

Health & Safety Procedures (Arrangements)

Authorised by	Revision Number	Date

	Health & Safety Procedures Index
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Section	Title
	Procedures
	Index
1	Fire
2	First Aid
3	Accidents and Incidents
4	Control of Contractors
5	Permits to Work
6	Working at Heights
7	Risk Assessments
8	Inspections
9	Manual Handling
10	Display Screen Equipment
11	Personal Protective Equipment
12	Induction Training
13	Safety Signs
14	Health & Safety Committee
15	Visitors
16	Drugs and Alcohol
17	Stress
18	Health & Safety Assistance
19	New or Expectant Mothers
20	Young Workers
21	Asbestos

Guidance note

This manual is controlled by the Health and Safety Department to whom all requests for change are referred, agreed and co-ordinated.

Authorised by	Revision Number	Date

1 Fire

1.1 Fire Evacuation Procedure –

On hearing the alarm all employees must follow the procedures below and evacuate the buildings as quickly as possible.

1.1.1 Instruction to All Employees

- On discovering a Fire
 - Immediately sound the alarms by breaking the nearest “break glass” call point
 - Telephone the switchboard and tell them the location of the fire
 - Attack the fire with an extinguisher if confident & trained to do so, and without taking personal risk
- On hearing the alarm
 - leave the building via the nearest fire escape and regroup at your assembly point in the car park.
 - Do not stop to collect personal belongings.
 - Do not re-enter the building until authorised to do so by the **Evacuation co-ordinator**.

1.1.2 Instructions to Reception / Telephone Switchboard

1. Receptionist

- On hearing the alarm or on being notified of an outbreak of fire, call the Fire Brigade and other emergency services immediately by dialling (9) 999 and inform the Fire Brigade as to the location of the fire, if known.
- Once the emergency services are on their way evacuate the building and proceed to the front gate
- Take the visitor book from reception with you to your assembly point at the main gate
- The Evacuation Co-ordinator (Safety Officer or Maintenance Manager) will meet at this location to liaise with the emergency services and pass on relevant information
 - Location of Fire

Authorised by	Revision Number	Date

	Health & Safety Procedures Section 2 – First Aid
--	---

- Location of casualties
- Persons missing

1.1.3 Instructions to the Evacuation Co-ordinator

- **The Evacuation Co-ordinator will act as liaison with the Fire Brigade.**
- On hearing the alarm immediately report to the front gate and await reports from fire Marshalls.
- Fire marshalls will sweep the buildings and report whether anyone is still in the building.

1.1.4 Instructions to Fire Marshals

1. **Supervisors**
2. **Departmental managers**

- **The fire marshal shall ensure people in his/her area are out of the building.**
- Ensure all staff in the area of responsibility leave the building quickly and that toilets and storerooms etc are checked.
- It is the Fire Marshal's responsibility for each group to ascertain if anyone is missing and anyone requires first aid treatment.
- **Once complete report to the Evacuation co-ordinator at the main gate.** If anyone is missing ensure that the **Evacuation Co-ordinator** is made aware.
- Receptionist to collect visitor book.

1.1.5 Instructions to First Aiders

- On hearing the alarm collect your first aid box if safe to do so. Leave the building via the nearest fire escape and report in the first instance to your assembly point in the car park.
- Once your fire marshal has noted that you are present await instructions from the **Evacuation Co-Ordinator**

1.1.6 Evacuation training

- It is the departmental manager's responsibility recruiting new staff, whether permanent or temporary; to ensure the employee is made aware of fire precautions and procedures.

1.17 Visitors and Contract Workers

Authorised by	Revision Number	Date

	Health & Safety Procedures Section 2 – First Aid
--	---

- All visitors must sign in at the main reception area of each building. It is the responsibility of personnel having visitors to ensure this is carried out, and that each visitor is aware of fire procedures.
- In the event of a fire all visitors will report to the receptionist who will be located at the main gate.

Authorised by	Revision Number	Date

2. First Aid

First Aid arrangements

First aid arrangements are in place for the following locations, A location plan detailing First aid boxes and responsibilities for site location is also indicated :-

Vigilant Security First aiders are acting on behalf of the company and will carry out their duties in accordance with the training received. No personal liability will be incurred by individuals in carrying out those duties whether or not an act or omission results in damage. Any independent action for negligence taken against a First Aider by an injured person will be the responsibility of the company. Any damages whether civil or statutory will be paid by the company either through third party liability insurance or directly.

First Aiders

- Photographs displayed on First Aid Boxes

Responsibilities

- Require formal training and examination on a 3 yearly basis.
- Has first aid knowledge and practices first aid.
- First Aiders should not administer any form of medication. They administer first aid only.
- Should cover for other First Aiders when they are off site so that a suitable number of First Aiders are within a sufficient distance.
- Ensure that the first aid kit they use is kept to the required standard. First aid boxes are located within all sites and it is the first aiders responsibility to ensure that these are adequately stocked from the central store.

Appointed Person

Responsibilities

- Has knowledge of how to deal with emergency and emergency first aid knowledge.
- Support First Aiders if in the same area.
- Take control of an incident if a first aider is not available or until the first aider arrives on the scene.

