



# Health, Safety & Welfare Policy



POL01 – Health, Safety & Welfare Policy (Revision 3)



Reviewed: January 2021



Owner: Managing Director

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## 1.0 Health & Safety Policy Statement

Tailored Fire & Security Group Limited's (05238812) health and safety policy is always the priority consideration in the conduct of our operations, and we remain fully committed to the achievement of our vision of a safe, healthy, and enjoyable work environment that causes no harm to our Employees, Contractors, Visitors, or members of the public.

Our policy applies to all our operations and Employees and reflects our commitment to excellence in health and safety, with objectives to:

- Provide arrangements to identify, evaluate and control health and safety risk in accordance with legal requirements, for all activities undertaken by the Company.
- Provide safe and healthy working conditions for the prevention of work-related injuries and ill health to all Employees.
- Provide a structure that will ensure the effective management of health and safety throughout the Company, including the delegation of responsibility and accountability throughout appropriate levels of staff and the appointment of health and safety professionals.
- Provide a framework for setting of health and safety objectives.
- Consult with all Employees regarding their health, safety, and welfare and to actively encourage participation from all Employees.
- Ensure that all Employees are suitably trained to carry out their job role in a competent and professional manner.
- Promote the development of a positive health and safety culture based on fairness, trust, and co-operation, where all Employees are encouraged to report all health and safety deficiencies and/or breaches in compliance, in a prompt and confidential manner.
- Promote the health and wellness of our Employees by identifying and controlling workplace related health risks and encouraging Employees to be proactive about their health through supportive activities and communication.
- Ensure that health and safety information, including safety plans and performance against targets, is provided to all Employees.
- Ensure that competent contractors are selected with high expectations established for their work in compliance with the Company's health and safety standards.
- Interact and communicate openly with all our stakeholders to maintain their confidence in our commitment to health and safety.
- Dutifully search for and strive to exchange and implement knowledge and health and safety best practice across our business and Employees.
- Allow the Company to eliminate hazards and reduce health and safety risks to all affected by our activities.
- Continually improve upon the Company's Health and Safety Management System.

The Management Team is responsible for fostering and supporting a culture that promotes the health, safety, and well-being of all employees. Managers and Supervisors are responsible for implementing the principles and practices embedded in this policy.

All employees are responsible for the health and safety within their work activities and are encouraged to take responsibility for their overall health and well-being.

Name: Anthony Whittle

Signed:



Date: 31/01/2021



## 2.0 Organisation, Scope, and Responsibilities

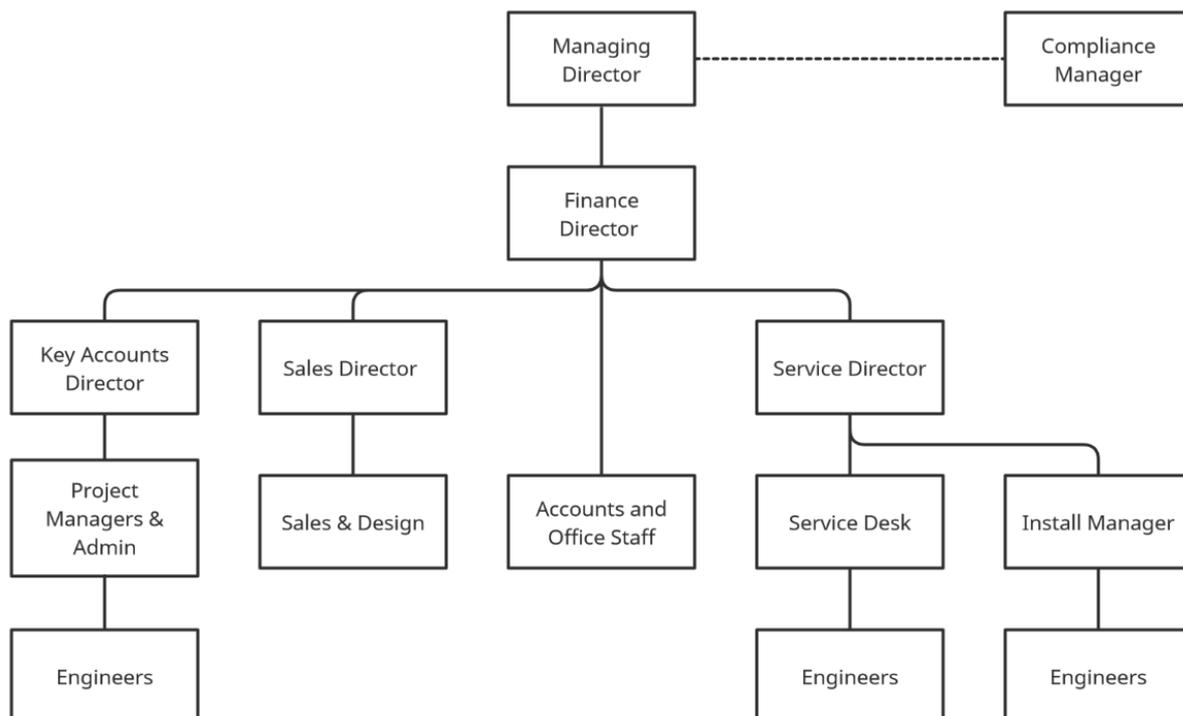
### 2.1 Organisation

This policy is for Tailored Fire & Security Group Ltd (05238812) and applies to all companies in the group including Tailored Fire & Security (Manchester) Ltd (05238431), Tailored Fire & Security (Leeds) Ltd (05381048) and Tailored Fire & Security (London) Ltd (09569147). The group of Companies is referred to as Tailored Fire & Security throughout this policy.

This policy describes the Occupational Health and Safety (OH&S) policy directives to fulfil requirements of ISO 45001 and continually improve the Company's OH&S performance. The policy also describes the objectives, and responsibilities applicable to Tailored Fire & Security (The Company) operations associated with the installation and maintenance of fire and security systems.

The nature of Tailored Fire & Security's business involves working on client's sites. Site work is undertaken by Employees and each Employee has a responsibility for his own safety and the safety of anyone else with who their work brings them into contact with.

Tailored Fire & Security have a responsibility to provide Employees with information, instruction and training necessary to enable them to work safely. The Company have established a health and safety organisational structure which is designed to address the particular requirements of the business.



Ultimate responsibility for the health and safety of the Company lies with the Managing Director.

An internal Compliance Manager has been appointed to provide support and advice on all matters of health and safety. Senior Management meet regularly to ensure that the Company fulfils its responsibilities set out in the Company's health and safety policy.

For each of its contracts, a Manager will be appointed as Project Manager. In such a role, the Project Manager will assume the responsibilities of Site Safety Officer for that site. On all sites, the Company will work in accordance with both the Company's safety requirements and the main contractor's safety requirements of those of the Client.

Tailored Fire & Security will appoint and arrange training of first aiders for the Company's sites in accordance with statutory requirements.



Tailored Fire & Security maintains an accident matrix and other registers and documents required by legislation.

Tailored Fire & Security will undertake a comprehensive assessment of risks associated with all of its activities. Risk assessments will be used by the Company to identify best practices necessary to minimise risks. Tailored Fire & Security will establish such practices in the form of health and safety procedures. Special procedures (incorporating regular testing and/or practice drills) will be implemented to deal with fire and any other risks of serious danger.

As part of the assessment procedures, Tailored Fire & Security will also determine what level of information and training should be provided to Employees and Sub-contractors.

Information will primarily be provided by means of this health and safety policy which will be made available to all Employees. The policy will include the details of the management structure and of individual responsibilities and duties and, in addition, will incorporate the Company's principal health and safety arrangements and procedures. The Compliance Manager is responsible for updating the policy as necessary.

Tailored Fire & Security have an obligation to issue relevant parties with copies of risk assessments. General risk assessments will be linked to activities which will explain relevant risks and detail the appropriate control measures. Summaries of the training sessions will be issued to staff completing the courses. Copies of the general risk assessment will be issued to staff but are available from Tailored Fire & Security when requested.

In addition to the policy, the Company may from time-to-time issue other health and safety information, such as,

- New procedures or variations to existing policy or procedures.
- Policy or procedures connected with temporary activities.
- General guidance about health and safety legislation, obligations, and risks.
- Other information which clarifies the Company's approach to health and safety.

New Employees will receive induction training which will include health and safety elements devised by the Company. Existing Employees will receive health and safety training whenever the Company's procedures are varied or when the Employee is asked to assume new duties.

Tailored Fire & Security seeks to ensure that vulnerable groups of Employees are not exposed to unacceptable risks and, as such, required Employees are to declare any health problems or other factors which may affect their vulnerability to particular risks. The Company's work does not expose Employees to other parties to risks which makes a general program of health surveillance necessary.

## 2.2 Scope

The organisation's scope of certification covers the design, installation, commissioning, maintenance and monitoring of both security systems and fire alarm systems.

All the above activities are carried out in accordance with the following scheme and standards:

BS EN ISO 9001:	Quality Management System
NS EN 50131-1 & PD6662:	Design, specification, installation, testing and maintenance of Intruder Alarm Systems including conformance to DD263.
BS 8243:	Installation and Configuration of Intruder Alarm Systems designed to generate confirmed alarm conditions.
BS 5839:	Design, specification, installation, testing and maintenance of Fire Alarms as described in the four designated modules under BAFF SP203 scheme.
NCP109:	NSI Code of Practice for the design, installation and maintenance of access control systems
NCP104:	NSI Code of Practice for the design, installation and maintenance of CCTV systems
EN 50133:	Alarm systems: access control systems for use in security



BS 8418:	Design, specification, installation, testing and maintenance of Detector Activated CCTV systems
SP 203-1:	Design, installation, commissioning and maintenance of Fire Detection and Fire Alarm systems
BS 7858:	Security Screening – Code of Practice

The activities are carried out in the following locations:

Head Office	Unit 4 Howarth Court, Gateway Crescent, Broadway Business Park, Oldham, OL9 9XB
Regional Office	Unit K, Altbarn Industrial Estate, Lordswood Industrial Estate, Chatham, ME5 8UD

## 2.3 Roles and Responsibilities

### Managing Director

The Managing Director is ultimately responsible for the health and safety of all Employees, Visitors and Contractors on Tailored Fire & Security property and employees working on client's sites; he will in particular:

- Ensure there is an effective company policy for health and safety and that all Employees, Contractors and temporary workers are made aware of their individual responsibility.
- Understand and ensure, through the appointment of a competent person, that the company's responsibilities as an employer under the Health and Safety at Work etc. Act 1974 and any relevant Acts of Parliament and Statutory Instruments are met.
- Ensure that all Directors, Managers and Supervisors understand and fulfil their responsibilities with regard to health and safety.
- Appoint a competent source of health and safety advice and ensure that there are adequate resources available for advice, awareness, and training at all levels of the Company.
- Ensure the provision of adequate resources for health and safety. Consider and approve annual revenue related to meeting health and safety objectives and the maintenance of a health and safe working environment.

