at customer's premises, it is the responsibility of each employee to ensure:

- ✦ That the client is advised where employees are working, and arrangements have been made to ensure that their work poses no risk to the client or other employees.
- ✦ That employees define and create a safe working area.
- ✦ That employees only carry out work that they competent and trained to do.
- ✦ That employees do not put themselves at risk whilst carrying out their duties.
- ✦ That employees comply with the clients' Health & Safety arrangements.
- ✦ In advance of carrying out any activity, employees should carry out a visual risk assessment and think of practical working arrangements to reduce hazards in the workplace.

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- ✦ That employees keep their working area clean and tidy and that they tidy up and remove waste at the end of each working day.

If work is carried out on behalf of the Company on clients' premises, employees must be aware that the client has the overall legal responsibility for the health and safety of all personnel whether personnel are client's employees, or members of the public. Therefore, employees must make themselves aware of, and comply with, the health and safety procedures of the client. In addition, they must comply with safe working practices contained in this policy and/or any instructions given by any On-Site Health and Safety representatives.

When working on client's premises, employees and representatives should address any immediate health and safety concerns with the Health & Safety representative on site.

Regardless of where employees work, they are responsible for safe working practices at all times. For higher risk sites it is appropriate that a site-specific risk assessment is created and reviewed regularly. The risk control measures must be shared with all relevant employees and persons associated with work on the site.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

Under the Control of Substances Hazardous to Health Regulations 2002 (COSHH) (as amended) the following precautions shall be taken:

- ✦ Employees who may encounter hazardous substances will receive training and information on the health and safety issues concerning substances. Employees working with hazardous substances must follow procedures relating to the substances e.g., risk assessment.
- ✦ Employees must assume that all substances are hazardous unless known otherwise and abide by all the hazard information provided on assessment sheets. If in doubt as to the substance or its method of use, ask the Health & Safety Officer.
- ✦ Substances hazardous to health include natural and artificial substances (including micro-organisms), which can be toxic, harmful, corrosive or irritant to any employees exposed to them.
- ✦ In the event of contamination, the employee should find out the substances and its source and, if injury occurs, he/she should contact the First Aider, his/her own doctor, or the Local Hospital (Casualty Department) for treatment without delay.
- ✦ Be familiar with rules for using substances always; refer to the COSHH assessment before use.
- ✦ Handle hazardous substances with care and use the personal protective equipment supplied as it is supposed to be used.
- ✦ Before eating, drinking, and smoking ensure that hands are washed.
- ✦ Remove lids/stoppers only when the substance is to be used and replace immediately after use.
- ✦ Store flammable substances as per manufacturers/suppliers' recommendations.
- ✦ Only minimum quantities, required for immediate use, to be kept in a work area.

CONTROL OF INFECTIOUS DISEASES

We will take proactive steps to protect the workplace in the event of an infectious disease outbreak. It is the Company's aim during any such period to strive to operate effectively and ensure that all

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essential services are continuously provided and that employees are safe within the workplace if possible. If deemed necessary, the business will close or partially close nonessential activities.

We are committed to providing authoritative information about the nature and spread of infectious diseases, including symptoms and signs to watch for, as well as required steps to be taken in the event of an illness or outbreak. We will follow **government advice**.

All first aiders should check the latest government information on a regular basis as this is always the most accurate in a dynamic and fast evolving situation. Visit GOV website for up-to-date information for First Aid Responders and see First aid section later in the document for more information.

Since the introduction of COVID-19 contamination issues in 2020 onwards, a response kit made up of **disposable protective equipment** should be made available for first aiders that may need to respond to an injury or any individuals that may be tasked with undertaking a deep clean in the event of suspected COVID-19 contamination in the workplace.

PREVENTING THE SPREAD OF INFECTION IN THE WORKPLACE

We will make every effort to ensure that our workers undertake their **work from home** if possible. However due to the nature of the business, where attendance is required, we will ensure a **clean workplace is maintained**, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, break rooms, meeting rooms and door handles.

The health and safety officer will monitor and coordinate events around an infectious disease outbreak, as well as to create work rules that could be implemented to promote safety through infection control.

We ask all employees to cooperate in taking steps to reduce the transmission of infectious disease in the workplace. The best strategy remains the most obvious— remaining at a **safe distance** from others and **frequent hand washing** with warm, soapy water. PPE will be provided and made mandatory as required e.g. face coverings. Individuals are asked to cough or sneeze into a tissue and discard used tissues immediately in designated wastebaskets. We will also install alcohol-based **hand sanitisers** throughout the workplace as required to help maintain good levels of hygiene.

LIMITING TRAVEL

All nonessential travel should be avoided during a significant infectious disease outbreak. Employees who travel as an essential part of their job should consult with management on appropriate actions and travel kept as locally as possible. Business-related travel outside the country shall not be authorised until further safe to do so.

Employees should avoid crowded public transportation when possible during a pandemic. Alternative scheduling options, ride-share resources and/or parking assistance shall be considered on a case-by-case basis.

STAYING HOME WHEN ILL

Many times, with the best of intentions, employees report to work even though they feel ill. We will encourage all workers with symptoms of any infectious disease to stay at home.

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During an infectious disease outbreak, it is critical that employees do not report to work while they are ill and/or experiencing relevant symptoms or a member of their household has any. For COVID-19 this has been referred to as a new persistent dry cough, fever, significant fatigue, and high temperature. Employees who report to work will be sent home in accordance with current health guidelines and government advice.

DRIVING

Only staff with a valid driving licence and insurance covering business use may drive on Company business. Driving is a hazardous activity, and our representatives are required to drive in a manner that minimises the risks to themselves, passengers, other road users and the public. The following points must be considered:

- ✦ Driving at high speed has been shown to be a contributory factor in accidents. Allow sufficient time to complete the journey without having to drive too fast. Never exceed speed limits to reach your destination on time.
- ✦ Employees and representatives are responsible to ensure that they do not drive when tired, over the alcohol limit or under the influence of drugs.
- ✦ Employees must make us aware of any medication they take that could impact on their ability to drive or operate machinery e.g., hay fever medication with side effects of drowsiness.
- ✦ Ensure to drive within the highway code and park in line with parking restrictions, any fines incurred are the vehicle driver's responsibility.

The Company requires driving employees to:

- ✦ Advise us immediately of accidents, either privately or on Company business that you are involved in.
- ✦ Provide a copy of their driving licence upon request.
- ✦ Advise us of any driving convictions or fines that you receive at soonest possibility (including speeding but excluding parking fines).

USE OF MOBILE PHONES AND OTHER DEVICES WHILE DRIVING

Employees are reminded that driving whilst using a hand-held mobile phone or other in-car devices is an offence. The definition of "whilst driving" includes time spent in traffic jams or at a traffic light. If involved in an incident, even with a hands-free device being used individuals are at risk of prosecution for careless driving.

