



## H&S Policy Manual

### INTRODUCTION

At CAPITAL SHIELD SECURITY LTD, Occupational safety is a primary responsibility of all business management and supervision in the premises. The Company has a "zero" accident goal. Head of Company (Managing Director) has overall responsibility for health and safety within the company.

### SAFETY GOALS

- Specific safety and health goals for the business are as follows:
- Complete job safety analysis in each department before every major task
- Perform weekly inspections
- Create a plan to eliminate a particular hazard to the lowest level
- Develop a written system to document and investigate accidents
- Stay clutter-free, Maintain a clear line of vision,
- Train workers on how to stay safe at workstations

### SAFETY STATEMENT

CAPITAL SHIELD SECURITY LTD Provide security guarding and key holding and intruder alarm response services to residential and business premises while. At CAPITAL SHIELD SECURITY LTD the top management is committed to provide adequate control of the health and safety risks arising from our work activities under the Health and Safety at Work Act 1974; by consulting with its employees on matters affecting their health and safety at work place. CAPITAL SHIELD SECURITY LTD ensures safe handling and use of substances and provides adequate information instruction and supervision for employees. CAPITAL SHIELD SECURITY LTD is committed to ensure that all employees are competent to do their tasks, and to give them adequate training. CAPITAL SHIELD SECURITY LTD as employer understand his responsibility to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses) under RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

CAPITAL SHIELD SECURITY LTD is committed to prevent accidents and cases of work-related ill health to maintain safe and healthy working conditions;

Therefore, we provide, so far is reasonably practicable.

- A safe system of work.
- Safe plant and equipment.
- Safe means of handling and transporting articles, substances and people
- Adequate training, instruction, information and supervision
- A safe place of work with safe access and egress.
- A safe and healthy environment.
- Adequate welfare facilities.

Management at CAPITAL SHIELD SECURITY LTD is committed to ensure, so far as is reasonably practicable, that the way we carry out our security operations does not affect the Health and Safety of persons who are not our employees, for example visitor and contractors.

It is also recognized that where we produce articles and substances for use at work or we erect or install any plant or equipment, we have a duty to ensure the Health and Safety of those who use them and make available all the required information for their Health and Safety.

Approved

Managing Director

A handwritten signature in black ink, appearing to be "J. Smith", is written over a horizontal line.

CAPITAL SHIELD SECURITY LTD

This policy is reviewed on 01/01/2026

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### RESPONSIBILITIES FOR HEALTH AND SAFETY

The Health and Safety at Work Act etc: 1974, places specific duties of care on Employers, Employees and the Self Employed. These duties are absolute and it is a criminal offence not to comply with the requirements of the Act. It is important that all persons employed are aware of the legal requirements and their responsibilities under the Act, specifically Sections 2 and 3 for Employer, and Sections 7 and 8 for Employees.

CAPITAL SHIELD SECURITY LTD has identified the individual roles and responsibilities for the management, implementation and monitoring of the health and safety of all persons and safety systems under their direct control.

#### Management Structure and Responsibilities

|                                                                               |
|-------------------------------------------------------------------------------|
| This structure shows the lines of authority for Health and Safety management: |
| Managing Directors                                                            |
| Operations Manager                                                            |
| Site Supervisor                                                               |
| Security Officers                                                             |

### The Managing Director

- The Managing Director is responsible for;
- Ensuring a health and safety policy is maintained that meets the requirements of the Company Safety Policy,
- Ensuring resources are made available for the implementation of the policy in all areas of business activity,
- Monitoring adherence to the safety policy throughout the company;

### Operations Manager

The Operations Manager is responsible for the implementation of the safety policy and procedures in relation to the areas and activities under his/her control, including;

- Ensuring that fire risk assessments are completed;
- Ensuring emergency arrangements are maintained and practiced as appropriate;
- Reviewing accident investigation/incident reports and reporting accidents via the correct channels;
- Monitoring the progress of risk assessment program during monthly business review meetings;
- Ensuring that employees are competent and adequately trained to discharge their defined safety responsibilities;
- Ensuring employees under their control discharge their defined safety responsibilities;

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- Ensuring that they, and all employees under their direction, adhere to the safety policy and procedures;
- Monitoring the implementation of the policy at their location/place of work by undertaking annual safety reviews;
- Reporting to the Managing Director, any areas where the effectiveness of the safety policy and procedures could be improved.