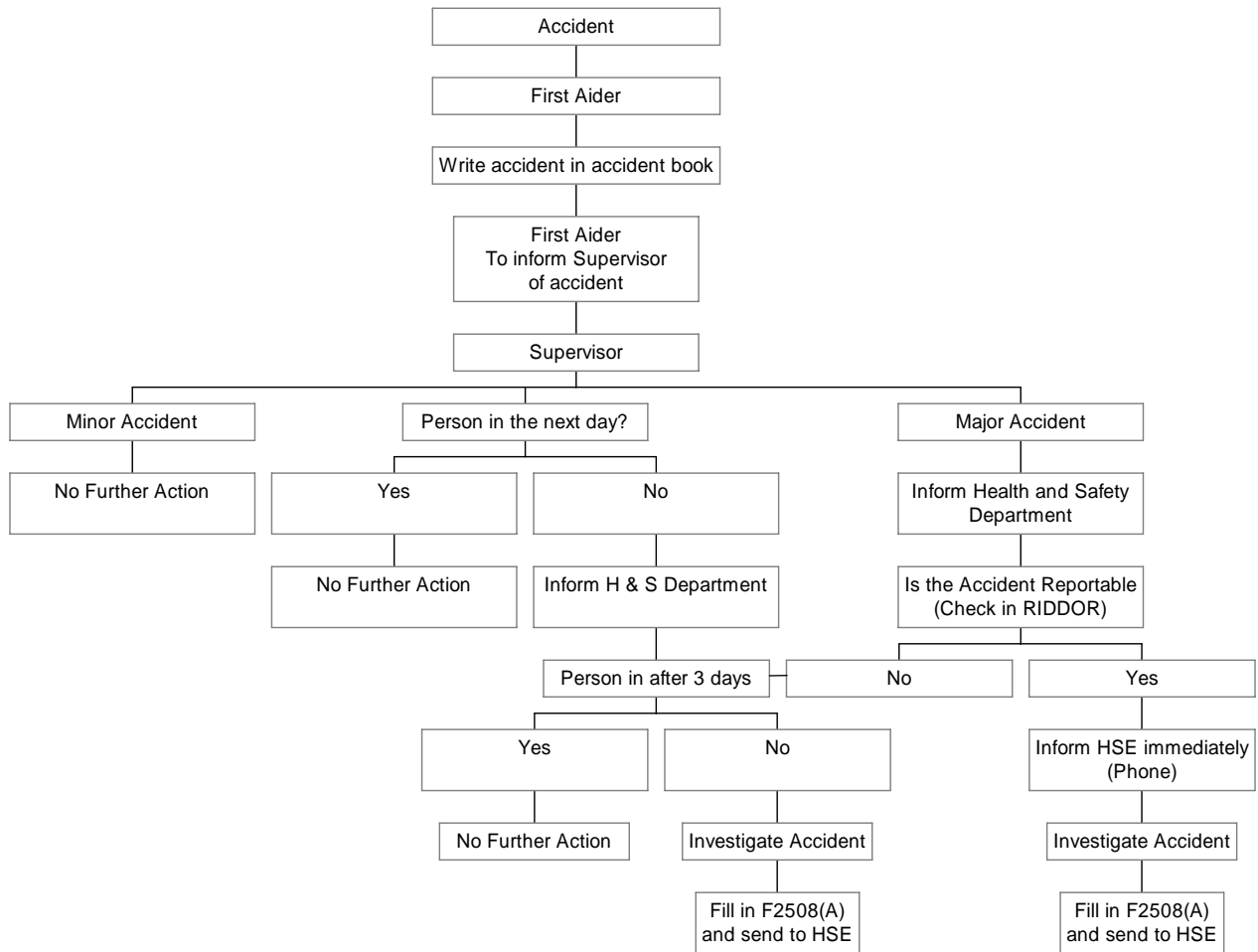
At all times in each area there should be first aid cover. For example, a fully qualified first aider should be available in all factory locations when machinery is being used. This includes overtime working.

All accidents must be reported and written in the accident book

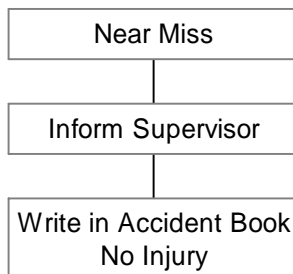
Authorised by	Revision Number	Date

3. Accident and Near Miss

3.1 Accident Reporting Structure



3.2 Near Miss Reporting Structure



Authorised by	Revision Number	Date

3.3 Accident Investigation

In the event of any lost time accident. There will be an accident investigation; this will involve the Manager or Supervisor. The investigation takes the form of interviewing any witnesses and people involved and using the accident form . The root causes of the accident need to be addressed and follow up action taken on the findings.

In the event of a major accident the relevant supervisor and Safety Advisor need to be informed.

Authorised by	Revision Number	Date

4 Control of Contractors

4.1 General Rules

All contractors must sign in at reception and wear the identification badges at all times

All contractors must sign the contractor control form before work can commence.

Any working operation, which a contractor carries carry out on these premises must meet all the legal requirements. If in doubt you may contact the Health and Safety Department.

A contractors' work area may on agreement be fenced, roped or taped and have no admittance notices displayed. When fenced the area will be the contractors' responsibility and not *Vigilant Security* responsibility.

Contractors must provide adequate supervision of their workforce at all times.

Contractors must be suitably and sufficiently trained for the task they are to perform.

A permit to work must be obtained from the Project Manager or Site Manager for:

- Any demolition or excavation work
- Hot work
- Work on live electric's
- Working at heights
- Confined space
- Working on the roof
- And any other work deemed hazardous.

See Permit to Work Procedure

4.2 Tools and Equipment

All equipment or tools brought on to *Vigilant Security* premises by contractors must be of sound construction and should meet the statutory requirements applicable to these tools or equipment.

A contractor can not use any of *Vigilant Security* tools, machinery or equipment unless authorised to do so by the Operations Manager or Operations Coordinator.

Vigilant Security employees are prohibited from using contractors tools, machinery or equipment. Except when assisting the contractor with the permission of the Operations Manager or Operations Coordinator.

All lifting equipment must carry a current certification, which should be available for inspection on request by management. The lifting equipment must also comply with *Vigilant Security* Company standards.

All portable electrical equipment must comply with *Vigilant Security* Company standards and conform to the 1989 Electricity at Work Regulations.

All ladders used must be of type 1 or 2 and not domestic ladders. Ladders are to be in a safe condition and are used in accordance with company standards.

The erection of scaffolding must be carried out by qualified scaffolders and must comply at all times with statutory legislation including those relating to periodic inspection.

Scaffolding must provide safety for persons using it and safety of those passing beneath it.

4.3 Protective Equipment

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

Health & Safety Procedures Section 4 - Contractors

Contractors must provide their employees with safety equipment and protective clothing.

Contractors must wear hearing protection in noise hazard areas and to be instructed on how to wear the hearing protection.

It is *Vigilant Security Services* Company Policy to wear Safety Footwear in designated areas. Contractors must provide safety footwear for their employees before entering the designated areas

4.4 Fire

Contractors are advised to take notice of the fire evacuation procedure, and of the assembly points you should report to in the event of a fire.

"No Smoking" is enforced in all *Vigilant Security* buildings and Sites.

4.5 COSHH

Contractors must not introduce any hazardous substance without the prior approval of the Health and Safety Department onto *Vigilant Security* premises.

4.6 Noise

Contractors are reminded to control noise levels of any activities carried out on site and must not expose anyone, to noise levels above 85dB(A).

4.7 Accidents

All accidents must be reported to *Vigilant Security*. An accident means any injury to personnel, damage to property, or event, which may have led to such an occurrence.

The company may wish to investigate all accidents that occur on its sites and expect the co-operation of the contractor and his employees in ascertaining the true cause in an effort to prevent a similar accident.

Accidents and dangerous occurrences must be reported in accordance with Report of Injury, Disease or Dangerous Occurrences Regulations 1995.

4.8 First Aid

In the event of an accident First Aid is available.