### Directors

All Directors have a responsibility for ensuring the Company, and in particular their direct reports, follow the health and safety guidelines outlined in this policy. They are also responsible for ensuring information flow to the Managing Director to ensure he is aware of all health and safety issues in the business. Specific duties include:

- The implementation and monitoring of this Health, Safety and Welfare Policy at business unit level.
- Ensure that Senior Managers are aware of their responsibilities and have the necessary means to meet them.
- Ensure that the Managing Director informed of any major issues affecting or likely to affect the Company, and through the team promote a pro-active approach to positive health, safety, and risk management.
- Establish health and safety objectives and targets, with the Compliance Manager, that are consistent with the health and safety policy and that will lead to an improvement in the Company's performance.
- Ensure that there are adequate resources available for competent health and safety advice, awareness, and training at all levels of the Company.
- Ensure that accidents, near misses and dangerous occurrences are reported to the Compliance Manager accordingly.
- Coordinate and liaise with the Compliance Manager and take appropriate action on any letters, reports, surveys etc. submitted for consideration.
- Formally review in conjunction with Senior Managers and the Compliance Manager, the risk assessment portfolio and supporting health and safety policy to ensure that both documents remain current and up to date.
- Shall ensure that required funds for agreed expenditure on health and safety are made available.
- Establish clear lines of communication on health and safety to ensure that relevant issues are discussed at the correct level and that appropriate resources are devoted to resolving key health and safety issues.
- Ensure that appropriate health, safety, and environmental information, including the purchase of alternative safer or healthier products is passed onto the relevant personnel within the Company.



- Undertake regular reviews and appraisals with Managers under their control to confirm that the arrangements set out within the policy are being effectively implemented and jobholders assigned specific duties are fulfilling these responsibilities.
- Review statistical and other relevant information e.g., audits, surveys etc. to decide the action necessary to prevent recurring problems.

### Compliance Manager

The Compliance Manager is responsible for ensuring that current statutory requirements are adhered to and the objectives contained within this policy are met. They will in particular:

- Act as a Competent Person in terms of providing competent health and safety advice and assistance.
- Give advice and help, where necessary, to ensure the policy and any supporting documentation and procedures are being properly implemented.
- Assist in the liaison with outside bodies including the HSE, Local Authorities, etc. to ensure that satisfactory remedial action is taken on any enforcement matters and all new developments are brought to the attention of relevant Company personnel.
- Evaluate and validate all risk assessments undertaken by the Company and ensure that they are suitable and sufficient and ensure that any significant risks are brought to the attention of Senior Management for action.
- Assist in the development of suitable safe systems of work, safe operating procedures, and method statements in co-operation with the Directors, Managers, Supervisors, and relevant personnel. Re-assess these procedures in the event of changes in processes, activities, or legislation.
- Carry out regular inspections of workplaces and give guidance and advise Managers and Supervisors on all aspects of health, safety, and welfare.
- Advise and assist the Company in its duties to comply with the requirements on the Control of Substances Hazardous to Health Regulations.
- Keep up to date with legal changes and ensure appropriate information is passed to key personnel and incorporate in the review of the Company policy and procedures.
- Assist in the development and implementation of communication programs to ensure that employees generally are made aware of duties and responsibilities under the various health and safety statutes.
- Analyse statistical incident report data and prepare summaries showing casual effect and recurring trends so that plans and policies can be altered accordingly, and proactive action taken.
- Monitor general compliance with statutory laws by regularly reviewing policies, procedures, and conditions to ensure they meet current standards.
- Ensure that all reportable accidents are notified to the appropriate enforcing authority within the prescribed time limit.
- Investigate more serious accidents/incidents and recommend action. Monitor that the reporting system works effectively and appropriate personnel receive the required information.
- Undertake regular safety audits of sites to ensure compliance with Company health and safety arrangements, procedures, and applicable legislation.

### Managers

Managers are responsible for ensuring that current statutory requirements are adhered to and the objectives contained within the health and safety policy are met. They will in particular:

- Fully familiarise themselves with the Company's safety policy and ensure it is brought to the attention of Managers and personnel under their control.
- Undertake regular reviews and appraisals with Managers under their control to confirm that the arrangements set out within the policy are being effectively implemented and jobholders assigned specific duties are fulfilling these responsibilities.
- Ensure the provision of adequate resources for health and safety when planning and/or tendering for new projects.
- Ensure that accidents and other incidents (including near misses) are fully investigated, and the necessary forms properly completed and contain all relevant facts and the action necessary to prevent a recurrence.



- Ensure that the necessary risk assessments have been carried out and recorded and that employees and contractors are instructed on the information contained within the assessments.
- Assess the impact of significant changes to ensure that risks are reassessed, where appropriate, and control measures established to minimise risk.
- Assist in the development of emergency plans particularly in respect of fire in order to ensure procedures remain effective.
- Give personal leadership and carefully integrate safety with quality and cost.
- Ensure that appropriate disciplinary action is taken for breaches of health and safety ensuring that all employees are treated fairly and consistently when enforcing rules and regulations.
- Ensure that all accidents are notified to Directors and the Compliance Manager within the prescribed time limit.
- Establish a system for ensuring that unsafe or unhealthy conditions reported by employees are properly dealt with and that unresolved issues are speedily raised at the appropriate level for resolution.
- Review and approve safe operating procedures, safe systems of work and method statements for all off-site activities that have identified risks, and ensure they remain up to date.
- Regularly check that departmental safety procedures are working effectively and that these procedures are updated and extended where necessary.
- Ensure that areas under their control (including client's sites) are inspected regularly and that the results of these inspections are properly considered, and appropriate action taken to effectively deal with the matters raised. The Compliance Manager must be informed of any issues identified.
- Regularly review the provision and wearing of personal protective equipment to ensure it meets the relevant standards.
- Ensure that work equipment, such as calibration equipment, is tested and examined within prescribed periods and that any defects found are correctly prioritised, actioned, and completed.
- Ensure that work equipment is maintained so that its condition and performance is not impaired and so does not create a risk to the health and safety of personnel.
- Ensure all firefighting equipment (fire extinguishers) are maintained to the required standard and in compliance with current fire legislation.
- Ensure all hazardous substances used by personnel under their control have been assessed and control measures implemented to ensure it is safe to use.
- Undertake regular reviews to ensure that risk assessments are kept up to date and extended where appropriate.
- Ensure that resources provided for health and safety during a project are effectively utilised.
- Assist in the implementation of corrective and preventative measures identified through risk assessments, inspections, and audits.
- Must seriously consider any issues raised about safety and health by individual employees and where appropriate, implement actions.

### Supervisors

Supervisors are responsible for ensuring that current statutory requirements are adhered to and the objectives contained within the health and safety policy are met. They will in particular:

- Fully familiarise themselves with the Company's safety policy and ensure it is brought to the attention of all employees and contractors under their control.
- Ensure that all accidents and other incidents including near misses are properly recorded and reported, and that an investigation is carried out to determine casual factors and necessary action is taken to prevent recurrence.
- In consultation with employees, develop safe operating procedures and safety systems of work for all work activities that, by their nature, are inherently unsafe.
- Ensure that all safety procedures and safe systems of work are effectively communicated to all appropriate employees and contractors.
- Check that personnel have been issued with, and wear, suitable protective equipment, where appropriate, and take positive steps to stop any unsafe practices.
- Ensure that departmental safe working procedures are being adhered to and, where necessary, review procedures in light of changes to keep them up to date. Such reviews should be discussed with relevant personnel.
- Co-operate fully when necessary risk assessments are being carried out and that employees and contractors are instructed on the information contained within the assessments.



- Check that employees have received appropriate training and reached a satisfactory standard to operate plant and equipment safely.
- Arrange for client's sites to be inspected regularly and that the results of these inspections are properly considered, and appropriate action taken to effectively deal with the matter raised.
- Lead by example by working safely and wearing personal protective equipment whenever appropriate.
- Ensure all person in their department know wat to do in case of fire and know the location of fire exits and assembly points.
- Shall maintain good housekeeping within their area of control at all times.
- Effectively action points detailed in health, safety, and environmental reports.
- Must seriously consider any issues raise about safety and health by individual employees and where appropriate, implement actions.

### Employees

All employees must co-operate with the Company to enable all statutory duties to be met. They will in particular:

- Fully families themselves with the Company safety policy.
- Take reasonable care of their own health and safety.
- Consider the safety of other persons who may be affected by what they do or may not do.
- Co-operate fully when risk assessments are being carried out and when instructed on the information contained within the assessments.
- Work in accordance with information, safe systems of work, safe operating procedures and training provided.
- Refrain from intentionally interfering with anything provided for health and safety reasons.
- Report all hazardous defects in plant and equipment or shortcomings in existing safety arrangements to Supervision without delay.
- Never undertake any task for which authorising and/or training has not been given.
- Report all accidents and other incidents including near misses to Supervision without delay.
- Wear appropriate personal protective equipment when provided and ensure all safety equipment and devices are used as instructed.

### Contractors

All contractors must co-operate with the Company to enable all statutory duties are met. They will in particular:

- Familiarise themselves with the Company safety policy.
- Ensure they meet all their own legal duties.
- Ensure that their employees are properly trained.
- Provide the appropriate personal protective equipment.
- Provide well maintained plant, tools, and equipment.
- Ensure that the appropriate insurance is maintained.
- Provide risk assessments and method statements for the work accepted.
- Inform the Company of any significant risks that have not been foreseen by the Company, so that the appropriate precautions can be taken.



### 3.0 Health & Safety Arrangements

#### 3.1 Risk Assessment & Method Statements

It is a requirement of the Management of Health and Safety at Work Regulations 1999 (and any other category specific Regulations) for Tailored Fire & Security to carry out assessments of risks to health and safety to persons who may be affected by the hazards associated with the activities.

The Company will therefore undertake to make suitable and sufficient assessment of the risks to Employees and any others who may be affected by its undertakings and to record the significant findings of that assessment. This record should represent an effective statement of the hazards and risks, which then leads management to take the relevant actions to protect health and safety.