When driving on Company business we expect employees to neither initiate nor answer telephone calls. If a Company mobile phone user, follow this policy both during and outside working hours. We strongly advise all others to follow the same policy when driving privately and stress that receiving a business call while driving either on business or privately should avoid being answered until safe.

To make a business call whilst on a journey, it is advised to park when it is safe to do so and make the call with the engine switched off and the handbrake applied. If receiving a call when driving, ideally park when it is safe to do so to return the call and use the answering service or "missed call" facility on your mobile.

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The Company does not accept liability for damage to vehicles whilst parked on company premises. All instances should be reported to the Health and Safety Officer so an investigation can be undertaken.

DELIVERIES

- ✚ Delivery vehicles should not exceed 5mph when arriving on sites or loading areas.
- ✚ Employees should assist with the safe reversing of large commercial vehicles.
- ✚ Prior to reversing the area should be cleared of people to minimise any risks.
- ✚ Delivery vehicles should never be parked or left unattended where they can cause an access problem to fire engines.
- ✚ No delivery driver should be allowed in the stock area unless an employee is escorting them.

DISPLAY SCREEN EQUIPMENT

We will comply with the Health and Safety (Display Screen Equipment) Regulations 1992 (as amended) to enable the risks to users of screens and computers to be reduced as much as is reasonably practicable. We will provide equipment that:

- ✚ Has no glare or distracting reflections.
- ✚ Has an adjustable screen with a stable, readable image.
- ✚ Has an adjustable, detachable, and legible keyboard and mouse, with wrist rest if necessary.
- ✚ Has appropriate software.

We will provide employees with appropriate safety information about the use of display screens in an office and homeworking environment. In general, all workstations should have:

- ✚ Adequate lighting.
- ✚ Adequate working space.
- ✚ Adjustable seating with footrest if necessary.
- ✚ Adequate leg room and clearance to allow postural changes.
- ✚ Distracting noise minimised.
- ✚ Window covering to minimise glare and reflections.

We will facilitate users to produce an accurate risk assessment on their workstation to identify issues. Employees that believe their workstations are causing health issues must report to the health and safety officer immediately. We will arrange additional training, information, and resources to provide suitable adjustments to minimise risks.

We offer all display screen equipment users free eyesight tests upon request, please talk to the health and safety officer.

All employees must endeavour to keep their workstations clean, tidy, and free from debris. They must also take regular breaks from sitting at their desk / workstation.

DUST

Activities and processes are designed and must be operated to minimise emission, release, and spread of any dust, especially wood dust with or without glues and resins, respirable crystalline silica and quartz dust where applicable.

- ✚ Where possible we will ensure that activities avoid the creation of airborne particles that could cause an issue to the health of workers or anyone impacted by our activities.

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- ✦ Where dust cannot be avoided, we will ensure that measures are implemented to minimise the exposure and control the amount of airborne dust.
- ✦ We will provide water-fed equipment and dust extraction equipment where necessary and this will be subject to regular maintenance and inspection.
- ✦ Where used, only trained and authorised staff may maintain and empty the dust extraction unit and access must be restricted to this area during the task.
- ✦ Dust extraction equipment must be tested by a competent person at least every 14 months. All employees must report any defects to extraction equipment immediately.
- ✦ We will ensure exposure to RCS/quartz is below the current workplace exposure limit (WEL) of 0.1mg/m³.
- ✦ All employees will be informed and trained on the hazards and risks of exposure to dust and the control measures that have been put in place.
- ✦ Employees will be provided with personal protective equipment or clothing where necessary and will be trained in the use, maintenance, and purpose of the equipment.
- ✦ Dry shovelling must be avoided. Remove dust by vacuum (with HEPA filter) or dampen materials before shovelling and wash down floors and walls to remove residue.
- ✦ All elements of control measures will be monitored for continuing effectiveness.
- ✦ Where we require workers to wear face fit masks e.g., FFP3 we will ensure that operatives are face fit tested at regular intervals and adhere to requirements of mask wearing.

ELECTRICAL HAZARDS

Where we have a business premises, we will ensure that fixed wiring installations are subject to an appropriate inspection by a competent electrician and all new installations are undertaken by a competent person. All electrical equipment whether fixed or portable is to be subject to periodic testing and appropriate records kept. Other things to consider:

- ✦ The correct voltage for tools and equipment must always be used.
- ✦ Waterproof fittings must be used for external work.
- ✦ Leads must not be allowed to trail, as this may cause a tripping hazard.
- ✦ Frayed electrical leads must be repaired or replaced immediately.
- ✦ Operators must ensure that they are familiar with any safety instructions (including manufacturer's instructions) relating to any equipment before use.
- ✦ It is forbidden to interfere with any electrical appliance.
- ✦ The operator must check all electrical tools, leads, and plugs of any electrical equipment before bringing into use.
- ✦ Any obvious sign of irregular operation or fault of electrical equipment should be rectified.
- ✦ It is forbidden to carry out any repairs or fit any plug to an electrical appliance unless authorised.
- ✦ No electrical appliance may be connected to an electrical system by any means other than the correct plug or connection.
- ✦ Care must be taken when using kitchen equipment and any spillages must be cleaned up immediately.

END OF DAY SAFETY

If you know you will be the last to leave the premises, ensure the following checks are made:

- ✦ All hazardous and flammable substances are safely stored.
- ✦ All machinery and equipment are switched off and adequately isolated.
- ✦ Heaters and other appliances that could be a fire risk should be switched off.

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- ✦ Lighting is switched off.
- ✦ Windows closed.
- ✦ Doors all closed, especially fire doors.
- ✦ Lock all doors to prevent unauthorised access.

Other more specific end of day checks may be required relevant to different workplaces or sites as appropriate.

HAND TOOLS

We will ensure all workers have access to tools that are in good condition e.g., no loose or damaged parts. All employees are responsible to ensure that:

- ✦ All hand tools are kept in tool bags/boxes when not in use.
- ✦ Tools are in a good state of repair and replaced as appropriate.
- ✦ Correct tool is used for the task e.g., do not use screwdrivers as chisels.
- ✦ They are competent to use the tool and undertake the task.
- ✦ When using sharp knives, cutting direction should be away from the body.
- ✦ Sharp knives must have blades retracted or sheathed when not in use.
- ✦ Loose tools must not be stored vehicle cabs. In the event of turn over, they could cause additional harm.

HOUSEKEEPING

Accidents happen more frequently in an uncontrolled or untidy environment. It is necessary to maintain a high standard of cleanliness and the proper and safe storage of all goods and supplies must be ensured. All employees should be vigilant in maintaining their surroundings in a clean, tidy, and well organised manner.