Contact the Reception in person or phone your Supervisor and the nearest appointed first aid person will be notified.

4.9 Breaches of Rules

The contractor acknowledges that any breach of this Code of Practice, or any relevant provision by contractors/sub-contractors or their employees shall be deemed to be fundamental breach of contract. Which entitles the company to terminate the contract without prejudice to any right to the company to claim damages in respect of the breach of the Code of Practice.

Authorised by	Revision Number	Date
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5 Permits to Work

5.1 Authority and Responsibility

The Assistant Safety Advisor or Safety Advisor have the authority to issue, change or revise this procedure. The Assistant Safety Advisor has the authority to sign off a permit. In absence of the above two signatories, the permit can be authorised by a relevant supervisor or Safety Supervisor.

5.2 Issue of Permit

The permit is only valid on the day of issue if the permit runs out a new permit must be sought. All relevant equipment must be checked.

The requestor must complete the following sections of a permit:

Name of requestor and date of request

Type of permit required

Location of work

Reason for work

The document is authorised by entering:

The appropriate signature

Position held in company

Date and time of signing

The appropriate work procedure is issued to the requestor (to be attached to the permit) and the permit is signed to show receipt.

The requestor signs and dates the acknowledgement.

5.3 Return of Permit

When the work has satisfactorily completed (or suspended) and the area made safe. The permit must be returned to the issuing authority, and signed as such (on the retained copy) by the original requestor.

5.4 Cancellation of Permit

The original permit is destroyed by the person who authorised it, and the retained copy is signed and dated as such.

NOTE

Permits must go through all stages until they are cancelled and the records updated.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

	Health & Safety Procedures Section 5 – Permits to Work Section 6 – Working at Heights
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5.5 Precautions for Live Electrical Work

The person holding the permit has the responsibility to ensure that all reasonable precautions are taken, and that all persons under their control are aware of the risks involved, and the means to minimise them.

Work on (or near) exposed live conductors will only be permitted under the following circumstances: -

It is unreasonable in all circumstances for it to be dead.

It is reasonable in all circumstances for a person to be at work on (or near) it while it is live and suitable precautions are taken to prevent injury.

People who are not directly involved with working on the live conductor should not be allowed within the working area.

The work area should be isolated from its surroundings using tape, bunting or barriers, to prevent pedestrian access. If possible the work area should be screened to prevent distraction or onlookers from seeing any possible arc.

Only properly trained and competent persons may carry out such work.

All information about live conductors, and the associate electrical system is made available to the person carrying out the work.

A competent person should be standing by if it is likely that such a person could significantly reduce the risk of injury to the person carrying out the work.

Suitable tool and equipment, including insulated tools and protective equipment must be available for use.

Further definition and clarification is given in regulation 14 of the Electricity at Work Regulations (1989) and should be made available on request.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

5.6 Precautions for Working in Confined Spaces

The person holding the permit has the responsibility to ensure that all reasonable precautions are taken, and that all persons under their control are aware of the risks involved, and the means to minimise them.

All ladders used in gaining access to the confined space must be securely fastened and to *Vigilant Security* standards.

Where possible, the air should be tested (prior to entry) to ensure that it is not stale or explosive, using an appropriated measuring device (test for oxygen and hydrogen sulphide content plus any explosive mixtures).
DO NOT ENTER THE SPACE IF THE TESTS SHOW THAT THE AIR IS DANGEROUS

Ensure that people entering the space have an understanding of the potential risks and know the precautions to be taken once inside.

There should be a second person standing by outside, to watch and to communicate with anyone inside.

Rescue harness should be worn when entering the confined space, with a lifeline attached if possible.

Hoisting or lowering materials - the lifting area should be made secure, and a safe system of raising and lowering items used.

Do not use petrol or diesel engines in a confined space.

Avoid the use of paints and adhesives, which give off dangerous solvent vapours.

The use of facemasks is recommended where there are particles present in the air or breathing apparatus if available.

Never attempt to clear fumes or gases with pure oxygen, use either forced or natural ventilation.

Training and supervision – Everybody employed in this type of work should be properly trained to recognise the dangers and to know what step to take to avoid them. The safety man should be familiar with basic rescue and resuscitation techniques. The work must be adequately supervised, and continually monitored to ensure it's progressing safely.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

5.7 Precautions for Working on the Roof

The person holding the permit has the responsibility to ensure that all reasonable precautions are taken, and that all persons under their control are aware of the risks involved, and the means to minimise them.

All ladders used in gaining access to the roof must be securely fastened and to be to *Vigilant Security* standards.

If regular access is required, over a period exceeding two days, it is preferred to erect a tower scaffold. If mobile this too should be erected in a stable manner (according to the manufacturers' instructions), and tied to the building if possible.

Assess the work for the following hazards: -
Work within 2m of an open edge.

Unfenced opening or fragile covers on roof.

If none of these factors are involved, it may still be helpful to indicate the designated work area using tape, bunting or barriers.

Open edges – in situations where people have to approach the roof edge, guard rails (strong enough to support someone if they fell against it) and toe boards are required.

Note: - Bunting or tape should never be used for this purpose.

Unfenced openings – openings in the work place must be protected by guard rails and toe boards, or by fixing a suitable cover in position, marked "hole below".

Hoisting materials – the lifting area should be made secure and a safe system of raising and lowering items used.

Protection to others – suitable precautions should be taken to protect others in the vicinity (including the public) from falling materials and tools. Never throw materials from the roof.

Training and supervision – everybody employed in roof work should be properly trained to recognise the dangers, and to know what steps to take to avoid them. The work must be adequately supervised, and continually monitored to ensure it is progressing safely.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

	Health & Safety Procedures Section 5 – Permits to Work Section 6 – Working at Heights
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5.8 Precautions for Hazardous Working

The person holding the permit has the responsibility to ensure that all reasonable precautions are taken, and that all persons under their control are aware of the risks involved, and the means to minimise them.

If work is under way when a task is recognised as hazardous, it should cease immediately until a suitable course of action has been agreed, and a permit obtained.

If suitable precautions are not apparent, then the matter should be brought to the attention of the Health and Safety Department for guidance and advice.

At no time should the responsible person put themselves or their work team in an uncontrolled situation. If appropriate, remain present at the work place to ensure continued safety.

When the task has been completed, a brief report of the event should be written which should include:

Description of the task.

List of precautions taken.

Any relevant comments and conclusions.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

6 Working at Heights

A permit to work must be obtained for any working above 2M high. A risk assessment of the task may well be necessary prior to work being allowed to commence.