### **All CAPITAL SHIELD SECURITY LTD Employees are responsible for;**

Co-operating in health and safety inspections, risk assessments and accident investigations as required;

- Attending training courses as and when required;
- Following the laid down safety procedures;
- Undertaking their work in a safe manner in accordance with instructions and training provided; and
- Reporting any unsafe occurrences by notifying their Manager as appropriate.

### **ACCIDENTS**

All accidents at work must be recorded in an approved accident book and investigated to identify the actions necessary to prevent a recurrence. Specified injuries, diseases and dangerous occurrences must be reported to the appropriate enforcing authority via CAPITAL SHIELD SECURITY LTD.

Recording Accidents: In the event of an accident at work all CAPITAL SHIELD SECURITY LTD employees should seek assistance from a first aider/ appointed person and record the accident in the accident book. Security Officers should comply with the client's arrangements for accident recording and investigation and follow company procedures so that the accident can also be recorded in the CAPITAL SHIELD SECURITY LTD Accident Book. Completed accident reports should be removed from the Accident Book and filed confidentially.

Accident and Incident Investigation: Accidents and incident investigation reports should then be passed on to the Operations manager and MD, who should record details of the investigation and the action necessary to prevent a recurrence. The form should then be sent to the Operations Manager who will sign off the form, if satisfied with the investigation, or will require further action to be taken. Manager should ensure they have received reports for all incidents entered in the accident book on a regular basis.

#### **Accident Reporting**

The Operations Manager is responsible for reporting all modifiable (RIDDOR) incidents involving their employees to the Managing Director. This includes reportable accidents involving CAPITAL SHIELD SECURITY LTD Security Officers on Clients premises. The accident

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investigation report and any witness statements or other documentation relating to the investigation should be sent to the Operations Manager (but not the accident book entry, this should remain confidential due to the personal details recorded). A record should be maintained of all reports made to the Operations Manager.

Fatal accidents and those resulting in major injuries must be reported immediately to CAPITAL SHIELD SECURITY LTD ops dpt and the CAPITAL SHIELD SECURITY LTD Operations manager and MD.

Fracture, other than to the fingers, thumbs or toes, (includes a break, crack or chip).

- Any amputation (traumatic or surgical).
- Dislocation of the shoulder, hip, knee or spine.
- Loss of sight (temporary or permanent).
- A chemical or hot metal burn or penetrating injury to the eye.

Any injury resulting from an electric shock or electrical burn leading to unconsciousness or requiring resuscitation. Acute illness requiring medical treatment after uptake of any substance as a result of inhalation, ingestion, or absorption.

- Any other injury leading to hypothermia, heat induced illness or to unconsciousness, requiring resuscitation, or requiring admittance to hospital for more than 24 hours
- Work related diseases, dangerous occurrences and accidents resulting in employees being unable to carry out their normal work for more than 3 days.
- Operations manager should be advised immediately of any accident or incident that is likely to require reporting to the enforcing authority. In the absence of a MD the appropriate shift controller is responsible for reporting.
- All accidents involving CAPITAL SHIELD SECURITY LTD employees and those occurring on CAPITAL SHIELD SECURITY LTD premises should be recorded in the accident book and completed records should be removed from the accident book and filed confidentially.
- Copies of completed accident investigation reports should be kept in the relevant Site File.

### **BUILDINGS, SERVICES AND EQUIPMENT**

Workplaces and work equipment must be suitable for their intended use and be maintained in a safe condition. Work equipment should be operated by competent persons in accordance with the manufacturer's instructions. Maintenance should only be undertaken by competent persons.

MD and purchasing staff are responsible for ensuring that buildings and work equipment are suitable for their intended use. All new work equipment should be CE marked to confirm

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compliance with applicable product safety standards. MD is responsible for ensuring that buildings, services and work equipment are maintained in a safe condition.

All work equipment should be used in accordance with the manufacturer's instructions. Hazardous work equipment should only be operated by suitably trained and authorised employees. Employees are responsible for undertaking pre-use checks of equipment prior to use. Any defects identified in the building, associated services or equipment should be brought to the attention of the MD. Staff must not attempt to effect repairs to or use defective services or equipment.