Where hazards are identified that you cannot readily rectify yourself you must report this to the Health and Safety Officer so that action can be taken to control any risk to yourself and others.

HYGIENE

Paying attention to good personal hygiene will help to reduce the spread of diseases and viruses in the workplace. Most importantly, employees should thoroughly wash and dry of hands after toilet use and at regular intervals. The co-operation of all employees in this regard is requested.

- ✦ If handling food or drink (including tea/coffee making operations) or handling crockery or utensils that are for use by others (kettles or cups for example) employees must wash their hands first.
- ✦ Employees should be aware of the potential for the spread of viruses with shared equipment, these should be periodically wiped with a clean damp cloth containing detergent or disinfectant. Where possible use dedicated tools and equipment.
- ✦ Employers should ensure that workplaces are well ventilated, and adequately heated. Any concerns in this regard must be brought to the attention of the Health & Safety Officer.

INSPECTIONS OF THE WORKPLACE

We will comply with the Workplace (Health, Safety & Welfare) Regulations 1992 (as amended). This requires regular inspections of the workplace on an on-going basis. Inspections will be of a routine nature and/or because of an event or a planned change in working procedures. Inspections will always provide the opportunity to review the continuing effectiveness of safe working practices and

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therefore implement changes where necessary. Inspections may be recorded and will be discussed at health and safety or team meetings.

LEGIONELLA

We will comply with our duty to consider the risks from Legionella that may affect employees or members of the public and will take suitable precautions to control the risks. Where it is deemed necessary, we will have an assessment of the potable water system carried out by a competent person.

LONE WORKING

We will endeavour to protect employees by ensuring that they do not have to work on their own for significant periods of time, and certainly not on any high-risk tasks. Where it is unavoidable to have lone workers to meet business requirements of the Company a suitable risk assessment will be undertaken in consultation with workers to assess risks and take steps to avoid or control risks where necessary. Emergency procedures will be established, and employees trained in them.

When considering the risks attributed to a lone worker, we will consider:

- ✚ Is the person medically fit and suitable to work alone?
- ✚ Is there a safe way in and out for the person?
- ✚ Are there adequate channels of communication in an emergency?
- ✚ Does the workplace or task present a special risk to the lone worker e.g., machinery, hazardous substances, lifting objects too heavy for one person?
- ✚ Is there a risk of violence?
- ✚ Have reporting and recording arrangements been made where appropriate?
- ✚ Can the whereabouts of the lone worker be traced?

When employees are away from our premises and on their own, they must:

- ✚ Ensure regular contact is maintained with a designated person from the business.
- ✚ Be aware that certain areas of towns or cities have a higher risk of violence as does working early in the morning and late at night.
- ✚ Not go into a situation if feeling threatened.
- ✚ Adopt an early warning policy to alert colleagues about potentially violent clients etc.
- ✚ Carry a means of communication with you, such as a well-charged mobile phone. Check your coverage when you enter a site or premises.
- ✚ Upon feeling threatened, make excuses and leave. Maintain awareness of surroundings and ensure a quick and safe exit is always possible.
- ✚ Always follow signing in and out procedures at client's sites.
- ✚ Make themselves familiar with first aid arrangements when visiting client sites.
- ✚ Follow safety rules in operation at clients' sites, including for example, no access areas and the use of personal protective equipment.
- ✚ Raise any safety concerns with the Site Health and Safety Contact in the first instance.
- ✚ Report all accidents and near misses at Clients' sites Client and our Company.
- ✚ Where possible, employees should avoid situation where they are working alone at clients' sites. Where this is unavoidable follow a lone working procedure and never put themselves in a position where exposed to a high level of risk.
- ✚ Ensure to take regular breaks and avoid excessively long hours.
- ✚ Do not access dilapidated or unsafe structures and confined space locations.

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- ✦ Make sure vehicles are parked in a public, well-lit area, which is easily accessible.
- ✦ Avoid remote routes.
- ✦ Have vehicle keys in hand to avoid searching for them next to locked vehicle.
- ✦ To maintain appropriate records of incidents it is essential to report unsafe or threatening situations to the Company as soon as possible to do so.

MANUAL HANDLING

The Company will comply with the Manual Handling Operations Regulations 1992 (as amended). Manual handling operations shall, where possible, be avoided as far as is reasonably practicable. Where it is not possible to avoid manual handling operations, an assessment of the operation will be made considering all factors including the feasibility of the manual handling operation, the load, the working environment and the capabilities of employees and risk to their safety. We require individuals to:

- ✦ Be trained and competent to undertake manual handling tasks.
- ✦ Use provided mechanical devices rather than manual handling possible, the mechanical devices should be appropriate for the task and are subject to risk assessment.
- ✦ Ensure the object to be lifted or moved must be inspected for sharp edges and other hazards, e.g., wet, or greasy patches, and appropriate steps taken to remove or reduce hazards.
- ✦ If lifting or moving objects with sharp or splintered edges, clean dry gloves must be worn to ensure a firm grip.
- ✦ Ensure route over which the object is to be lifted or moved should be inspected to ensure that it is free of obstructions or spillage or another hazard.

Employees must not attempt to lift or move an object which is too heavy, and which might damage their health. Where the lifting or moving of an object is to be done by more than one person, one of the persons should be designated as the supervisor of the operation, to coordinate the lifting or moving.

MENTAL HEALTH AND WELLBEING

We recognise that stress is a growing issue in modern life and acknowledge our part in managing issues in the business to minimise any potential for increasing the psychological burden on workers. Some stress at work is unavoidable and may have a positive effect, but we appreciate that all individuals respond differently.

All reasonable measures shall continue to be taken to prevent the risk of work-related psychiatric illness and excess stress to employees. Poor attitude, behaviour or work performance and increased sickness absence may indicate that an employee's mental health and wellbeing is deteriorating.

An employee who suspects that s/he may be suffering from a work-related psychiatric illness or excess stress, should inform the health and safety officer or director immediately. As far as reasonably practicable, the business shall take steps to alter any working conditions and arrangements or workload which are found to cause the employee's psychiatric illness / excessive stress quickly and adequately.

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All reasonable security precautions have been and shall continue to be taken to prevent the risk of violence against employees and of harassment or bullying of employees at work. However, should employees be subjected to violence, bullying or harassment at work, they are encouraged to report the matter at the earliest opportunity.

All complaints of harassment, bullying or violence shall be taken seriously and shall be investigated fully, promptly, and objectively. As far as reasonably practicable, the Company shall take steps to keep the employee's identity and complaint, the identity of the alleged offender and the investigation, confidential. If the result of the investigation so merits, disciplinary action shall be taken against an offending employee.

If the issue is of a nature, which would be more appropriately discussed with an alternative colleague, a Senior Member of staff can be contacted in confidence. Where stress is believed to be work-related, it is important to raise the issue so that the problem can be addressed. Any such information will be treated with the strictest confidentiality.

