



## SSHE Policy

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*Profile Security sets itself the highest standards. As a mark of excellence, it also meets national and international benchmarks:*

- Profile's Quality Management Systems (QMS) are ISO 9001:2015 certified.
- Our Environmental Management Systems (EMS) conform to ISO 14001:2015.
- Our data and information management security systems meet ISO 27001:2013 standards.
- Our supply chain security management systems conform to ISO 28000:2007.
- Since 1993, Profile has been certificated to BS7499, the Code of Practice for Security Guarding Companies, through the National Security Inspectorate (NSI).
- We comply with BS 7858 for Screening & Vetting, and with BS 7984 for Key Holding & Alarm Response.

*Profile is a member of the Security Industry Authority, the organisation responsible for regulating private security contractors. Profile Security Services Limited currently holds SIA Approved Contractor Scheme (ACS) status for the provision of Door Supervision, Security Guarding, Key Holding and Public Space CCTV. Accreditation means we've been assessed for quality and best practice, and that we are committed to customer service and the compulsory licensing of our staff.*



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## Awareness

### Requesting Information

Security, Safety, Health and Environmental (SSHE) information comes from numerous sources. Employees who require information are advised to contact the Commercial Director.

To support, educate and encourage all Profile Security Group Ltd employees to be SSHE conscious, we designed the following Awareness Model which demonstrates how the SSHE process is implemented across the three companies: Profile Security Services Limited, Apple Security Group Ltd and Facilities Resource Management Ltd. This robust system ensures that all group employees are aware of their obligations and responsibilities:

Training

Materials

Communications

It is through this Awareness Model that we are able to ensure that all staff are mindful of their obligations and responsibilities:

### Training

All new employees receive comprehensive health and safety training as part of their induction programme. This ensures they fully understand their responsibilities and how to work safely.

Site specific health and safety training is provided to ensure that all personnel possess the necessary skills and competencies to carry out their duties in a safe manner.

Additional training is delivered on an annual basis and/or ad hoc basis, in accordance with changes to legislation or where new or increased risks have been identified. Refresher training is also delivered to prevent complacency in the workplace.

### Materials

During their induction, all employees receive a copy of our SSHE Policy which contains details of our health and safety policy and procedures.

Employees are also issued with their own copy of our Security Officer's Handbook which also outlines the key health and safety procedures to which all personnel must adhere.

Profile ensures that we display the correct notices and safety signs in all our offices, for example fire exit signs.



## SSHE Committee

The SSHE Committee is responsible for:

- Promoting awareness of SSHE across the business
- Making recommendations for improvement across the areas of SSHE
- Regularly reviewing the SSHE Policy
- Auditing performance against the SSHE Policy

The SSHE Committee is chaired by the Commercial Director. All meetings and activities will be minuted and referred to the board for discussion.

## SSHE Committee Members

**ANDREW PRENDERGAST**  
CHIEF EXECUTIVE

The Chief Executive is responsible for the overall safety, security health and welfare of all employees, visitors, contractors and anyone who is affected by the business of the company.

**MARTIN McGOWAN-SCANLON**  
MANAGING DIRECTOR

The Managing Director is responsible for providing strategic leadership and direction on safety, security, health and environmental matters.

**CHRIS McKAY**  
COMMERCIAL DIRECTOR

The Commercial Director is responsible for the day-to-day management and monitoring of the SSHE policy and for conducting risk and environmental assessments.

**REGIONAL MANAGERS**

Regional Managers are responsible for conducting site audits and ensuring all staff are adequately trained, fully aware of their responsibilities and able to identify SSHE risks.

**CUSTOMER SERVICE MANAGERS**

Customer Service Managers (CSMs) are responsible for ensuring the SSHE policy is made available to all site employees. The CSM investigates all incidents and accidents which occur on site and conducts regular risk assessments.

## Review

It is important for all our staff to be involved in any changes and as such the SSHE Committee seeks the views of employees on a regular basis through:

- Tool Box Forums
- One-to-one Welfare Meetings
- Team Meetings

This SSHE Policy will be reviewed annually to ensure it remains compliant with legislation and the regulatory framework and that it recognises best practice.

When reviewing the policy, the SSHE Committee will seek the views of employees.

## Statement of General Policy

Profile Security Group Ltd has four main goals in the area of Safety, Security, Health and the Environment (SSHE):

- To meet all legislative requirements (including the Health and Safety at work act 1974 and the Management of Health and Safety at Work Regulations 1999 including the Environmental Protection Act 1990) and implement best practice in the areas of Safety, Security, Health and the Environment.
- To ensure that all our services and business practices are conducted in a manner that is safe, secure and mindful of protecting the environment.
- To ensure that adequate funds, materials and equipment are made available to meet the health and safety requirements of Profile Security Group Ltd.
- To maintain an effective SSHE Management System that is compliant with ISO14001 & 18001 quality standards.

To ensure the company delivers against these goals, Profile has set out the following objectives:

- To recognise potential security, safety, health and environmental hazards
- To adequately and appropriately manage security, safety, health and environmental risks arising from our work activities
- To consult with our employees on matters affecting their security, health and safety
- To consult with our employees on matters affecting the environment
- To provide and maintain safe plant and equipment
- To ensure safe handling and use of substances
- To ensure that all employees are competent to do their tasks and to give them sufficient training
- To prevent accidents and cases of work-related ill health
- To maintain secure, safe and healthy working conditions
- To consider sustainability and environmental factors in all of our business decisions
- To minimise waste
- To minimise the consumption of energy and other resources
- To use materials obtained from sustainable sources (wherever possible)
- To promote sustainability through office and transportation activities
- To communicate our SSHE Policy and commitments to our people and our clients
- To encourage continuous improvement across SSHE
- To provide the necessary resources for the effective operation of the processes

KPIs are in place to support the delivery of these objectives. KPIs are regularly monitored and reviewed to assess progress against the objectives.

The Policy will be reviewed annually or in line with any legislative or organisational change.



## Board Member Approval

This statement has been approved by the organisation's board of directors, who will review and update annually.

*Andrew Prendergast,  
Chief Executive Officer*

May 2021

## SSHE Management System

Our focus on SSHE excellence is clearly shown in our Statement of General Policy. Profile Security Group gives the highest priority to how our operations affect our personnel, clients and the communities in which we work.



### Policy and Strategic Objectives

Profile Security Group Ltd has established four strategic goals for SSHE. There is a clear SSHE General Policy in place which outlines our SSHE objectives and KPIs.

### Organisation, Resources and Documentation

In order to deliver the company's SSHE strategic goals and objectives, Profile Security Group ensures that our people are well organised with clear reporting lines and roles. We have adequate resources in place and progress and performance is well documented.

### Evaluation and Risk Management

Profile Security Group conducts regular risk and environmental assessments across all areas of the business to assess the level of SSHE risk posed to the business in respect of previously identified risks and hazards and to recognise new risks and potential hazards.

When SSHE risks are identified Profile implements mitigating actions to successfully manage or eliminate the risk/hazard.

Please refer to **Appendix 2** – Environmental Assessment template.

### Planning

Profile Security Group Ltd plans the work activities of all our people across all contracts. This enables us to identify risks before work commences and ensures that SSHE risk management actions are built into work arrangements where required.

### Implementation and Monitoring

Performance against the SSHE KPIs is monitored regularly with information being provided to the board on a quarterly basis (earlier if risks are identified as high). Where the SSHE KPIs are not being achieved Profile will implement corrective action and continue to review the processes until the issue is remedied.



## Review and Audit (Continuous Audit)

Profile Security Group is committed to continuous improvement across all areas of the business. Through regular reviews and audits we are able to assess the effectiveness and suitability of the SSHE Management Systems we have in place to ensure they still work for the business.

## Ethos, Leadership & Commitment

At the heart of our SSHE Management System is board commitment, strong leadership and the organisation's ethos of ethics, respect, trust, professionalism, discipline, reliability and clear communication.

The Profile Security Group SSHE Management System demonstrates our commitment to ensure consistent and effective management of Safety, Security, Health and Environment. The SSHE Management System provides the framework to enable compliance of Profile's operations with our SSHE management standards. The system also promotes continuous improvement by ongoing measurement and evaluation of performance against established standards.

The successful management of SSHE starts with the involvement of everyone from top management to onsite security personnel providing a systematic and continuous focus on hazard recognition and mitigation.

## Responsibilities

### The Directors are responsible for:

- Ensuring that Profile Security Group complies with all legislative and regulatory requirements in the areas of SSHE
- Formulating and driving Profile's policy in relation to SSHE
- Appointing a competent senior executive (Commercial Director) to be responsible for the day to day management and monitoring of the SSHE Policy, conducting risk assessments and devising and applying control measures where required
- Developing and reviewing the SSHE Policy in conjunction with the Commercial Director, in line with legislative and regulatory changes or to implement best practice, at least annually
- Communicating the company's SSHE Policy to the rest of the business and ensuring all Profile Group employees understand their duties and responsibilities
- Ensuring the requirements and provisions laid out in the SSHE Policy are adhered to and carried out effectively at all times
- Providing a safe, secure and healthy working environment for the workforce and others who may be affected by their operations
- Ensuring all business processes and practices are designed to protect the security, health and safety of all employees and others who may be affected by Profile Group operations
- Designing all business processes and practices to minimise any potential detriment to the environment and promote sustainability
- Providing appropriate safety equipment and protective clothing, as set out in the Personal Protective Equipment Regulations 1992 and ensuring that all employees use the equipment correctly at all times
- Consulting with the employees and the Commercial Director on matters relating to health, safety, welfare, security and the environment in all the company activities
- Establishing an adequate SSHE risk management and reporting system
- Ensuring that regular and frequent site visits are conducted and that equipment, materials and working methods are inspected

- Preventing access to and usage of any defective plant/equipment until rectification work has been carried out and the plant/equipment has been signed off as safe to use
- Implementing appropriate disciplinary procedures to cover any breaches of the SSHE Policy or situations where duties are not properly carried out in accordance with the Policy
- Setting a personal example in all aspects of the SSHE
- Making available the necessary resources to deliver the objectives and requirements of the SSHE Policy
- Ensuring that adequate first-aid facilities and supplies are provided and clearly identified, and that all persons on site are aware of their location

