



## COMPANY POLICY ON HEALTH AND SAFETY AT WORK

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### **Definition**

4 Site Security Services Limited is referred to in this policy as 'the Company' unless otherwise stated

### **Company Business**

The Company is a provider of manned security services and this Health and Safety Policy relates to works and conditions associated with that service.

### **Aims and Objectives**

The aim is to provide and maintain safe and healthy working conditions, equipment, and systems of work for all Company employees, and to provide such information, training, and supervision as may be necessary for this purpose.

The objective is to remove where possible, or reduce and control, risks, which may cause accident, personal injury, or damage in relation to the Company or the Client.

### **Responsibilities**

Overall responsibility for the Health and Safety Policy related matters rest with the Managing Director, who will provide adequate financial and physical resources and organisation for effective compliance with the policy.

Day to day responsibility for implementation of this policy is delegated to management in the Company.

Under the Health and Safety at Work Etc., Act 1974 all employees are under a duty to take reasonable care of themselves and others who may be affected by their acts or omissions, and also to co-operate with their employer to enable them to comply with statutory duties and requirements. Employees must also not intentionally or recklessly misuse anything provided in the interests of health and safety.

### **Health and Safety Advice**

A qualified Health and Safety Consultant (National Compliance Services) is employed to provide advice, guidance, and support to the Company, in its interpretation and implementation of health and safety requirements.

### **Communication**

In order to meet legal requirements of the Safety Representatives and Safety Committees Regulations and the Health and Safety (Consultation with Employees) Regulations, the Company will communicate and consult with all employees on the following issues:

- The content of this policy



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- Any rules specific to a site or job
- Changes in legislation or best working practice
- The planning of Health and Safety training
- The introduction or alteration of new work equipment or technology

This communication and consultation will take place directly with employees via newsletters, memorandums, e-mails and staff notice board.

### **General Arrangements**

#### **Information and Training**

At induction, all employees will be made aware of and be issued with a copy of the combined Company Health and Safety Statement and Policy, together with a leaflet outlining basic health and safety conduct, and a leaflet outlining basic first aid procedures.

Assignment training will be given on site, and, will be based on specific information identified by site survey, risk assessment, and Company/Client liaison.

Specialist training as required by the Client will be arranged as identified.

All employees are given training appropriate to their responsibilities in accordance with the Management of Health and Safety at Work Regulations. Training will be provided for the following situations/legislation:

- Basic job training to a standard recognised by the Security Industry Authority will be given to any new employee who has already not undertaken such a course. This training also includes Conflict Management which relates to dealing with situation where conflict or the threat of violence may occur. Copies of training certificates will be kept on file.
- Induction training for new employees (Health and Safety awareness. Company procedures etc)
- The introduction or modification of new/existing machinery or technology
- A change in employee position/work activity or responsibility.

Any training provided by the company will be formally recorded with a hard copy kept on file.

### **Work Equipment**

All work equipment (including electrical equipment) used at work, as part of the Company's undertaking will comply with the Provision and Use of Work Equipment Regulations (P.U.W.E.R.). Before new equipment is introduced into the working environment, an assessment will be made by a member of management in order to ascertain that the equipment is suitable for its intended use.

No employee will use work equipment for which they have not received specific training. No employee will knowingly misuse work equipment. Our Contract Managers are responsible for training workers in the use of work



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equipment and is responsible for ensuring all work equipment is used properly. They will also ensure that any equipment borrowed or hired in is accompanied by appropriate inspection or maintenance records.

All internal work / electrical equipment will be maintained and inspected at suitable intervals either internally by a competent person (Paul Walton) or by specialist external companies. The frequency of work equipment maintenance or inspection will be based on manufacturer's guidance and industry best practice.

Any maintenance/inspections undertaken on company equipment will be formally recorded with a hard copy left on file.

If any faults or damage are found on any equipment, stop using the work equipment and report the fault to your supervisor.

### **First Aid and Accident Reporting**

Adequate first aid provision will be made at every place of work occupied by the Company.

Each first aid box shall be suitably marked and be easily accessible to all employees at all times while they are at work.

Head Office – the first aid boxes are located in the back of the Admin Office, in Control and in the Systems Department. Qualified First Aiders are the Operations Managers, Coordinators and Controllers. The Appointed Person is Charlotte King, who is also responsible for checking, maintaining and replenishing the first aid boxes.

On Client premises – wherever possible arrangements are made with clients to use their first aid facilities. Where this is not possible the company will provide a first aid box which will contain adequate supplies for the number of employees on site.

All accidents MUST be reported to Control so that the details can be reported in the accident book (held in the Admin Office). Serious accidents where hospital treatment is required must be reported to the Operations Manager as soon as possible

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR):

Richard Grundy & Charlotte King are responsible for investigating near misses, accidents and incident reports. The company, represented by Charlotte King, will report to the HSE any incident or occurrence that is reportable under RIDDOR guidelines.

