



# HEALTH & SAFETY POLICY



AISS – POL - 002

H&S Policy

## AISS HEALTH & SAFETY POLICY STATEMENT

AXIS International Security Services Limited (AISS) Health & Safety policy is to provide and maintain a safe and healthy workplace by ensuring that work equipment is safe and that a safe system of work is provided for all our employees and stakeholders.

We provide suitable and sufficient information, instructions training and supervision as is necessary to ensure the health and safety of our employees and this shall include suitable and sufficient welfare, sanitary and working facilities as required.

All employees at AISS have a duty to ensure that they work in a safe manner and that their acts or omissions do not cause harm to themselves or others in the vicinity. Employees will be encouraged to bring to the attention of the management any concerns regarding any health and safety issues.

AISS recognizes its duty of care towards others that are not in our employment. These people include visitors, contractors and the general public who have reason to encounter our business activities and premises. These persons will be given suitable and sufficient information and instructions to ensure their health and safety. The actions of visitors and contractors will be controlled in such a way so as not to cause harm to our employees or themselves.

To ensure that the Policy is implemented and maintained so that AISS keeps within the requirements of the Health and Safety at Work etc. Act 1974 the company will designate a company representative who will ensure that sufficient resources, both financial and physical are available to ensure the Policy and its arrangements can be implemented effectively.

We believe that our full Health and Safety Policy complies with the requirements of the Health and Safety at Work Act 1974, the Health & Safety Executive.

All AISS policies are subject to a regular scheduled reviews or when there are any significant changes to associated legislation or statutory regulations.

This policy is made available to employees, customers, contractors, suppliers, and the public.

Pete Hughes Director

*Pete Hughes*

## LEGAL DUTIES AND RESPONSIBILITIES OF EMPLOYERS

It is our duty and responsibility as employers under the Health and Safety at Work Act 1974 section 2.1 and 2.2 a-e and this policy to:

- Ensure so far as is reasonably practicable the health, safety and welfare at work of all our employees and others who may come into our company.
- To provide and maintain safe systems of work that are, so far as reasonably practicable, safe and without risk to a person's health or safety
- To plan for ensuring, so as is reasonably practicable, the safety and absence of risks in connection with the use, handling, storage and transportation of articles and substances
- To provide information, instruction, training and supervision as is necessary to ensure so far as is reasonably practicable the health and safety at work of our employees
- And as far as is reasonably practicable, we will maintain any place of work in our control in a safe manner and maintain safe access and egress from it
- Provide and maintain so far as is reasonably practicable a safe working environment with adequate facilities and arrangements for the welfare of our employees and others who enter our workplace

The delegation of duties may include, but are not limited to:

- Identifying hazards present within any business activity
- Ensuring risk assessments are undertaken and any actions are followed through to completion
- Ensuring that hazardous substances are assessed, and any actions are followed through to completion
- Liaising with the Enforcing Authorities as and when required
- Identifying any training needs
- The development and implementation of safe systems of work
- The maintenance of the workplace and buildings
- Fire and emergency management
- Ensuring waste is managed
- Ensuring accidents are reported and investigated
- Ensuring that any ill-health situations that are caused by work activities are reported and investigated.

We recognise that a breach of health and safety legislation by our company constitutes a criminal offence. An Enforcing Authority may take criminal proceeding against the Company or its management. This can result in penalties, i.e. fines and / or imprisonment.

## LEGAL DUTIES OF EMPLOYEES

In addition to the previously described general responsibilities, the Health and Safety at Work Act 1974 places legal duties on all employees.

These are: Section 7 'Health and Safety at Work Act 1974'

- To take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work
- To co-operate with the management to enable AISS to carry out legal duties or any requirements as may be imposed
- No person shall intentionally or recklessly interfere with or misuse any item provided in the interest of health, safety, and welfare.

Employees should bear in mind that a breach of health and safety legislation by an individual constitutes a criminal offence and action may be taken by an Enforcing Authority against an individual. Such action can result in penalties, i.e. fines and / or imprisonment.

## COMPETENT ASSISTANCE

The competent assistance and advice are provided and underpinned by: External Consultants where necessary. The Management of Health and Safety at Work Regulations 1999, regulation 7 (Amended 2006), requires that every employer must appoint one or more competent persons to assist them with the implementation and provision of health and safety measures.

The organisation's management team are all H&S trained to IOSH standard. This internal expertise is also supported by external consultants who are contracted to ensure that AISS is provided with the necessary information, advice, and assistance to comply with current Health and Safety Legislation.

External consultants will carry out and/or guide AISS on any audits of our Health and Safety management documentation in order to measure our health and safety performance. These will be completed within the contractual arrangements at no more than twelve monthly intervals.