## **The Commercial Director is responsible for:**

- Advising the board on all SSHE related matters including changes in legislation, regulation and best practice
- The day to day management and monitoring of the SSHE Policy, conducting risk assessments and devising and applying control measures where required
- Maintaining an effective SSHE Management System that is compliant with ISO14001 & 18001 quality standards
- Conducting regular site audits to ensure that the SSHE Policy is being complied with
- Producing SSHE reports for the board to include audit findings, risks (including how these will be managed and mitigated) and performance against the SSHE KPIs
- Making recommendations directly to the Board, Regional Managers and employees concerning SSHE
- Advising and assisting with personnel training on issues relating to SSHE
- Collating and reviewing details of all accidents, incidents, 'near misses' and damage to company property as notified by the Customer Service Managers. Where relevant, recommending and implementing appropriate corrective action
- Ensuring Profile Group has adequate consultation procedures in place, between employees and management, for the consideration of SSHE
- Reviewing completed forms e.g. forms F2508/F2508 (A), before they are submitted to the relevant body, in the event of reportable injuries, diseases or dangerous occurrences at work
- Ensuring that all registers, forms and records are kept up to date in relation to SSHE
- Identifying all waste streams and maintaining a register of suitable and licensed waste contractors
- Examining and reviewing all accident records regularly
- Raising awareness of SSHE across the business and working to create a culture which is SSHE focused and where prevention and damage control are integral parts of business
- Setting a personal example in all aspects of the SSHE

## The Regional Managers are responsible for:

- Conducting regular site audits to ensure that the SSHE Policy is being complied with and producing an audit report for the Commercial Director
- Providing the Commercial Director with details of any audit reports submitted by the Customer Service Managers
- Ensuring personnel are adequately trained, fully aware of all the requirements and their responsibilities under the SSHE Policy and able to identify potential SSHE risks
- Ensuring all personnel comply with ISO14001 & 18001 quality standards
- Ensuring that the Customer Service Managers report any accidents, incidents, 'near misses' or damage to company property to the Commercial Director
- Setting a personal example in all aspects of the SSHE
- Ensuring that all relevant personal protective equipment (PPE) is supplied, worn when appropriate and maintained in good condition
- Evaluating any potential SSHE risks including identifying hazards, threats and unsafe working practices and taking the appropriate corrective action

## The Customer Service Managers are responsible for:

- Ensuring the SSHE Policy is made available to all site employees
- Ensuring all personnel comply with ISO14001 & 18001 quality standards
- Communicating details of the client's Safety Representatives, all First Aiders and all Fire Wardens to all site employees
- Notifying the Commercial Director of any accidents, incidents, 'near misses' and damage to company property
- Investigating all accidents, incidents, 'near misses' and damage to company property and notifying the Commercial Director of the investigation findings
- Conducting regular risk assessments to identify potential hazards and threats
- Ensuring all persons who may be affected by any hazards or threats identified are informed and that the necessary precautionary measures are implemented
- Conducting regular site audits to ensure that the SSHE Policy is being complied with and producing an audit report for the Regional Manager
- Ensuring all equipment and PPE is maintained in good working condition and stored in a safe area
- Ensuring all PPE is worn as appropriate
- Encouraging employees to discuss and report any work problems, SSHE risks, hazards, threats and defects and where appropriate, forwarding details to the Commercial Director
- Accompanying members of the enforcement agencies on visits around the areas they are responsible for and informing the Commercial Director of the name and office of any person conducting such a visit
- Setting a personal example in all aspects of the SSHE

## The Site Managers and Supervisors are responsible for:

- Understanding and applying the company's SSHE Policy to the site for which they have responsibility
- Ensuring that all personnel understand their duties and responsibilities under the SSHE Policy and comply with ISO14001 & 18001 quality standards
- Ensuring that all personnel are adequately trained, instructed and informed to undertake the duties of their role and ensuring that no person undertakes a task for which they haven't been trained or where competency has not been confirmed
- Making arrangements for the safe and secure off-loading of plant, equipment and materials from vehicles and its safe and secure storage
- Planning and maintaining a tidy, safe and secure site
- Ensuring that supplies of personal protective equipment are adequate and that the equipment is properly used and maintained and available when required
- Ensuring that first-aid facilities are provided and clearly identified, and that all persons on the site are aware of their location
- Ensuring that first-aid boxes, accident books, registers and posters are in accordance with current regulations
- Maintaining and supervising the Site Accident Record Book and other such registers as required by statute and making these available to the Commercial Director as required
- Ensuring that adequate fire precautions are taken, and that adequate firefighting equipment is maintained and accessible
- Encouraging personnel to identify SSHE risks, hazards, threats and defects and suggesting improvements
- Conducting regular SSHE risk assessments and making these reports available to relevant employees before they commence their duties
- Identifying and implementing appropriate control measures to mitigate risks identified and reporting details of these to the Commercial Director
- Responding quickly to implement recommendations for improving SSHE matters issued by the Commercial Director or the enforcement agencies
- Organising the sites in such a way that tasks are carried out with the minimum of risk to employees and other persons who may be affected
- Inspecting new and unusual processes for potential hazards and threats
- Completing all necessary forms/reports in relation to any accidents, incidents, 'near misses' or damage to company property and forwarding copies of these to inform the Commercial Director of the investigation findings
- Completing all relevant forms – e.g. forms F2508/F2508 (A) – in the event of reportable injuries, diseases or dangerous occurrences at work and forwarding copies of these to the Commercial Director for review before they are submitted to the relevant body
- Ensuring all new plant/equipment is inspected and signed off as safe to use before it is commissioned
- Ensuring that all plant/equipment is used properly and maintained in good working order
- Ensuring that any unsafe plant/equipment is immobilised
- Setting a personal example in all aspects of the SSHE
- Ensuring all statutory notices are clearly displayed

## All Employees are responsible for:

- Reading and understanding the company's SSHE Policy
- Complying with ISO14001 & 18001 quality standards at all times
- Co-operating with Site Managers and Supervisors on SSHE matters
- Inspecting all machines and plant frequently and reporting any defects to the Site Manager/Supervisor or Regional Manager
- Using personal protective equipment as required and ensuring the equipment is looked after and maintained in good working order
- Reporting any defects of Personal Protective Equipment (PPE) to the Site Manager/Supervisor or Regional Manager
- Only using equipment and plant where adequate training has been provided or competency has been established
- Using equipment and plant only for the purposes for which it was designed and in accordance with the Operating Manuals and not interfering with anything provided to safeguard health and safety
- Reporting SSHE risks, hazards, threats and defects to the Site Manager/Supervisor or Regional Manager and suggesting ways in which working practices can be made safer
- Keeping all work places, for which they are responsible, clean, tidy, safe and secure and to clear them periodically as work progresses ensuring all waste is placed in the appropriate receptacles
- Reporting any accidents, incidents, dangerous occurrences or damage to the Site Manager/Supervisor
- Informing the Site Manager/Supervisor of any medication which they are currently taking which could affect their ability to work safely
- Knowing who the appointed persons or trained first aiders are and where the first aid boxes are positioned
- Understanding the fire and evacuation procedures for the site

## Employees are reminded that they have a duty under Section 7 of the Health and Safety at Work Act 1974, to:

- Take reasonable care for their own safety, and the safety of others who may be affected by their acts or omissions
- Co-operate with the company in its arrangements to perform or comply with statutory safety obligations, which includes adherence to the Company's Statement of General Policy

## Security, Health & Safety Policy

### Work Arrangements and Working Areas

#### General Precautions

- Buildings where work may be carried out will be of sound construction with safe and secure means of access in and out
- Working areas will be designed to ensure adequate space, light, temperature and ventilation for reasonable comfort and safety
- Noise levels should be as low as the work permits and within safe limits. Where it is not reasonably practicable to keep noise to safe limits, PPE will be provided and must be used by the employee
- Any area of special hazard will be signposted clearly and be subject to suitable safety measures and access arrangements. Appropriate PPE will be provided for dealing with any particular danger or risk at the relevant area and must be used/worn
- Corridors and staircases must provide safe emergency escape routes and access. They must not be used as storage or work areas
- Windows, doors and gates will be suitably constructed, protect the security of the site and, where necessary, fitted with safety devices
- All floors must be kept dry and free of litter, goods, trailing cables etc. Any employee who detects torn floor surfaces (e.g. carpet) should report this immediately to their CSM
- Access to high-level storage should be made using adequate and appropriate equipment which will be available (e.g. a step ladder, not a revolving stool or chair)
- Manual handling instructions must be followed when carrying any load

#### Temperature and Humidity

- Steps will be taken to ensure the temperature across sites is kept within a comfortable range and in any event above the statutory minimum of 13 degrees centigrade for active work and 16 degrees centigrade for office work (after the first hour of work and except for cold rooms, rooms which are open to the outside). There is no set maximum temperature but Profile will endeavour to ensure that the temperature is maintained at a comfortable level
- Profile will endeavour to keep buildings at a comfortable humidity range (10-75% RH) to prevent irritation to eyes and respiratory tract
- When requested to do so, the Commercial Director will carry out temperature and humidity monitoring
- Where, due to an employee's work, it is not practicable to maintain the temperature and level of humidity specified above (e.g. because an employee works outdoors or drives a vehicle) Profile will take all reasonable measures to prevent the risk of injury to the employee by providing PPE, allowing for acclimatisation to the work environment, training etc
- Cooling equipment must not be positioned in such a way that long hair might get caught in it
- Heating apparatus must not be placed near paper, furnishings or other equipment/material which could catch fire
- Air conditioning and hot water systems will be checked and maintained regularly, as required by law

## Lighting

- It is important that employees have adequate lighting suitable for the activity which they are carrying out
- Lighting will also be provided at places of particular risk
- Profile will ensure that automatic emergency lighting, powered by an independent source, will be provided where sudden loss of light would create a risk to health and safety