MD is responsible for ensuring that appropriately qualified persons are employed to remedy defects that are reported by employees. MD is responsible for ensuring that equipment that is liable to fail in a dangerous manner is subject to a planned programme of inspection and test by a competent person. Operations manager and MD should additionally check with their clients to establish who is responsible for the maintenance and testing of equipment and services such as. Lifts, lifting equipment, gas appliances, electrical appliances, electrical installations, fire alarm systems, fire extinguishers, pressure vessels and systems, air conditioning systems, drinking water dispensers.

Where such equipment is provided MD, should ensure that clients have suitable maintenance arrangements in place. Maintenance schedules and record sheets should be used to ensure maintenance is undertaken as required.

- All services and equipment requiring planned maintenance should be identified in the maintenance schedule in a safety management file.
- All maintenance undertaken should be recorded in the maintenance record in the safety management file.
- The provision of information and / or training and authorisation to operate hazardous work equipment should be recorded in the training record in the safety management file.

### **CONSULTATION**

Employers are required to consult with their employees regarding health and safety issues in the workplace either directly or via elected representatives.

Operations manager and MD are responsible for consulting with their employees on a day to day basis. On contract sites, health and safety issues can be raised directly with the Client or with the operations manager and MD. The clients contact for health and safety should be specified in the assignment instructions.

If an employee is not satisfied with the response from their Manager or client representative on a health and safety matter they should raise it with their Operations

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manager and MD. If necessary, the operations manager will obtain further advice from the Company Health and Safety advisor.

- Security Officers should record any safety concerns or recommendations for improvements in the Daily Occurrence Book (DOB)
- Operations manager should initial and date the entry during the subsequent site visit to confirm that it has been acknowledged and is being dealt with.

### **CONTRACTORS**

Employers are responsible for ensuring the health and safety of their employees whilst at work - this includes protecting employees from the hazards associated with contractor's activities. Employers are responsible for ensuring the safety of other persons who may be affected by their activities - this includes contractors, who should be informed of any hazards present on the premises before they start work.

#### **All Activities Carried Out By Contractors**

Operations manager and MD are responsible for ensuring that all contractors engaged to undertake work at CAPITAL SHIELD SECURITY LTD premises are competent, e.g. electricians are members of the NICEIC, gas maintenance contractors are members of CORGI and builders are members of a skills certification scheme.

Major Works: If one or more of the following criteria listed below apply to works to be undertaken by a contractor, the Construction, Design and Management Regulations may apply; A duration of more than 30 days; A duration in excess of 500 person days; Five or more people on site at any one time; Involves demolition.

In such cases CAPITAL SHIELD SECURITY LTD have specific duties which have to be discharged, and operations manager should contact the MD for further advice.

- Completed contractor safety questionnaires and records confirming membership of approved bodies should be kept in the safety management file.

### **DISPLAY SCREEN EQUIPMENT**

Employers are responsible for ensuring that significant users of computers are provided with information regarding the correct use of display screen equipment and that assessments of their workstations are undertaken. Significant users are also entitled to eye tests paid for by the employer and corrective spectacles where the eye test identifies that a different prescription is required solely for computer use. Significant users of display screen equipment are those that use their computers continuously for an hour or more on a daily basis.

Operations manager should identify all significant users and ensure they are provided with the HSE guidance 'Working with VDU's' and self assessment questionnaires. Significant users of computer equipment are responsible for reading the guidance, completing the

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assessment questionnaire and returning. The operations manager should ensure questionnaires are returned by significant users and review the completed questionnaires and address any risks identified.

Employees required to use display screen equipment for significant periods are entitled to eye tests paid for by the company. The purpose of the eye test is to determine whether the employee can focus clearly on the display screen image, using their normal spectacles where necessary. If it is found that an employee's existing spectacles are not suitable for use with display screen equipment, the company will provide a suitable pair of basic spectacles. A user may choose more expensive spectacles provided they pay the difference.

- The issue of the employee guides should be recorded using the information and training record in the safety management file.
- Completed display screen equipment self assessment questionnaires should be kept in the safety management file.

### ENFORCEMENT OFFICERS

Environmental Health Officers are empowered to monitor and enforce safety legislation in offices, restaurants, distribution centres and retail premises. Health and Safety Executive Inspectors are responsible for monitoring and enforcing safety legislation in factories, laboratories, refineries, chemical works and health care establishments. Enforcement Officers have wide-ranging powers that are detailed in their warrants. Enforcement Officers must produce their warrants on request, without their warrants they have no powers of entry or enforcement. Enforcement Officers are legally empowered to:

- Enter and inspect premises with the assistance of police officers if required;
- Require that plant and equipment is not disturbed following an incident;
- Take measurements and photographs and samples of suspect substances;
- Require tests to be carried out on suspect plant or substances;
- Require the dismantling of plant;
- Require those with possible knowledge relevant to an investigation to give it either verbally or in a written statement;
- Inspect and take copies of books or documents required to be kept by safety legislation or others as necessary as part of an investigation; and
- Require assistance within a person's limits of responsibility.