6.1 Ladders

All ladders used on the premises will be of type 1 or 2 and not domestic ladders.
All ladders are to be checked for defects before use, any defects are to be reported to a manager.
Regular inspections of ladders occur to keep them maintained and free from defects.
There is to be a clearance of five rungs (1.05m) at the top of the ladder.
The top of the ladder is to be tied if this is not practicable the ladder is to be footed at all times.
The ladder is to be at an angle of 75° at the base or a ratio of 1 unit horizontally and 4 units vertically. If this is not possible the ladder is to be tied at the top.
There is to be three points of contact on the ladder at all times.
No more than one person should use a ladder at any one time.
No over reaching is permitted on ladders.

6.2 Step Ladders

All stepladders are to be checked for defects before use, any defects are to be reported to a manager.
Regular inspections of stepladders occur to keep them maintained and free from defects.
All stepladders should be stood on a firm base with wheel castors locked if present.
Work should not be carried out from the top step.
No over reaching is permitted on stepladders. The step ladders should be moved to prevent over reaching.
No more than one person should use a step ladder at any one time.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

7 Risk Assessments

The standard Risk Assessment Form should be used for all assessments.

7.1 Steps to a Risk Assessment

1. Identify the hazard.
2. Who is at risk – operator, other employees, visitors.
3. Severity of risk.
4. Probability of the risk occurring.
5. Evaluate the risk
6. Corrective and Methods.
7. Record the assessment.
8. Necessary action taken.
9. Review.

7.2 Evaluation of the Risk

Severity Rating of Hazard

Risk Factor = Severity + Probability + At Risk + Frequency + Group

Severity	Rating
Negligible - Minor Injury , no time off work	1
Minor – Injury with up to 3 days off work	2
Serious – Reportable injury/condition (> 3 days off work)	4
Major – Severe injury , long term absence	8
Catastrophic – Possibly fatal	12
Probability	Rating
Very Unlikely – very remote chance of occurrence	1
Unlikely – it may occur in time	2
Likely – probably will occur in time	4
Very likely – likely to occur shortly	8
Certain – inevitable, likely to occur immediately	12
At Risk How many people can be affected	Rating
Individuals	0
Groups of people	1
Everyone	2
Frequency How often the event or action happens	Rating
Rarely	0
Regularly	1
Continuously	2
Group Are there any special groups of people to consider	Rating
Employees only	0
Visitors / Contractor	1
Members of the public	2
Young People	3
Expectant mothers	4

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

7.3 Action

This area is for who to action the recommended action to.

Action Requirements

<u>Score</u>	<u>Risk</u>	<u>Priority</u>	<u>Completion deadline</u>
20+	Very High	Very Urgent	Stop until rectified
15-20	High	Urgent	Complete within 2 weeks
10-14	Medium	Important	Complete within 2 months
5-9	Low	Not Vital	Complete within six months
1-4	Negligible	No Action	Review only

7.4 Control Measures to Reduce the Risk

1. Eliminate the hazard – remove substance, change the process.
2. Substitution - replacement of substance with one with less risk.
3. Control - use of guards, enclosures.
4. Procedures - reduce exposure time, safe systems of work.
5. Warning Systems - signs, instructions, labels.
6. Personal Protective Equipment - is the last resort.

The Provision and Use of Work Equipment Regulations 1998, has a hierarchy in four steps to prevent access to dangerous part of machinery.

- 1 Fixed, enclosing guards .
- 2 Other guards.
- 3 Protective appliances e.g. pushsticks, jigs.
- 4 Provision of information, instruction, training and supervision.

Further References

5 Steps to Risk Assessments, published by Health and Safety Executive.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

8 Inspections

Inspections are carried out by the site supervisor and a safety representative.

Inspections are done on a monthly basis following the Inspection Form.

There is a rating score in which the department has to mark itself against.

The inspection covers safe working practices, environmental factors and hazards in the workplace.

There is an area for action points from the inspection it is advised to keep these realistic (i.e. not to do everything at once) and to set a time frame for them.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

9 Manual Handling

9.1 How to Lift

9.1.1 Before anything is lifted.

1. Examine the object - know its size, shape. Decide how to hold it, check for sharp edges or grease.
2. Clear your path of obstructions and tripping hazards.
3. Know where and how you'll put the object down.
4. Get help if you have any doubts about the object.

Use the mechanical aids that are available, they are there for your benefit.

9.1.2 Six Main Rules for Lifting

1. Plan the lift.
2. Stand close to the load with feet shoulder width apart.
3. Bend the knees - keep back straight.
4. Keep a firm grip.
5. Lift smoothly.
6. Keep load close to your body.

Avoid twisting when lifting.

9.1.3 Good Tips

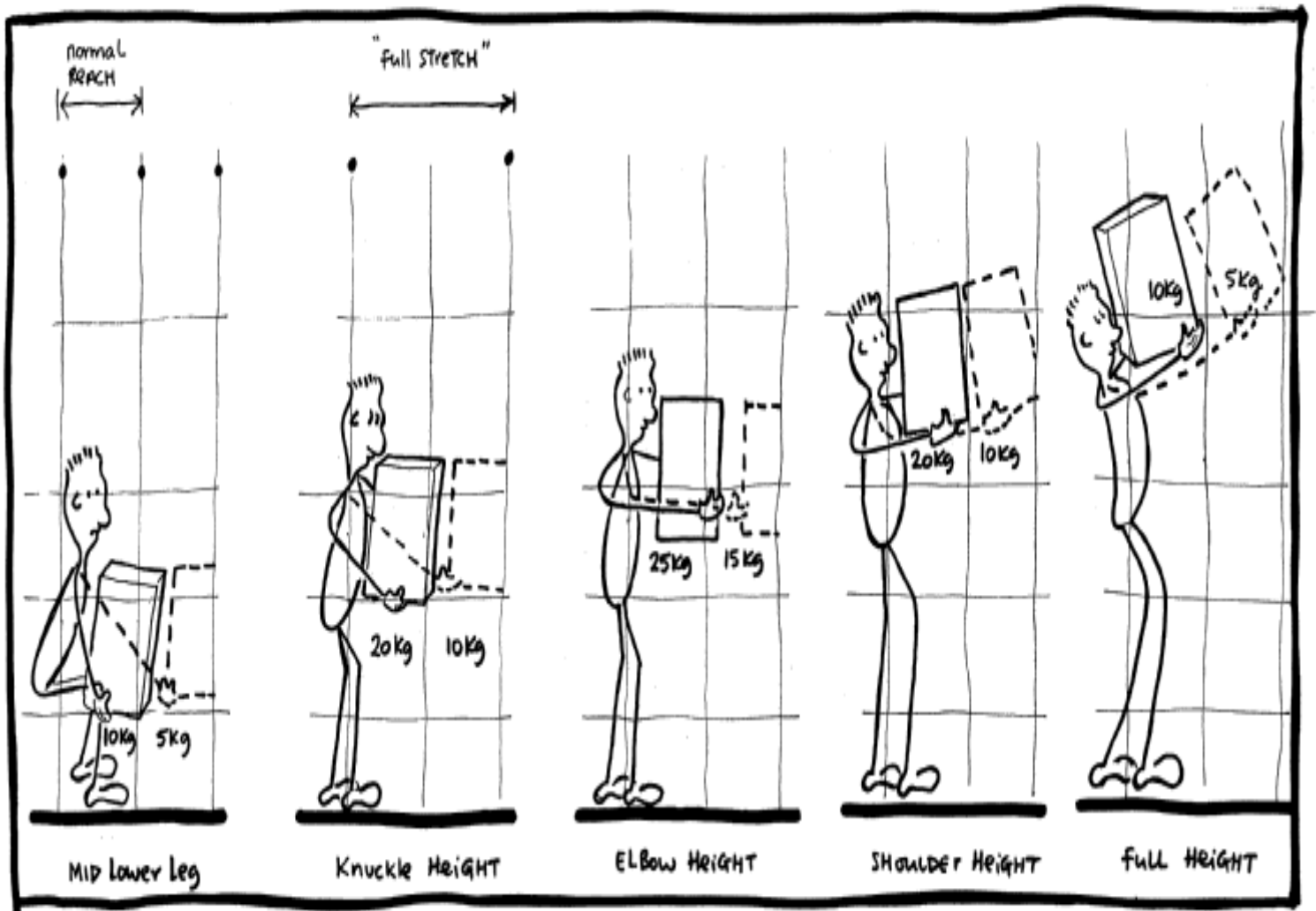
Warm muscles before a lift.
Be aware of how you use your back.
Posture.