A risk assessment will be prepared and made available to the Employees concerned prior to the commencement of any work activity. This will involve:

- Identifying and prioritising the measures that need to be taken to comply with the relevant statutory provisions.
- Ensure that all relevant risks and hazards are addressed.
- Address what happens in the workplace or during the work activity.
- Ensure that all groups of Employees and others who might be affected are considered.
- Identify groups of workers who might be particularly at risk.
- Take account of existing preventative or precautionary measures.

Employees are encouraged to develop an understanding of the approach the Company takes to the management of this important area. Copies of the Company’s risk assessments will be made available to all relevant employees.

On determining the hazard effect and probability, the risk level may be determined by cross-referencing the hazard effect and probability on the following matrix.

Likelihood x Severity = Risk						Risk	Action Required																																							
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							Likelihood	5	5	10	15	20	25																																	
								4	4	8	12	16	20																																	
								3	3	6	9	12	15																																	
2	2	4	6	8	10																																									
1	1	2	3	4	5																																									
	1	2	3	4	5	Severity																																								
4 – 9 Low	<b>Tolerable</b> – monitor for improvements, where hazards have been identified and the original solutions have not been effective, those hazards must be revisited until they have either been eliminated or controlled so far as reasonably practicable.																																													
10 – 19 Medium	<b>Potentially dangerous</b> – look to improve within a defined time scale, remedial action is to be taken until the risk has been reduced to a level that is as low as is reasonably practicable. When a risk is associated with an extremely harmful consequence, a further detailed assessment may be necessary.																																													
12 – 25 High	<b>Major defect or unsafe condition</b> – stop the activity and make immediate improvements until the risk has been reduced to a lower level.																																													

It is important to remember that a risk assessment is nothing more than a careful examination of what, in our work, could cause harm to people, so that we can determine whether we have taken enough precautions, or should do more to prevent harm. The aim is to ensure that no one gets hurt or becomes ill.

Risk assessments will be carried out / reviewed periodically to ensure that the Company is continuing to do everything it can to minimise the risk of an incident occurring. If an incident is to occur between the review dates, the risk assessment will be reviewed to try and identify the root cause of the incident to prevent re-occurrence. All risk assessments will be carried out by a competent person.

Safe systems of works can also be known as a method statement within Tailored Fire & Security, but both are essentially the same in terms that they documents how a certain activity should be done so as to ensure the safety of all persons who may be affected by the work activity.



Safe systems of work will be produced for all known activities undertaken by the Company regarding both the design, installation, commissioning, handover and maintenance of fire and security systems.

All safe systems of work will be accompanied by a set of either site specific or generic risk assessments and both will be completed by a competent person on behalf of Tailored Fire & Security.

Employees are required to read and carryout what is contained within a safe system of work. If unsure, Employees should speak to their Line Manager or the Compliance Manager for further guidance.

Safe systems of work / method statements will be reviewed on an annual basis. However, in an incident were to occur, the safe system of work will be reviewed to try and identify the root cause and to see if there is a failure within the safe system of work.

### 3.2 Consultation and Communication

Tailored Fire & Security will ensure that all Employees are consulted about all matters affecting their health and safety at work where required as required by statutory legislation identified in the Company's legal register. The Company takes a proactive approach to health and safety and recognises the benefits of Employees having a significant input into the Company's health and safety via communication and consultation.

Communication and consultation is a two-way process. It does not just entail the Company telling workers about health and safety. It required Employees to discuss these topics with the Company to ensure that any concerns or issues are addressed with everybody's input.

The Company has a health and safety committee with all key issues requiring consultation being discussed at this forum as well as the annual Management Review which is carried out between Senior Management.

Consultation / communication may occur in different formats, but the follow are used within the Company on a regular basis:

- Health and Safety Induction
- Monthly Toolbox Talks / Pre-Work Briefings
- Regular Memos and Bulletins
- Health and Safety Meetings
- Risk Assessments and Method Statements

Any Employee who is attending a toolbox talk must sign to evidence that they have been in receipt of said toolbox talk. This may be in the format of an electronic signature if done via technological means. By signing a toolbox talk, the Employee is agreeing that they have been provided the information, understood it and are happy that the Company has done its part in communicating the information accordingly. All site-based Employees are encouraged to bring any safety concerns to the attention of their Supervisor /or Line Manager at any time.

Some of the information that maybe communicated may include:

- Any changes which may substantially affect their health and safety at work.
- The Company's arrangements for getting competent people to help satisfy health and safety law.
- The information that Employees must be given on the likely risks and dangers arising from their work, measures to reduce or get rid of these risks and what they should do if they have to deal with a risk or danger.
- The planning of health and safety training. The health and safety consequences of introducing new technology.

To fulfil our responsibilities, the Company will:

- Effectively communicate and consult with our employees (or their safety representatives if appointed) on all health and safety matters affecting them.
- Develop general health and safety promotional programmes.
- Hold specific health and safety meetings or ensure that health and safety is a main topic on meeting agendas. All such meetings shall be recorded.
- Ensure that external communication with interested parties is carried out, where appropriate, and in a timely fashion.



- Ensure that all relevant written or verbal communications are recorded and retained for future reference.
- Provide facilities and assistance for employee representatives or Safety Representatives, if appointed to enable them to reasonably carry out their roles.
- Establish a Health and Safety Committee if at least two appointed employee representatives request this, in writing. A committee shall be set up within three months of any written request.
- Ensure the membership of the Health and Safety Committee (if established) consists of management and employee representatives and is chaired by a person with authority.

### 3.3 Training

It is a requirement of health and safety law the Employees are provided with health and safety training whenever they are exposed to new or increased risks. All Employees, upon starting with Tailored Fire & Security will undergo a health and safety induction as a form of health and safety training. The health and safety induction will be provided by the Compliance Manager or a member of the HR Department. Records will be kept regarding who was provided an induction.

Employees are not allowed to undertake tasks unless they have been trained and authorised to do so. Managers and other Employees responsible for allocating work must ensure that they do not allocate tasks for which the Employee has not been authorised. They should give particular consideration for the special circumstances of new and young employees.

The contents of the health and safety induction includes:

Access & Egress	First Aid	Risk Assessments
Accident & Incident Reporting	Manual Handling	Safe Systems of Work
Alcohol & Drugs	Near Misses	Safety Signs & Notices
Consultation	Noise & Vibration	Vehicle Safety
COSHH	Hygiene	Welfare
Electrical Safety	PPE	Working at Height
Fire & Emergency Procedures	Plant & Equipment	

The Company's HR system allows Employees to formally request training to their Line Manager, who will then consult with the Compliance and HR departments to identify if the training is required and if it is required to the wider Employees.

Further training will be identified depending upon the Employee's role and responsibility. This will be reviewed annually during employee appraisals.

It is recognised that Managers and Supervisors on site will require health and safety training to enable them to undertake their duties effectively. For this reason, Employees who undertake this activity will be provided suitable health and safety training for Managers e.g., SMSTS / SSSTS course.

### 3.4 Emergency Procedures

Tailored Fire & Security has an obligation to establish procedures to be followed in the event of serious and imminent danger. The Company will establish a fire evacuation procedure for its premises and appropriate emergency procedures for any other location for which it has overall responsibility. Such procedures will comprise written instructions and where practicable, plans indicating safe routes and assembly points.

The emergency procedures will be posted clearly for Employees, Contractors and Visitors to review. Adequate arrangements will also be made to both contact the emergency services via mobile telephone or landline telephone, ensuring clear and unobstructed direct access to the premises as far as possible.

All Employees will familiarise themselves with the emergency procedures for any location which they may have cause to visit during their work.

Annual tests of the emergency procedures will be carried out to confirm understanding.



### 3.5 Fire Safety

To ensure the safety of all Employees and any person who may visit a location under control of Tailored Fire & Security, the Company will ensure a fire risk assessment is undertaken in line with statutory legislation. A fire risk assessment will be undertaken by a competent person.

The fire risk assessment will be communicated to the required personnel within the Company, any external auditors and the emergency services where required. Any risks identified will be discussed with Senior Management and an action plan will be put in place to tackle the hazards identified to reduce the likelihood of a fire occurring.

Most sites contain combustible materials which can, in the presence of heat, burn or contain highly flammable substances which can very easily ignite. Most sites will also contain sources of heat, capable of igniting the combustible materials. The basic principle is to separate such sources of heat from combustible materials.

Other control measures will include the appoint of Fire Wardens who will undergo suitable and sufficient training and will work alongside the Compliance Manager to ensure the compliance to the statutory legislation, to ensure the workplace is free of fire risks and to assist with the emergency evacuation of the premises when required.

In terms of firefighting equipment, the appropriate fire extinguishers will be provided to all sites controlled by Tailored Fire & Security. These fire extinguishers will be maintained on a yearly basis to ensure they are readily available if needed to tackle a fire. In addition to annual maintenance, fire extinguishers must be checked on a monthly basis to look for signs of damage, use or non-compliance. Fire extinguishers are not to be used to prop any doors open. Firefighting equipment must only be used by trained personnel and only when it is appropriate to do so.

### 3.6 First Aid

The Company will ensure that all Employees have readily available access to adequate and appropriate first aid facilities and competent first aid treatment by suitably trained personnel. Each First Aider must hold a valid first aid certificate. To ensure the necessary first aid requirements are met, the Compliance Manager will carry out a review to identify the required number of First Aiders and what the required first aid facilities may be. This will involve the nature of work, history and consequences of accidents, nature and distribution of work force and the needs of travelling.

#### Responsibilities of First Aiders

- Be readily available.
- Follow the principle and practices as laid down by the first aid course and manuals.
- Comply with the aims of first aid:
  - To preserve life.
  - To prevent the condition from worsening.
  - To promote recovery.
- Quickly and accurately assess the situation.
- Identify the disease or condition from which the casualty is suffering; but not to treat any illness or injury that is beyond your capability.
- Give immediate, appropriate, and adequate treatment, bearing in mind that a casualty may have more than one injury and that some casualties will require more urgent attention than others.
- Arrange, without delay, for the transfer of a casualty (should it be required) to their GP, hospital accident emergency unit or home, according to the seriousness of the condition.
- Stay with the casualty until they are handed over to the care of a Doctor, Paramedic, the hospital accident emergency unit, or other appropriate person.
- Not to ignore accidents or illnesses under any circumstances, or to refuse to give treatment and assistance if required to do so.
- Not to undress any patient unnecessarily.
- Safeguard the patient's clothing and possessions.
- Respect the patient's confidentiality at all times, and not to discuss the patient's condition with anyone other than the HR Department, Compliance Department, or the Emergency Services.
- Maintain the highest practicable level of cleanliness whenever treating a patient.