All persons should co-operate fully with Enforcement Officers and the most senior member of staff available should accompany them during their inspections. Copies of reports resulting from inspections should be sent to the Company Health and Safety Advisor. Additionally, any contact with enforcement agencies should be reported to the Company Health and Safety Advisor.



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- Reports issued by an Enforcement Officer should be kept in the safety management file.

### **FIRE**

Employers are required to assess the fire risks in their premises to ensure that the risk of fire is minimised and that appropriate arrangements are provided for the safe evacuation of employees in the event of a fire occurring.

Risk Assessment: operations manager and MD are responsible for ensuring a fire risk assessment is carried out for all premises under their control.

Fire risk assessments should be undertaken to ensure the effectiveness of the fire safety arrangements. The fire risk assessment should define the arrangements and requirements for ensuring adequate provision of fire prevention and detection systems, fire fighting equipment, provision of training and information and the maintenance of installations and equipment provided for the purposes of detection and fire fighting. Particular consideration should also be given to issues such as hazardous or dangerous substances and young persons. The arrangements for fire safety on contract sites are reviewed by operations manager during the site risk assessment and specified in the assignment instructions.

The significant findings of the fire risk assessment, along with any specific fire training deemed necessary, should be provided to employees and the provision of such information and training recorded. Records should be signed by the employees to confirm they have received and understood the information and training provided.

Risk assessments should be reviewed prior to any significant changes to ensure such changes will not increase the risks to an unacceptable level. If there are no significant changes the risk assessment should still be reviewed annually to ensure it remains suitable and relevant and the control measures are still the most effective way to manage the risks.

Fire Authorities shall no longer issue or enforce Fire Certificates but will expect to see risk assessments when carrying out site visits.

Fire Evacuation Procedures: Formal fire evacuation procedures should be displayed in all premises occupied by CAPITAL SHIELD SECURITY LTD employees. The procedures should detail the means of raising the alarm, the means of escape from the building and the designated fire assembly point(s).

On discovery of fire staff should raise the alarm and evacuate the danger area. From a position of safety the fire service should be called. Upon hearing the alarm, staff should turn off the equipment they are using and evacuate the building using the quickest available means.

During a fire evacuation no attempt should be made to use a lift. No persons should re-enter the building until told to do so by the Client or Head of Department.



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The means of raising the alarm should be tested weekly using a different call point to initiate the alarm on each occasion. Fire alarm systems should be maintained on a quarterly basis. The effectiveness of the fire evacuation procedure should be practised during annual fire drills. Records of audibility tests, fire alarm maintenance and fire drills should be maintained.

**Fire Extinguishers:** Fire extinguishers provided should be appropriate for the type of risk.

- Water extinguishers (red) should be provided for normal fires, such as paper, wood, fabrics.
- Carbon Dioxide (Black) or Dry Powder (blue) extinguishers should be provided for electrical fires.
- Foam extinguishers (cream) or fire blankets should be provided for flammable liquid fires in kitchen areas.

Only persons who have received training in the use of fire extinguishers should attempt to extinguish a fire, and only then if it is safe to do so. All fire extinguishing equipment should be checked, and maintained by an approved contractor on an annual basis.

- A copy of the fire risk assessment should be kept in the safety management file.
- Maintenance of fire equipment should be recorded in the maintenance record in the safety management file.
- Maintenance of fire systems, such as alarms, emergency lighting, call points, sprinklers, etc, should be recorded in the maintenance record in the safety management file.
- Fire alarm tests and fire drills should be recorded in the fire log in the safety management file.
- Information and training provided to employees should be recorded in the information and training record in the safety management file.

### FIRST AID

Employers are required to make adequate provision for first aid taking account of the risks associated with the undertaking, the number of employees and the proximity of emergency services.

First aid supplies should be provided and maintained in all workplaces occupied by CAPITAL SHIELD SECURITY LTD employees. In offices where there are more than 50 employees first aiders should be trained and appointed. In offices where there are less than 50 employees, appointed persons should be designated to take charge in the event of a medical emergency and maintain first aid supplies.