## **ARRANGEMENTS FOR HEALTH AND SAFETY AT WORK**

### **THE HEALTH AND SAFETY INFORMATION FOR EMPLOYEES (AMENDMENT) REGULATIONS 2009**

The regulations require information relating to health, safety and welfare to be provided for our employees by means of posters or leaflets in the 'approved form' and published for the purposes of the regulations by the Health and Safety Executive (HSE).

The regulations require the name and the address of the Enforcing Authority and the Employment Medical Advisory Service to be written in the appropriate spaces on the poster. The poster 'Health and Safety Law' – 'What You Should Know' will be displayed in a prominent position in the workplace where it can be read by all our employees.

Information on the poster states who has overall responsibility for health and safety within AISS and the name of any safety representatives that have been identified.

### **NOTICES**

All notices whether on AISS premises or elsewhere issued in accordance with the Health and Safety at Work Act 1974 and its associated legislation must be complied with. All employees, visitors, and contractors alike must take the necessary action to ensure that they are familiar, as far as is reasonably practical, with any warning signs and the meanings and interpretations of signs, both advisory and warning, and comply with them. Any suggestions on how we may improve health and safety within AISS should be communicated to an AISS manager for assessment and feasibility.

### **THE HEALTH AND SAFETY (CONSULTATION WITH EMPLOYEES) REGULATIONS 2004**

Where there are employees, who are not represented by safety representatives under The Safety Representatives and Safety Committees Regulations 1977 (As amended). AISS must consult those employees in good time on matters concerning their health and safety at work. This will be carried out by meetings, toolbox talks, use of notice boards, company website, social media, business platforms and an open-door policy.

This should include.

- The introduction of any measures in the workplace, which may substantially affect the health and safety of the employees
- Arrangement for appointing or nominating an employee's representative and their responsibilities and any resources that may be required to allow them to carry out the duty
- Any information that AISS is required to provide under relevant statutory provisions
- The planning and organisation of any training requirements regarding health and safety
- Any new technologies that are brought into the workplace and the training and consequences regarding health and safety that may arise from the new technology

To allow the business to carry out this duty consultation with employees will be the responsibility of: The Quality Assurance Manager

The elected or nominated person/s to act as the employees' representative is: To be confirmed at the time of consultation

Health and Safety meetings or toolbox talks will take place at planned intervals.

Regular health and safety information will be posted on specific notice boards and the internal Trackforce system.

## IDENTIFYING AND MANAGING HEALTH AND SAFETY RISKS

### RISK ASSESSMENTS

The Management of Health and Safety at Work Regulations 1999, Regulation 3, requires that we must carry out a suitable and sufficient assessment of the health and safety risks to our employees whilst they are at work. We will also consider those that are not in our employment who may come into contact with our business activities or premises. Before embarking on this task, we need to understand the following:

- A Hazard is something with potential to cause harm
- The Risk is a measure of the likelihood that harm will be caused

AISS will ensure that we carry out suitable and sufficient risk assessments of all the tasks and equipment connected with our business activities that are likely to present a significant risk of injury or ill health to our employees or others within our activities.

The person responsible for ensuring that the risk assessments are undertaken is: The Operations Manager and/or site-based managers

The risk assessments will be made available to all our employees who will read them. After reading and understanding the content of the risk assessment, the employee must sign or electronically accept our confirmation documents to confirm that they have read and understood the assessment and its findings.

The responsibility for the implementation of risk assessments and any controls that are required rests with the nominated person identified above and shall be supported by any other employees as is required.

The managers or supervisors will also monitor the effectiveness of any actions resulting from the findings of the risk assessments. Any deficiencies that are identified will be reported to the person responsible for carrying out the risk assessments.

All risk assessments will be reviewed annually as a minimum or if there is any significant change that affects the validity of the risk assessment, whichever comes sooner?

## CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

The Control of Substances Hazardous to Health Regulations 2002 (as Amended) require us to carry out an assessment and record the risks involved with using, storing, and handling hazardous substances.

Hazardous substances will not be used handled or stored until a suitable and sufficient risk assessment has been carried out. The findings and content of the risk assessment will be communicated to all employees likely to come into contact with the substance.

Material safety data sheets (MSDS) will be obtained for all hazardous substances purchased and this information will be retained. We understand these data sheets are freely available from suppliers and manufacturers who have a legal obligation to provide them.

We also recognise that because of our business undertaking hazardous substances may develop because of our business practices. These substances will also be assessed and controlled.

The person responsible for ensuring that the CoSHH assessments are carried out is: The Operations Manager

After reading and understanding the content of the CoSHH assessments the employee will sign the confirmation sheet to confirm that they have read and understood the assessment and its findings.