- Maintain a record of all patients treated, no matter how trivial, and to submit such records in line with the Company policy.
- Ensure that if a casualty needs to be taken home that they are accompanied by a First Aider.
- Manage the content of the first aid kit and perform monthly checks.

First Aid boxes are provided in each premises controlled by Tailored Fire & Security. Each first aid kit is suitable for the number of personnel and work activities being undertaken within the premises. Engineers and any personnel who travel as part of their job role will be provided a travel first aid kit as well. Each first aid kit will comply with BS 8599 in terms of equipment provided.

### 3.7 Incident Reporting

The term 'incident' include accidents resulting in injury or damage, diseases related to work activities, dangerous occurrences and near miss events. All incidents involving Company Employees, persons on our premises, persons conducting operations for us on our behalf and member of the public must be reported using the Company's incident reporting procedure. This is by way of the Company's accident / incident reporting forms. The Company's accident / incident reporting forms are used to record any incident and also to capture all relevant information and circumstances relating to any incident. Completed accident / incident forms will be used to highlight any information to the appropriate person for investigation. The incident shall be recorded along with actions taken as a result. The report shall identify the nature and severity of any injury, damage, disease, or dangerous occurrence.

- **Accident** – is defined as any unplanned event that has resulted in injury or ill health of people, or damage or loss to property, plant materials or the environment or a loss of business opportunity.
- **Near Miss** – is defined as an unplanned event that did not result in injury, ill health, or damage but had the potential to do so.
- **Dangerous Occurrence** – is defined as an incident that has a high potential to cause death or serious injury, but which happen relatively frequently.
- **Occupational Illness** - is defined as a condition that results from exposure in a workplace to a physical, chemical, or biological agent to the extent that normal physiological mechanisms are affected, and the health of the worker is impaired.

RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) requires the Company to report some work-related accidents, diseases, and dangerous occurrences to the Health Safety Executive (HSE). Under this legislation, the following must be reported:

- The death of any person.
- All deaths to workers and non-workers, with the exception of suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker.
- Fracture other than to fingers, thumbs or toes.
- Amputation of an arm, hand, finger, thumb, leg, foot, or toe.
- Any injury likely to lead to permanent loss of sight or reduction in sight in one or both eyes.
- Any crush injury to the head or torso, causing damage to the brain or internal organs.
- Any burn injury (including scalding):
  - Which covers more than 10% of the whole body's total surface area or causes significant damage to the eyes, respiratory system, or other vital organs.
- Any degree of scalping requiring hospital treatment.
- Any loss of consciousness caused by head injury or asphyxia.
- Any other injury arising from working in an enclosed space which:
  - Leads to hypothermia or heat-induced illness or,
  - Requires resuscitation or admittance to hospital for more than 24 hours.
- Over seven-day incapacitation of a worker.



### 3.8 Incident Investigation

Each accident and incident form completed will be sent to the Compliance Manager as soon as the Line Manager has finalised their section of the form. All Employees must complete their relevant section of the accident and incident form within a reasonable time frame, normally 24 hours. However, due to the nature of the business and geographical area of operation, it is appreciated that this may not be possible.

The Compliance Department will manage Health Safety Executive reporting and provide Senior Management of any / all information to be able to notify the appropriate insurance body. It will be the Compliance Department's responsibility to ensure that any investigation or Company forms are completed with enough information as to allow for further reporting.

In terms of carrying out the official investigation, this must be done by a competent person, someone who has had sufficient health and safety training as well as familiarisation of the task in hand. Any communication to Clients must be done so by the Compliance Manager / Company Directors / Account Manager.

No other person is to contact the Health Safety Executive regarding accidents unless given permission to do so by the Compliance Manager or a Company Director.

Any investigations carried out as a result of an incident shall be carried out in accordance with the Company's incident investigation procedure. The Compliance Manager shall maintain records of all incidents and associated documentation.

The following headings prove a guide to the steps taken when investigation an incident:

- Notify appropriate authorities.
- Investigate promptly.
- Record evidence.
- Identify types of evidence, e.g., factual, or corroborative.
- Interview the injured person if possible.
- Question the person in charge and other Supervisors.
- Obtain details of the injured person's job and what they usually do.
- Interview witnesses.
- Inspect plant for signs of misuse of defects.
- Establish the full sequence of events.
- Ascertain the nature and extent of the injuries or damage.
- Complete the accident report form.

### 3.9 Visitors

Visitors to the Company's sites represent a class of person who is particularly at risk. Visitors may well be unfamiliar with the risks associated with their new location and are also likely to be unfamiliar with standard health and safety procedures. The following procedures to control the health and safety of visitors are the responsibility of the member of employees receiving the visitor(s):

- Visitors will be required to sign in at the reception area and record their arrival and departure in the Visitors Book.
- Visitors should read the information provided at reception detailing the health and safety guidelines they must follow.
- Visitors who are required to work unaccompanied should be provided with basic health and safety instruction by the Manager / Supervisor and bring with them suitable risk assessments / safe systems of work.
- Special safety equipment will be maintained for visitors and will be issued by the Manager / Supervisor as appropriate.
- In the event of an emergency, the Visitors Book should be taken to the assembly point.

### 3.10 Noise

The Company shall so far as is reasonably practicable ensure that no Employee is subject to levels of noise whilst at work that may cause damage to their hearing. Noise assessments of all activities that create or involve noise will be carried out on a regular basis and the results provided to the relevant Managers.



Tailored Fire & Security will always aim to reduce noise levels to those of the HSE Action Levels at source by re-designing the task, rather than to rely on PPE at the first instance.

Where the noise is at a level requiring decibel reduction, the Company will always prioritise tackling the problem at source. Where this is not possible, it is the responsibility of the Manager or Supervisor, so far as is reasonably practicable, to ensure that suitable and sufficient hearing protection is provided to relevant Employees in line with current legislation and that equipment is worn in appropriate risk situations.

If the noise assessments indicate that there is a risk to the health and Employees who are, or are liable to be exposed to noise, the Compliance Manager will recommend to the Company of the need for the individuals to be placed under suitable health surveillance, which shall include testing of their hearing.

Employees experiencing difficulty in wearing assigned hearing protection are advised to report this to the Line Manager immediately and make arrangements to go to their GP for evaluation as soon as possible.

### 3.11 Vibration

A range of equipment used by the Company during its activities creates vibration which has the potential to cause serious health problems. The seriousness of the situation depends largely on how frequently and for how long vibrating tools and equipment are used.

Vibrating tools transmit hand-arm vibration (HAV). When used incorrectly or excessively they can cause disabling diseases such as vibration white finger or carpal tunnel syndrome which are collectively known as hand-arm vibration syndrome (HAVS). The type of tool commonly used by the Company which can cause HAVS are percussion drills.

For hand-arm vibration, the daily exposure action value is  $2.5\text{m/s}^2$  A(8). The daily exposure limit value is  $5\text{m/s}^2$  A(8). Note: A(8) indicates exposure is 'time weighted' over an 8-hour period.

Tailored Fire & Security will avoid or minimise the use of vibrating power tools where possible. The Company will ensure that Employees are not exposed to vibration above the exposure limit value (ELV) or, if they are, immediately:

- Reduce exposure to below the exposure limit value.
- Identify the reason for the exposure limit value being exceeded.
- Take appropriate actions to prevent it occurring again.

A vibration risk assessment will be carried out on all equipment which creates vibration during its use. Tailored Fire & Security do not use any equipment which exceeds the exposure limit.

### 3.12 Young People

Young people are defined as those between the ages of 16 and 18. Persons under the minimum school leaving age are prohibited from any form of work for the Company except under work experience placement. Such placements must be approved by a Director.

The Company has an obligation to undertake risk assessments of the particular risks to young people. It is the responsibility of the Managers to identify young people working in the Company. The Manager directly responsible for a young person is responsible for ensuring that the young person is authorised to undertake only tasks where the risk assessment has been performed with particular reference to the risk to young people and where the young person has received appropriate training and information.

In undertaking such assessments, the following issues will be addressed:

- The inexperience or immaturity of young people.
- Their lack of awareness of risks to their health and safety.
- The layout of their work area.
- The nature of equipment and processes.
- The nature, degree, and duration of exposure to chemical or physical agents.
- The nature and extent of any training that should be provided.



The Company will not permit young people to undertake night work or any tasks where a high degree of risk has been established.

Copies of risk assessments will not automatically be issued to young persons or their parents. Young people should be advised that they and their parents have the right to request copies of the relevant documents.

### 3.13 Display Screen Equipment (DSE)

The Company recognises that the use of display screen equipment (DSE), also known as visual display units (VDU), can carry risks to health if considerations are not given to the ergonomics of the workstation and the quality and type of the display itself.

Tailored Fire & Security will undertake assessments of display screen equipment / workstations in order to minimise health risks associated with their use.

Employees who are a display screen user should ensure that they:

- Are satisfactorily trained to understand and minimise the risks associated with the use of display screens.
- Are satisfactorily trained to use the adjustment devices on their workstations and screen and that the adjustments are sufficient to allow them to be comfortable at the workstation.
- Are given, or adopt, a pattern of work which allows them breaks from working at the screen which they consider to be adequate (the Company recommend at least 10 minutes every hour).
- Request periodic eyesight tests and, where necessary, obtain corrective glasses in accordance with the Company's procedure.

To secure the health and safety of all Employees so far as reasonably practicable, the Company will ask DSE users to carry out a self-assessment of their workstation, taking account the display screen equipment, the furniture, the working environment, and the Employee themselves.

Where issues have been identified, the Company will review the assessment and then take all necessary measures to remedy any risks found as a result of the assessment.

Employees who are specifically users of display screen equipment are entitled to a free VDU eyesight test at regular intervals on request. This request must be made to the HR Department.

### 3.14 Manual Handling

Manual handling is the use of the body to lift, carry, push, or pull an object or person. To minimise the risk of injury due to manual handling, the Company undertakes assessments of manual handling operations which are common throughout the Company. All employees will receive some form of training on the correct manual handling procedure dependent on their job role.

Mechanical aids may be sourced to minimise the need for manual handling or to reduce the risk. If so, these will be appropriately sourced, maintained and the Employee will operate as intended.

There is no such thing as a completely 'safe' manual handling operation. But working within the following guidelines will cut the risk and reduce the need for a more detailed assessment.