The arrangements for the provision of first aid and supplies on contract sites are considered by operations manager during site risk assessment and requirements are specified in the assignment instructions.

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Treatment Records: Records of all first aid treatment should be maintained and should include the name of the injured party, date, time and details of the incident, injury and treatment. These details should be recorded in Part 1 of the company's accident investigation report form – see earlier section regarding accidents.

- The names and contact details for first aiders should be recorded and displayed on notice boards.
- First aider and appointed person training should be recorded in the information and training record in the safety management file.
- First aiders should record all treatment provided on the accident investigation report form – see earlier section regarding accidents.

### HAZARDOUS SUBSTANCES

Employers should avoid the need to use hazardous substances wherever possible. Where the use of hazardous substances cannot be avoided, employers are required to undertake assessments to ensure controls are provided that maintain employee exposure at safe levels.

Operations manager and MD are responsible for ensuring that all hazardous substances used by their employees or at locations under their control are identified and entered onto a register. Operations manager and MD are also responsible for ensuring COSHH registers are maintained, safety data sheets are obtained from manufacturers / suppliers and local COSHH assessments are undertaken for all hazardous substances listed on the register.

The information contained on safety data sheets should be used when undertaking assessments of the exposure of employees when using substances identified on the COSHH register. Assistance when undertaking COSHH assessments is available via the Company Health and Safety Advisor. Operations manager and MD responsible for ensuring that the precautions deemed necessary by the COSHH assessment are brought to the attention of employees and are adhered to at all times.

- All hazardous substances in use should be recorded in the COSHH register in the safety management file.
- Safety data sheets should be obtained for all substances identified on the COSHH register which should be kept in the safety management file.
- Copies of COSHH assessments should be kept in the safety management file.
- Information issued to employees regarding the safe use of hazardous substances should be recorded in the information and training record in the safety management file.

### INFORMATION

Employers must provide employees with information regarding the health and safety requirements and health and safety arrangements in force at work.

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The following information should be displayed at all CAPITAL SHIELD SECURITY LTD premises:

- health and safety policy statement;
- employers liability insurance certificate;
- fire evacuation procedures; and
- first aid arrangements.

It is recommended that all employees are issued with handbooks that contain summary versions of the safety policy and significant findings of generic risk assessments applicable to their work. The assignment instructions at contract sites are to contain site specific assessments and contact details for the customer's representative for health and safety matters. The following information should also be provided at contract sites:

- site specific fire evacuation procedures;
- site specific first aid arrangements;
- site specific welfare arrangements;
- site specific accident investigation procedures; and
- health and safety law leaflet.

The issue of employee health and safety handbooks should be recorded in the information and training record in the safety management file.

### MANUAL HANDLING

Employers should avoid the manual handling of loads where possible. Where manual handling cannot be avoided assessments of the task should be undertaken to ensure appropriate precautions have been taken to prevent injury.

Operations manager and MD are responsible for ensuring that, where possible, the need to manually handle heavy loads on a regular basis is avoided. Where it is not possible to avoid manual handling of heavy loads on a regular basis Operations manager and MD are responsible for ensuring manual handling assessments are undertaken. Assistance in undertaking manual handling assessments is available via the Company Health and Safety Advisor.

Regardless of the weight, all manual handling activities have the potential to cause harm. The following procedure should be observed when lifting any load:

- Plan the lift before you start, how will you grip it, where have you got to take it, what route will you take, is the route free of obstructions, where and how will you put it down;
- Stand close to the load, place the feet apart with leading leg forward for balance;
- When lifting items from below waist height bend the legs, not the back;
- Get a firm grip, keep your arms inside the boundary formed by the legs;

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- Evaluate the weight of the load and the centre of gravity;
- Only continue with the lift if you are sure that you can lift, carry and lower the load safely;
- Lift slowly using your leg muscles to stand and keep the load close to your body;
- Do not jerk or twist the body whilst lifting, carrying or lowering the load;
- Put the load down slowly, using your leg muscles if the load is to be lowered; and
- Adjust the load only after you have put it down.

Seek assistance if a load is too heavy or bulky to lift safely on your own - do not attempt to lift a load on your own if you feel it is not within your capability to do so safely.

Completed manual handling assessments should be kept in the safety management file. Manual handling training provided to employees should be recorded in the information and training record in the safety management file.