NEW AND EXPECTANT MOTHERS

A risk assessment will be carried out in respect of risks to new or expectant mothers, during pregnancy the risk assessment will be reviewed at least every 3 months and more frequently if required. A further assessment will be made when the new mother returns to work. Where risks to new or expectant mothers are identified, adjustments to working conditions will be made.

NOISE

The Control of Noise at Work Regulations 2005 require us to eliminate or reduce risks to health and safety from noise at work. We will assess all tasks that may expose individuals to noise and ensure:

- ✦ Employees are aware that if they have difficulty having a conversation with someone 2 metres away in a work environment, this is an indicator that noise is an issue.
- ✦ As a company, we will endeavour to reduce the noise of any activities that are shown to provide a risk of noise exposure.
- ✦ To help achieve lower noise outputs we will use new machinery with the lowest possible outputs, keep it well-maintained and work to reduce the need for significant lengths of time performing noisy activities.
- ✦ If workers are exposed to 80db of noise, we will ensure that suitable hearing protection is available if the noise cannot be reduced or eliminated.
- ✦ If workers are exposed to 85db of noise, we will ensure that the hearing protection provided is suitable and mandatory if the noise cannot be reduced or eliminated.
- ✦ Employees must keep hearing protection clean, well maintained and correctly fitted whilst in use.

OFFICE SAFETY

All persons working in an office premises have a duty to comply with the Company to prevent accidents and potential for fire. Employees must ensure that:

- ✦ Desks are kept tidy, and wastepaper is disposed of regularly and in appropriate containers.
- ✦ A safe method of lifting any article is undertaken and, if necessary, seek assistance.
- ✦ Filing cabinet drawers are not left open.
- ✦ More than one filing cabinet drawer is not opened at the same time. Fill from the bottom drawer to minimise any tendency for the unit to overbalance.

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- ✦ Protective guards and safety devices are properly fitted and used where appropriate. Defects in guards and safety devices must be reported to the health and safety officer.
- ✦ Cables and connections on all electrical equipment are sound before use.
- ✦ All passageways, stairs and exits are kept clear of any obstruction e.g., boxes, handbags etc.
- ✦ All flammables are kept in secure, fire resistant storage.
- ✦ All personnel are familiar with the location of fire-fighting equipment and emergency procedures e.g., how to raise the alarm and location of the assembly point.
- ✦ Access to fire-fighting equipment is never obstructed.
- ✦ Shelving in storage areas is safely accessible without the use of access equipment such as stepladders where possible. Where unavoidable employees must use suitable access equipment e.g., kick steps and stepladders (minimum Class 2 EN131) that must be regularly inspected and used with care.
- ✦ Chairs or stools are not used to access storage areas, change light bulbs or other activities at height.

OFFICE EQUIPMENT

- ✦ Employees must ensure that they are familiar with any safety instructions (including manufacturer's instructions) relating to any office equipment before use.
- ✦ Only trained, competent and authorised personnel should use office equipment and young or inexperienced employees should always be supervised.
- ✦ Any obvious sign of irregular operation of office equipment should be reported to the Health & Safety Officer.

The Company would like to stress that particular care must be taken to use the following equipment safely where required:

- ✦ **Paper guillotine** – only trained and authorised personnel may operate the paper guillotine. Employees should contact the Health & Safety Officer should there be a requirement to use the paper guillotine if they have not used before.
- ✦ **Photocopier** – employees should be mindful that they operate at high voltages. Never tamper with the equipment. Always follow the manufacturer's instructions for dealing with faults such as paper jams, switch power off where necessary. Beware of hot surfaces inside the equipment.
If photocopiers are receiving light use, they should be positioned as far away from work desks as is reasonably possible with adequate ventilation. If photocopiers are receiving heavy use they should be in a well-ventilated area, preferably in a separate room where people do not work. Where the manufacturer of the equipment has identified specific risks or employees are unsure of the safest location consult the Health & Safety Officer for guidance.
- ✦ **Blades, scissors, knives, and scalpels** – employees must take care to place unguarded blades on a flat surface away from the immediate area of operatives. Blades must be stored safely and carefully when not in use. Users must cut using a guide wherever possible. Cutting will not be performed towards the body or other hand. Inexperienced workers are not permitted to work with blades or sharps without supervision.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

We will comply with the Personal Protective Equipment (Enforcement) Regulations 2018. Any employee who may be exposed to a risk to their health and safety that cannot be controlled by

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other means will be provided with properly fitting, suitable, and effective personal protective equipment (PPE) or clothing.

- ✦ All personal protective equipment or clothing must be maintained in good working order and all employees provided with PPE or clothing must wear or use it properly.
- ✦ Employees must report defective personal protective equipment or clothing to the Health & Safety Officer as soon as it is found to be defective.
- ✦ Employees provided with personal protective equipment will receive training and information on the use, maintenance, and purpose of the equipment.
- ✦ Any concerns in relation to PPE should be raised by employees immediately.
- ✦ Signage will be on display in work areas to highlight mandatory PPE required in different areas or highlighted in activity risk assessments.

The following examples of PPE will be provided for employees that are exposed to risks:

- ✦ **Safety helmets** – BS EN 397, neither damaged nor time expired.
- ✦ **High visibility waistcoats** – BS EN 471 Class 2.
- ✦ **Safety boots** – with steel insole and toecap to BS EN ISO 20345.
- ✦ **Face masks** – BS EN 149. Face fit testing must also be undertaken for all users.
- ✦ **Eye protection** – BS EN 166.
- ✦ **Ear protection** – muffs to BS EN 352-1, plugs to BS EN 352-2
- ✦ **Hand protection** – BS EN 388, 407, 420 or 511 as appropriate.

RISK ASSESSMENT

The Company understands our requirement to access risks in the workplace and will ensure that our staff are involved in the following processes:

- ✦ Identification of risks.
- ✦ Identification of different people exposed to risk.
- ✦ Consideration of the likelihood of the harm occurring.
- ✦ Take action to install appropriate control measures e.g., Eliminate, Substitute, Isolate, Engineering controls, Administrative controls, and PPE appropriate to the risk.
- ✦ Record and document risk assessment so that we can communicate it to appropriate persons.
- ✦ Review of the risk assessment process at regular intervals.

Where we undertake work on different sites and locations, we will endeavour to provide a site-specific risk assessment document to cover the dynamic risks that may be present in addition to the general risks that may be present to all premises.

SAFE SYSTEM OF WORK / METHOD STATEMENT

Where our risk assessment process identifies areas of the business where we cannot reasonably remove a significant risk; we may consider providing a Safe System of Work or Method Statement which is a set of step-by-step instructions to be used as a safe guide to perform a task.