Responsibility for implementation of CoSHH assessments and any controls that are required rests with the nominated person identified above and supported by any other employees as is required.

The Quality Assurance Manager will monitor the effectiveness of the CoSHH assessment, and any deficiencies will be reported to the person responsible for carrying out the CoSHH assessments.

All CoSHH assessments will be reviewed annually or if there are any significant changes that affect the validity of the risk assessment, whichever comes sooner.

## HEALTH SURVEILLANCE

We recognise that some hazardous substance exposure requires us to provide health surveillance of employees. The level of health surveillance is dependent upon the level of exposure and the hazardous substance involved. This will be determined at the COSHH assessment stage and form part of the control measure required. The health surveillance arrangements usually require the services of an occupational health practitioner (e.g. Nurse or Doctor). When this situation arises, we will provide these services at no cost to the employee. Employees are reminded of their duty to report any concerns regarding their health and safety any concerns regarding health in connection with work must be directed to: The Line Manager

## MANUAL HANDLING

The Manual Handling Operations Regulations 2002 (as amended) require that all manual handling tasks must be avoided where reasonably practicable, where this is not reasonably Practicable then an assessment of the risks to employees must be carried out. The manual handling assessments will be made available to all employees. After reading and understanding the manual handling assessment, the employee will sign or acknowledge electronically the confirmation document to confirm that they have read and understood the content of the assessment.

The person responsible for ensuring that the manual handling assessments are carried out is: The Line Manager.

The Quality Assurance Manager will monitor the effectiveness of the manual handling assessments. Any deficiencies will be reported to the person responsible for carrying out the manual handling assessments. However, management cannot carry out an assessment for all minor tasks therefore it is the responsibility of employees to mentally assess the risk of harm to themselves and others before carrying out manual handling.

Before carrying out any manual-handling task employees must consider

**The Task** - What you are going to do

**The Individual** – The persons own capabilities

**The Load** - The weight, size, and shape of the load

**The Environment** – The environment to which the task is being undertaken

#### **IF IN DOUBT GET HELP**

All manual handling assessments will be reviewed annually or if there are any significant changes that affect the validity of the risk assessment, whichever comes sooner.

## **PERSONAL PROTECTIVE EQUIPMENT**

Personal protective equipment (PPE) will be provided for employees where a risk assessment indicates there is a requirement. The equipment provided will be suitable for the task affording the necessary protection. An assessment of personal protective equipment will be carried out where a need is identified, the equipment will be provided at no cost to the user.

Where PPE is supplied, employees must use the equipment provided; this is a legal requirement under the Health and Safety at Work Act 1974 section 7. The person responsible for the assessment and provision of PPE is: The Line Manager

Any questions or complaints (e.g. discomfort) about the PPE provided should be directed to: The Line Manager The requirement for PPE will be reviewed regularly. PPE will always be used as a last resort when controlling risks.

## **WORK EQUIPMENT**

The Provision and Use of Work Equipment Regulations 1998 requires that all equipment and machinery used for work must be suitable for the task and fit for purpose. When choosing work equipment a number of factors must be considered:

- The task that the equipment or machinery is to be used for
- The environment where it is going to be used
- Who is going to use it?
- All equipment purchased or hired by AISS must comply with the minimum safety standards as are required by The Supply of Machinery (Safety) 2008 (As amended), We will also ensure our equipment is in compliance with British and ISO standards and it is CE marked when purchased within the European Union.

The person responsible for the supply, procurement, and repair of work equipment and machinery is: The Operations Manager

Items of work equipment that require statutory inspection by competent persons will be inspected at the required intervals as stated below. Pressure systems will be inspected at regular intervals as determined by the written scheme of examination.

The competent person responsible for inspection of pressure equipment is: The Quality Assurance Manager

All portable electrical equipment will be inspected at regular intervals dependant on its type and usage. The competent person responsible for inspection of electrical equipment is: Quality Assurance Manager

Records of these inspections are kept in (current cloud based I.T solution). All defects of any work equipment must be reported to:

The Line Manager

Records of repair and maintenance are retained and inspections of other work equipment that may deteriorate with use require such inspections.

Records of repair and maintenance are kept in the shared drive (current cloud based I.T solution)

## **DISPLAY SCREEN EQUIPMENT (DSE)**

The Health and Safety (Display Screen Equipment) Regulations 1992 require that an assessment of all display screen equipment (DSE) and the workstation be carried out to identify any risks present.

Prior to carrying out the assessment a checklist will be completed so as to identify the presence of any significant risk. We recognise that DSE users require training and will provide it as necessary. The person responsible for the assessment of display screen equipment is: Quality Assurance Manager The assessments will be reviewed when any significant change occurs.