### NOISE AT WORK

High noise levels can permanently damage hearing. The danger depends on how loud the noise is and exposure period. The damage builds up gradually and employees may not notice changes from one day to another, but once the damage is done there is no cure. The Noise at Work Regulations requires employers to:

- Introduce a purchasing policy that specifies maximum noise levels emitted by new work equipment;
- Maintain up to date noise assessments;
- Reduce noise exposure as far as is reasonably practicable by means other than hearing protection;
- Make employees aware of the risk of noise induced hearing loss and make available appropriate hearing protection where noise levels are between the first and second action levels (80dBA and 85dBA);
- Designate mandatory hearing protection zones and enforce the use of hearing protection where noise levels are at or above the second action level; and
- Provide adequate information and training to employees regarding the use of noise control equipment, where and when to use hearing protection, how to look after it and what to do if they find anything wrong with the equipment.

Where risk assessment identifies a requirement for the issue and wearing of hearing protection CAPITAL SHIELD SECURITY LTD shall issue the equipment, or ensure the customer supplies it where such an agreement exists. Employees shall be advised of the hearing protection zones at their work locations and any other significant findings from the risk assessment.

Employees required to work in noisy areas should be provided with information and/or training regarding noise induced hearing loss and how it can be avoided.

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Completed risk assessments for CAPITAL SHIELD SECURITY LTD premises should be retained in the safety management file or, for contract sites, in the assignment instructions.

Provision of information and training to employees should be recorded in the information and training record in the safety management file.

The provision of hearing protection equipment should be recorded in the PPE record in the safety management file.

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

Employers are required to provide employees with personal protective equipment (PPE) where it is not possible to reduce the risk by other means. Personal protective equipment provided to protect against a specified risk must be provided free of charge. Employers must ensure that the protective equipment provided is suitable for its intended use and that employees are provided with any information regarding its safe use, storage, maintenance and replacement.

Employees are provided with personal protective equipment appropriate to the general hazards associated with their work activities. Security Officers are issued with high visibility clothing and waterproof jacket and trousers to provide protection from bad weather where appropriate.

Additional PPE is provided where a risk assessment shows it is necessary to reduce a specified risk to an acceptable level. Where provided to protect against a specified risk, PPE is provided free of charge. The risk assessment should identify the appropriate type and any safety critical information regarding the storage, maintenance and use of the PPE.

Employees are required to co-operate by wearing, storing and maintaining their PPE in accordance with the information and instruction provided and for reporting any defects with equipment to enable timely replacement or repair.

The type and specification of PPE should be detailed on the PPE schedule along with a description of the hazard it is issued to protect against. The issue of PPE should be recorded on the PPE issue record or the CAPITAL SHIELD SECURITY LTD uniform issue form. Employees are required to sign to the appropriate record form to confirm receipt of the PPE issued.

Completed PPE schedules should be kept in the safety management file. Records of PPE issue should be kept in the safety management file.

### **Risk Assessment: CAPITAL SHIELD SECURITY LTD Office Premises**

The Management of Health and Safety at Work Regulations require all employers to assess risks to staff and others arising from their undertakings. The assessment should:

- Identify the hazards present;

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- Identify persons at risk;
- Identify any groups of persons at special risk (including pregnant and nursing mothers and young persons); and
- Evaluate the risk, taking account of existing control measures.

The purpose of the assessment is to identify the measures that should be taken to ensure the safety of those at risk and confirm compliance with applicable statutory requirements. It should ignore trivial risks and should not be obscured by excess information. The significant findings of assessments should be recorded and provided to appropriate employees.

Generic risk assessments have been undertaken of the foreseeable hazards associated with office activities and summaries of the assessments are included in the handbook issued to office based employees. The generic assessments for office work cover:

- Slips trips and falls;
- Use of electrical appliances;
- Access to high level shelving;
- Occupational driving;
- Use of filing cabinets; and
- Use of photocopiers.

Operations manager and MD are responsible for ensuring that the generic risk assessments are amended to make them effective in identifying and reducing the risks associated with the areas and activities under their control and for undertaking site specific assessments of any hazards not covered by the generic risk assessments.

Operations manager and MD are responsible for ensuring that the safe systems of work defined in risk assessments are brought to the attention of all office based employees and for monitoring employees to ensure they adhere to the requirements on a day to day basis.