## Noise

- Wherever there is a noisy work environment (e.g. an employee needs to shout to communicate with a person about 2 meters away), the Commercial Director should be informed and they will arrange an assessment of noise levels. A record of any assessment will be kept until a new assessment is made
- If noise or sound pressure exceeds the level prescribed by law (80dB (A)), steps will be taken to reduce the noise/sound pressure to the lowest level reasonably practicable. Where noise levels exceed 80dB (A) employees will be supplied with the appropriate PPE which they must wear. Information about the risks involved will also be provided
- Ear protectors must be maintained and stored properly and in accordance with any relevant instructions (e.g. manufacturer's maintenance schedule). Any defects must be reported immediately on their discovery to their CSM

## Asbestos

- An employee who uncovers hidden material or dust which they suspect may contain asbestos, must stop work immediately and contact their CSM to arrange for the material/relevant area to be inspected (and if necessary, closed down) and for the asbestos to be removed
- All asbestos removals will be carried out under controlled conditions by an HSE licensed asbestos removal company. Wherever possible, wet stripping methodology will be employed for the removal of asbestos. All employees must not attempt to carry out asbestos removal under any circumstances

## Risk Assessments

### General Risk Assessment

A general risk assessment can be defined as undertaking a systematic general examination of the workplace and its activities/tasks, which enables Profile Security Group to identify the risks and their impact on the health and safety of any person arising from or in connection with work. General risk assessments identify any hazards present, and then evaluate the extent to which persons are exposed to these hazards. It then enables decisions to be made to put in place the necessary measures to control the risks, so far as is reasonably practicable to a suitable and sufficient level, and to comply with health and safety law.

The level and extent of detail of the general risk assessment process will be proportionate to the risk, i.e. the higher the risk, the greater the detail. The general risk assessment process will include routine and non-routine activities/tasks and further assessments and reviews will be undertaken if conditions change and/or new activities/tasks are identified. It essentially involves a five stage process:

- Identification of the activity/tasks and who might be harmed
- Identifying the hazards
- Evaluating the risks
- Managing the risks and recording the findings
- Monitoring and reviewing the risk

*Note: 'hazard' is something with the potential to cause harm (this can include articles, substances, plant and machinery, methods of work, the working environment and other aspects of work organisation) and 'risk' means the likelihood of that harm occurring and the severity of the ensuing injury.*

### 1. Identify activities/tasks and who might be harmed

Initially the CSM, nominated employee (i.e. responsible for undertaking general risk assessments) or the Commercial Director will identify routine and non-routine activities/tasks requiring general risk assessments. It may be necessary to sub-divide activities/tasks into specific groups and/or areas:

- People and working procedures (includes persons affected by the undertaking, e.g. public, clients)
- Plant, equipment and processes
- Place of work (e.g. geographical locations of a work site)

### 2. Identification of hazards

Once the work activities/tasks have been identified, the CSM will aim to ascertain all the hazards which may arise from each of the work activities/tasks

In order to ensure that all hazards are considered, relevant information will need to be examined, and this can be obtained by:

- Reviewing the risks previously identified in the Assignment Instructions
- Referring to relevant legislation, supporting approved code of practice and guidance
- Examining product information, British or International standards, industry or trade guidance
- Looking at job descriptions and checking any accident/incident data info
- Consultation and discussions with the employees who undertake the activity/task
- Directly observing the activity/task to address what actually happens in the workplace during the work activity (rather than relying solely on what is expected or what is documented in the Assignment Instructions)



### 3. Evaluation of the risk

After the hazards have been identified by the CSMs, judgements on risk will be made by nominated employees based on knowledge and experience of the activities on site/within the workplace. They will identify the relative importance of the risks by determining:

- What the severity of injury could be
- The likelihood of an accident occurring when faced with a specific hazard, and what existing control measures are in place to reduce those risks, so far as is reasonably practicable
- The general risk assessment process may, in addition, identify the requirement to undertake specific risk assessments, (i.e. required under various regulations to ensure compliance with statutory provisions) or to meet specific needs, e.g. location risk assessments. The following specific risk assessments will be undertaken by appropriately trained assessors:
  - Fire risk assessments
  - Manual handling of objects and/or moving and handling of persons
  - Display screen equipment assessments

When the relative importance of the risk has been identified, it will normally be expressed as 'low risk', 'medium risk' or 'high risk' and from this, a decision will be made on whether additional action and/or control measures are required. All activities and tasks will be assessed, though if 'insignificant risks' are identified, they will not require recording.

*Note: 'Insignificant risks' are any hazards identified that are judged as being near safe or with practically no risk of injury and the chances of the hazard being realised is so remote that it is probably close to zero.*

### 4. Managing the risks

If the risks are identified as either medium or high risks, they will need to be reduced so far as is reasonably practicable. This will entail the CSM taking into account existing control measures and their effectiveness and where necessary the implementation of additional control measures, which will ideally eliminate the risk altogether or combat the risk at the source.

It is important when deciding on control measures that the relative costs are weighed up against the degree of control, both long term and short term.

To assist in the decision making process, the principles of risk prevention will need to be followed. These principles are:

- Avoid the risks; e.g. do the work in a different way, then evaluate the risks that cannot be avoided by carrying out general risk assessment
- Combat the risks at source e.g. if steps are slippery, treat or replace them rather than displaying a warning sign. Adapt the work to suit the individual, in particular the design of the workplace, the choice of work equipment and the choice of working and production methods, particularly with a view to alleviating monotonous work and work at a predetermined work-rate to reduce the effects on health
- Adapt to technological progress that may improve working methods and make them safer
- Replace the dangerous by non-dangerous or less dangerous, e.g. replace oil based paints with water based paints
- Give collective protective measures priority over individual protective measures
- Give appropriate instruction to personnel to ensure that they know how to work safely

The CSM will apply these general principles of risk control and where the hazard has been designated:

- **High risk** and it is not adequately controlled, appropriate remedial action will be needed to be a high priority and where necessary, the activity/task will be stopped until suitable and sufficient control measures are in place
- **Medium risk** and if it is not adequately controlled, a target date will need to be set that is reasonable and achievable
- **Low risk**, no further control measures will be needed, though they will be reviewed to ensure that conditions do not change

*Note: When deciding which preventative and protective measures are to be taken, the relative costs will need to be considered against the degree of risk, both in the short, medium and long term. In the short term, it may not be possible to implement all the control measures immediately, so adequate temporary measures may have to be taken in the interim.*

## 5. Monitoring & reviewing the general risk assessments

Once general risk assessments and other relevant risk assessments have been completed, it is essential that they are monitored for their effectiveness and reviewed whenever there has been a change in the working practice rendering the original invalid, or after an accident/incident or audit. The risk assessments and the implementation of control measures will need to be reviewed by the CSMs and the Commercial Director on a regular basis (minimum annually) and will be part of normal management practice. The time between reviews will depend on the nature of the risks and the degree of change likely in the work activity.

Performance standards for risk control will be documented to a level that reflects the relative importance of the risk.

## 6. Change Control

Change may take place as a result of accident investigation to ensure lessons are learnt and adequate control measures are put in place or as a result of environmental or physical changes within the operation. These changes must be documented and all documentation brought up to date.

### Training/records/information

The CSMs are required to attend the General Risk Assessment Assessors Course prior to undertaking risk assessments. This course will provide them with the knowledge and understanding necessary to undertake general risk assessments and be conversant with applicable health and safety legislation. They will have the skills to assess the need for managing risk, effectively implementing any action required and evaluating its effectiveness.

The risk assessments will assist when determining the level of health and safety training required for employees in order for them to undertake their work competently and safely. This may include basic skills training, on the job training or refresher training.

The records of the general risk assessments will on completion represent an effective statement of hazards and risks, which will then lead to the relevant action being taken.

Copies of the general risk assessments will be kept by CSMs, be readily accessible and available on request to view by the Commercial Director and the Health & Safety Executive. The General Risk Assessments may be hand written or computer generated.

Employees will be provided with comprehensive and relevant information on risks to their health and safety identified by the assessments and on the preventative and protective measures in place (i.e. safe systems of work).

## General risk assessments for new or expectant mothers

There is a requirement under the Management of Health and Safety at Work Regulations 1999 to assess the risks to new or expectant mothers. It defines a new or expectant mother as:

- An employee who is pregnant
- An employee who has given birth within the previous six months, or who is breastfeeding
- Note: 'Given birth' is defined under the Regulations as: 'delivered a living child or, after 24 weeks of pregnancy, a still born child'

**When the CSM has been informed that an employee is either a new or expectant mother, they will carry out a specific general risk assessment on the activities/tasks undertaken by that employee.**

They will pay particular attention to three types of risk: physical risks, biological risks and chemical agent risks.

Physical risks that may present risk to a new or expectant mother include:

- **Shocks, Vibration and Movement.** New or expectant mothers are advised to avoid work likely to involve uncomfortable whole body vibration, or where the abdomen is exposed to shocks or jolts. Breastfeeding workers are at no greater risk than other workers.
- **Manual Handling of Loads.** Pregnant workers are especially at risk from these activities. For example, hormonal changes can affect the ligaments, increasing susceptibility to injury and the risk of postural problems as pregnancy progresses
- **Ionising Radiation.** Significant exposure to ionising radiation can be harmful to the foetus. If nursing mothers work with radioactive liquids or dusts these can cause the child to be exposed through contamination of the mother's skin
- **Extremes of Heat and Cold.** Pregnant women tolerate heat less well and may be more liable to fainting or heat stress. Breastfeeding may be impaired by heat dehydration. No specific problems arise through working in extreme cold other than those to which every worker would be subject
- **Movements or Postures.** Fatigue from excessive standing and other physical work has been associated with miscarriage, premature birth and low birth weight

A number of biological agents can present risks to a new or expectant mother and are known to be capable of affecting an unborn child. Examples of these include HIV, Hepatitis, Herpes, TB and Rubella. For most workers the risk of infection is no higher at work than from living in the community.

Some chemical agents/substances present risks to a new or expectant mother. These chemicals will have a risk rating (e.g. R61 – may cause harm to the unborn child or R63 – possible risk of harm to the unborn child). Should the activity/task involve chemicals, the appropriate COSHH assessments will be reviewed by the CSM to ascertain if the employee is at risk from exposure to chemical agents/substances.