9.2 Guidelines on Lifting Capability

These weights are guidance only, personal capabilities could be lower than the weights stated.
There are different weights for full and normal reach.
The weights in the picture represent a load in those areas.
If people are lifting through a series of heights the lowest weight should be the limit. Therefore if people are picking weights from the floor and carrying them at elbow height, the weight should be the weight stated in the mid lower leg picture.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

Health & Safety Procedures Section 9 – Manual Handling



The man is holding the load with both hands and is in a stable body position and in reasonable working conditions.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

10 Display Screen Equipment (DSE)

10.1 Eye and Eye Test

On request the company will pay for the eye test. The employee needs to apply formally for a sight test. The workstation arrangements are measured by the department head and documented on the form. On completion of the test the form is returned to the Health and Safety Department. If the test is done at a company approved resource the company is invoiced. If the employee has the test at another resource, the employee can claim the expense of a test on expenses. (The company will reimburse the value of £18 against an eyesight test elsewhere.)

NB

If the test is not authorised by the Health and Safety Department the company does not pay for the test.

If there is a need for employees to wear glasses whilst working at display screen equipment the company will provide £45 towards the cost of normal glasses or will provide safety glasses.

10.2 Workstation Arrangements

10.2.1 Position of DSE

Adjust chair and DSE to find the most comfortable position. Your forearms should be approximately horizontal and your eyes at the same height as the top of screen.

Adjust the keyboard, screen, mouse and documents to find the most comfortable position. A document holder may be useful to prevent a lot of awkward movements.

Ensure you have enough space for documents and other equipment.

Ensure you have space under the workstation to move legs freely.

10.2.2 Keyboard

Adjust keyboard to get good keyboard position, if any aches and pains try readjusting the positioning.

An area in front of the keyboard is useful for resting arms when not keying in.

Keep wrists straight when keying in. Use a soft touch on the keyboard and don't overstretch the fingers.

10.2.3 Mouse

Position the mouse within easy reach and so that the wrist is straight.

Move the keyboard if not in use, to achieve a more comfortable position.

Support your forearm on the desk.

Have a relaxed grip on the mouse.

Rest fingers lightly on buttons and do not press buttons hard.

10.2.4 Screen

Adjust the screen to avoid glare and reflections.

Adjust brightness and contrast controls to suit lighting conditions of the room.

Ensure screen is clean.

Individual characters on the screen should be sharply focused and not flicker.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008



10.3 Good Practices

Frequent rest pauses can serve two purposes:

- To allow the muscles to relax and recover.
- To help relieve stress.

The basis for all rest pause exercises is the Deep Breathing Procedure

10.3.1 The Deep Breathing Procedure

We tend to breath more shallowly when we are feeling stressed or when we are concentrating intensely. Even worse, we tend to hold our breath. Deep breathing oxygenates the blood and sets off a relaxation response throughout the body. With more oxygen circulating to the brain, mental alertness is also improved.

- Relax
- Inhale slowly through your nose trying to fill your abdomen first, then your entire rib cage.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

- Hold for 5 seconds.
- Exhale slowly through your mouth, pulling your abdomen in and up.
- Concentrate on inhaling and exhaling completely.
- Repeat at least three more times.

10.3.2 Reduce Fatigue

Reduce fatigue with rest pauses and exercises.

There are natural breaks e.g. filing and photocopying to prevent constant use of DSE.

10.3.3 Neck and Backpain

Do not sit in the same position for long periods of time.

Change your posture as often as you can.

Do not overstretch to reach things you need if this happens your workstation needs rearranging.

10.3.4 Eye Fatigue

Suggested eye relaxation exercises

Take opportunities during the day to relax the focusing mechanism used in close detail work by gazing at a point of infinity (i.e. horizon).

Use the Palming Method to prevent eyestrain, this allows the muscles of the eye to relax, encourages moisture in the eyes and relaxes the body, allowing more oxygen to the brain.

10.3.5 Palming Method

- Place your elbows on a flat surface in front of you.
- Position the heels of your hands on your cheekbones.
- Cup your hands over your eyes and cross your fingers over the bridge of your nose. Your fingers should rest on your forehead so that there is no pressure on the eye itself and just slight pressure on the surrounding area.
- Adjust your hand position so that no light reaches your eyes.
- Lean forward so that you feel no tension in your back and shoulders.
- Close your eyes.
- Inhale deeply through your nose and exhale slowly through your mouth eight times.
- Focus on your inhalation / exhalation.
- Gradually expose your eyes to light.
- Palming should be repeated several times throughout the day as a preventative measure to avoid eyestrain and / or blurred vision.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

11 Personal Protective Equipment

All manufacturing areas are designated as areas requiring the mandatory wearing of personal protective equipment, namely :-

Hearing Protection in main manufacturing areas excluding Make Up Rooms (Unless operating machinery)
Eye Protection when operating machinery
Foot protection in all areas

All personnel including visitors, contractors and members of the public must comply with this site rule. For safety footwear, if an employee is escorting visitors then this particular requirement is not necessary.