Risk assessments will be carried out using the TILE methodology:

1. Task
  - a. Check items for hazards such as sharp edges.
  - b. Check items are safe to move, containers are fit for purpose.
  - c. Rehearse the lift if necessary.
  - d. Risk assess loose parts, irregular object, bulky or difficult to handle items.
2. Individual
  - a. Before using any mechanical aids, check training has been conducted and is up to date.
  - b. Ensure correct PPE is available and being worn.



- c. Ensure correct posture and technique used throughout the task.
3. Load
  - a. Ensure manual handling assessment has been carried out taking into consideration weight and size of load and frequency of operation.
  - b. Check condition of the load for hazards such as loose parts, irregular objects, bulky or difficult to handle.
  - c. Where practicable, use mechanical aid. Get assistance if required.
4. Environment
  - a. Ensure that adequate room is available to carry out and complete the task. Ensure route is unobstructed.
  - b. Check the floor surface is in good condition. Consider weather conditions for outdoor works, ensure lighting is adequate.

The regulations do not establish absolute limits on the maximum weights that can be lifted but do provide guidelines. These are 25kg for men and 16kg for women, where loads are waist height. At any position other than waist height, these limits are reduced progressively to 10kg for men and 7kg for women, at head of ankle height.

### 3.15 Personal Protective Equipment (PPE)

Personal protective equipment are designed to separate the individual from the risks that could not be eliminated or controlled via the control hierarchy. This include protective clothing (e.g., overalls, weatherproof clothing, gloves, and safety footwear) as well as equipment such as protective eyewear and safety harnesses.

PPE will be provided to all Employees (where required) free as charge as required by the regulations. PPE may be provided to contractors or visitors however, there is no formal requirement to do so unless deemed necessary under the Health and Safety at Work etc. Act 1974.

The use of PPE will be considered as a last resort for the control of risks, to be used only after all other practicable measures have been taken.

Some or all of the following will be taken into account:

- The risks in the workplace.
- The parts of the body which may be affected.
- The nature of the task.
- The degree of physical effort involved.
- Methods of work.
- How long PPE must be worn.
- Any special requirements e.g., ease of use with prescription spectacles, or with other PPE.

PPE will be chosen that gives:

- Adequate control of any risks identified, without itself adding to the risk.
- Combability with other items of PPE.
- Minimum discomfort.

More than one type or size of PPE is made available to Employees so as to maximise the chances of obtaining good fit and comfort. Should individuals feel that, on medical grounds, they have difficulty in using the PPE provided, they will be referred without delay to their Line Manager who will arrange for an early assessment of the problem.

Persons who are unable to wear PPE cannot work in areas where the Company requires its use.

It is the user's responsibility to ensure PPE is kept in good working order. Visual checks of PPE should be carried out before each use. Any defects should be reported immediately. Where the PPE does not provide adequate protection as a result of the visual check and no other PPE is available it may be necessary to cease works. Users should contact their Line Manager to confirm next steps to ensure the safety of themselves and others at all times.



### 3.16 Work Related Stress

It is the Company's policy to address all work-related illnesses and in particular stress, to control or eliminate it so far as is reasonably practicable. The HSE has defined health and safety as both the physical and mental wellbeing of all persons employed by the Company. Tailored Fire & Security recognises that personnel are the Company's most valuable assets and that any problem associated with work-related stress in a management duty to control as far as is reasonably practicable. A certain amount of stress provides high motivation, a positive outlook and good performance. However, it is when these personal levels are exceeded that detrimental health effects may appear.

Whilst stress-related problems of short duration often resolve themselves, it is the long-term stresses that the Company aims to address. Through the risk assessment process, the Company will continue to identify hazards and assess all mental and physical risks to health and safety with the objective of reducing them, as far as is reasonably practicable.

To help minimise stress on Employees, the Company takes the following action:

- Job descriptions are reviewed to ensure that the duties and responsibilities of individual roles are not excessive in the context of the status of the role within the organisation.
- All workplace stressors are identified, and a risk assessment conducted to eliminate stress or control the risks from stress. These risk assessments will be reviewed regularly.
- Provide training for Managers and Supervisors in good management practices.
- Provide confidential counselling for staff affected by stress caused by either work or external factors.

The following are performance related early indicators of stress:

- Increase in sickness absence.
- Hostility or aggression.
- Short temperedness.
- Working longer hours in an effort to cope.
- Cancelling holidays.
- Increased smoking breaks.
- Exaggerating problems.

Personal indicators of stress are as follows: abdominal pains, difficulty sleeping or winding down, loss of concentration and logical thinking, increase in smoking and drinking, lack of enthusiasm, giving up sports or leisure activities. Employees noticing any of these symptoms should discuss the problems immediately with their Line Manager.

Managers who notice these symptoms in any of their Employee shall also bring the matter to the attention of any Director. Directors are responsible for identifying the causes of the stress and establishing a plan, in conjunction with the Employee and his Manager, to address as many of these causes as practicable.

Tailored Fire & Security provide trained Mental First Aiders for any Employee wishing to discuss mental health wellbeing during working hours.

### 3.17 Lone Working

Lone workers are those who work by themselves without close to direct supervision and will include people who:

- Work on their own in a part of the site that is otherwise occupied by other people.
- Have to work alone on site outside or normal hours.
- Work alone in Client's premises whilst the householder is not present.
- Site Managers working alone in site offices etc.

There is no ban on working alone. However, before it is permitted, the Company will assess the risks of a single worker carrying out the task. The findings of the risk assessment must demonstrate that the person will not be at a greater level of risk than if accompanied.

Before the job starts the following factor will be considered as part of assessing the risks of carrying out lone working:

- Can the work be carried out safely by one person working alone?



- Can the lone worker enter and exit from the place of work safely, including exiting quickly and safely in an emergency?
- Can all equipment, plant and substances used, be handled safely by one person?
- Are there barriers to effective communication with lone workers?
- If something goes wrong, is a prompt and effective rescue a realistic possibility?
- Since there is no direct supervision, has the lone worker received adequate training and instruction to do the work safely?
- Does the person have sufficient experience to be able to recognise an unsafe situation developing which may require leaving the place of work?
- Does the person know how to inform others, and who to inform if an unsafe situation develops?
- Does the person have a medical condition that might make him unsuitable for lone working?
- Does the person require and possess a particular level of fitness to carry out the work?
- Is a young or female worker at a greater level of risk?

As a general rule the following common activities will not be permitted when working alone:

- Working in any area which could become a confined space.
- Working with, or close to, exposed live electrical cables and fittings.
- Working with, or close to, other sources of other potentially hazardous energy.
- Using substances that could deplete the level of oxygen or otherwise result in reduced awareness of loss of consciousness.
- Any hot works.
- Entering or working in a confined space.
- Working over or near water or other fluids in which a person could drown.

Note: The above list is not exhaustive, and a suitable sufficient risk assessment will be undertaken for all lone working activities.

The health and safety of anyone working alone will not be put at a higher level of risk than if working with other people. This may require extra control measures e.g.:

- Ensuring worker competence to carry out the work.
- Providing means of communication.
- Implementing a check-in system.
- Provision of a travelling first aid kit and possibly first aid training.
- Establish an emergency rescue procedure.
- Have the risks of lone working been assessed?
- Do the findings of the risk assessment show:
  - That there are any particularly hazardous aspects of the job that might make it unsafe for lone working?
  - That lone working significantly increases the risks to the person doing the job?
  - That particular skills, knowledge, training, or instruction are necessary?
  - Will the lone worker be able to cope with all the physical aspects of the job without assistance?
  - Do the physical characteristics of the place of work make it suitable for lone working and emergency evacuation?
  - Are the levels of risk acceptable?
  - Can the person selected for lone working follow a method statement when unsupervised?
  - Is the lone worker competent to work without direct supervision?
  - Will the lone worker be able to recognise an unsafe situation developing?
  - Is a rescue plan necessary?
  - Has sufficient instruction and training been provided?
  - Will an effective method of communication between the lone worker and a Supervisor / Manager be established?
  - Is a 'check-in' system required?
  - Does the lone worker have a medical condition that might increase the risks to their health and safety?
  - Does the lone worker require a 'travelling' first-aid kit and first aid training?
  - Is there a need to isolate electrical supplies and other sources of energy?



### 3.18 Electrical Safety

Tailored Fire & Security will ensure the following arrangements are in place and monitored:

- All electrical installations and equipment are installed in accordance with the IEE Wiring Regulations.
- Inspection and testing of all portable electrical equipment as required, including visual only inspections.
- Promotion of a safe working culture for maintenance, testing and inspection,
- Ensure no work takes place on live plant unless it is absolutely necessary and then only when a permit to work has been issued and is in force.
- Ensure only trained and competent personnel carry out electrical work.
- Ensure all high voltage installations and / or maintenance work is carried out by an approved contractor.
- Ensure that all Contractors provide evidence of their competence to carry out the work safely.
- Ensure that all PPE provided is correct for the work in question and is maintained in good condition.
- Maintain detailed records of the above.

All faulty equipment must be reported immediately, and the equipment taken out of service. Under NO circumstances will repairs be carried out unless authorised.

Electric shock is a major hazard. The severity of the shock will depend on the level of electric current and the duration of contact. At low levels of current, about 1 milliamp, the effect may be only an unpleasant tingle but enough to cause loss of balance or a fall. An electric current of about 10 milliamps can cause muscular spasm and loss of control. High levels of electric current of 300 milliamps or above, for a period of about 1 second, can cause fibrillation of the heart. Which can be fatal.

Misuse or abuse of the electricity supply on site or in the office presents dangers of shock and burns. A serious electrical fault or shortage may cause fire and explosion. Because of exposure to possible wet conditions and the danger of damage, it is not practicable to achieve the required standard or protection for mains voltage on site and electrical supply on sites will be 110V.

The Company will ensure all electrical supplies are completed by a competent electrician appointed by the Client. As such, the Company do not provide any lock out kit to Engineers – work on the mains should not be carried out under any circumstances.

Fixed wire testing will be carried out as required and 100% of the system(s) will be inspected within the 5-year time period, unless required sooner for health and safety reasons. All records will be held by the Compliance Department / Office Manager.

All portable hand-held tools will be selected according to the principles of risk control. The Company policy is that battery powered tools will be used wherever possible to reduce the risk. Electrical tools can be dangerous if they are damaged, poorly maintained, or misused. The correct use of sound, properly maintained tools will reduce most accidents.

Double and all-insulated tools will be used wherever possible since these incorporate layers of protective insulation which prevent external metal parts from becoming live. If electrical tools or equipment are not double or all-insulated, metal parts must be correctly earthed.