### **Types of reportable incidents**

Deaths and injuries



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If someone has died or has been injured because of a work-related accident this may have to be reported. Not all accidents need to be reported, other than for certain gas incidents, a RIDDOR report is required only when:

- the accident is work-related
- it results in an injury of a type which is reportable

### Types of reportable injury

#### **The death of any person**

All deaths to workers and non-workers, with the exception of suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker.

#### **Specified injuries to workers**

The list of 'specified injuries' in RIDDOR 2013 replaces the previous list of 'major injuries' in RIDDOR 1995.

Specified injuries are (regulation 4):

- fractures, other than to fingers, thumbs and toes
- amputations
- any injury likely to lead to permanent loss of sight or reduction in sight
- any crush injury to the head or torso causing damage to the brain or internal organs
- serious burns (including scalding) which:
  - covers more than 10% of the body
  - causes significant damage to the eyes, respiratory system or other vital organs
- any scalping requiring hospital treatment
- any loss of consciousness caused by head injury or asphyxia
- any other injury arising from working in an enclosed space which:
  - leads to hypothermia or heat-induced illness
  - requires resuscitation or admittance to hospital for more than 24 hours



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### **Over-seven-day incapacitation of a worker**

Accidents must be reported where they result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury. This seven-day period does not include the day of the accident, but does include weekends and rest days. The report must be made within 15 days of the accident.

### **Over-three-day incapacitation**

**Accidents must be recorded, but not reported where they result in a worker being incapacitated for more than three consecutive days.** If you are an employer, who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record will be enough.

### **Non-fatal accidents to non-workers (e.g. members of the public)**

Accidents to members of the public or others who are not at work must be reported if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment to that injury. Examinations and diagnostic tests do not constitute 'treatment' in such circumstances.

**There is no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.**

If the accident occurred at a hospital, the report only needs to be made if the injury is a 'specified injury' (see above).

### **Occupational diseases**

Employers and self-employed people must report diagnoses of certain occupational diseases, where these are likely to have been caused or made worse by their work: These diseases include (regulations 8 and 9):

- carpal tunnel syndrome;



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- severe cramp of the hand or forearm;
- occupational dermatitis;
- hand-arm vibration syndrome;
- occupational asthma;
- tendonitis or tenosynovitis of the hand or forearm;
- any occupational cancer;
- any disease attributed to an occupational exposure to a biological agent.

Further guidance on occupational diseases is available.

Specific guidance is also available for:



- occupational cancers
- diseases associated with biological agents

Dangerous occurrences

Dangerous occurrences are certain, specified near-miss events. Not all such events require reporting. There are 27 categories of dangerous occurrences that are relevant to most workplaces, for example:

- the collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- plant or equipment coming into contact with overhead power lines;
- the accidental release of any substance which could cause injury to any person.

Further guidance on these dangerous occurrences is available.

Additional categories of dangerous occurrences apply to mines, quarries, offshore workplaces  and relevant transport systems (railways  etc).

Gas incidents



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Distributors, fillers, importers & suppliers of flammable gas must report incidents where someone has died, lost consciousness, or been taken to hospital for treatment to an injury arising in connection with that gas. Such incidents should be reported using the online form.

Registered gas engineers (under the Gas Safe Register,) must provide details of any gas appliances or fittings that they consider to be dangerous, to such an extent that people could die, lose consciousness or require hospital treatment. The danger could be due to the design, construction, installation, modification or servicing of that appliance or fitting, which could cause:

- an accidental leakage of gas;
- incomplete combustion of gas or;
- inadequate removal of products of the combustion of gas.

### **General Fire Safety**

All staff will receive basic instructions on causes/risk and prevention of fire and made aware of assignment evacuation procedures and fire fighting arrangements.

The company is responsible for Fire Safety; and for communicating evacuation procedures to staff both verbally and through documentation. Charlotte King is responsible for compiling a fire risk assessment on a regular basis.

Fire Induction training will be provided to all new employees on the commencement of employment. This includes information, instruction and training in safe systems of work, fire arrangements and procedures (evacuation, nearest fire exits, routes and meeting point) together with an introduction to the appointed first aider and fire marshal. Fire evacuations at Bank House will be practiced every 6 months and the alarm tested every week

### **Emergency Procedures (Bomb Alerts)**

All emergency procedures for staff working on client property will receive full and comprehensive emergency instructions and training in keeping with the clients' specifications. This will be communicated to them through the site-specific Assignment Instructions and Risk Assessments.

In the event of an office bomb alert, staff are to inform a member of management and the emergency services, secure their office and leave the building immediately, retiring to a safe distance.

Under no circumstances should staff return to the building until the emergency services have had an opportunity to thoroughly investigate the threat.