SECURITY

Sites and premises must be made secure at the end of the working day. All building entrances should be locked, and windows closed. There should be no open hazards or arson risks such as unlocked waste bins in external areas.

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When working on a site away from the Company premises, if using ladder access these must be removed, or boarded over to prevent any trespassers being able to climb. Any open excavations shall be made safe and fall risks prevented. Tools and equipment shall be removed from site or locked away with the site access locked and sufficient signage in place to prevent unauthorised access.

STORAGE

- ✚ Care should be taken not to overload cupboards, cabinets, shelves, or racking.
- ✚ Where necessary units must be fixed securely to the wall.
- ✚ High shelving or racking in storage areas/rooms that requires the use of access equipment such as stepladders should be avoided wherever possible. Where this is unavoidable, employees must use suitable access equipment e.g., kick steps and stepladders and be trained in safe use.
- ✚ Kick steps and stepladders must be kept in good condition, secured when not in use and handled with care. They should be regularly inspected and taken out of use when defective.
- ✚ On no account should employees use chairs or stools to access storage areas, change light bulbs or other activities at height.
- ✚ Storage areas should be kept clean and tidy and free from clutter. Materials or equipment must not be left where people may fall over them, nor piled on top of cupboards and cabinets.
- ✚ Where racking and shelving is provided in significant amounts, we will ensure that we arrange for competent persons to access the structure on a regular basis and that appropriate inspections are undertaken in line with the SEMA code of practice.

TEMPORARY WORKERS

Temporary workers must undergo a workplace induction to include induction training, passing on risk assessment information, site safety rules, communication arrangements, the need for special occupational qualifications or skills the worker should have to perform safely e.g., forklift truck license, any health surveillance that is required, any personal protective equipment that is required. Training certification should be checked to ensure the temporary worker is competent. Records of training for temporary staff should be maintained.

TRAINING

Health and safety training is essential for all effective work procedures. All workers will be trained in safe working practices and procedures relevant to their duties. Training will include advice on the use and maintenance of personal protective equipment, where applicable.

Training sessions will be held as often as is deemed necessary and will take a variety of formats. Employees are encouraged to raise concerns regarding health and safety at any time to the health and safety officer and appropriate actions can be taken to facilitate additional training as deemed necessary.

VULNERABLE PERSONS

Where we have potentially vulnerable persons at work or in the vicinity of our work activities, we will individually assess the impacts we may have. As part of our emergency procedures, we will ensure that measures are taken to ensure that vulnerable persons are able to be safely evacuated in

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an emergency. An individual risk assessment will be made, and the individual will be consulted on their capabilities in order for the company to ensure that suitable modifications are made to the workplace appropriate to the hazards that are present.

WELFARE PROVISION

As a business we will make the following available to our workers:

- ✦ Toilets, hot and cold running water, hand basins, soap, disposable paper towel or hand dryer.
- ✦ Drinking water.
- ✦ A dry place to store clothing (and somewhere to change if necessary).
- ✦ Somewhere to rest away from work activities and eat meals.
- ✦ A means of providing boiled water for making of hot drinks and a method of heating food e.g., microwave.
- ✦ Good ventilation supplying fresh and clean air from outside.
- ✦ A reasonable temperature comfortable to undertake work (usually at least 16°C, or 13°C for strenuous work, unless other laws require lower temperatures).
- ✦ Lighting suitable for the work being carried out.
- ✦ Enough room space and suitable workstations and seating.
- ✦ A clean workplace with appropriate waste containers.

We will monitor the above on a regular basis and act as deemed necessary.

WORK EQUIPMENT, PLANT AND MACHINERY

We will comply with the Provision and Use of Work Equipment Regulations 1998 (as amended) and will ensure that all equipment used in the workplace is safe and suitable for the purpose for which it is used. Employees will be provided with adequate information and training to enable them to use relevant equipment safely and equipment must only be used by authorised and trained employees. Only authorised and, if applicable, certificated, drivers and operators may use any vehicles, plant, equipment, or machinery. Employees must ensure that:

- ✦ Equipment is in good working order and well maintained. Recorded pre-use checks should be undertaken and defects must be brought to the attention of the Health & Safety Officer or other suitable person immediately.
- ✦ Regular inspections appropriate to each workpiece by a competent person, e.g., PAT, Statutory Inspection, LOLER.
- ✦ Unsafe, faulty, or unsuitable vehicles, plant or machinery is immobilised until made safe.
- ✦ Official notices or instructions on vehicles, plant and machinery must be obeyed.
- ✦ Vehicles, plant, or machinery must not be left running whilst unattended and if unattended must be left in a safe place and condition, with keys removed.
- ✦ All guards must always be kept in position whilst machinery is being operated.
- ✦ No equipment must be used beyond the marked safe working load, except for the purpose of testing, which must be supervised by a competent person.
- ✦ Where present, loading gates must be kept closed, except where loading is in progress.
- ✦ On the completion of work for the day all practical steps must be taken to secure all vehicles, plant, and machinery.
- ✦ It is forbidden for any person to ride on hoists or vehicles not constructed for the carriage of passengers.
- ✦ Anything carried in/on a vehicle must be contained safely and secured in place.

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- ✦ The driver of any Company vehicle must ensure that clear access required to reverse a vehicle is given by ensuring that no people are obstructing that access before reversal and by making use of rear-view mirrors and by using the guidance of experienced lookouts if required.
- ✦ Work equipment will be clearly marked with relevant health and safety warnings.
- ✦ Clothing, jewellery, or long hair that might pose a risk to safety when using tools equipment and machinery must not be worn.
- ✦ Employees must not use any tools equipment and machinery for any purpose other than what the tools equipment and machinery are designed for.
- ✦ Hand tools should be restricted to 110V when working on client sites unless confirmed otherwise.

WORK AT HEIGHT

Working at height is one of the highest causes of serious workplace. The definition of working at height is carrying out any task where there is a risk of falling. In general terms:

- ✦ Where practical to do so, work at height should be avoided.
- ✦ A safe system of work must be followed when working at height.
- ✦ Consider protective measures when planning work at height e.g., guard-rails, personal protective equipment and a fall arrest system or safety harness.
- ✦ For higher risk activities employees always required to work in pairs.
- ✦ When working on a clients' site always check that the Principal Contractor is happy with our arrangements.
- ✦ No employee is required to continue to work in any situation they feel at risk. They must cease work and seek advice from a Company Director or the Health & Safety Officer in these circumstances.
- ✦ Employees must make us aware if there is any medical reason why they should not work at height.

OVERHEAD WORKING

- ✦ Permission, from authorised personnel, must be sought before any overhead work is carried out, as this should always be avoided to prevent materials falling on others.
- ✦ Where practicable, a safety harness must be worn with lines attached, or safety nets should be installed - to ensure safe working conditions.
- ✦ No work shall be carried out until all necessary precautions have been taken to ensure the safety of workers below (or who may pass below) any overhead working.
- ✦ Barriers and segregation should be in place in the danger zone below to prevent access.
- ✦ Tool belts should be worn to prevent projectiles.