### Risk Assessments - Specific Hazards

Specific regulations and guidance have been produced by the HSC which require detailed assessments of the following:

- Substances Hazardous to Health;
- Manual Handling Operations;
- Display Screen Equipment; and
- Fire Safety in Buildings.

Amended and / or site specific risk assessments for office premises should be kept in the safety management file. The provision of information relating to amended or site specific

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assessments should be recorded in the information and training record form in the safety management file.

### **Risk Assessment: Customers Premises**

The Management of Health and Safety at Work Regulations require all employers to assess risks to staff and others arising from their undertakings. The assessment should:

- Identify the hazards present;
- Identify persons at risk;
- Identify any groups of persons at special risk (including pregnant and nursing mothers and young persons); and
- Evaluate the risk taking account of existing control measures.

The purpose of the assessment is to identify the measures that should be taken to ensure the safety of those at risk and confirm compliance with applicable statutory requirements. It should ignore trivial risks and should not be obscured by excess information. The significant findings of the assessment should be recorded.

As such CAPITAL SHIELD SECURITY LTD are responsible for assessing the risks associated with the services that are provided by Security Officers on client's sites, and clients should provide CAPITAL SHIELD SECURITY LTD with assessments of the risks arising from their business activities that could affect CAPITAL SHIELD SECURITY LTD Security Officers whilst they are working on site.

The Health, Safety and Welfare Regulations require employers to provide adequate welfare facilities for their employees whilst at work. These facilities include:

- Sanitary conveniences;
- Washing facilities;
- A supply of wholesome drinking water;
- Accommodation for clothing;
- Facilities for changing into / out of special clothing;
- Facilities for preparing / obtaining hot food and drinks; and
- Facilities to rest and to eat meals.

To ensure these requirements can be complied with where employees work on customer sites, the Management of Health and Safety at Work Regulations require employers to co-operate and co-ordinate their health and safety activities to ensure that health and safety requirements are complied with and adequate welfare facilities provided.

CAPITAL SHIELD SECURITY LTD are legally responsible for ensuring the health and safety of all their employees wherever they are employed to work. This responsibility includes protecting employees from the risks arising from the activities that they are employed to



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undertake and ensuring that adequate precautions are taken to protect employees from the risks arising from the activities undertaken by clients on contract sites. Our clients also have a legal responsibility to ensure the risks from their businesses do not harm CAPITAL SHIELD SECURITY LTD employees.

Generic risk assessments have been undertaken of the foreseeable hazards associated with guarding activities. The assessments have been used to develop generic safe systems of work that are included in the health and safety handbooks issued to Security Officers. The assessments and safe systems of work cover:

- Verbal and / or physical assault;
- Driving of company vehicles;
- Work near moving vehicles;
- Use of electrical appliances;
- Dealing with suspect packages; and
- Slips, trips and falls.

Operations manager and MD are responsible for undertaking site specific assessments to ensure the arrangements necessary for the health, safety and welfare of Security Officers are provided on contract sites.

Operations manager should refer to the generic assessments of the risks associated with guarding activities, and obtain relevant information from the customer regarding the significant risks, emergency arrangements and welfare facilities on site when undertaking risk assessments.

Contract Managers must work with clients to ensure short term actions are taken to reduce any risks identified in the assessments to an acceptable level before Security Officers are deployed on contract sites.

Copies of the completed health, safety and welfare assessments should be issued to the client and be included with the assignment instructions for the site. An additional copy should be kept in the Site-File at the operational office of CAPITAL SHIELD SECURITY LTD Security.

Operations manager and MD are responsible for monitoring compliance with the assignment instructions during site visits and raising any issues relating to the hazards from the business activities on the site with the client during monthly meetings, or sooner dependent on the level of risk.

The Operations Manager is responsible for reviewing the progress of site specific assessments and the implementation of resulting recommendations with MD during monthly business review meetings.

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Site specific safety and welfare assessments for contract sites should be included in the relevant customer file and the assignment instructions.

### **SMOKING**

Smoking is prohibited in all enclosed workplaces and company vehicles in the United Kingdom. In accordance with current legal requirements smoking is prohibited in all enclosed CAPITAL SHIELD SECURITY LTD premises or vehicle. This prohibition applies at all times, including outside normal working hours. Smokers may smoke outside the premises at times, and in places, previously agreed with their manager. All visitors, temporary staff, contractors and customers will be expected to abide by the terms of the smoking policy. Appropriate signs will be displayed at all entrances to premises and employees should tactfully remind visitors of the policy, if necessary. Security Officers should observe the clients local arrangements for smoking whilst on site.