## **EYESIGHT TESTS AND CORRECTIVE GLASSES**

AISS accepts their responsibility under these regulations. Should an employee have difficulty with their eyesight whilst using the display screen for their work, then we will pay for an eyesight test. This will determine if the employee requires corrective glasses to reduce the health risks involved in the use of computer screens. If corrective eyewear is required, then we will contribute to basic eyewear (In-line with current legislation and guidelines) This eyewear must be used whilst the operative is using the computer.

AISS will not pay for any other type of eyewear, such as bi focal or varifocal if an employee requires these then they must pay the cost difference.

## **THE WORKPLACE**

The Workplace Health Safety and Welfare Regulations 1992 are designed to provide all employees with a safe place to work and adequate welfare facilities.

We will also ensure that the premises as well as any fixtures, fittings and plant within it do not present a health and safety risk to any visitors and contractors that may come into contact with our business activities and premises.

Workplace inspections that identify defects and omissions early will be carried out at regular intervals, when defects and omissions are identified then a time scale and person responsible for repair or implementation will be set. Inspections of the official AISS owned or leased buildings and their outside environment will be carried out every: 12 months All defects and omissions must be reported promptly so that they can be dealt with. The person responsible for dealing with workplace defects is: The appropriate Site Manager

The Institution of Electrical Engineers Regulations and the HSE recommend that a competent electrician should inspect fixed electrical installations at least every five years and a certificate of inspection obtained and retained.

The person responsible for ensuring electrical installations are inspected is: The appropriate Site Manager. Any electrical defects must be reported to: Quality Assurance Manager

In order to maintain a safe and healthy workplace, good housekeeping is extremely important. All employees have a part to play in the delivery of this requirement. They will ensure that their workplace and work equipment is kept in a clean and tidy condition, items and equipment must not be left on the floor to present a trip, slip or fall hazard and any cables are tucked away or routed away from traffic routes.

## **THE HEALTH ACT 2006**

Chapter 28 of the Health Act is to make provision for the prohibition of smoking in certain premises, places and vehicles and therefore “Smoking” is not allowed in any of our workplaces or entrances where smoke can enter the building. This also applies where cigarette smoke can enter the building through a window. It is also our policy to ensure that this legislation is fully applied and also includes our vehicles and therefore “Smoking and/or Vaping” is not allowed. In the event of a person smoking in the workplace areas, disciplinary action will be taken.

## **CONTROL OF CONTRACTORS**

All workplaces use contractors from time to time for example: Labour provision, subcontractors, electricians, window cleaners, painters, and decorators, plumbers and other trades persons. These will be controlled so that they work in a safe manner and do not cause any employee and other visitors to be at risk.

We also understand that the controls must also protect the contractor from any risk and any hazards that may arise as a result of our business activities.

If we use a security subcontractor and or labour providers we will treat these as if they are our own employee’s and they will be taken through our full H&S induction and will need to abide by our H&S policy and that of our customers.

Prior to any contractor carrying out any work at our business premises or elsewhere on our behalf, the contractor must produce or complete the following:

- A copy of their current Employer and Public liability insurance
- Copies of any accreditations applicable to the job they may have

- A method statement for the task they are to carry out
- Copies of any risk assessments relevant to the job
- Any other information that may affect the health and safety of anybody involved

The person responsible for the control of contractors is: The Operations Manager

In the event of an accident on client premises then it should be recorded in both the client's accident book and our own so that both parties have the opportunity to learn and prevent recurrence.

## LONE WORKING

The Health and Safety at Work Act 1974 defines the responsibility of AISS to ensure the safety of lone workers. This approach does not differ much from that of the responsibility to ensure the safety of employees working in a group or under close supervision.

Employees must co-operate with management to enable them to comply with their health and safety duties in respect of lone working. Section 7 of HASWA requires employees to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work. AISS will manage the risks associated with lone working by the following means.

- Risk assessments will be carried out for all lone working activities. This will enable us to establish the degree of risk and to put in place the control measures required to reduce the risk to an acceptable level. Risk assessment will take into consideration the person, the equipment/ materials being used and the environment where lone working is carried out. The assessment will also consider the emergency arrangements including rescue and first aid.
- We will ensure that the required communication equipment and procedures are implemented to enable employees to be communicated with at suitable intervals (the degree of risk determines what constitutes a suitable interval). The means of communication will be determined via the risk assessment process, but the telephone is an obvious means, with mobile telephones or two-way radios for workers who may be working at remote out-stations.
- Only trained, competent and authorised persons will be permitted to work alone. Training, information and instruction will be provided following the satisfactory completion of a suitable and sufficient risk assessment.