If on completion of the specific general risk assessment for new or expectant mothers, a CSM identifies or suspects there is a significant risk, they will contact the Commercial Director. He may then advise a referral to Occupational Health for specialist advice on preventative and protective measures

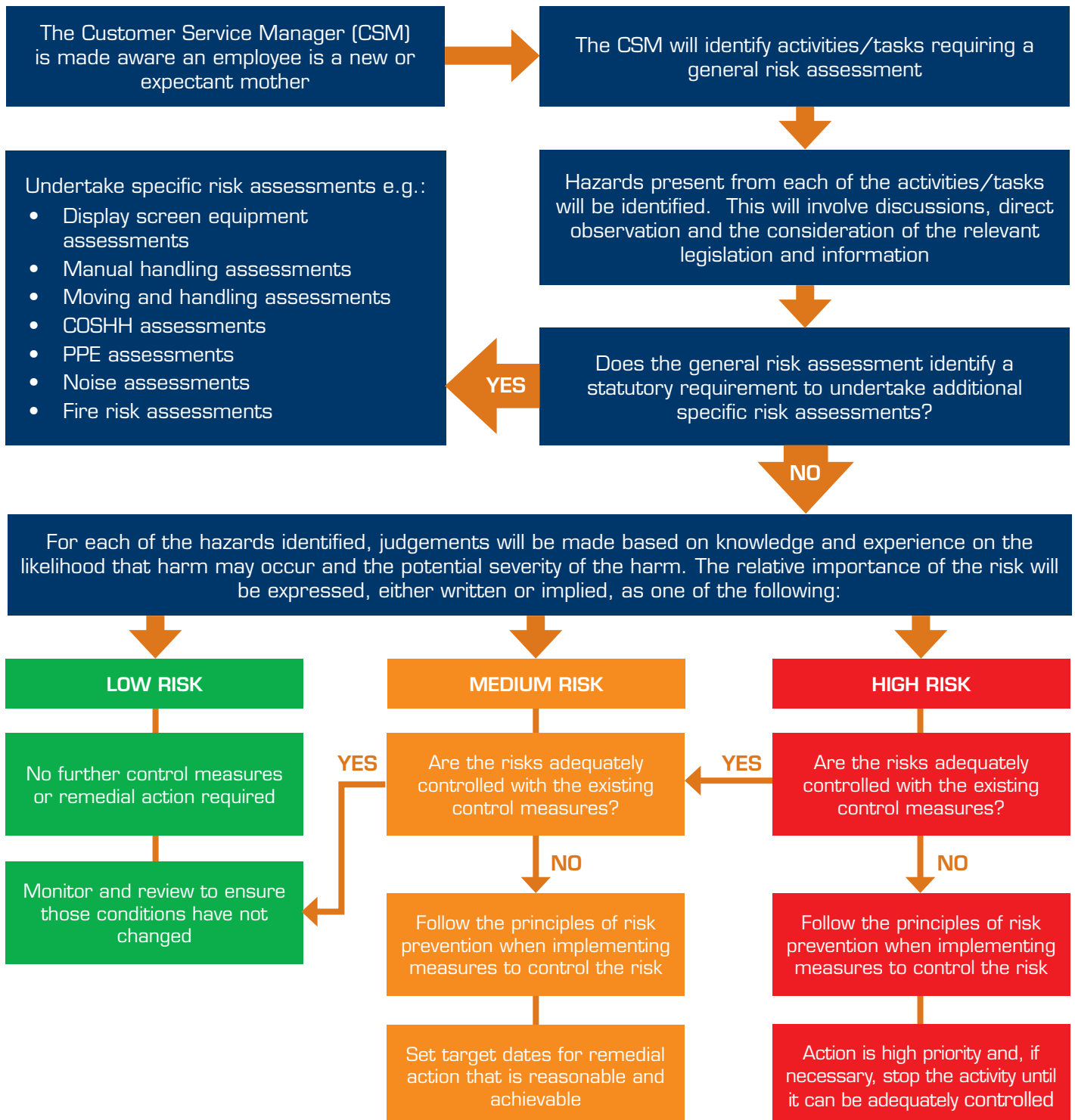
If the significant risk cannot be avoided by suitable measures, the CSM will:

- Temporarily adjust, if possible, the employee's working conditions and/or hours of work so as to avoid the significant risk
- If this is not possible or it would not avoid the risk, a new or expectant mother has a right to be offered suitable alternative work, if any is available. The work must be both suitable and appropriate for her to do in the circumstances and on terms and conditions no less favourable than her normal terms and conditions
- If the employee works nights and she has a medical certificate stating that night work could affect her health or safety, she has a right to be offered suitable alternative daytime work on terms and conditions no less favourable than her normal terms and conditions
- If suitable alternative work cannot be provided then the employee could be suspended from work. Suspension from work on these grounds entitles the employee to be paid wages or salary at her full normal rate for as long as the suspension continues. The only exception is where she has unreasonably refused an offer of suitable alternative work

*Note: If an employee continues to breast-feed for more than six months after the birth and specific measures have already been put in place, she must inform the CSM so as to ensure these measures can continue as long as is necessary. In the majority of cases there will be no significant risk identified, though in all cases, the CSM must provide facilities so that an expectant/nursing mother can rest.*



## General Assessment Flow Chart



## Personal Health, Safety and Security

### Working Alone/Personal Safety

Managers are responsible for providing their personnel with adequate supervision, sufficient information and training regarding personal safety to enable them to work, without risk, so far as is reasonably practicable.

Managers must consider as a last option to avoid situations of employees working alone. If this is not the case, all control measures must be implemented to protect the workforce.

Employees must ensure that they do not compromise their own health, safety and security whilst working alone and must adhere to all company safety procedures at all times. This includes, but is not limited to: working in accordance with designated assignment instructions (safe systems of work) and reporting activities which may pose a risk or hazard to their own health, safety or security or that of any other employee.

In order to safeguard the security and safety of any employee working alone there is a 'check call' process in place requiring all lone workers to 'check in' every 30 minutes by calling the National Help Centre.

If a check call is missed, the following emergency process is instigated:

- The controllers will ring the site telephone number (allowing the telephone to ring for a maximum of one minute)
- If there is no response the controller will ring the employee's mobile number
- If there is still no response the controller will ring the Site Manager/ Supervisor and ask them to attend the site. If the Site Manager/ Supervisor is unavailable, the issue will be escalated to the Duty Customer Service Manager who will be asked to attend the site
- If the neither the Site Manager/Supervisor or Duty Customer Service Manager are able to attend the site, the controller will call the nearest police station

### Smoking

- In accordance with the Smoke Free (Premises and Enforcement) Regulations 2006, Profile operates a non-smoking policy inside all company buildings and at all customer based assignments
- Smoking is only permitted in the designated areas which are identified specifically as a 'smoking area'.
- Any breach of this policy will be treated as a serious offence and will be dealt with under the company's disciplinary procedures

### Manual Handling Operations

Manual handling operations include any task which involves lifting, moving and supporting loads through physical effort.

As far as reasonably practicable, manual handling operations will be avoided, e.g. by eliminating or redesigning the task or by using automation or mechanisation.

Where a manual handling operation has to be carried out, it ought to be assessed and risks of injury identified. All reasonably practicable safety measures must be taken, including informing the relevant employee of the weight of the load or the equipment and/or changing the task layout or design.

No employee should be asked or attempt to lift a load that is too heavy.

Any employee who carries out a manual handling operation is required to:

- Check the area through which and to which the load is to be carried is clean and tidy

- Wear shoes which have a good grip and, if reasonably practicable, protective toecaps (when necessary); avoid wearing loose clothing; wear gloves (when necessary); use all other supplied and necessary protective and handling equipment
- Ensure there are no splinters, nails, wires etc. protruding from the load
- Stand close to the load and plant feet firmly with legs approximately 30 centimetres apart
- Squat with bent knees, keeping back straight and chin tucked in; the load should not be lifted above chest height
- Grip the load firmly and stand up slowly with the load kept near the body – use smooth movement
- Ensure they can see over the load when carrying it
- Avoid jerking, twisting, jumping etc.; lower the load slowly by bending the knees and letting the legs take the strain
- Take extra care if suffering from a back problem
- Ask for help if necessary

## Alcohol and Drugs

Alcohol and drugs may have significant detrimental effects on health and safety at work. Employees must not consume any alcohol or drugs (including certain medications) whilst at work.

Employees who suspect or know that they have an alcohol or drug problem are encouraged to seek voluntary help or discuss the issues, in strict confidence, with their CSM.

CSMs will be given information and/or training to help them identify signs or drug abuse.

## Stress

All reasonable measures have been taken to prevent the risk of excess stress to employees.

Employees who suspect that they are suffering from stress should inform their CSM as soon as possible.

Confidential counselling is available through the employee support programme.

As far as is reasonably practicable, Profile Security Group will take steps to alter any working conditions, arrangements or workloads which are found to cause the employee stress.

Reasonable efforts will be made to reduce the risk of future recurrence through regular assessments of work conditions, arrangements or work load.

## Violence

Site risk assessments will be conducted before the commencement of any contract and all reasonable security precautions will be taken to prevent the risk of violence against employees.

Where a site is identified as high risk, physical controls, where reasonable practicable, will be introduced.

Employees will receive, where appropriate, formal training in communication and conflict management.

Any form of violence must be reported immediately, to any member of the Management Team, through the submission of an 'incident report form'.

## Bullying and Harassment

All reasonable precautions have been taken to prevent the risk of bullying and harassment in the workplace. However, should any employee feel they are subjected to bullying or harassment at work, they are encouraged to report the matter to their CSM at the earliest opportunity, or to any other member of management whom they feel comfortable to address.

All complaints of harassment or bullying will be taken seriously and will be investigated fully, promptly and objectively. As far as reasonably practicable, Profile will take steps to keep the employee's identity and complaint, the identity of the alleged offender and the investigation confidential.

If the result of the investigation so merits, disciplinary action shall be taken against an offending employee.