The above PPE will be provided free of charge. In addition the following will apply :-

11.1 Prescription Safety Glasses

Those personnel who require prescription safety glasses will have them provided.
The company will not pay for the eye test. It will pay a contribution towards the cost of the prescription.
The individual employee will have to contribute towards the cost depending on the frame and lens type chosen. Details of costs are available from the H&S dept. The employee may spread the cost of the protectors over a three-month time period.

11.2 Safety Shoes

The company will provide a shoe or boot of its choosing to all staff in the designated areas. If the employees wish a different type of shoe the company will pay towards them to the price of the recommended shoe. A log of who has had shoes will be kept.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

12 Induction Training

There are several areas to be covered on Health and Safety for induction training.

- 1 Emergency Procedures
- 2 First Aid Facilities - who is a first aid personnel and how to contact them
- 3 Employees Responsibilities
- 4 General Safety Rules
- 5 Manual Handling
- 6 Any specific risks that they may come into contact with e.g. – COSHH
- 7 Company Safety Policies on Personal Protective Equipment.

All employees will receive such training and are required to sign a checklist so stating.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

13 Safety Signs

The Safety Signs Regulations have standardised safety signs, so that any of the basic type is understood.

The message given in a safety sign depends on the shape and colour of the sign.
There are three shapes – circular, rectangular and triangular.

13.1 Circular signs

Circular signs can either be red circle, white background with black symbol or blue background and white foreground as illustrated.

These signs are mandatory and must be obeyed if however the red circle has a line though it is a prohibition sign.

13.2 Rectangular signs

Rectangular signs are green background with white foreground. This is a safe condition sign and shows the safe way.

13.3 Triangular Signs

Yellow background with black triangle and usually a black symbol. This is a warning sign and is signalling danger.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

14. Health & Safety Committee

The Health & Safety Committee meets on a monthly basis where health & safety concerns are raised. Manager Quality and Operations chairs the committee. It is the committee function to raise Health and Safety awareness amongst employees and assist in providing a safe and healthy environment.

There is a safety representative/ Site Supervisor for different areas to look after the security officers and sites in those areas. Any safety concerns should be raised with them, they then take it to the management of that area. If the matter is not resolved the concerns are then taken to the safety committee.

Each safety representative receives safety training.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

15. Visitors

A visitor is defined as any non-*Vigilant Security* employee and includes members of the public, contractors, delivery drivers or any person proceeding beyond the main entrance gates.

- All visitors must report to reception at the Main building to sign the visitor book and be issued with a visitor pass. This includes members of the public visiting the site to meet sales personnel.
- Personnel intending to visit other *Vigilant Security* sites must first report to the main site reception/site office to be issued with a pass and then directed to the relevant building.
- Reception will issue a pass and mark the pass as “visitor” or “contractor”.
- Passes must be worn at all times and are valid on the day of issue only.
- Passes must be returned to reception upon leaving the site.
- Personnel not wearing badges will be challenged and asked to leave the premises or taken to reception to sign in and be issued with a valid pass

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

16. Drug & Alcohol Policy / Procedure

Aim / Objective

The specific aims of this policy are: -

- To ensure a safe working environment for all
- To recognise that drug and alcohol misuse may be a health problem: an illness / sickness
- To identify employees with a problem at an early stage
- To provide assistance and support to employees with a drug and / or alcohol problem where appropriate

16.1 Scope

This policy does not make a moral judgement and is only concerned with a commercial judgement in the best interests of the company and its employees

This policy applies to all employees (hourly paid, monthly paid, managers, consultants, agency workers etc.) It also applies to contractors visiting the site.

The policy applies to all employees, who are “at work”, on or off site.

16.2 Responsibility

It is the responsibility of anyone who has staff reporting to them to enforce this company policy. (E.G. Directors, Managers, Supervisors, Security Officers)

Specifically their responsibilities are:

- To be familiar with and to enforce this policy
- To refuse to allow anyone to work who reports for duty under the influence of substances or having consumed excess alcohol
- To intervene effectively when an employees performance appears to be adversely affected by substances or alcohol
- To be aware of the legal implications of drugs in the workplace, including obligations to notify the police of incidents involving illegal drugs.
- Not to make moral judgements when counselling or interviewing employees
- To respect the requirement for strict confidentiality
- To seek advice where problems have been identified and be able to guide the employee concerned to seek help
- To ensure contractors working in their area of responsibility comply with the policy
- To be aware of, and to monitor, changes in performance, attendance, sickness and accident patterns and take appropriate action.

16.3 Definition

Substance misuse / abuse refers to the use of substances, whether legal, illegal or prescribed which results in unacceptable or unsafe behaviour. Alcohol misuse is classed as being at work under the influence of alcohol or drinking alcohol on company premises.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

Unacceptable / Unsafe behaviour is defined as: -

- Verbal abuse
- Unsafe working practices
- Physical aggression
- Irrational behaviour
- Impaired co-ordination
- Impaired performance

16.4 Confidentiality

All matters relating to substance use / abuse or alcohol use / abuse will be treated in confidence by the company. This includes all personnel in a supervisory or management role and any service provider who may also be involved with any individual. E.G. Any Counselling service provider, Occupational Health service provider.

16.5 Help

The company will treat any employee who approaches the company with a problem with discretion and in complete confidence.

Where an employee acknowledges that they have a problem then the company will make every effort to help the individual concerned. The company will: -

- Provide information
- Provide reasonable access to the following counselling services
 - National drugs helpline 0800 776600
 - Alcoholics anonymous 0845 7697555
- Treat the condition as an “illness” and may offer financial support towards treatment. Time off for this treatment would be paid upon providing evidence of such treatment.
- Provide support for the family

If an employee denies that neither alcohol nor drugs are the cause of the problem (whether believed or not), the employee leaves the company with no option other than to deal with the matter as a disciplinary / capability issue. At all stages of the disciplinary procedure, the company is open to discussing any underlying problem.