USE OF LADDERS

- ✦ No ladder may be used unless it is of sound construction, of the correct length, and either secured or footed.
- ✦ Defective ladders must be removed from use immediately and reported to the Health & Safety Officer.
- ✦ Only light work, of short duration, is to be carried out from a ladder.
- ✦ When working on client sites check the specific policy on ladders.
- ✦ Always carry out a visual inspection to ensure the ladder is not defective prior to use.
- ✦ Ladders used for work on client sites must be Class 2 EN131.

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- ✦ Ensure the ladder is pitched @ 75 degrees and is tied where possible.
- ✦ Only one person should access the ladder at any one time.
- ✦ Ladders used for access should extend 3 runs beyond the surface being accessed.
- ✦ Never lean sideways when using a ladder.
- ✦ Avoid lone working when using a ladder.

ROOF WORK

No person is permitted to enter upon any existing roof without authorisation that it is safe to do so. The following requirements shall be considered before permitting persons to enter a roof area:

- ✦ A risk assessment and method statement are in place.
- ✦ Workers are competent / trained in work at height.
- ✦ Safe handholds and footholds are provided by the roof battens, properly constructed and secured roof ladders or crawling boards must be used for work on sloping roofs with a pitch of more than 30 degrees. Roof ladders or boards must also be used on roofs with a lesser pitch if the surface is slippery.
- ✦ Crawling boards on any fragile roof materials or glass roofs.
- ✦ Individuals do not walk along the line of roof bolts above purlins or roof edge of a fragile roof.
- ✦ Except for very minor repairs, edge protection provided for work on sloping roofs and also for work near the edge of flat roofs. Where it is not possible to provide edge protection, safety harnesses provided.
- ✦ Materials are not thrown down from the roof or scaffold where this could cause injury to people below. Consider debris chutes or lower the debris in skips or baskets.
- ✦ If you are not used to working on roofs or at roof heights inform the Health & Safety Officer and the best option is to employ a competent roofing contractor to undertake this type of work.

YOUNG PERSONS

Under the Management of Health and Safety at Work Regulations 1999, we have a responsibility to ensure that young people are not exposed to risk due to:

- ✦ Lack of experience.
- ✦ Being unaware of existing or potential risks.
- ✦ Lack of maturity.

If employing a young person for the first time, or employing one with specific needs, we will provide an individual risk assessment and capability assessment, considering the specific factors for young people before they start. These assessments will be reviewed on a regular basis.

We will plan to manage the risks. These will need to include induction, supervision, site familiarisation and provision of any protective equipment needed.

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PART 2 – EMERGENCY PROCEDURES

We will endeavour to prepare our workplace activities to prevent accidents, incidents or near misses. Where significant risks remain, we will ensure that we have prepared procedures to deal with incidents and emergency procedures.

ACCIDENT, INCIDENT OR NEAR MISS

We will comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). The Health & Safety Officer is responsible for reporting under these Regulations. Designated personnel will investigate an incident in conjunction with relevant personnel involved to establish:

- ✚ The circumstances of an accident or dangerous occurrence or disease.
- ✚ The nature and severity of the accident or dangerous occurrence or disease.
- ✚ The identity of eyewitnesses.
- ✚ The time, date and location of the accident or dangerous occurrence or disease.

Eyewitness accounts for the report will be collected as near to the time of the accident as is reasonably practicable.

We will study the completed investigation and will attempt to discover why the accident or dangerous occurrence, or disease happened, and then take action to prevent a recurrence of the accident or dangerous occurrence or disease.

Issues such as liability, proceedings or damages will be assessed following the completed report and, if necessary, the Company will take appropriate professional legal advice.

EMERGENCY PROCEDURES

A designated emergency procedure will be in place for all premises in which we work, which will include:

- ✚ Address of the site.
- ✚ How to raise the alarm on the premises e.g., call point, verbally shout fire, air horn etc.
- ✚ Location of the safe assembly point.
- ✚ Emergency contact details for the Company on site.
- ✚ Nearest Accident and Emergency Department and contact details e.g., 112 or 999.
- ✚ Location of nearest First Aid kit.
- ✚ Details of First Aiders and Fire Wardens.
- ✚ Relevant other emergency procedures e.g., spill kit and arrangements, Rescue Plans, Scaffolding, MEWPS etc.

FIRE PROCEDURE AND PRECAUTIONS POLICY

We will ensure that we comply with the Regulatory Reform (Fire Safety) Order 2005. We will ensure that appropriate Fire Risk Assessments are undertaken on premises where our representatives work appropriate to the risks. We will ensure that employees raise any fire risks to the Health & Safety Officer so appropriate action can be taken.

GENERAL FIRE PROCEDURES

All personnel associated with the Company must familiarise themselves with fire and emergency arrangements. All fire alarms will be acted on by all persons, including false alarms and drills.

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If there is any doubt that a fire cannot be extinguished immediately without risk or injury to individual persons, all employees must immediately report any fire to the local fire service (dial 999).

FIRE WARDENS

We will appoint fire wardens within our business, appropriate to the risks within our workplace. As our business grows, we will consider appointing a designated Fire Safety Officer to help implement our emergency procedures.

CONTROLLING FIRE RISK

Prevention of fire risk will be controlled by:

- ✦ **Flammable substances** will be removed from the premises if not normally required for business operations. If flammables are used for business operations, we will ensure a COSHH risk assessment is in place and that they are kept to a minimum, securely stored in appropriate closed metal containers within a properly designed storage facility well away from sources of ignition etc.
- ✦ **Gas leaks** are a source of fire or explosion and the detection of a gas leak must be reported to the Health & Safety Officer immediately. All equipment with gas taps including gas bottles not in use will be regularly checked to ensure that the gas taps are turned off and not leaking.
- ✦ Any **combustible waste** including paper, cardboard, pallets, oily rags etc. must not be allowed to accumulate and must be disposed of appropriately.
- ✦ **Smokers** must only smoke in designated areas and discarded cigarette butts must be properly extinguished. Do not extinguish or throw cigarette butts into wastepaper bins.
- ✦ **Electrical equipment** not in use must be switched off and any observable defect of electrical equipment must be reported to the Health & Safety Officer.
- ✦ **Refuse bins** and skips in external areas must be positioned a safe distance away from the building.

EVACUATION OF DISABLED AND VULNERABLE EMPLOYEES & VISITORS

We will ensure that we consider the individual safety of any disabled or vulnerable employees and visitors that attend sites where we are working.