Whether or not a person will be permitted to work alone in or out of normal hours, will depend on the degree of risk posed by the work, the working environment and on the individual.

The person responsible for ensuring that the risk assessment for lone working is carried out is: The Operations Manager  
the person responsible for developing procedures for the lone working activity is: The Operations Manager

## FIRST AID

The Health and Safety (First Aid) Regulations 2013 requires us to provide adequate first aid equipment and a sufficient number of trained people to administer first aid when required. We will carry out a first aid risk assessment; this will enable us to establish the number of trained first aid person/s we require as well as the amount of first aid equipment needed.

Factors considered will be:

- The number of people involved
- The level of risk that our business activity presents (low, medium or high risk)
- The proximity of our business (location e.g. rural or town centre that may affect the speed at which the paramedics will arrive)
- Any other issues that may affect the assessment

The qualified first aid people or appointed persons are: All AISS management and supervisory staff. The first aid boxes are located at: Head office, all rooms and within the mobile vehicle on sites. All accidents are to be reported and entered in the accident book, which is located in: Head office/Control rooms and Operational vehicles All accidents will be investigated, and remedial actions identified.

This will prevent reoccurrence of the same or similar incidents. The level of investigation will depend on the seriousness of the accident. The person responsible for investigation of accidents is: Quality Assurance Manager

## REPORTING OF INJURIES DISEASES AND DANGEROUS OCCURENCES (RIDDOR) REGULATIONS 2013

Under these regulations specific work-related accidents, diseases, and dangerous occurrences must be reported to the Enforcing Authorities. Although there is a comprehensive list of reportable situations within the regulations the main incidents that must be reported are:

- Fatalities –These must be report as soon as possible by the quickest method available, usually by telephone
- Major injuries such as broken bones and back injuries etc
- Injuries that causes the employee to be away from his/her normal work activity for more than seven days incapacitation (not counting the day on which the accident happened) incapacitation means that the worker is absent or is unable to do work that they would reasonably be expected to do as part of their normal work
- Any incident that leads to a member of the public being taken to hospital by any means
- Diseases
- Dangerous Occurrences

We only have to report injuries that lead to a worker being incapacitated for more than seven consecutive days as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days). The report must be made within 15 days of the accident. The person responsible for reporting incidents is: Quality Assurance Manager

We must still keep a record of the accident if the worker has been incapacitated for more than three consecutive days. We must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record can be treated as a record for the purposes of RIDDOR.

The record must include information such as:

- The name and occupation of the injured person or those involved in the incident
- The status of the injured person (employee or visitor/contractor)
- The location of the incident
- A brief description of the incident or disease
- The date, time and method of reporting

Incidents and diseases can be reported by the following methods:

### Online

Go to [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor) and complete the appropriate online report form. The form will then be submitted directly to the RIDDOR database. We will receive a copy for our records.

### Telephone

All incidents can be reported online but a telephone service remains for reporting **fatal and major injuries only**.

## **FIRE SAFETY**

Under the Regulatory Reform (Fire Safety) Order 2005 and the Management of Health and Safety at Work Regulations 1999. AISS are required to undertake a specific risk assessment of the risks posed by fire within their businesses undertaking. A specific fire risk assessment will be undertaken, and the findings implemented. The fire risk assessment will be reviewed at least annually, or if there is any significant change in the circumstances. The fire evacuation will be practiced at least twice annually but not in the same six months. The alarm system will be tested weekly. The person responsible for carrying out the evacuation practice and tests then recording the results is: On-site Managers The fire marshals are: On-site Managers

The assembly point is situated at: See individual risk assessments All fire extinguishers are inspected by a competent person annually and must be replaced when discharged. The competent person for fire extinguisher inspection is:

External Suppliers

The emergency lighting will be tested monthly and any defects found reported and repaired the person responsible for this is: On-site Managers:

## **COMPRESSED GASES**

Compressed gases will be stored safely, Flammable liquids will be kept in a flameproof locker and employees will return them to the locker after use.

Emergency exits and evacuation routes will be always kept clear and checked at regular intervals. The person responsible is: On-site Managers

The evacuation plan will also include a procedure for the removal of visitors and contractors. A roll call will be carried out to ensure that all people are present. The roll call coordinators are: On-site Managers.