## Health Surveillance

In accordance with the Control of Substances Hazardous to Health (COSHH) Regulations 2005 all employees shall receive health surveillance, as necessary, in accordance with the work they do and identified risks to health.

In certain cases, this might be a pre-requisite for any job offer and/or continuation of work.

Records of all checks shall be kept as required by law.

## Work Equipment

### General Precautions

All equipment and associated safety devices must be used with due care, for their intended purpose and in their intended conditions only.

Equipment and safety devices must be used in accordance with their instructions for use.

Where necessary, employees will receive information, instructions and training before they begin to use certain equipment. This shall include information about potential hazards, safe conditions and methods of use, use of protective equipment, possible emergencies and emergency action.

Employees must only use equipment they have been trained to use. Use of equipment by untrained employees may result in disciplinary action.

Incorrect and/or careless use of equipment can result in personal injury and damage to property or equipment.

All equipment must be maintained in a safe and efficient condition and in good repair.

Storage and maintenance must be suitable for the specific equipment. Where necessary, equipment shall be inspected to ensure that it is safe for use without risk of injury or damage and appropriate records will be kept up to date.

Employees are required to report any fault/defect which they notice in any work equipment or safety device attached to it or any personal protective equipment to their CSM immediately on discovering the said fault/defect.

Faulty equipment will be decommissioned and must not be used until the fault/defect has been rectified.

Safety devices must not be removed, circumvented or otherwise tampered with. Any employee who removes, circumvents or otherwise tampers with a safety device may be subject to disciplinary action (including, where appropriate, dismissal).

Where appropriate, employees shall be provided with PPE.



When buying new work equipment or disposing of old equipment, relevant legal requirements and product safety regulations shall be followed. For example, all new equipment must carry the CE mark or appropriate international kite mark.

## Personal Protective Equipment (PPE)

PPE appropriate for the risks involved, suitable for the job at hand and the particular employee doing it, will be supplied and must be worn whenever there is a risk to health and safety which cannot be adequately controlled by alternative means.

PPE must be used or worn in accordance with instructions for use.

Employees must ensure that the PPE provided fits properly and is comfortable.

Where required, employees will receive training on how to use PPE.

Where there is a potential risk of falling or flying particles, dust chemical or metal splash, projectiles, gas and vapour or radiation, employees must wear goggles or face screens.

Where there is a potential risk of falling or flying objects, risk of head bumping or hair entanglement, employees must wear a helmet, bump cap, skull cap, hats or cape hood as may be appropriate.

Where there is excessive noise or sound pressure, employees must wear adequate ear protection such as ear defenders or ear plugs.

Where there is a risk of abrasion, extremes of temperature, cuts impacts, electric shock and vibration or skin infection or disease, employees must wear gloves, gauntlets, mitts or armbands as may be appropriate.

Where there is a risk of dust inhalation, employees must wear a facemask.

Where there is a risk of wet surfaces, slipping, cuts, falling objects, abrasion, metal and chemical splash or electric build-up, employees must wear safety boots/shoes, gaiters, leggings or spats as may be appropriate.

When walking near roads or dealing with road traffic, employees must wear high visibility clothing.

In all cases, employees must wear adequate footwear and clothing for their work/work area.

Jewellery and loose clothing should not be worn when using or moving machinery and long hair must be protected by suitable headgear.

Personal protective equipment must be maintained and stored properly and in accordance with any relevant instructions (e.g. manufacturer's maintenance schedule).

Employees must report any defects to PPE immediately to their CSM.

## Ladders and Other Access Equipment

Ladders and other access equipment must be inspected regularly, including before and after use. If any defect is found, remedial action must be taken immediately and the ladder/access equipment must not be used until such remedial action has been completed.

Wooden ladders/access equipment must not be painted and must be checked regularly for rot, decay, splintering and wear and tear of the stiles and rungs.

Metal ladders and access equipment must be checked regularly for corrosion and excessive wear, oxidation, distortion and twisting.

Whenever using a ladder, employees must ensure that the ladder is placed securely to prevent it from slipping or falling. A ladder must stand level, on firm footing at an angle of 75 degrees (approximately 25 centimetres horizontal for each 1 metre vertical). The ladder must be supported to prevent undue swaying or sagging.

Ladders longer than 3 metres should be securely fixed at the upper end. If this is

not possible another person must hold the ladder at its foot to prevent it slipping.  
Over-reaching and the carrying of loads should be avoided when using a ladder.  
Ladders may only be used for access.

## Vehicles

The following requirements apply to those driving company vehicles or those using their own vehicles for company business.

Only trained, competent and authorised employees may drive Profile Group vehicles.

Drivers must comply with all relevant and applicable legal provisions and requirements.

Employees must never drive under the influence of alcohol or drugs (including certain medication) or if they have consumed any alcohol up to 8 hours before the start of the journey.

Driving company vehicles is strictly limited to work-related activities.

Drivers must conduct the following checks at the start of every journey:

- Tyres (pressure is within correct limits, no cuts, damage etc.)
- Lights, indicators, brakes and horn work
- Mirrors and windows are clean
- Seat belts are working and in good order

Drivers must report any faults/defects to their CSM immediately.

Vehicles with faults/defects must not be driven until the fault/defect has been rectified and the vehicle is signed off as safe.

It is illegal to use, and therefore you are prohibited from using, a hand held mobile phone, whether company issued or a personal phone, whilst you are driving, stopped at traffic lights, in a traffic jam or in any other hold up, in any company vehicle.

Hand held phones may only be carried in the vehicle if they are switched off/not answered during driving, and calls made or messages retrieved when the vehicle is safely and securely parked off the road with the engine switched off.

Properly fitted hands-free mobile phones are legal and can be used only when the driver deems it safe to do so.

Drivers must retain full control of their vehicles at all times, and can be prosecuted for failing to drive without due care and attention or for dangerous driving.

If your hands-free mobile phone rings whilst you are driving, you may answer the call if safe to do so, keeping the call as short as possible.

The only occasion under which a hand-held phone can be used whilst driving is to make a 999 emergency call, but only if it is not safe or practical to stop to make the call.

Petrol and refuelling stations must never be used for making or receiving mobile phone calls or messages, whether hands-free or not.

Two-way radios (including CB) must not be used whilst in control of a vehicle.

Employees involved in an accident in a company vehicle must report the details as soon as is practicable to their CSM in accordance with the procedure set out in this Policy's section on reporting accidents.

Employees using their own vehicle in connection with company business must ensure they have adequate insurance which includes business use.

Any breach of the requirements in this section will be treated as a serious offence and will be dealt with under the company's disciplinary procedures.

## Visual Display Units and CCTV

Any employee who uses a VDU or who monitors CCTV for a significant part of their normal work will have a workstation risk assessment to ensure that its design and layout will avoid visual fatigue and back, shoulder, neck, arm, leg, and wrist aches. Changes to the workstation will be made as appropriate.

Adequate chairs will be provided. It is the operator's responsibility to ensure that these are correctly adjusted for height and back support. Footrests and back rolls will be provided where required.

Operators should ensure that the image on the screen is clear and steady. Screens should be positioned so that operators are not facing windows or other bright light sources.

Workloads and activities will be planned for those using VDUs and monitoring CCTV to ensure periodical breaks are taken from using the equipment.

Operators should inform their CSM immediately if any discomfort is felt.

On request, VDU Operators will receive a voucher for (or be reimbursed, on production of a receipt, for the cost of) an eye and sight test by an approved optician. If an employee requires corrective spectacles for VDU work only, Profile will bear the cost of basic spectacles, e.g. the cheapest frame and basic lenses for glasses.

VDU Operators will be given written information, guidance or training, where required, on the safe use of VDUs. Any VDU Operator who wishes to receive information relating to health and safety aspects of display screen equipment should contact the Commercial Director.

Employees must switch off all VDUs at the end of their working day, to aid conservation of natural resources and to avoid the risk of fire.

VDUs can only be accessed through passwords for security purposes.

## Electricity and Electrical Equipment

### General Precautions

Anyone using electricity and electrical equipment must be aware of the risks of electrocution, electric shock, burns, fire and explosion. All precautions must be taken to reduce such risks. Assessments of all foreseeable risk of personal injury or death, associated with work activities involving electricity, have been undertaken and will be reviewed as required by law.

Profile has devised safe systems for working with well-maintained electrical equipment.

Fixed electrical installations (including wiring and the socket outlet or isolator) shall be checked regularly to ensure that they are not dangerous. Electrical systems must not be interfered with.

Switches, isolators etc. must be labelled clearly with their current, voltage and equipment they supply where this is not obvious.

Employees must report any fault or defect which they notice in any electrical installation or equipment to their CSM as soon as they discover it.

Defective installation/equipment must not be used until it is fully repaired. If electrical equipment cannot be repaired immediately, its power supply should be switched off and marked "DO NOT USE – FAULTY EQUIPMENT".

All electrical equipment must be safe and suitable for its intended use and must be used in accordance with the manufacturer's instructions. Where required, training will be provided.

Employees must never:

- Handle electrical equipment with wet hands
- Interfere with earth connections and screens
- Place electrical equipment too close to walls and partitions. An allowance for adequate ventilation and cooling should always be made
- Have drinks or conductors near electrical equipment
- Overload the mains supply
- Try to cover up a split in a cable
- Use an extension cable where the diameter of the cable is smaller than the cable on the equipment

All electrical equipment and its location shall be recorded in a designated book to enable necessary tests to be made.

All electrical equipment shall be visually inspected and tested regularly by a competent person. The individual piece of equipment will be tagged with the date it was last inspected. Full records will be kept at branch offices. Out of date equipment must not be used.

Faults can occur between checks, therefore employees should look out for and pay particular attention to the following potential faults/defects:

- Damage to the insulating sheath around an electrical cable
- Damage to a plug
- Joints in the cable, other than due to proprietary cable connections
- Damage to the external casing of equipment
- Overheating (this may be evidenced by burn marks or discoloration to plugs, casings or cables)
- Evidence of inappropriate use
- Any loose connections

Employees who are in doubt about the use of any electrical equipment or who require advice in relation to any such use or equipment should contact their CSM.