Sub-contractor are responsible for the provision, maintenance and checking of any of their own equipment which they need to undertake their work.

Prior to using electrical equipment for the first time each day, Employees will check that:

- The plug is undamaged.
- The outer sheath of the cable is secured at the point it enters the plug.
- The outer casing of the equipment is not damaged or there are no loose or missing screws.
- There is no damage to the cable.
- The equipment has not been subjected to unsuitable conditions.
- There is not any evidence of overheating.
- Ensure that equipment cable is unwound to prevent overheating.
- Only use the equipment for the purpose for which it was intended and in the environment for which it was designed and constructed for.



- Report all damaged equipment to the person responsible for maintenance of the tool.
- Never overreach the capacity of the equipment.
- Never make any makeshift repairs to equipment.

All portable electrical equipment will be inspected in the means of a PAT test by a trained and competent person. Records of all equipment that have been PAT tested will be kept by the Compliance Manager / Office Manager.

Batteries present special risks including difficulty in controlling the output from the battery and the potential short circuit across the exposed terminals. Precautions should include:

- The fitting of protection devices as near to the battery as possible (e.g., fuses, current limiting resistors, circuit breakers etc.).
- Covering terminals so that a short circuit will not occur if objects fall across terminals.
- Not wearing watches or jewellery when working on or near batteries.
- Wearing of personal protective equipment in case of acid spill.
- The ventilation of the area in which the batteries are located.

### 3.19 Hazardous Substances

The few substances used by Tailored Fire & Security present a low risk to the health of Employees using them, but processes are still in place to reduce the risk of over exposure to substances hazardous to health.

The purpose of the Control of Substances Hazardous to Health Regulations 2002 (COSHH) is to safeguard the health of people sing or coming into contact with these substances.

The substances can be chemical or biological agents in solid, liquid, vapour, dust, fume, mist, smoke, and gas form. Substances hazardous to health, including biological agents, classified as one or more of the following will be covered by this procedure:

- Carcinogenic
- Corrosive
- Harmful
- Irritant
- Mutagenic
- Pesticides, Herbicides and Biocides
- Skin and Respiratory Sensitisers and Asthmagens
- Teratogenic or Harmful to Reproduction
- Toxic

A substance's potential health hazards can be found in safety data sheets which are provided by the manufacturer or supplier.

To comply with the regulations, Tailored Fire & Security maintains a COSHH register and safety data sheets for all hazardous substances in use. Where non-toxic substances can be used instead, they will be substituted.

COSHH assessments will be reviewed at least every two years. They will also be reviewed when:

- There is reason to suspect the assessment is no longer valid.
- There has been significant changes in the way the work is carried out.
- The monitoring results of Employee's exposure shows it to be necessary.
- The composition of ingredients of the substance has changed.

The following records will be kept for the stated period:

- COSHH Assessments – 3 Years
- Medical and health surveillance records – 40 years from date of last entry



### 3.20 Asbestos

This section applies to Engineers working on Client's sites and does not apply to the Company's head office in Oldham as it was built post 2000 and asbestos would not have been used in its construction and so Employees working at this location will not encounter asbestos.

Asbestos is a naturally occurring fibrous silicate mineral material, which does not burn and is resistant to most acids and alkalis. Three main types of asbestos have been used in the construction industry: Chrysotile (white, Amosite (brown) and Crocidolite (blue).

All asbestos containing material (ACM) is hazardous when airborne and dangerous when fibres are inhaled. Asbestos fibres are known to cause Asbestosis, asbestos cancer and Mesothelioma so work with asbestos is carefully controlled.

Asbestos that is in good condition, which is not damaged and is not likely to be worked on or otherwise disturbed, does not pose any immediate problem and the HSE advises that it is usually better to leave it in place (rather than remove it), and then to manage its presence on an ongoing basis.

The location of asbestos and its identification can be difficult, since its appearance may be changed by surface coatings, heat or simply by aging.

Past uses of asbestos include:

- Insulation and sprayed coatings using moulded or pre-formed lagging.
- Insulation boards.
- Asbestos cement.
- Vinyl or thermoplastic floor tiles.
- Textured coatings.
- Bakelite sanitaryware.

Whenever work being undertaken reveal any substance which is suspected to be asbestos, the work will be stopped, and the Project Manager informed immediately. Work will not be restarted until approval is given by the Company and, if the substance is proved to be asbestos, until the work area has been sealed and correct protective measures taken. As a general rule, Engineers and Sub-contractors will not work with asbestos.

Prior to work commencing, the Engineer will request sight of the premise's Asbestos Register. This should provide information regarding the location of any ACM on site.

If no register is available, then Tailored Fire & Security will request confirmation from the site management that the site does or does not contain ACM's. Even then, the project will assume that ACM's may be present and undertake a risk assessment for the type of work to be undertaken, particularly if the work involves demolition or modifications to the fabric of the buildings.

The Company will not undertake any licensable work. All such work will be subcontracted to a suitable qualified and experienced licenced company. All Employees who are liable to be exposed to asbestos will be provided with UKATA Asbestos Awareness training and will be renewed every year upon expiry.

### 3.21 Permits to Work (PTW)

A permit to work system is a formal safety control system designed to prevent accidents including injury to Employees, Contractors and third parties as well as to property. The permit sets out the work to be done and the precautions to be taken.

The company has introduced a permit to work system for certain high-risk activities that occur on its premises. The requirements of the Company's permit to work system must be adhered to at all times and are a minimum requirement to ensure safety of personnel. When Employees are working on Client's premises, the Client's permit to work procedures will be followed, but reference to Company procedures must also be considered.

The permit is to be complete by an Authorised person following discussion and liaison with the person or Contractor responsible for the task.



Only persons competent to carry out work should be issued with a permit. All persons affected either directly or indirectly by the permit must be advised in advance of the works commencing. A permit issued to a specific person cannot be passed from one person to another. Where two permits are issued, the parties responsible must liaise with one another. Managers, Supervisors and Employees must not permit any Contractor to undertake work without evidence of the specific permit to work.

### 3.22 Health Surveillance

Health surveillance is a monitoring tool, which checks out the effectiveness of our health and safety control measures by detecting the early signs of work-related ill health amongst our Employees, who are exposed to certain types of risks. Where health surveillance has been identified as being required, then Employees will comply with the Company's procedures.

Health surveillance is about systematically identifying the early signs of work-related health in Employees exposed to certain health by implementing certain procedures. These procedures include:

- Providing guidance sheet detailing symptoms which workers should look out for. If these symptoms are identified, then the worker will then report them to their Line Manager.
- Self-examination after appropriate training, such as looking for skin damage on hands from using certain chemicals.
- Specific health measurements, e.g., hearing tests.
- More detailed medical examinations by an Occupational Health Provider (OHP).

Where health surveillance is provided when there is concern an Employee has been exposed to a significant hazard or has exceed work exposure limits. Where health surveillance is required, the Employee will be referred to a suitable and competent Occupational Health Advisor who works independently to the Company. Any remedial actions will be considered and implemented where practicable. The safety of Employees is paramount.

### 3.23 New and Expectant Mothers

The Company does not equate pregnancy with ill health but regards it as part of everyday life and believes its health and safety implications can, in most cases, be adequately addressed by normal Company health and safety procedures.

Upon notification of an expectant mother, a risk assessment will be carried out as soon as practicable. Where risk assessment shows there to be significant risk to the health and safety of new or expectant mothers, the Company will take all necessary steps, so far as is reasonably practicable, to remove the hazard or prevent exposure to the risk. Where this is not feasible and normal control measures still leave a significant risk, the Company will take appropriate steps to protect the new or expectant mother by:

- Temporality adjusting her working conditions and/or hours of work. If this is not possible or would not avoid the risk.
- Offer her suitable alternative work if available. If this is not possible and there is still genuine concern for her child.
- Giver her paid leave for the period of time necessary to protect her or her child's safety and/or health whilst she is breastfeeding.

### 3.24 Legionnaire's Disease

Legionella and conditions favourable to bacterial growth, Legionnaires Disease is most well-known and serious form of diseases known as Legionellosis. Legionnaires disease is a potentially fatal form of pneumonia caused by the legionella bacteria. Legionnaire disease is normally contracted by inhaling water droplets contaminated with legionella bacteria.

Legionella bacteria are common and can be found in environmental water sources. Provided with the ideal temperature of between 20°C - 45°C, legionella bacteria can multiple, posing a risk to Employees, Contractors and Visitors. The bacteria can survive in temperatures below 20°C, however it is deemed too cold for the bacteria to be able to grow and multiply. In addition, the bacteria cannot survive in temperatures maintained consistently at 60°C or above.

An assessment has been carried out where water is stored and used and where there is a means of creating and transmission water droplets that may be inhaled.



The Company will take all reasonable steps to identify legionella hazards in the workplace and will endeavour to prevent or minimise the risk of exposure to such hazards. Where Employees are concerned about the risks of an outbreak, they should report their concerns to a Manager or Director so that the concern can be investigated appropriately.

To ensure that the risk is low, monthly, and 6-monthly temperature checks are carried out on all taps to ensure that the water either leaves the taps at or below 20°C or at or above 50°C. All records will be maintained by the Compliance Department / Office Manager.

### 3.25 Working in Occupied Premises

When the Company is working in occupied premises which are under the control of the Client or Landlord, the Company has a statutory duty to ensure, so far as is reasonably practicable, the health and safety of all Employees and also of others who work on or visit the premises.

A risk assessment will be carried out in all instances to ensure that its activities do not endanger the health and safety of the Client's employees or other persons.

All Company Employees will fully comply with site rules, and where required, attend any safety induction sessions as required by the site or premises.

The Company will notify premises representatives of any potential hazards associated with its activities during the course of the works and take all reasonable precautions to ensure the health and safety of all those persons under its control and to adequately safeguard Client employees and the general public.

The Company will, in all cases, agree in advance with the premises' representative how best to carry out the works in order to minimise the inconvenience cause to the Client and to manage the health and safety aspects of the work. In all cases, a Method Statement outlining the Company's management approach will be produced and agreed with the Site's representative, prior to the work commencing on site.

As well as taking normal precautions, during any visits to schools or public buildings, special care will be given as follows:

- All power tools will be isolated and safe when not in use.
- All tools will be kept in secure toolboxes and away from children and members of the public.
- All stepladders / ladders will be used safely and stored away from children when not in use.

When working on business premises, the Project Manager will establish at the planning stage if any special precautions have to be taken, or procedures to be followed. He will fully discuss the scope of the work with the person in charge of the premises and produce a risk assessment to reflect any special precautions to be taken.