16.6 Disciplinary Action

Prohibited acts or omissions under this policy: -

- Illegal substance consumption whilst at work is deemed to be gross misconduct. Findings of gross misconduct will lead to instant dismissal.
- Alcohol consumption during normal working hours is deemed to be gross misconduct. It is therefore not acceptable to drink alcohol or take drugs during a meal break.
- Possession or supply of illegal substances is deemed to be gross misconduct.
- Being under the influence of alcohol or substances whilst at work, which results in unacceptable or unsafe behaviour. This will be deemed to be gross misconduct.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

	Health & Safety Procedures Section 16 – Drugs and Alcohol
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Personnel suspected of substance or alcohol abuse / misuse will be interviewed at the time of the incident. The interview will be conducted by their immediate superior and in the presence of a third person. If it is felt that they are under the influence of a substance or alcohol then they will be immediately suspended and asked to attend a disciplinary interview at a later date. All such interviews will be recorded.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

17. Stress at Work

17.1 Arrangements and Responsibilities

Although there is no specific legislation regarding occupational stress at work, the Health and Safety at Work Etc. Act 1974, Section 2(1) states that employers are under a general obligation to ensure the health, safety and welfare of all their employees, so far as is reasonably practicable.

The Management of Health and Safety at Work Regulations 1999 (as amended) and associated regulations strengthen general employer obligations under the Health and Safety at Work Act and this includes the statutory duty to identify and assess risks to employees' health and safety and to take appropriate preventative or protective measures to remove or reduce those risks.

[Vigilant Security](#) is committed to preventing stress at work as far as possible and to providing help and support to staff at all levels, managing stress both in themselves and in those they manage, by early recognition and appropriate intervention.

17.1.1 Managing Director

The Managing Director will support this Code of Practice and implement it and will ensure that a system is devised to monitor the implementation of the Policy and liaise with the company's Health and Safety Advisor.

17.1.2 Supervisors

Supervisors will ensure that:

- Risk assessments are carried out where it is perceived that stress might arise or where stress has been reported and records kept and, if necessary, ensure steps are taken to improve working environments.

The risk assessment for stress involves:

- Looking for pressures at work which could cause high and long lasting levels of stress;
- Deciding who might be harmed by these;
- Deciding whether enough is being done to prevent that harm

Copies of risk assessments are readily available to all employees.

- Staff are provided with sufficient information and training
- They provide appropriate support when an employee reports that they are experiencing increased levels of stress
- They carry out return-to-work interviews after an employee has been off sick
- Confidentiality is maintained at all times as appropriate.

17.1.3 Employees

Employees will ensure that they:

- Comply with any steps taken by their Service Head to reduce or eliminate risks

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

Health & Safety Procedures Section 17 – Stress

- Report to their employer any injury or illness associated with their work, including when they are aware that they are experiencing increased levels of stress. This includes the use of appropriate recording systems

17.1.4 Health and Safety Manager

The Health and Safety Manager will be responsible for:

- providing a training (in liaison with the Personnel Section) and advisory function on occupational stress
- monitoring of assessments of work areas

17.1.5 Counselling

The Company offers all staff the opportunity to receive counselling through the companies Occupational Health Provider Imass Ltd.

17.2 What is Employee Stress?

Currently, there is no definitive legal or medical concept of 'stress'. However, the Health and Safety Executive have adopted the following definition:

"the reaction people have to excessive pressures or other types of demand placed upon them. It arises when people feel they cannot cope".

It is recognised that pressure, change and challenging demands are an inevitable and potentially beneficial aspect of working life but there is a distinction between acceptable pressure and stress which results from excessive workplace pressures.

In 1995 the Department of Health estimated that 9.1 million working days are lost each year due to stress related illness costing £3.7 billion, and CBI statistics showed that between 30-35% of employee sick leave in the UK is related to stress, anxiety or depression. Employees are the companies most important resource and, therefore, it makes sense that stress in the workplace is treated as an important issue.

Common Symptoms or Indicators

Stress can have physical and behavioural effects on individuals including:

- raised heart rate
- increased sweating
- headaches
- dizziness
- blurred vision
- aching neck and shoulders
- skin rashes
- a lowering of resistance to infection
- increased anxiety and irritability
- a tendency to drink and smoke more
- sleeping difficulties
- poor concentration and an inability to deal calmly with normal tasks and situations.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

Stress, in itself, is not synonymous with ill-health. In fact, a certain amount of stress keeps us motivated and some people find it helps them work better. It can, though, have negative physical, emotional and behavioural effects on employees. Intense, prolonged or cumulative exposure to pressures may be linked to employees suffering serious conditions or illness. These individual effects of stress may include:

- reduced morale and commitment to work
- physical and/or mental ill health
- poor judgement
- poor relationships with colleagues or clients

Organisational effects may include:

- increased absenteeism and decreased productivity
- reduced quality and customer care
- an increase in industrial relations or disciplinary problems
- high labour turnover and an increase in early retirement due to illhealth

17.3 What causes employee stress?

People respond to different types of pressure in different and individual ways. It depends on employees' personalities, experience, motivation and the support available from managers, colleagues, family and friends. While there is no simple way to predict what will cause harmful levels of stress, it is known to more likely occur where:

- pressures pile on top of each other or are prolonged
- people feel trapped or unable to exert any control over the demands placed upon them
- people are confused by conflicting demands made on them in the workplace it may be caused by:
 - the nature of the job
 - a long hours culture
 - excessive travel
 - a high degree of uncertainty about work, objectives, or job and career prospects
 - inflexible and over-demanding work schedules
 - lack of resources to adequately undertake the tasks
 - lack of empowerment
 - prolonged conflict between individuals, including possibly sexual or racial harassment, bullying, or where employees are treated with contempt or indifference
 - a lack of understanding and leadership from Managers those in a supervisory role
 - poor conditions in the working environment eg excessive noise, heat, humidity, vibration, over-crowding, lack of equipment etc
 - personal problems.

There is no legal duty to prevent ill-health caused by stress due to problems outside work eg financial or domestic but non-work problems can make it difficult for people to cope with the pressures of work and their performance at work might suffer. It is, therefore, important to be understanding of staff in this position.

17.4 Identifying if there is a problem

In order to make beneficial changes to the working environment, it is necessary to identify if there is a problem. A good indicator of this is persistent absence for short periods of time. The Company has in place a policy for managing absence sickness which, if used correctly, can help identify if there is a problem.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

Health & Safety Procedures Section 17 – Stress

Measures include the use of informal interviews between the employee and the Line Manager following a return to work. These interviews can be used to encourage the employee to talk about their concerns at work which may affect their health. Line Managers should show a willingness to listen and to implement changes within the working environment where appropriate. Employees may be reluctant to admit they are feeling stressed by work because symptoms of stress tend to be seen as a sign of weakness. However, staff should be encouraged to discuss stress and you should reassure them that the information they give will be treated in confidence and ensure that it remains so.

Staff should also be encouraged to talk about their concerns at their Staff Development Reviews and staff briefings where the issue of stress should be brought up and talked about.