## Fuses and Similar Devices

When using any equipment, the smallest fuse compatible with it should be used to protect the equipment and flexible cable and to reduce the risk of fire.

Employees must not replace fuses. Fuses shall be replaced only after the reason for the fuse blowing has been ascertained and the cause remedied. Only proper cartridge fuses may be used for replacement.

A main board fuse must never be replaced.

Residual current devices (RCDs) shall be used in areas of hazard (e.g. where water has to be used near electrical equipment). Plug-in RCDs must be manufactured to BS7071.

## Electrical Cables

All flexible cables must be examined frequently to ensure that they are free from damage and that earth continuity is maintained. Trailing, frayed and loose cables must be reported immediately, in order to be fixed.

Flexible cables of excessive length should not be used. In so far as this is practicable, there shall be sufficient socket outlets to avoid the need for long flexible cables.

In so far as possible, all cables must be:

- Kept clear of the floor or be protected to prevent heavy objects being placed or dropped on them or people walking or tripping over them;
- Protected where they pass over or round sharp objects or corners;
- Laid to avoid being trapped in doors

Only one cable should be used from any single plug except where 2, 3 or 4 way multiple sockets are available. But, in such cases, the total load must not exceed 3 kilowatts

## Fire Hazards

All equipment should be turned off and unplugged when it is not in use (to protect the environment and reduce the risk of fire) and during cleaning. Where possible, power socket outlets should be switched off before plugging or unplugging.

In the event of fire, the fire alarm must be raised immediately and the Fire Procedure outlined in this policy should be followed.

All electric incidents/accidents must be reported to the Commercial Director in accordance with the procedure set out in this Policy's section on Reporting Accidents.

## Electricity – Related Injuries

In the event of any person suffering electric shock, it is important to:

- Turn off the power and, if possible, isolate the supply;
- Call a first aider(s). Medical help must be called if the victim seems to be injured;
- Do not touch the victim, but try to move them out of contact with the live equipment using a non-conducting object such as a wooden broom handle (e.g. by moving the equipment). As far as possible, the victim should not be moved
- All electrical burns (other than very minor and superficial burns) must be inspected by a qualified medical practitioner. Burns can be cooled with clean water and covered with a clean dry cloth or burn dressing
- All electricity-related injuries must be reported to the Commercial Director in accordance with the procedure set out in this Policy's section on Reporting Accidents

## Fire Precautions and Procedures

### Precautionary Measures

All employees and visitors are required to familiarise themselves with the position of fire alarms, telephones and fire extinguishers nearest to them and their place of work and of all exits and routes to emergency exits of the building(s) in which they work or which they visit.

Employees with a mobility disability should work on a ground floor. Where this is not practicable, a detailed risk assessment will be conducted and emergency exit routes discussed and planned.

Employees with impaired hearing who cannot hear the fire/emergency alarm must inform their CSM about this and avoid working in isolated areas. If this is not practicable they must ensure that somebody knows where they are so they can be informed in case of an emergency.

Employees will be trained to recognise the sound(s) of Profile's fire alarm system and to understand the action they must take upon hearing the alarm and what their escape route should be.

The fire alarm system will be tested weekly and the results recorded in the Fire Precautions Register. The Fire Precautions Register should be completed with the following:

- Reason for the alarm sounding (genuine, practice, test or source)
- Details of any faults identified
- Any period of disconnection
- Nature of any work carried out to the alarm system (inspections, maintenance or test) and any further action required
- Name of the person responsible for the action
- Up-to-date drawings and Assignment Instructions should be readily available and kept near to the control equipment

Where fitted, automatic fire detection will be tested every 6 months.

Fire Wardens are nominated across the business and are responsible for:

- Knowing the location of all firefighting equipment
- Identifying escape routes
- Advising employees within their area on fire precautions and equipment where required
- Carrying out rapid, thorough checks of their areas following an evacuation and reporting their findings to the designated controller

All areas are appraised periodically for risk from fire and all necessary preventive action is taken.

All exits and exit routes must be kept clear and must allow safe and free passage in the event of fire.

Corridors and staircases should not be used as working or storage areas.

All exit doors should be able to be opened easily and immediately from within (in the direction of escape) and without the need for a key.

Fire doors must be kept closed at all times, except when actually used or when large items have to be moved through them.

Emergency routes and exits shall be indicated by clear signs and, where necessary, shall be illuminated.

Fire alarms, detectors and extinguishers are inspected and tested regularly to ensure they are maintained in good working order.

The fire evacuation procedure will be exercised at least twice every calendar year, in coordination and with the approval of the Commercial Director. The Fire Precautions Register must be completed.

## In the Event of Fire

Any person who discovers fire is required to shout "FIRE" and activate the nearest fire alarm immediately.

Fires should only be tackled if it is safe to do so, if there is a clear escape route, if there are fire extinguishers of the appropriate type and the person tackling the fire is trained and confident to use fire extinguishers.

Nobody should tackle a fire larger than a burning wastepaper basket.

Upon hearing the fire alarm, employees/visitors should leave the building immediately and report to their assembly point. Assistance should be provided to colleagues with mobility disabilities. If there is time, employees should close all doors and windows.

Do not stop to collect personal belongings.

Lifts should not be used unless instructed to do so by the emergency services. Anyone using the lift when the fire alarm sounds should stop at the next floor and get out.

Employees/visitors must remain at their assembly point (or move to any other area when directed by the designated controller or emergency services) until authorised to re-enter the buildings.

On completion of evacuation, the designated controller must be able to confirm that all employees/visitors have vacated the premises or verify the identity of anyone left in the building.

Every event of fire shall be reported to and recorded in writing by the Commercial Director who shall report this to the Health and Safety Executive, as required by law.

Any fire outbreak will be investigated and suitable procedures and/or arrangements put in place to prevent the future occurrence of similar incidents.

Employees must comply with the fire evacuation procedure on hearing a fire alarm. Failure to do so may result in disciplinary action.

## Fire Extinguishers

Prompt and correct use of fire extinguishers can prevent a fire from spreading.

The correct type of fire extinguisher must be used to ensure the risk and danger is not escalated. Training in how to use fire extinguishers will be arranged through the Commercial Director for those requiring this knowledge.

Water and water-based extinguishers must never be used on electrical fires.

A water extinguisher should be used on all carbonaceous materials (e.g. wood, paper, fabrics etc.).

A foam extinguisher should be used on carbonaceous material and flammable liquids (e.g. petrol or oil).

A carbon dioxide extinguisher or a fire blanket should be used on all electrical fires, flammable liquids and gasses, solvents, petrol, oil and similar materials.

A dry powder or halon extinguisher should no longer be used on sites.

## Hazardous Substance Safety

Profile recognises our statutory duty to control the exposure of our employees, and anyone likely to be affected by our work, to substances hazardous to health. To achieve this control, Profile will take the following steps:

1. Obtain Suppliers' Material Safety Data Sheets for all substances.
2. Make a written assessment from these of substances present in the workplace, taking into account how they are used and stored and instruct management and staff accordingly.
3. Provide Managers and Supervisors with complete sets of COSHH Risk Assessments for their own retention and for distribution to their Client sites as appropriate. These assessments will include safety precautions to be taken when handling and storing substances and first aid measures in the event of an accident.
4. Provide the Client, on request, with current risk assessments on any products stored or used on their premises.
5. Control exposure where any substance presents a health risk. This will be done in the following order of preference:
  - Prevent exposure, e.g. by elimination, substitution or enclosure
  - Control exposure, e.g. by ensuring adequate ventilation or reducing the time for each employee spent handling the substance
  - Prevent exposure by the use of personal protective clothing or protective equipment when all other measures taken do not provide adequate control
  - Ensure that any personal protective clothing or equipment provided for control of exposure is properly used by employees
  - Ensure that all employees are aware of and acknowledge their own responsibilities with regard to their own safety by adhering to all instructions and statutory requirements relating to the storage and handling of materials

## Bombs and Bomb Warnings

### Suspicious Letters/Packages

Any employee who receives a suspicious letter or package should not tamper with it. If it is safe to do so, the letter/package should be placed in a protective container. The employee must immediately notify their CSM who will order an evacuation of the site. Nobody must be allowed entry to the site at this point.

Once the evacuation has been ordered, the CSM must inform the switchboard/Office Manager who will arrange for the police to attend.

### Receiving Bomb Threats on the Telephone

Any employee who receives a bomb threat on the telephone must inform the switchboard/Office Manager without delay.

Where possible, the employee should attempt to keep the caller talking and note down as much information as possible about the suspect device and the caller:

- Where is the device?
- What does it look like?
- What kind of device is it?
- Why is the caller doing this?
- Who is the caller?
- Does the caller have an accent and if so, where is the accent from?
- What time is the device going to be detonated?



The employee should also make a note of the time of the call and any background noises.

## On Receipt of a Bomb Threat

- Switch off all radios and mobile phones and disconnect batteries
- Inform switchboard so they can contact nominated persons throughout the building
- Fire Wardens will instigate and supervise searches within office areas, plant and common areas, covering exit routes and the assembly area
- Everyone should stay within their office area and await instruction from their Fire Warden
- If the building has to be evacuated, everyone should make their way quickly outside to the assembly area, using the routes designated
- KEEP CLEAR OF LARGE GLASS AREAS

## First Aid

### First Aid Boxes

It is the responsibility of Supervisors and Customer Service Managers to ensure adequately stocked first aid boxes are maintained across each site.

First aid boxes should be clearly marked.

There will be sufficient signage indicating the locations of all first aid boxes on site.

Employees are required to familiarise themselves as to the exact position of the first aid box nearest to them.

Mobile employees shall carry with them a first aid kit suitable for treating minor injuries.

### First Aiders

It is the responsibility of Supervisors and Customer Service Managers to ensure there are sufficient trained and qualified first aiders across their site.

There will be sufficient signage providing details of all First Aiders/Appointed Persons on site.