The building occupier will advise the Company of any risks, which could affect the Company's activities or Employees. These will be brought to the attention of the Supervisor and all Operatives. In addition, the building occupier may have to amend his procedures if the work causes problems e.g., a fire exit route may be affected by the work, he will need to inform his staff.

In any occupied building, tidiness and good housekeeping is essential. The work area will be kept as compact and tidy as possible, with any waste being removed at frequent intervals. Whenever the work site is left unattended, all tools will be left safe, secure, and isolated.

Under major project circumstances, the entire site / building, or part of it, defined by a temporary screen or fence, will be handed over to the Company for the duration of the project. This area becomes the responsibility of the Company and is generally out of bounds to all but its workforce. Client staff may only enter the area with the permission of, and by prior arrangements with the Project Manager or Supervisor. Client staff will observe all the relevant regulations and rules.

As part of the briefing process for major projects, the Project Manager will consult with the Client's representative to ensure that any necessary safety precautions are identified in the safety plan, risk assessment and method statement. Additionally, before the work starts, the Client will arrange a pre-contract meeting, and subsequent site meetings between all interested parties to agree and monitor the practical arrangements to be followed whilst the work is in progress, health and safety issues being paramount.



Unforeseeable circumstances may make it necessary to change detailed arrangements when the work is under way. This will always be done in consultation with site or Client Managers and the health and safety implications of any changes will, in particular, be taken into account.

Before developing the program of work, the Project Manager will visit the premises, explain the scope, nature, and implications of the proposed works to the site contact, and agree on any necessary safety precautions to be included in the contract. The maximum practicable notice of starting work and/or any temporary interruption of services will be given.

Where only part of the site/building will be handed over to the Company, Client staff will have no right of entry to the area retained for Company use, except by prior agreement.

Every Employee who enters Client's premises to carry out work on behalf of the Company will report to the Site Contact and the scope, nature and estimated duration of the works confirmed. Implications of carrying out the work, for both the Occupier and the Employee will be assessed and any necessary safety precautions agreed and implemented.

It must also be emphasised that all Company Employees, as well as sub-contractors, have a general duty under the Health and Safety at Work etc. Act 1974 to have regard not only for their own safety but also that of others. Ensuring that our work on Client's sites is carried out in a safe manner and with the minimum of risk is a matter for all concerned.

### 3.26 Travel

Many Employees' daily duties involve travel in some form. Tailored Fire & Security are committed to ensuring the safety of its Employees during this period and ensuring that excessive travel does not impact the health and wellbeing of any Employee.

Tailored Fire & Security have a legal obligation to ensure that all Employees driving a company vehicle in the course of their duties are legally eligible to drive. This includes checking licences are valid on a regular basis. Any penalty notices must be reported to the Company at the earliest opportunity.

Any person who is required to drive as part of their employment, or as part of an approved activity, must declare to the Company any medical condition(s) which adversely affect their ability to drive safely.

Persons who use their own vehicles for business purposes on a casual basis or for convenience should ensure that their personal insurance policy states "for business use". Any person who uses their own vehicle for business use must ensure that they are adequately insured.

The Company will ensure that vehicles owned or leased for use by Employees are properly serviced and maintained in accordance with the manufacturer's recommendations. However, because the law still holds the driver responsible for making sure that the vehicle is roadworthy, appropriate checks by the driver should be undertaken before the journey.

All company vehicle drivers will ensure they check the following prior to travelling:

- Tyre Tread
- Foot and Hand Break Operation
- Lights, Indicators and Hazard Warning Lights
- Horn
- Screen Wash and Wipers
- Seat Belts Fitted and Functioning
- Mirrors Adjusted / Adjustable
- Fluid Levels
- Tyre Pressure
- Locks and Security Functional
- Fuel Levels

It is not intended that checklists are provided or that records of pre-use checks are kept, as it remains the responsibility of any driver to ensure that a vehicle is roadworthy. Where Employees use their own vehicles, it is wholly their responsibility to ensure that the vehicle is roadworthy and where applicable, has a valid MOT certificate.



Drivers must not drive under the influence of alcoholic drink, intoxicating drugs or other substances which are likely to impair judgement of their ability to react quickly and appropriately to road conditions or circumstances. Drivers who are taking prescription drugs which might adversely affect their ability to drive should inform their Manager in the first instance and co-operate fully in determining the most appropriate course of action.

The use of hand-held mobile phones whilst driving is not permitted. The use of hands-free is still recommended to be avoided unless in an emergency, however it is not illegal to do so. Directors and Managers are advised to refrain from making contact with Employee by mobile phones when they are known to be driving, even if hands-free devices are in use.

Employees are encouraged to make use of the voicemail facility on their mobile phone and make return calls when it is safe to do so.

Drivers of company owned, or leased vehicles involved in any form of road traffic collision must stop to determine the extent of any injuries to individuals involved and damage to both vehicles.

Do not under any circumstance apologise, admit fault, or accept liability.

Employees are instructed to record, as far as are able, the details of the RTC and report to HR immediately.

The driver will complete the Claim Form, including all relevant information as soon as possible after the incident, and return the form to the office.

Employees who drive company owned or leased vehicles as an essential part of their employment are duty bound to inform the Company immediately of disqualification from driving. That person will be relieved of all driving duties with immediate effect and in consultation with the individual Employee, the most appropriate course of action determined. Each case will be dealt with on its own merits.

### 3.27 Confined Spaces

A confined space is defined as either:

- A place which is substantially, though not always, entirely enclosed, or
- A place where there is a reasonably foreseeable risk of serious injury from hazardous substances or conditions within the space or nearby.

The air that we breathe contains around 21% oxygen and, at that level, people can work without difficulty. A falling level of oxygen will create an increasingly serious situation if breathing apparatus is not worn. The following symptoms are experienced at the corresponding level of oxygen depletion:

- 19% = Tiredness
- 17% = Judgment is Affected
- 12% = Respiration if affected, fatigue experienced, flames are extinguished.
- 10% = Light-headedness, increasingly difficult respiration.
- 8% = Nausea, possible collapse.
- 6% = Respiration stops, death in minutes.

Oxygen depletion may be the result of:

- The displacement of oxygen by gas leaking from elsewhere, or by the deliberate introduction of purge gas.
- The displacement of oxygen by a naturally occurring gas, such as methane.
- Oxidisation, rusting, or bacterial growth using up the oxygen in the air.
- Oxygen being consumed by people working and breathing, or by any process of combustion.
- Welding or other 'hot works'.
- The prior discharge of a fire extinguisher containing carbon dioxide or other asphyxiating gas.

However, much oxygen is present in the atmosphere, if there is also toxic gas present in sufficient quantity, it will create a hazard. Some of the many toxic gases which may be encountered include:



- Carbon Monoxide from internal combustion engines, or any incomplete combustion, especially of liquified petroleum gases (LPG).
- Carbon dioxide from any fermentation or naturally evolved in soil and rocks or coming from the combustion of LPG.
- Fumes and vapours from chemicals such as ammonia, chlorine, sodium, and from petrol and solvents

The use of any form of internal combustion engine within a confined space is strictly prohibited, unless a specifically dedicated exhaust extraction system is operational.

Some gases need only be present in very small quantities to create a hazard. A few major sources of explosive and flammable hazards are:

- Petrol or LPG, propane, butane, and acetylene. These are explosive in the range of 3% in air upwards. Normally created by a spillage or leakage.
- Methane and hydrogen sulphide, which are naturally evolved from sewage or decaying organic matter. These are explosive in the range of 4% in air upwards.
- Solvents, acetone, toluene, white spirit, alcohol, benzene, thinners etc. These are explosive in the range of 2% in air upwards.
- Hydrogen and other gases evolved from processes such as battery charging.

Dangers may arise from electrical and mechanical equipment, from chemicals, process gas and liquids, dust, paint fumes, welding and cutting flames.

Extremes of temperature can have adverse effects and may be intensified in a confined space. Consideration will be given to the timing of what would otherwise be considered 'standard' work. During hot weather, roof spaces and other types of confined spaces may reach temperatures which will lead to a dangerous increase in body temperature.

Training will be provided for all Employees who are required to enter and work inside confined spaces. The type and level of training will vary according to circumstances and the type of space being entered. Training will involve demonstration and practical exercises. It is important that trainees are familiar with both equipment and procedure before working for the first time in confined spaces.

No Employee or Contractor will enter a confined space unless they are trained and competent to do so safely.

No Employee will be required to enter or work inside a confined space if breathing equipment is required. Either the space is made safe or an alternative method of undertaking the work will be found, that voids entry into the confined space.

Employees and Sub-Contractors will not be allowed to work in confined spaces until a safe system of work has been approved by the Company's Project Manager and Compliance Manager.

### 3.28 Welfare

It is Company policy to provide good welfare facilities for our Employees. To this end the follow standard will be followed.

Adequate arrangements will be made to keep workplaces in a clean, orderly, and safe condition. Walkways, gangways, and roads to be clearly marked as appropriate.

At all workplaces, safe means of access to and egress from all working areas are to be provided and maintained.

On Client's sites, welfare facilities will already be in place, as the Principal Contractor has a duty to provide these, and it will be agreed before work commences on site that our Employees can use these facilities.

The Company is responsible for ensuring that the workplace that we control complies with the regulations and that the facilities required are provided. Arrangements can be made to use facilities provided by another person e.g., Client, but we remain responsible for ensuring compliance with the Regulations.

Where Employees work at Client's sites which are not under the control of the Company, we will take any steps necessary to ensure that sanitary conveniences and washing facilities will be available.



The Company will ensure that, at all of the sites in our control, the physical welfare of personnel is promoted by:

- Provision of adequate washing, cleaning, and sanitary facilities.
- Provision of fresh drinking water.
- Provision for the heating of food and drink and an area to eat and drink free from contamination from work processes.
- Provision of a working environment which, so far as is reasonably practicably, is comfortable in relation to lighting, luminance and temperature.

### 3.29 Construction (Design and Management) – CDM

The Construction (Design and Management) Regulations is a key set of regulations that applies to all construction activities. The regulations lay down legal requirements for ensuring that health, safety, and welfare is an integral part of the project design, planning and construction.

The regulations place strict duties on the 'Client' – i.e., whoever is paying the bills. The Client must take a degree of responsibility for the health and safety risk that is created by the construction work.

Under the CDM regulations, every construction project, no matter how small comes under the regulations and that the requirement for competence extends to everyone who will work in any capacity on a construction project.