Where practical to do so we will locate vulnerable persons within the building or site where it is easy to exit quickly and safely in the event of an emergency. As part of the fire evacuation procedure a check will be undertaken to ensure that the evacuation route is appropriate for vulnerable persons.

Where required, disabled or vulnerable visitors shall be designated two able bodied workers who can assist with the safe evacuation in the event of an emergency. A Personal Emergency Evacuation Plan will be created on an individual basis.

EVACUATION OF NON-WORKERS AND OTHERS

The host is responsible to ensure all non-employees follow the signing in and out procedure and to assist with their safe evacuation in the event of a fire drill or emergency evacuation.

Visitors who are left unattended will be made fully aware of the escape routes and evacuation procedure. Members of the public shall be escorted from the premises during an evacuation. All contractors working at Company premises must be advised of the evacuation procedure by the Health and Safety Officer, this shall be covered in the induction.

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FIRE ALARM

The sounding of fire alarm is the signal that the building must be evacuated. The alarm may be raised for a fire or any other dangerous situation such as an unsafe structure, a bomb scare, and no employee must assume that a situation is not serious because there are no visible signs of an emergency in their immediate locality.

When the alarm sounds all employees must leave the building by the nearest available exit and assemble at the designated assembly point, including contractors from other firms, temporary workers and any members of the public. Employees must also ensure visitors leave the building by the designated exit routes.

FIRE DETECTION EQUIPMENT

Smoke detector alarms and heat detectors or similar devices shall be located at points throughout the workplace. Employees must familiarise themselves with the location of detectors and alarms and where applicable these shall be checked to ensure that they are still functioning.

FIRE DOORS

Fire doors and corridors should never be blocked, jammed, or left open. Seals around the door must be intact and hinges in good condition. All doors should fully and automatically close.

FIRE DRILLS

Fire drills and emergency evacuation procedures will be carried out regularly, all employees are required to familiarise themselves with the evacuation procedure. New employees will be advised of the fire drill during their induction, including the type of alarm given, the fire escape routes and the assembly point.

FIRE ESCAPE ROUTES & EXITS

All specified means of escape for the site premises must be properly signed, maintained, illuminated, and kept free from obstruction. It is essential that all personnel are familiar with the means of escape and the route to be followed in case of fire. Fire exits and corridors must never be locked or blocked.

FIREFIGHTING EQUIPMENT

Firefighting equipment is provided throughout the workplace and training in its use is given to fire wardens and other relevant personnel. Make yourself aware of the location and type of fire extinguishers in your work area. Do not remove or relocate extinguishers and report any that have been used so that they may be replaced.

DISCOVERY OF EXPLOSIVES, BOMBS, SUSPICIOUS PACKETS

- ✚ **DO NOT** touch anything that looks suspicious.
- ✚ **Raise the alarm.**
- ✚ Inform the Health & Safety Officer immediately.
- ✚ Contact the **emergency services**.
- ✚ Before leaving the area, take all necessary measures so that nobody, even mistakenly, encounters dangerous circumstances before the arrival of emergency services.

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FIRST AID (CONSIDERING INFECTIOUS DISEASE CONTROL)

We will ensure that we have sufficient first aiders appointed appropriate to the hazards of our work and personnel that represent our business.

When shared facilities are not arranged, sites will be provided with a first aid kit in the charge of the "appointed person". Where only one or two employees are involved on work of very short duration, or in vehicles on Company business, small travelling first aid kits will be available.

- ✦ First-Aid is only to be carried out by a trained First Aider.
- ✦ Every first aid box will be of the appropriate size and have the correct contents.
- ✦ The location of the first aid box will be clearly identified in work areas under our control.
- ✦ First aiders are responsible for maintaining first aid box contents, condition and expiry dates etc.
- ✦ In cases of more serious injury employees will be sent or taken to the nearest hospital.

As well as applying first aid if qualified to do so, if there is any doubt as to the severity of an injury or the health of any person on the Company's premises, employees will not hesitate to dial 112 or 999 and ask for the ambulance service. General first aid requirements:

- ✦ Practice good personal hygiene always.
- ✦ Always wear latex free gloves.
- ✦ Wash hands for at least 20 seconds with soap and water, before and after administering first aid.
- ✦ If soap and water is not available, use hand sanitiser.

All accidents or injuries must be reported to the Health & Safety Officer immediately.

FIRST AID BOX CONTENTS

- ✦ A general guidance card on First Aid.
- ✦ 20 individually wrapped, sterile, adhesive dressings (assorted sizes) appropriate to activities.
- ✦ 2 sterile eye pads, with attachment.
- ✦ 6 individually wrapped, triangular bandages.
- ✦ 6 safety pins.
- ✦ 6 medium sized, individually wrapped, sterile, un-medicated wound dressings (approx. 10x8cm).
- ✦ 2 large, individually wrapped, sterile, un-medicated wound dressings (approx. 13x9cm).
- ✦ 3 extra-large, individually wrapped, sterile, un-medicated wound dressings (approx. 28x17.5cm)

A means of recording accident details is also required e.g., accident book.

CPR

- ✦ When completing CPR, the First Aider should use a CPR mask or more preferred a pocket mask, if performing CPR breaths.
- ✦ In light of the COVID-19 pandemic and unless otherwise changed by legislation and government guidelines in relation to distancing and lack of contact, if there are no masks available, administer hands only CPR.

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TREATING OF BLEEDING

- ✚ If the casualty can, encourage them to treat themselves under supervision.
- ✚ Dispose all dressing, wipes and gloves into an orange/yellow medical waste bag and dispose the bag either via clinical waste contractor, hospital, GP clinic or paramedics.
- ✚ If there are no medical waste bags then use two plastic bags one inside the other and dispose the bag either via clinical waste contractor, hospital, GP clinic or paramedics.
- ✚ **After treatment** wipe down all the first aid equipment with either disinfectant or alcohol wipes and allow to dry naturally.



PART 3 – COMMUNICATION AND CONSULTATION

We endeavour to involve all employees and representatives in our efforts to maintaining health and safety as a core part of our business.

COMMUNICATION

All employees and representatives will be made familiar with the contents of the Health and Safety Policy. We will communicate with employees orally, through supervisors, and in writing as appropriate. We will always make it available to everyone. We will consult with employees on all health and safety topics that may impact their work and work environment.

CONSULTATION

We will ensure that we consult with all relevant persons to obtain a clear picture of our work activities, so that we can implement risk controls relevant to health and safety.

CO-OPERATION AND CARE

This Health and Safety policy and supporting management system are designed to ensure that we provide and maintain a safe and secure workplace for all our employees and others affected by our work.

Employees are expected to co-operate with this document and to accept their duties. Disciplinary action may be taken against any employee who violates safety rules or who fails to perform his or her duties in accordance with this policy.