17.5 Informing the employer of work related stress problems

Recent case law has put the onus on employees to let their employer know about any problems that may be causing them excessive stress. This is particularly important where work factors are involved as the employer needs to know about them in order to attempt to rectify any situation. It is also important to let the employer know when home factors are exacerbating a problem as it is then possible to make allowances and provide additional support in order that the employee can continue working. It must be emphasised that all matters of such a nature will be kept strictly confidential. Return-to-work interviews are an ideal way of raising a problem with a manager. However, there may be times when an employee is suffering but is not taking any time off which means this form of letting an employer know of a situation is lost.

There are a number of ways an employee can bring the problem to the attention of their employer:

- Return to work form – as mentioned above
- Informal interview with line manager or Personnel Officer
- Health report form – appendix 3 - this form can be used to report ill health caused by a working activity, including stress

17.6 How can the problem be prevented?

As always, prevention is better than cure and this can be achieved by good management practices. They are ongoing processes which need to be established into how the Company is run:

- show that stress is taken seriously and be understanding towards people who admit to being under too much pressure
- all managers should have an open and understanding attitude to what people say to them about the pressures of their work and to look for signs of stress in their staff
- ensure that staff have the skills, training and resources they need to do their job, so that they know what to do, are confident that they can do it and *receive credit for it*
- If possible, provide some scope for varying workplace conditions and flexibility and for people to influence the way their jobs are done. This will increase interest and sense of ownership
- ensure that people are treated fairly and consistently and that bullying and harassment are not tolerated.
- ensure that the provisions of the Disability Discrimination Act are adhered to. This includes the requirements to make reasonable adjustments and/or changes to a job which, if not implemented, could have a disproportionate adverse impact on disabled people, thus discriminating against them.
- finally, ensure good two-way communications exist, especially at time of change which can exacerbate a problem.

17.7 How do I deal with an identified problem?

If the stress is work related:

- try to address the source

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

	Health & Safety Procedures Section 17 – Stress
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- involve the employee concerned in any decisions
- ensure the problem is treated confidentially where possible
- if necessary, encourage them to seek further help through their doctor
- if required, arrange for the involvement of the occupational health service via the Personnel Section.

If it is not possible to control the work-related sources of stress, it may be appropriate to move the employee if you can. If a period of sick leave is recommended, keep in touch with the employee or their representative. Consider allowing them to return to work to do part of their job, work reduced hours, or carry out a different job if they are unable to return to their old one.

17.8 Other steps to take

a) Training

Stress management training comes in various forms. It usually teaches people to cope better with the pressures they may come across. However, because it focuses on the individual, it tends not to tackle the causes of stress at work and therefore can be used only as part of the 'bigger plan' to tackle work-related stress

b) Counselling

The company can arrange for a number of counselling sessions to be provided if an employee requires it. This service is provided by Imass Ltd. It is totally confidential and employers and colleagues will receive no information about any individual case.

Further information on how to obtain the services of Imass should be obtained from the Health & Safety Manager.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

	Health & Safety Procedures Section 18 – Health & Safety Assistance
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18. Health and Safety Assistance

The Management of Health and Safety at Work Regulations 1999: Regulation 7: Health and Safety Assistance, requires employers to appoint one or more competent persons to assist him in undertaking the measures he needs to comply with the requirements and prohibitions imposed upon him by or under the relevant statutory provisions and by Part II of the fire Precautions (workplace) Regulations 1997 as amended by The Management of Health and Safety at Work and Fire Precautions (workplace) (Amendment) regulations 2003

The competent person appointed by the company is:

Health & Safety Advisor

Mr. Khalid Mustafa

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

	Health & Safety Procedures Section 19 – New & Expectant Mothers
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19. New or Expectant Mothers

The Management of Health & Safety at Work Regulations 1999 introduced provisions to ensure that employers conduct a risk assessment of the work processes that expectant and breast feeding mothers carry out and any substances to which they are exposed. Any risk identified must be assessed and action taken, either to eliminate or reduce the risk to an acceptable threshold or remove the person from the risk. You need to assess any significant risk as soon as you have been informed that an employee is pregnant or is returning to work following maternity leave.

Use the checklist and risk assessment form to identify potential areas of risk. This must be completed at least once for each trimester and at least once on return to work. The form has been designed to use more than once and for the whole of the period of the pregnancy and return to work. When the form is completed, this should be placed in the personnel file.

If a risk has been identified and remains after any preventative action then the following course of action must be taken.

- i. Temporarily adjust working conditions or hours of work (*Management of Health & safety at Work Regulations 1999 – Reg 16(2)*)
- ii. Offer suitable alternative work (*Employment Rights act 1996 s67*)

If neither option is viable

- iii. Suspend her on full pay for as long as is necessary to protect her health and safety or that of her child (*Management of Health & safety at Work Regulations 1999 – Regs 16(2), 16(3) ; Employment Rights act 1996 s67*)

Notification

An employer is not required to alter a woman's working conditions or hours of work or suspend her from work under the Management regulations until she notifies him in writing that she is pregnant. Additionally, the suspension or amended working conditions do not have to be maintained if the employee fails to produce a medical certificate confirming her pregnancy in writing within a reasonable time frame if the employer requests her to do so.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

20. Young Workers

'Young person' means any person who has not yet reached the age of 18.

A specific risk assessment must be carried out prior to any young person starting work.

Vigilant Security Services do not normally employ young persons to be deployed on our sites.

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008

21. COSHH

21.1 Introduction

Staff/ Officers of Vigilant Security are not expected to work or be exposed to any substances hazardous to health on any Vigilant Security Services sites as we make sure with the customer for whom we are providing security services that there are no such substances present on site.

The COSHH risk assessment is obtained from the customer prior to the visit of Vigilant Security's own risk assessment which does take into account any substances that could be hazardous to the officer's health.

21.2 Asbestos

The presence of asbestos containing materials (ACM's) does not in itself constitute a danger. However, it is hazardous when disturbed or damaged and must be treated accordingly. Activities which give rise to airborne dust, e.g. abrasion, breaking, sawing, cutting, drilling or machining ACM's, are most likely to present risks.

Staff and contractors are not expected to work with or be exposed to asbestos on Vigilant Security sites.

21.3 Emergency Procedure

If anyone suspects that an asbestos containing material has been disturbed the following action should be taken **immediately**:

- Evacuate the area, without causing alarm, cordon or lock off the area until a full assessment has been completed
- Report to H&S Manager
- Consult the Asbestos register for that area
- Ensure a full assessment of the situation is carried out by a competent person
- Record , if possible, the names of all persons potentially affected

Authorised by	Revision Number	Date
Khalid Mustafa	2	19-06-2008