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### **Contractors/Visitors**

On Company premises the person being visited will be responsible for the safety and actions of visitors/contractors.

The policy for on site personnel will be agreed with the Client and incorporated into the assignment instructions.

### **Hazards**

Any hazard noted is to be included in incident report and reported to Control. All hazard reports will be investigated, and corrective action taken as required.

### **Housekeeping/Hygiene**

Employees are responsible for ensuring the cleanliness and tidiness of their own work area.

Where Clients allow the use of facilities (e.g. canteen or catering equipment) these will be cleaned and left good condition after use.

If it is necessary to dispose of waste, this will be to receptacles provided, and where on Clients premises, in accordance with their policy and assignment instructions.

### **Access**

Safe access will be provided to work areas at all times. Where special access is required this will be covered by risk assessment and assignment instructions.

### **Substances hazardous to health (COSHH)**

Where substances hazardous to health are used or stored a Risk Assessment will be completed and product information sheets must be made available, any Supervision / training will be conducted and recorded where required. Any actions to be taken in the event of accident, spillage, or emergency will be included in the site Assignment Instructions.

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

Appropriate personal protective equipment will be issued to employees as and when necessary for work activities.

Training will be provided for employees on the safe use, storage and maintenance of the relevant equipment before issue and a written record detailing what PPE has been issued will kept on employee's files.

Employees have a legal duty to wear PPE as specified in relevant site rules, risk assessments and method statements





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Any defects or malfunction of PPE must be reported to the Operations Manager.

### **Manual Handling**

All areas of manual handling will be assessed for risk.

Specific training will be given as required.

### **Workplace (Health, Safety, and Welfare)**

Company premises will be assessed and monitored to ensure compliance with legislation.

Client's premises will be checked to assess the impact on Company employees, to ensure that working conditions meet an acceptable standard.

### **Lone Working**

Risk assessment will take into account the control measures necessary to reduce the risk to Company employees where lone working is a requirement e.g.: -

Booking on and off site using 4 Site's automated system, Call Manager.

Regular intermediate check calls to Call Manager as per assignment instructions or as directed by Operations.

Response by Control in the event of failure of routine contact in agreed time – attempt to contact site employee.

In event of failure to contact, arrange immediate site visit by mobile patrol or other Company employee, and Police if necessary, until contact is restored, or situation is resolved.

Random unscheduled telephone contact and site visits by mobile patrol.

### **Violence at Work**

The HSE defines violence as 'any incident in which an employee is abused, threatened or assaulted by anyone in circumstances arising out of the course of his or her employment'. Employee's actions are critical in ensuring (or reducing the possibility) that aggressive behaviour does not lead to violence.

Signs that someone may be becoming aggressive:

- Exaggerated slow, very measured speech
- Loud excited speech
- Staring eyes
- Sweating



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- Fidgeting/wringing of the hands
- Sharp drawing in of breath
- Finger wagging/jabbing

Actions you can take to defuse the situation:

- Remain calm
- Use gentle measured speech
- Listen attentively to what the person has to say and show compassion
- Do not argue and do not respond until the person has got their frustration out of their system
- Make eye contact but do not stare
- Maintain an open posture – avoid crossed arms, finger wagging or hands on hips
- Give the person plenty of personal space – try not to crowd them and do not attempt to touch a person that is angry
- Do not become aggressive yourself
- Do not turn your back on the person
- Try to position yourself suitably for an easy escape

Should you be threatened or physically assaulted:

- Try to escape
- Raise the alarm – by shouting if necessary
- Call the police – either yourself, or by getting someone to do it for you
- Report the matter to a supervisor/controller as soon as possible

Make a note of what happened, including as much detail as possible

- Time and date
- Location of incident
- Names and addresses of any witness
- What you were doing at the time of the incident
- What the outcome was – i.e. injury, verbal abuse, damage to property etc

### **Risk Assessments**

The Health and Safety Coordinator /Representative will carry out formal risk assessments. In addition, risk assessments are carried out continuously by employees throughout their work. Hazards are considered and work methods established to minimize the risk of injury to themselves and others affected by the work. Where the employee does not have sufficient knowledge about a specific hazard, they should take further advice from the H&S Co-ordinator if required. The head of the Company ensures operators are provided with appropriate instruction and training on risk assessments.



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### Inspections and Audits

Each assignment will be formally inspected/audited annually, or sooner if required, recorded and corrective action taken, or time agreed for completion.

### Safety Review

A review of health and safety will be conducted monthly to consider accident statistics, serious incidents, identifiable trends, training, and possible improvements.

Where information indicates further improvements a Health and Safety Plan will be formulated and issued. This Health and Safety Policy will be subject to review annually or when affected by any significant change.

Signed:

A handwritten signature in black ink, appearing to be 'AKN'.

Position: Managing Director

Date 10/02/2025