### **STRESS**

Employers are responsible for ensuring the health of their employees whilst at work. This includes the mental health of employees and ensuring that employees are not unnecessarily exposed to high levels or extended periods of stress at work.

Excessive levels of stress can lead to mental and physical ill health including depression and nervous breakdown. It is the Company's policy to minimise work related stress so far as is reasonably practicable. Employees who are suffering from work related stress resulting from pressure of work or following a traumatic experience at work should advise their manager. Operations manager and MD at all levels are responsible for:

- Monitoring the hours worked by the employees under their direction;
- Monitoring CAPITAL SHIELD SECURITY LTD Security Officers who have been involved in traumatic incidents;
- Monitoring employees for signs of stress; and
- Reviewing how employees are managing work related stress during annual appraisals.

Responsible manager should consider the causes of work related stress and implement measures to prevent employees suffering stress whilst at work.

Where causes of work related stress are identified in the workplace Operations manager should take appropriate action to remedy the causes. Where exposure to stressful / traumatic situations is unavoidable stress management training / counselling should be provided as necessary.

Records of stress management training and / or counselling are confidential and should be kept in the employee's personnel file. They should not be kept in the safety management file.

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### **TRAINING**

Employers must provide their employees with information and training to enable them to work safely and to discharge their defined safety responsibilities.

All new starters, promoted and transferred employees are provided with information and training appropriate to their responsibilities as defined in the CAPITAL SHIELD SECURITY LTD safety policy and the risks to which they may be exposed during their work.

Security Officers are provided with a two day on-site induction and training in accordance with the British Security Industry Association requirements. This training covers the CAPITAL SHIELD SECURITY LTD health and safety policy, generic risk assessments and arrangements for providing site specific health and safety information.

All officers are provided with local induction training by the Operations manager and MD. This training covers the CAPITAL SHIELD SECURITY LTD safety policy, the local emergency arrangements and risk assessments applicable to their place of work.

In addition the following training is provided to enable specific safety responsibilities to be discharged:

- All Site Supervisors and Officers are provided with module awareness training and assessment. This training covers the main requirements of criminal and civil law for health and safety, the operation and implementation of the CAPITAL SHIELD SECURITY LTD safety policy.
- Operations manager and MD are provided with general risk assessment training.
- Training is conducted at appropriate intervals throughout the year and always following the installation of new equipment or significant alteration to the existing systems of work. The provision of all information and training should be recorded to confirm that it has been provided and understood. In addition all officers receive “Site Specific Training” on all matters relevant to the site to which they are assigned.

Induction training for all employees must be recorded using the induction training checklist copies of which should be kept in the employees personnel file. Security Officer training should also be recorded on the Officer’s general Training and Performance Record.

### **WORK AT HEIGHT**

Employers are responsible for ensuring the need to work at height is avoided where possible. Where it is not possible to avoid the need to work at height, employers must undertake assessments to ensure the access equipment is suitable for its intended use, employees are trained to use it and it is maintained in a safe condition. Employers are also required to take precautions to prevent injury from persons falling through fragile roof materials and to prevent persons from being injured from falling objects.

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Where possible the need to work at height should be avoided.

Operations manager and MD shall undertake a general risk assessment where the need to work at height cannot be avoided. The assessment should ensure that:

- access equipment to be used is suitable for its intended use
- access equipment is maintained in safe condition and regularly inspected by competent persons
- employees using access equipment are trained in its use
- precautions are taken to protect access equipment from being struck by moving vehicles
- edge protection is provided for work places where persons could fall and suffer injury
- precautions are taken to prevent persons falling through fragile roofs or roof lights
- precautions are taken to minimise the effect of someone falling
- precautions are taken to protect persons below from falling materials

Assistance in undertaking work at height assessments is available from the CAPITAL SHIELD SECURITY LTD Security Safety Advisor. Employees may only use access equipment if they have been trained and authorised to do so.

Employees authorised to use access equipment should undertake pre-use checks of to ensure it is safe for use.

Defective access equipment should be reported and withdrawn from use immediately.

Assessments of work at height activities should be kept in the appropriate general risk assessment section of this safety management file. Information and training provided to employees regarding the use of access equipment should be recorded in the information and training sections with employees personnel file.