COMPLAINTS

Any complaint should be taken seriously and dealt with efficiently and without fuss, especially in relation to health and safety. All should be recorded in writing by the most senior and experienced person present. Whilst useful for tracking health and safety complaints, this procedure can be used for all types of complaints.

HANDLING THE COMPLAINT

- ✦ Only experienced staff should deal with customer complaints.
- ✦ Listen to the complaint.
- ✦ Identify the problem and potential source if possible.
- ✦ Be considerate and understanding whilst not admitting fault or liability.
- ✦ Rectify the matter and satisfy all parties.
- ✦ Take the Complainant's name, address and phone number and confirm whether they are public, represent a business or are an employee.
- ✦ If the complaint relates to a product or service, replace it if it is possible to do so.
- ✦ Records should be kept of any customer complaints and the action taken.
- ✦ When a member of staff has reason to be suspicious, he/she should observe the actions of the suspicious party and inform colleagues to monitor.



PART 4 – SMOKING, DRUGS AND ALCOHOL POLICY

SMOKING POLICY

Our Company operates a 'No Smoking Policy' and smoking is not permitted within any of the buildings or premises we work at. Smokers must only smoke in the external designated area that are provided for this purpose. All smokers' materials must be extinguished in a suitable method e.g., metal fag butt tray, designated sand bucket and not on the ground. Combustible materials must never be stored or allowed to accumulate in designated smoking areas.

This policy has been developed to protect all employees, service users, customers, and visitors from exposure to second-hand smoke and to assist compliance with the Health Act 2006 and the Smoke-free (Vehicle Operators and Penalty Notices) Regulations 2007.

Exposure to second-hand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

It is our policy that all our workplaces are smoke-free, and all employees have a right to work in a smoke-free environment. Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace. This includes Company vehicles. This policy applies to all employees, consultants, contractors, customers or members of the public and visitors.

All staff are obliged to adhere to and support the implementation of the policy. All new personnel are given a copy of the policy on recruitment/induction. Appropriate 'no-smoking' signs will be clearly displayed at the entrances to and within the premises, and in all smoke-free vehicles.

Local disciplinary procedures will be followed if a member of staff does not comply. Those who do not comply with the smoke-free law may also be liable to a fixed penalty fine and possible criminal prosecution.

DRUGS AND ALCOHOL POLICY

We are determined to ensure that all operations are undertaken in a manner which is safe and without risk to all those who are involved with and interact with the Company's business activities. To achieve this commitment, we have prepared and implemented a robust Drugs and Alcohol Policy and a controlling procedure. We will not tolerate any of our employees:

- ✚ Presenting themselves for work whilst under the influence of drugs or alcohol.
- ✚ Driving on Company business whilst under the influence of drugs or alcohol.
- ✚ Consuming alcohol or taking of drugs whilst at work (whether on or off the Company's premises or the Client's premises).
- ✚ Dealing in drugs.
- ✚ It is the responsibility of all Company personnel to report suspected breaches of this policy. Those found to be in breach will be dealt with in accordance with the Company's disciplinary procedures.
- ✚ Where prescription drugs are used by employees, details, including anticipated side effects, must be advised to the Management Team who will decide whether or not the individual can continue to work, be assigned to undertake light duties or be given time off.

Our Drugs & Alcohol Policy is supported by the Managing Director. The policy will be reviewed at least annually to ensure its continued suitability and may be modified. Any changes to the Policy will be brought to the attention of all parties.



PART 5 – ENVIRONMENTAL POLICY

The Company recognises the importance of sustainable environmental protection and is proactive in complying with environmental regulations, legislation, and approved codes of practice. Our environmental objectives are delivered through:

- ✦ Ensuring that every employee is aware of the importance of their individual role in protecting the environment.
- ✦ Actively encouraging feedback from our team on ways we can further improve our environmental performance.
- ✦ Ensuring our suppliers and contractors must meet our environmental standards.
- ✦ Listening and responding to the feedback provided by our customers on environmental issues.
- ✦ Adhering to all relevant regulations concerning waste and environmental well-being.
- ✦ Minimising the production of waste, continually seeking new opportunities to reduce the use of any packaging material, re-using where practical to do so and recycling waste.
- ✦ Reducing and/or limiting the production of pollutants to water, land, and air.
- ✦ Taking reasonable and practical steps to control noise emissions from our operations.
- ✦ Responsibly and legally disposing of any waste product.
- ✦ We shall undertake a critical review of our environmental management system at least annually.

This Policy is communicated to all employees, suppliers, and contractors and is made available to our customers.



PART 6 – OTHER BUSINESS SPECIFIC HAZARDS

We endeavour to consider all additional hazards that may be present as part of our business and will use this section to make record of these.

LIVE EVENTS / DEALING WITH THE PUBLIC

If a customer becomes unreasonable or aggressive with their behaviour:

- ✦ Behave appropriately. Never meet aggression with aggression, be confident and professional but not arrogant.
- ✦ Respect the views of others.
- ✦ Use communication and assertiveness to try to defuse the situation.
- ✦ If the situation is becoming difficult to handle, seek assistance from a colleague.

If the situation deteriorates further:

- ✦ Ensure that the aggressor does not block your escape route.
- ✦ If you are threatened and you are at risk, move away from the person always facing you.
- ✦ In the unlikely event that you are attacked, protect yourself and consider using reasonable force to defend yourself.
- ✦ If you need to defend yourself, do it quickly. Aim for an area that will incapacitate the aggressor, get away and report the incident to the Police as soon as possible.
- ✦ Make a detailed note of the incident and the circumstances leading up to the incident together with details of any witnesses.



PART 7 – HEALTH AND SAFETY INDUCTION RECORD

Thank you for taking the time to read this Policy and contributing towards our goal of maintaining the safest possible environment we can for workers, and anyone impacted by our activities. Please use this page to check your understanding of the key aspects of this document and our Health and Safety arrangements and sign as a record of your induction so you can be approved to work on behalf of **OXFORD SECURITY SERVICES LTD.**

DESCRIPTION	TICK	NOTES
Emergency procedures.		
Accident and incident reporting.		
First aid arrangements.		
Job-specific hazards.		
Your current training and competence levels.		
What jobs you are authorised to do.		
Any activities requiring you to be supervised.		
Risk assessments and method statement requirements.		
COVID-19 related safety measures.		
Where to access this policy and further information.		

I confirm that I have received, read, and understood the content of this Health & Safety Policy and I will endeavour to comply and cooperate with this document and any other health and safety documentation relevant to my work e.g., Risk Assessments and method statements.

I will not perform any tasks that I have not been authorised or am not trained or competent to undertake.

EMPLOYEE NAME		JOB DESCRIPTION	
SIGNATURE		DATE	

OFFICE USE ONLY

INDUCTION APPROVED BY		SIGNATURE	
DATE		OTHER NOTES	

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