Where necessary, first aiders shall be called to the scene of an accident/incident where they will:

- Assess the situation quickly and safely
- Call for appropriate help
- Not move the injured person unless there is an imminent threat to life
- Give early, appropriate help/treatments if appropriately trained and qualified
- Arrange for any injured person to be taken to hospital, see a doctor or go home (as appropriate)
- Ensure that an Incident Report Form is completed and returned to a Supervisor/Customer Service Manager in line with the requirements set out in this policy

All first aiders shall receive HSE approved training (e.g. from St John Ambulance), attend refresher courses every three years, pass all necessary examinations and hold a current first aid at work certificate.



## Staff Welfare Facilities

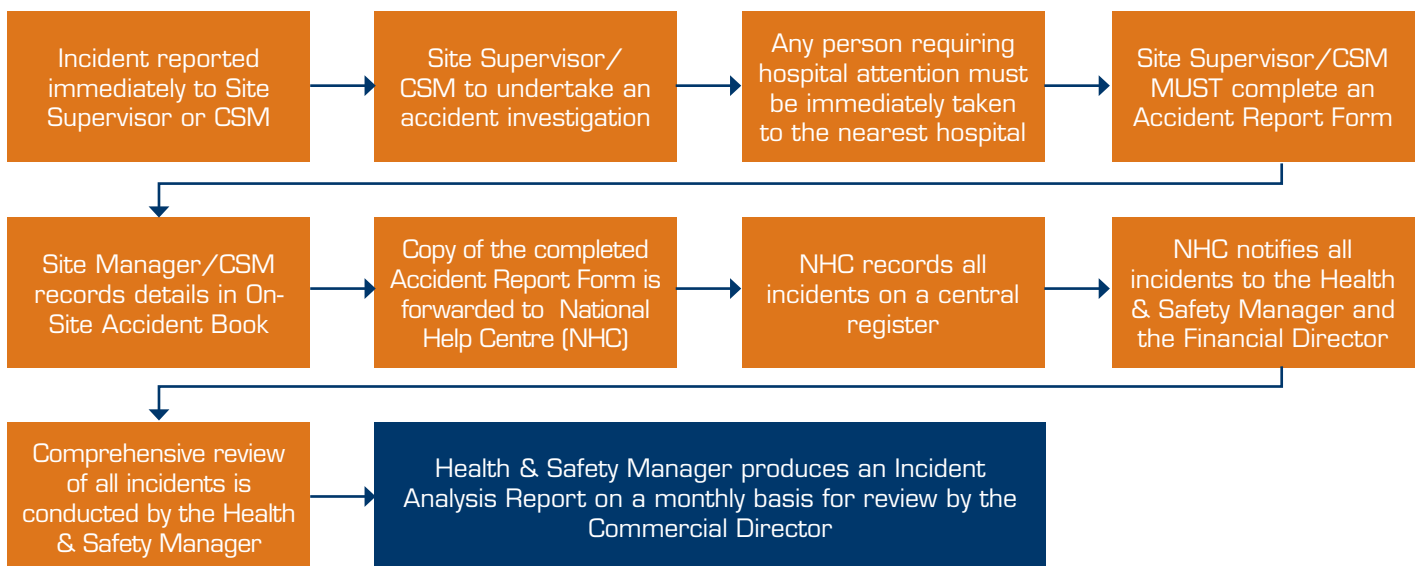
Profile Security Group Ltd recognises its obligations under the Workplace Health & Safety Regulations 1992. Although you would be operating on the customer's assignment, the following assessment would be made to ensure that you are, so far as is reasonably practicable, working in suitable conditions as regards:

- Ventilation
- Lighting
- Space
- Floors & Traffic Routes
- Doors & Gates
- Washing Facilities
- Accommodation for Clothing
- Temperature
- Cleanliness
- Workstations & Seating
- Organisation of Traffic Routes
- Sanitary Conveniences
- Drinking Water
- Rest Areas

## Incident Reporting Procedures

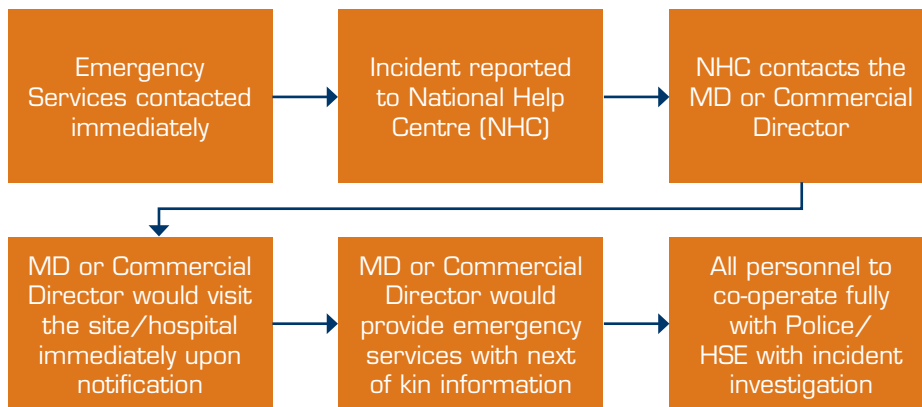
### Internal Incident Reporting Procedure

- Any accident at work or in connection with work, whether involving an employee, visitor or other person must be reported immediately to a Site Supervisor or Customer Service Manager (CSM) for investigation
- Any person requiring medical attention should be taken to the nearest hospital, by ambulance if necessary
- The Site Supervisor/CSM must complete an Accident Report Form  
The Site Manager/CSM records the details in the On-Site Accident Book (HMSOform510) and forwards a copy of the completed Accident Report Form to the National Help Centre (NHC)
- The NHC records all incidents on a central register and informs the Health & Safety Manager and the Financial Director
- After completing a comprehensive review, the Health & Safety Manager submits an Incident Analysis Report to the Commercial Director



## Fatality

- The Emergency Services must be contacted immediately
- The accident must then be reported to the National Help Centre
- The National Help Centre will immediately notify the Managing Director and/or the Commercial Director of the incident
- The Managing Director and/or Commercial Director will arrange to visit the site/hospital upon notification of the incident
- It is the responsibility of the Managing Director or Commercial Director to provide the next of kin information to the emergency services
- All personnel must fully co-operate with the Police and/or HSE



## Reporting Incidents to the Health & Safety Executive (HSE)

It is the responsibility of the Commercial Director to report to the HSE Incident Contact Centre or local office of the HSE, the incidents described in the points below:

- Any accident arising out of or in connection with work and resulting in death or major injury (e.g. amputations, most fractures and major dislocations; temporary or permanent loss of sight, serious injuries from electrical accidents; most injuries leading to loss of consciousness; acute illness which results from exposure to harmful substances or biological agents; injuries following an assault at work);
- Any accident arising out of or in connection with work and resulting in injury requiring hospitalisation for more than 24 hours or any other injury which results in an employee being absent from work for more than 7 days (including non-work days) after the day of the accident;
- Any dangerous occurrence such as overturning or failure of lift/lifting equipment; electrical short circuit or overload causing fire or explosion; unintended collapse of any building or structure under construction, collapse of a wall or floor in a work place, or fire causing suspension of normal work for over 24 hours; accidental release of a substance which may damage health;
- Any reportable work-related disease which an employee suffers (e.g. occupational dermatitis, skin cancer or acne; lung diseases such as occupational asthma and asbestosis; infections such as hepatitis, tuberculosis and tetanus; occupational cancer and hand-arm vibration syndrome).
- Full details of the incident should also be forwarded to the Managing Director.
- When making a report to the HSE the following information must be provided:
  - Date of incident

- Time and place the incident occurred
- Details of the incident/disease
- Personal details of the person(s) involved
- Details of the incident should be included in the Accident Book, (HMSO form 510) at the National Help Centre, and held on record for at least 3 years from the date of record.

## Audit Programme

Profile Security Group's audit programme is planned and managed by the Commercial Director. It is the responsibility of the Commercial Director to ensure all audits are undertaken and accurately recorded.

The purpose of this programme is to measure our adherence to this Policy, to identify areas for improvement and to protect the welfare and safety of all our personnel.

### The agreed audit mechanisms are:

- Security Officer observations
- One-to-one interviews
- Assessment of site documentation
- Review of risk assessments
- Review of site assignment instructions
- Review of site accident book
- Assessment of first aid equipment

## Audit Types

- **Formal Inspections** – Undertaken by Customer Service Manager responsible for the contract and the Commercial Director
- **Informal Inspections** – Undertaken by the mobile management team and the Commercial Director
- **External Audit** – Undertaken by independent approved third parties

## Audit Process - Health & Safety Inspections

### Formal Inspections

Formal inspections are to be carried out to record items identified during the review, using a standard inspection form. The form serves to prompt personnel to check for specific items and creates a consistent standard for the gathering of information. Personnel look for:

- **Unsafe Conditions:** poor lighting, cluttered work areas, slip hazards, etc
- **Unsafe Actions:** improper use of equipment, officers not wearing personal protective equipment or following safety work procedures, etc
- **Health Hazards:** dangerous chemicals, dust exposure, noise, etc

Once the formal inspection has been completed, an inspection report will be written and reviewed by the Regional Manager.

All items identified will be assigned and ranked in order of importance, using an 'A, B, C system' to prioritise hazards and ensure those with the highest potential for causing injury are corrected first:

- **A Hazards:** imminent danger and require immediate correction
- **B Hazards:** not imminently dangerous, but pose a significant hazard and must be corrected as soon as possible
- **C Hazards:** low hazard and should be addressed when time allows

Any 'A' hazards identified will be immediately brought to the attention of the Operations Director and/or the Commercial Director and corrections made.

To address identified 'B' or 'C' hazards, a system will be implemented to ensure timely and appropriate corrective action is carried out.

Copies of the inspection report will be provided to the client. Additionally, a copy of the report, including both negative and positive findings, will be provided to the relevant officers to review and comment. Also a copy of the report will be kept on file for the next inspection, so we can identify any repeat items.

Records of inspection will be kept for future reference and statistical review.

## Informal Inspections

Profile Security Group recognises that regularly performed informal inspections can be an effective health and safety tool. Therefore informal inspections will be carried out by our mobile management team and will not involve the completion of a formal report.