### **IF YOU DISCOVER A FIRE:**

- Raise the alarm by the recognised method
- Only tackle the fire if trained to do so, with the equipment provided, ensuring your exit is clear at all times and without taking personal risks
- Call the Fire Service Immediately by telephone
- Give the operator the contact telephone number

### **WHEN SPEAKING TO THE FIRE SERVICE PROVIDE THE FOLLOWING INFORMATION**

- We have a fire at **AISS and/or Customer site** and give the operator the full address
- Do not replace the receiver until the Fire Service has repeated the address
- Call the Fire Service immediately to every fire or on suspicion of a fire

### **UPON HEARING THE RECOGNISED ALARM:**

- Evacuate the building by the nearest available emergency exit
- Move towards the fire assembly point and report for roll call
- The fire roll call coordinator will inform the fire service of any missing persons
- Do not stop to collect personal belongings
- Do not re-enter the building until the Senior Fire Officer informs you it is safe to do so

## NOISE EXPOSURE

The Control of Noise at Work Regulations 2005 requires us to monitor noise levels within the workplace. This is to ensure that all our employees and any contractors or visitors are not exposed to noise levels likely to cause short or long-term hearing damage.

The current noise exposure levels are set as follows:

The Lower Exposure Action Values are:

- A daily or weekly exposure level of 80dB(A)
- A peak sound pressure level of 135dB©

The Upper Exposure Action Values are:

- A daily or weekly exposure level of 85dB(A)
- A peak sound pressure level of 137dB©
  
- A daily or weekly exposure level of 87dB(A)
- A peak sound pressure level of 140dB©

These limits will consider the effectiveness of any hearing protection that is provided and worn. So as to ensure that our noise levels are maintained to the lowest levels possible, we at AISS will ensure that a suitable and sufficient risk assessment is carried out. It is the policy of AISS to ensure that using sound damping equipment reduces the amount of noise in our business premises and activities.

Personal protective equipment such as earplugs and ear defenders will be provided as a last resort. This personal protective equipment will be suitably assessed and meet the European conformance standards.

When the level of noise exposure has been established, then we will be able to instigate control measures to combat the risk of noise induced hearing loss at source. When it is not practicable to remove or control the source of noise then personal protective equipment will be put to use. The actions instigated will follow the legal standards below.

- At the **Lower Noise Exposure Action Level** hearing protection will be provided (this will usually be in the form of earplugs). The hearing protection will be provided along with a recommendation that it is worn by employees and any visitors likely to be exposed to the noise.
- At the **Upper Noise Exposure Action Level** hearing protection will be provided for all employees and visitors. In areas deemed as set at this noise level it will be mandatory for employees to wear the hearing protection. Employees found to be in breach of this rule will be subject to disciplinary action. A visitor refusing to wear the hearing protection will not be allowed in the area.

Health Surveillance programmes will be put in place where necessary. Employees that are likely to be subject to regular daily noise exposure may be expected to attend audiometric testing. This will establish if the noise exposure is causing hearing loss and enable us to act. Noise assessments will be reviewed at least annually or when there are changes instigated that are likely to affect the original assessment. The person responsible for ensuring a risk assessment and/or survey is carried out is: Quality Assurance Manager

## **WASTE MANAGEMENT**

The Environmental Protection Act 1990 Places a “Duty of Care” on producers of waste to ensure that it is disposed of correctly. The duty has 5 aspects

- To prevent the keeping, treatment or disposal of waste without a licence
- To prevent the escape of waste
- To transfer waste only to an authorised person
- To ensure that there is clear labelling and information of the waste
- To retain documentary evidence

To enable the premises to carry out this duty, a written system and process for the identification, segregation, and disposal of waste will be monitored and measured. The persons responsible for the development and implementation of this system of waste management is: The Company Directors:  
There are two categories of waste produced by the premises; domestic waste and clinical waste.

Domestic waste will be collected and disposed of by: (Arranged by the AISS Landlord and/or Customers)

Special waste will be collected and disposed of by: (Arranged by the AISS Landlord and/or Customers)

Records of waste transfer will be kept in the Managers Office and a receipt must be obtained from the disposal agency on collection of the waste.

## **STRESS**

AISS recognises that work-related stress can cause ill health and will put controls in place to help prevent stress. However, AISS cannot be held responsible for stress caused by outside sources such as financial or domestic problems. Because stress does not affect all people in the same way and that one person may find a job stressful when another does not, it is difficult to assess the risk to all employees.

Therefore, employees must ensure that they report any undue stress that they may feel from different work activities Stressful situations can be reported in confidence to: Business Support Manager

## **VIOLENCE**

Violence and aggression in the workplace are unacceptable but is a recognised hazard. Therefore, to reduce the risk to any of our employees a specific risk assessment will be carried out and reviewed as and when required but at least annually.

The assessment will:

- Recognise the risk from violence
- Give commitment to reducing the risks
- State who is responsible for doing what
- Provide an explanation of what is expected from individual employees

- Provide support for people who may have been assaulted or suffered verbal abuse

Training in the prevention and management of violence and aggression will be provided where it is considered necessary.