The inspections will randomly check that officers are following safety procedures, using safety equipment and provide feedback to officers on their safety performance.

The results of the informal inspections will be acted on immediately, required changes will be made on the spot, and officer feedback (both positive and constructive) will be made verbally.

Inspection information will only be recorded, and reported, if the situation requires it.

## Health & Safety Training

All personnel will receive comprehensive training relevant to their role and seniority. An overview of our training courses is provided below:

### Ensuring Health & Safety

This is an introductory course which outlines the employee and manager's responsibilities and obligations in relation to Health & Safety.

### Health & Safety Management

This introduces the company's Security, Safety, Health & Environmental (SSHE) Policy and covers areas such as:

- General office safety
- Hazardous material safety
- Use of personal protection equipment
- Emergency procedures
- Electrical safety

### Risk Assessment & Control

This course is designed to make employees and managers aware of the potential hazards and risks that surround them whilst carrying out their day-to-day duties. Employees/contractors also review risk assessment documentation in order to ensure they understand the process.

### Safe Working

This course concentrates on the specifics of the working environment and includes:

- Lone working
- Out of hours working
- Conflict management

# Environmental & Sustainability Policy

## Preserving the Environment and Promoting Sustainability

We believe that all businesses are responsible for achieving good environmental practice and operating in a sustainable manner. We are therefore committed to reducing the impact our business operations have on the environment and seek to continually improve our environmental performance as this is an integral and fundamental part of our business strategy. Where possible, we encourage our customers, suppliers and other business associates to do the same.

### Summary of Objectives

#### 1. Reduce

Reducing energy use through a wide range of initiatives including: turning off lights and computers when they are not in use; only filling kettles to the required amount when making drinks; using energy-saving bulbs where appropriate.

Reducing waste where possible by considering what we buy and how we use it. Non-essential documents and emails will not be printed. We will annually review all internal documents and external publications. Those which are no longer required will be cancelled in order to reduce waste and save money. Where possible we will ensure all our printing and photocopying is done on double-sided paper.

#### 2. Re-use

Re-use wherever possible by trying to find a second life for items, especially paper and office stationery. Scrap paper will be used for taking messages and for writing notes or draft copies of documents. We are committed to the re-use of envelopes and packaging where possible. Where possible we will also re-use personnel uniforms.

#### 3. Recycle

Recycling is promoted across the business and all personnel are asked to consider what they are throwing away as it could contain elements which can be recycled for future use. We look at all aspects of our contracts and client requirements and offer a bespoke service for waste recycling that includes: cardboard, waste food, paper, plastic, wood etc. We arrange for recycling companies to collect from our sites and ensure, as far as possible, that the waste is contained and managed correctly.

#### 4. Fair Trade

Profile will seek to purchase fair-trade and environmentally sound goods. Refreshments for meetings, training and events should, wherever possible, be purchased from local suppliers to reduce food miles (preferably within the social economy). Any wood products purchased should carry the Forestry Stewardship Council logo.

## Waste

### Types of Waste

There are many types of waste. Profile has identified the following which are applicable to the business:

#### General Waste

Food packaging, soft drinks containers and small boxes used for stationery products are classed as general waste. Some of this waste can be recycled e.g. aluminium cans, cardboard, plastic and paper.

#### Confidential Waste

Particular care must be taken in the disposal of all confidential waste. Small amounts should be shredded and the shredded paper placed in the 'office waste paper' recycling bins.

#### Hazardous Waste

Any hazardous waste must be disposed of in accordance with the company's procedures for hazardous materials. Items classed as hazardous include cleaning agents, batteries and electrical waste.

## Environmental & Sustainability Practices

As an organisation, Profile Security Group can make a difference to the environment by conserving energy and reducing the amount of waste created for landfill disposal. It is important for everyone to understand how we can be energy-conscious and how we can conserve energy and reduce waste.

All Profile employees should make every effort to follow the practices detailed below **at all times**:

- Do not to print out emails or documents unless it is necessary to do so
- Proofread on your PC
- Make good of use of paper – duplex print all essential documents, use scrap paper for notes
- Use electronic methods of communication and electronic storage of records rather than paper
- Produce rough copies on re-used paper
- All confidential waste should be shredded
- Use double-sided photocopying where possible
- Reclaim or repair items where possible
- Use re-usable containers
- Try to fix electrical machines as long as it is cost effective. The equipment should be assessed, by a competent person, for reparability before being written off
- Take care of your uniform Where practicable we will recycle all uniforms and re-issue
- Recycle printer cartridges and toners
- Ensure safe disposal of batteries and computers
- All old computers are to be cleansed and donated to charitable organisations who will dispose of them legally if they cannot be used elsewhere
- Waste should be disposed of regularly in suitable receptacles
- Hazardous waste materials must be disposed of only in approved containers
- Sharp objects should be wrapped and segregated before disposal
- Do not mix non compatible waste in the same bin

- Turn off lights when not needed
- Turn off your PC at the end of your shift
- Turn off printers and photocopiers when not in use
- To minimise loss of heat during cold periods, ensure all windows and doors are closed
- Maximise solar gain by leaving the blinds open where possible
- In winter, set office thermostats between 65°F and 68°F (18°C and 20°C) during the day/business hours, and 60°F to 65°F (15°C to 18°C) during unoccupied times
- In summer, set air-conditioning between 78°F and 80°F (25°C and 27°C) during the day/business hours and above 80°F (27°C) during unoccupied hours
- Use energy saving, maximum efficiency bulbs
- Walk, cycle and/or use public transport to attend meetings, site visits etc., apart from in exceptional circumstances where the alternatives are impractical and/or cost prohibitive
- Avoid physically travelling to meetings etc. where alternatives are available and practical, such as using teleconferencing, and efficient timing of meetings to avoid multiple trips
- Purchase electricity from a supplier committed to renewable energy. Seek to maximise the proportion from renewable energy sources, whilst also supporting investment in new renewable energy schemes
- Ensure that timber furniture and any other timber products are recycled or from well-managed, sustainable sources and are Forest Stewardship Council (FSC) certified
- Purchase fair-trade and/or organic beverages
- Only fill kettles to the required amount when making drinks

## Vehicles

Profile operates a fleet of vehicles and actively seeks to identify and implement suitable initiatives which will help reduce our carbon footprint. Our commitments are to:

- Purchase diesel or, where practicable, dual fuel (LPG) vehicles for our fleet
- Inspect and maintain vehicles on a regular basis
- Service all vehicles regularly
- Investigate the possibility of purchasing hybrid vehicles using bio-fuel
- Use a tracking device to monitor the speed of mobile support vehicles
- Train all drivers in best environmental practice
- Plan vehicle routes to minimise mileage and vehicle usage
- Encourage employees to use public transport, cycle or walk to work where it is safe to do so

## Got a bright idea?

If you have any energy saving or recycling ideas, why not put your thoughts to the SSHE Committee? We can reduce our overheads and operational costs by working together to optimise energy use and to reduce our waste.





## Employee Declaration

*I confirm that I have read the Security, Safety, Health & Environment (SSHE) Policy and understand my responsibilities.*

Name:	Branch:
Signature:	Date:

**Please sign and return this page to the Commercial Director**



## Appendix 1 – Key Performance Indicators (KPIs)

KEY PERFORMANCE INDICATORS	Average No. of Personnel	
	Target	Actual
Lost time (in hours) due to accidents (including fatalities) per 100,000 hours worked	<5.0	
Lost time (in hours) due to non-fatal accidents per 100,000 hours worked	<5.0	
Number of fatalities per 100,000 hours worked	Nil	
Number of non-conformances against legal or internal standards in safety inspections	0	
Number of reportable accidents per 100,000 hours worked (including fatalities)	<8	
Number of reportable non-fatal accidents per 100,000 hours worked	<8	
Number of safety inspections conducted	200	
Number of risk assessments conducted	150	
Percentage of personnel with adequate occupational health & safety training	100%	
Total of hours in SSHE training	Average 3hrs per person	
Number of print cartridges used	38	
Percentage of print cartridges recycled	100%	
Percentage of toners recycled	100%	
Ratio of number of First Aiders/Appointed persons to number of employees	2 to 50	
Ratio of number of Fire Wardens to number of employees	2 to 50	
Percentage of personnel walking or cycling to work	3%	
Number of environmental audits conducted	5	



## Appendix 2 – Environmental Assessment

### Environmental Assessment

<b>CARRIED OUT BY:</b>		<b>DATE:</b>
<b>ASPECT/IMPACT:</b>		
<b>OBJECTIVE:</b>		
<b>TARGET:</b>		
<b>PROGRAMME:</b>		
<b>METHOD STATEMENT:</b>		
<b>MONITORING METHOD:</b>		
<b>MONITOR:</b>		



## Distribution List

A copy of the SSHE Policy is made available to all Profile Security Group Ltd employees. The Group consists of Profile Security Services Limited, Apple Security Group Limited and Facilities Resource Management Ltd.

## Version Control

NUMBER	COMMENTS	REVIEW DATE
v1.0	Original version (draft)	04/02/2008
v1.1	Signed off	03/03/2008
v2.0	Update and Review	05/02/2009
v3.0	Update and Review	29/01/2010
v4.0	All policy review (to bring in line with Annual Company Policy Review)	02/07/2010
v5.0	Addition of SSHE Committee Members	1/11/2010
v6.0	Update policy statement	27/07/2011
v7.0	Update policy statement	25/10/2011
v8.0	Policy Review	09/07/2012
v9.0	Policy Review	01/07/2013
v10.0	Policy Review	02/07/2014
v11.0	Policy Review	13/07/2015
v12.0	Policy Review	04/07/2016
v13.0	Policy Review	12/07/2017
v14.0	Policy Review	10/07/2018
v15.0	Additional Group Company added FRM Ltd	09/11/2018
v16.0	Policy Review	19/07/2019
v16.1	Revised Layout & updates	25/07/2019
v16.2	Policy Review	02/01/2020
v17.0	Policy Review & Pro Doc Number Added	07/07/2020
v17.1	Design and layout changes	31/05/2021
v17.2	Changes to cover page	18/08/2021