The policy, risk assessments and procedures will be reviewed annually or if there is any significant change.

## **PREGNANCY**

It is important to AISS that the health, safety and welfare of all our employees is safeguarded. We recognise our responsibilities under the Management of Health and Safety Regulations 1999 Regulation 16 and realise that if any of our employees become pregnant, they must inform their manager/supervisor immediately. This can be verbally but must be followed up by a written confirmation from their doctor.

The management will carry out an individual specific risk assessment of the work that the employee does for the company to determine any risks to her and her unborn baby that may arise from the work activities.

The person responsible for ensuring that the risk assessment is carried out is: The Business Support Manager

Where the risks are significant then assistance or alternative employment will be provided.

Pregnant employees must not:

- Carryout manual handling tasks (Lifting and Carrying)
- Use or come into contact with any chemicals
- Work at height (stand on stepladders, step ups etc)

Pregnant employees must;

- Work to the controls put in place by the risk assessment
- Inform their line manager/supervisor of any problems or changes that may occur during their pregnancy so that the risk assessment can be reviewed.

To maintain a safe working environment for any pregnant employees a suitable rest area will be provided for them to rest if required. Seating will be provided for the employee to carry out their work.

## **YOUNG PERSONS**

The Management of Health and Safety at Work Regulations 1999 Regulation 19 defines a young person as someone who is over the legal school leaving age of 16 years but has not reached the age of 18 years.

Due to their lack of experience, maturity, and lack of awareness it is essential that they are always supervised until they gain the required experience, maturity, and awareness of the risks.

The person responsible for ensuring that the risk assessment of the young person is carried out is: The appropriate Site Manager:

Any young person will be provided with all the information; instruction, training and supervision they require. They will also be provided with a mentor (responsible employee), who has accepted the responsibility of overseeing the young person.

Young persons will not be allowed:

- To carry out work that is beyond their mental and physical capability
- To be exposed to substances that are toxic or carcinogenic
- To carry out tasks that can involve risks be assumed is beyond their recognition
- To be exposed to extremes of heat, cold, noise and vibration

The young person must

- Carry out all reasonable instructions given to them by their mentor
- Refrain from horseplay or practical jokes
- Report any thing that they feel unsure or unsafe about

## WORKING AT HEIGHT

The Working at Height Regulation 2005 requires us to consider a number of key elements prior to carrying out any work that involves climbing from floor level.

We are required to suitably and sufficiently assess the risks involved in working at height. This will involve consideration of the following key factors:

- Consideration whether there is a specific need to work at height or can the operation or task be carried out using an alternative method
- Identify and assess whether the equipment is suitable for the task involved and allows ease of access to the working area
- Ensure the equipment used to access the work area is maintained and records are retained
- Ensure the employees are suitably trained to carry out the task and is their level of fitness acceptable for the task
- If employees are required to access surfaces at height, then we must consider the surface of sufficient strength to support the persons involved
- The height involved must also be considered, as well as should a fall occur what is the employee likely to fall on or into. A secondary means of supporting the employee should he/she fall must be provided for the higher access tasks
- If the task requires employees to work outside, then the weather conditions must be considered. If the weather conditions are adverse and likely to threaten the safety of our employees, then the task will be postponed until such time when it is safe to proceed

We will carry out a risk assessment, considering the factors indicated above. If the work is beyond what we consider acceptable then we will call on the services of a specialist contractor to make the work zone easily accessible to our employees. The person responsible for carrying out the working at height assessments is: The appropriate Site Manager

## TRANSPORT

The road transport safety of our employees is important to AISS. To ensure that vehicles and users are always safe the company will carry out risk assessments to ensure that the correct controls and safeguards are put in place.

The person responsible for ensuring that the risk assessment is carried out; is: The appropriate Site Manager

- Only authorised employees will be allowed to drive company vehicles
- All drivers will hold full clean UK driving licenses
- If required, the driver must undergo a through medical examination and eyesight test
- All drivers must report any ill health, which may impair their driving abilities, road accidents and any fines and driving endorsements received. They may then be removed from the authorised drivers list
- All vehicles will have a valid Road Fund licence
- All vehicles will have valid fully comprehensive insurance for the extent of the vehicles use

For the Company vehicle insurance details contact our Head Office.

- All vehicles will have a current MOT certificate if required
- A competent service centre will service all vehicles regularly
- Employees responsible for Company vehicles must fill in a weekly check sheet and report any defects immediately

The competent garage is the manufacturers authorised dealership and/or approved centre.

- Privately owned vehicles may only be used on company business if covered by fully comprehensive insurance with extra business or passenger cover dependant on the type of vehicle
- Privately owned vehicles used for company business must have all the relevant documentation

The rules and assessments will be reviewed annually or if any significant change takes place.

## MOBILE PHONES AND TWO-WAY RADIO DEVICES

It is an offence under the Road Traffic Act to use a handheld mobile device whilst driving this includes waiting at traffic lights and in traffic queues. AISS will not place pressure on any employee to use the phone or radio whilst driving. Therefore, the company cannot be held responsible for any employee who is prosecuted for this offence. Before answering the phone or radio, the driver must pull over and park in a safe place. The use of call divert to voice mail is encouraged or the use of the answering machine. The text message service is not to be used whilst driving. Failure to comply with this rule may lead to disciplinary action.

## TRAINING

AISS recognises the duty to provide its employees with whatever training is required so that they can carry out their job in a safe manner. This will ensure they are protected from hazards and that they do not cause anyone to be harmed by their activities.

To ensure this is carried out the following person has been appointed to identify any training needs:  
Quality Assurance Manager

The type of training that will be provided is:

- Induction training for all new employees
- Job specific training for all new employees or an employee who transfers to other roles
- Health and safety training for all employees that have been given specific tasks in the policy and to allow all employees to carry out their jobs safely
- Extra training and supervision will be provided for young people because of their immaturity and lack of experience
- Training will either be provided in house where appropriate or by an accredited training provider

All training will be recorded and retained within the employee's personal file as the employee will sign to confirm that they have received the training and have understood it.

The person responsible for maintaining the training records is: The appropriate Site or line Manager

Health and Safety Training should include:

- Risk and COSHH assessment training when applicable
- Manual handling training as and when required
- Use of Personal Protective Equipment (PPE) when issued
- Use of Display Screen Equipment where necessary
- Health and Safety awareness
- Fire prevention and safe use of fire equipment
- Any other training that may be relevant to their tasks or health and safety

## ENGLISH AS A SECOND LANGUAGE

The Health and Safety at Work Act 1974 and The Management of Health and Safety at Work Regulations 1999 require us to provide our employees with understandable and relevant information on risks to their health and safety and on precautions to take to avoid those risks. Information shall be provided in a way that takes account of any language difficulties or disabilities. It will be provided in a form that is most suitable in the circumstances, as long as it can be understood by everyone. For employees or workers with little or no understanding of spoken or written English, we will make special arrangements.

The person responsible for ensuring that employees with little understanding of English are given suitable information, instructions, training and supervision is: Quality Assurance Manager

## WORKING WITHIN CLIENT PREMISES

The majority of our work is performed at client premises and/or land. This work could also include work undertaken by one person (lone working) with little or no direct supervision but the locations pose hazards that are outside our control.

Therefore, we place a high degree of responsibility on our employees not only to work in ways that are safe for themselves and anyone else that may be in the vicinity. Employees are expected to assess the working area for hazards (e.g. premises condition trailing cables, space, lighting etc). If the employee feels that a hazard is inadequately controlled then they are expected to stop work, report their concern to the responsible person and wait for the area to be made safe.

**If in doubt – stop!**

Employees are expected to familiarise themselves with the fire, first aid and welfare arrangements at the client's premises.

In the event of an accident on client's premises then it should be recorded in both the client's accident book and our own so that both parties have the opportunity to learn and prevent recurrence.

## GENERAL GUIDELINES FOR EMPLOYEES

- You must not commit or allow to be committed any act which may result in potential danger in any way.
- You must attend as requested any training course, meeting etc, designed to further the interests of health and safety.
- You must observe all laid down procedures concerning work activities, equipment, materials and substances.
- You must ensure you understand the Health and Safety Policy and familiarise yourself with safety information and instructions.
- You must observe all safety rules on and off the Company's property.

- You must comply with all written or verbal instructions given to you to ensure your personal safety and the safety of others.
- You must always conduct yourself in an orderly manner and not stray from responsible behaviour.
- You must dress with health and safety of yourself and others in mind.
- You must use the safety equipment and/or protective clothing provided.
- You must avoid improvisation in any form, which may create a risk to your safety or the safety of others.
- All employees are to obey the rules of AISS as contained in the Contract of Employment.
- You must not invite visitors onto AISS premises without permission from Management.
- If at any time you are unsure about duties you may be asked to perform, then you must inform your Manager/Supervisor.
- Co-operation is vital to ensure successful health and safety standards.
- Health and safety notices will be posted on notice boards or within site instructions or online portals from time to time you must ensure you view this information.

No alcohol or non-medical drugs are to be consumed during working hours. Employees found to be under the effects of either will be subject to disciplinary action. AISS reserves the right to test for such drugs and/or alcohol where appropriate.