The Company has the competence to accept an appointment as Principal Contractor and to undertake whatever is require of it. However, it is not it is not typical for Tailored Fire & Security to act as Principal Contractor. If the circumstance does arise, this will be addressed on a case-by-case circumstance.

As a Designer, the Company will consider foreseeable risk that may occur during the construction phase when preparing or modifying designs. The designer also provides information to other members of the project team to help them fulfil their duties and coordination with other designers involved in the project.

As a Contractor, the Company will ensure:

- To plan, manage, and monitor construction work under our control so that it is carried out, so far as is reasonably practicable, without risks to health and safety.
- Ensure the competence of all personnel we appoint.
- Provide information and instruction to our Employees.
- Co-ordinate with other Contractors, Principal Contractor, Designers and Principal Designer. Also, to ensure compliance with the relevant parts of the Construction Phase Plan.
- Not commence work until satisfied that the Client is aware of their duties under CDM 2015.
- Ensure that welfare facilities are provided for our Employees and that reasonable steps have been taken to secure the site from unauthorised entry.
- Take on the domestic Client's health and safety duties unless the Client has made other arrangements.

All CDM projects undertaken by the Company, whether as Principal Contractor or as Contractor will be managed by an appointed Project Manager to ensure the appropriate level of supervision and control is applied and the correct level of expertise is available.

In the event that Tailored Fire & Security act as Principal Contractor, it is the Company's responsibility to ensure that a suitable and sufficient Construction Phase Plan (CPP) is created and communicated to all involved within the project.

A CCP is a document that must record the health and safety arrangements for the construction phase, site rules and where relevant, specific measures concerning work that falls within one or more of the categories listed in CDM Regulations 12 (2).

The plan must record the arrangements for managing the significant health and safety risks associated with the construction phase of a project and communicated.



### 3.30 Working at Height

Working at height means working in any place, including a place at or below ground level or when a person is accessing or exiting from such a place (except via a staircase in a permanent workplace) where if regulatory measures are not taken, a person could fall a distance likely to cause personal injury.

Falls from height represent a significant risk. This procedure is for the guidance of management and Employees who become involved in the selection of methods of access to height. In addition, any Employee working at height will be fit and able to do so.

The Company will do all that is reasonably practicable to prevent anyone falling. The hierarchy for managing work at height is as follows:

- Avoid work at height where possible.
- Use work equipment or other measures to prevent falls where working at height cannot be avoided.
- Where the risk of falling cannot be eliminated, use work equipment or other measures to minimise the distance and consequences of any fall.

Tailored Fire & Security's approach is that if the task can be done from ground level, then it is to be done without using any working at height equipment.

The Company will ensure that all work at height is properly planned, appropriately supervised, and carried out in a safe manner, taking into account adverse weather conditions that could jeopardise the health and safety of Employees.

Planning will include the selection of appropriate work equipment and planning for any emergencies or any rescue.

A risk assessment will be completed before carrying out any work at height. Each assessment will be proportionate to the risk involved, taking into account the environmental and conditions of the work area, the task to be performed, the people involved and the work equipment and/or other structures to be used.

Unless the outcome of the risk assessment establishes an alternative safe work practice, fall protection will be provided for all persons exposed to a fall where they may be injured.

In undertaking the risk assessment, the standard hierarchy of measures applies:

- Avoid work at height where possible.
- Avoid falls by using collective fall prevention methods such as working platforms with guardrails and platforms.
- Fall arrest systems.

The risk assessment will identify a safe system of work detailed in a method statement being specific and relevant to the work to be undertaken. The risk assessment and method statement will be signed by the competent person and communicated to all those involved in the working at height activity.

The choice of equipment will depend on the risk assessment. Different types of equipment will have advantages and disadvantages depending on the task and the environment in which the work is to be performed. Whatever equipment is selected, it will be of sound construction in suitable material, be of adequate strength and free from obvious defects.

Equipment will be selected from reputable, approved suppliers and test records may be checked.

If anyone is unsure of the correct equipment to use, advice can be obtained from the Compliance Manager.

The Company's policy is that the use of ladders is limited to gaining access to and egress from a place of work, for inspection purposes, or for short duration work. The use of chairs, tables, cupboards, or any other inappropriate form of gaining height is strictly forbidden.

All work equipment must be visually checked before each use.

Tailored Fire & Security Employees may have to use the following equipment to work from height:

- Ladders / Stepladders
- Podium Steps



- Mobile Tower
- Mobile Elevating Work Platform (MEWP)
- Lightweight Staging and Trestle Scaffolds

### **Ladders & Stepladders**

When ladders are used, they must be used in conjunction with the issued method of stabilisation. Ladders must be inspected visually before each use for defects. Any damage or faults must be reported to your Manager. On all occasions, any observed damage to the ladders must be dealt with immediately and must be replaced or repaired by a competent person and not used until the fault has been rectified, if possible.

Under no circumstances must domestic ladders be used.

In all circumstances, the ladder must be secured with Company approved equipment and methods. Information should be sought from the Compliance Department.

When using a set of stepladders, a visual inspection should be completed by the user to ensure that there is no damage to any part of the steps.

Before use, the stepladders should be placed on level ground and locked firmly in place. Any person using the stepladders should not stand on the top step as this cause the stepladders to become unbalanced.

A second person is required to hold the steps when:

- The work necessitates standing on the stepladder at a height of two meters or above.
- At a lower height, if both hands are required to carry out the work and additional support to the body is required.
- Where the work is in excess of a minor repair and a more substantial platform must be used.

During transportation, all ladders and stepladders are to be attached to the vehicle with ladder clamps.

When using ladders and stepladders, the following protocol must be observed:

- Three points of contact or maintained when ascending / descending the ladder.
- Ladders are inspected before use for damage, general condition, rubber feet etc.
- Ladders are being used on level / stable ground.
- All locking and securing mechanisms are working and are activated.
- Suitable means of securing ladders (footing, tying off etc.) are utilised.
- Ladders to be set, as near as possible, at an angle of 75° (a ratio of 1 unit out to 4 units up).
- Only one person is permitted to use ladders / stepladders at any one time.

### **Podium Steps**

The use of this type of equipment is preferred to stepladders as it provides a small but stable working platform, complete with guardrails. This type of access equipment has the advantages over a stepladder in that it allows the user to work safely facing any side of the working platform without it becoming unstable.

Podium steps and minitowers are lightweight in construction and some types will fold flat for transportation and are designed to be wheeled through a standard-size door.

### **Mobile Towers**

The use of lightweight aluminium mobile towers is a popular alternative to the use of traditional tube and fitting scaffolds. However, these systems have some limitations and will only be used when they can satisfy both legislative and general site requirements.

Accidents are common and are usually cause by the tower being incorrectly erected or by overloading or other misuse. Tailored Fire & Security will use towers both for maintenance work and also for access. The Company will only hire towers from an approved supplier who can provide a manufacturer's guide to erection and safe us of the tower.

Towers will only be erected by personnel who have received appropriate training and been authorised by their Manager and a record kept.



The erecting of any tower will be done inline with the manufacturer's instruction and will be checked before use.

There will always be a safe access to towers. It is not permissible to climb the end frame of the tower unless the tower is fitted with an integral ladder or if a purpose made ladder has been fitted in accordance with the manufacturer's advice.

Any Employee involved in the construction and use of a mobile tower will have PASMA training.

### **Mobile Elevating Working Platform (MEWPs)**

Mobile elevated working platforms which include Scissor Lifts, Boom Lifts and Cherry Pickers will:

- Only be used on a solid level surface that has been checked to make sure that there are no penetrations or obstructions that could cause uncontrolled movement or overturning of the platform.
- Be clearly marked with the safe working load limit. This limit will never be exceeded.
- Be used for lifting plant, equipment, or materials, unless proper provision has been made to do so.
- When using oxy-acetylene cylinders in Scissor Lifts, the bottles will be secured in the upright position at the opposite end from the platform controls. A fire extinguisher will be in the scissor lift at all times when undertaking hot work.
- Elevating platforms will not be used in areas where debris may fall upon them. Persons will remain in the platform while working in an elevated position. A safety harness will be worn and suitably attached when working in the MEWP.

All persons using elevating working platforms will be fully trained and certified in their use.

### **Lightweight Staging and Trestle Scaffolds**

Split head trestles and frames are now unacceptable in most circumstances because of the inability to fix guardrails or toe boards to the working platform and the tripping hazard caused by the boards that overlap.

Modern trestles are similar in many ways to system scaffolding, including the fact that guardrails and toe boards are an integral part of the working platform.

- Guidelines are as follows:
- Trestles will be set on a firm, level base.
- Only one working platform is installed.
- Guardrails, barriers, and toe boards are required where a fall would cause injury.
- Where fitted, guardrails will conform to the standard as with other scaffold systems.
- If a guardrail is removed, the guardrail will be replaced as soon as possible.
- Scaffold boards used on trestles to form a platform will be of a consistent length and of equal thickness.
- The trestle assembly will be completely stable when in use.
- A safe means of access will be provided, properly positioned, and securely lashed.

### **Falling Material**

Housekeeping is of paramount importance and can prevent material accumulating with the potential to fall and cause injury. Nothing will ever be thrown from a height and waste material will either be lowered to the ground in a controlled manner or dropped down an enclosed rubbish chute.

Access to areas underneath or adjacent to work at height will be prevented. Where this cannot be reasonably maintained debris netting, fans, covered walkways, or similar safeguards to stop falling material causing injury will be used.

Particular care is needed where there is general pedestrian access close to working at height. If possible, the Company will try to arrange for work to be carried out when numbers of pedestrians will be minimal.

### **Weather Conditions**

Adverse weather conditions will need to be anticipated and suitable precautions planned for all external working at height. Work platforms will always be inspected prior to work at height commencing, to determine whether conditions have changed and the enable safe working. When deciding whether to continue or suspend work, consideration will be given to wind speed, control already in place, position / height of working platform(s) and the work being undertaken.



Employees or Contractors will not work at height when the weather conditions jeopardise the health and safety of persons involved in the work.

### **Roof Work**

Where it is not practicable to undertake work on the roof using work platforms, then consideration will be given to the most suitable method of protection for Employees engaged in the work. Protection will be provided for all persons that are required to work on roofs where there is a danger of persons falling, including:

- Through the roofing material.
- From the edge of the roof.
- Where roofing has been removed.
- Through skylights or penetrations.
- While accessing the roof.

Methods of protection available include:

Scaffolding, guardrails combined with existing safety mesh where the safety mesh is in sound condition, purpose-built purlin platforms or trolleys, purpose-built roof ladders, safety nets, catch platforms. Where none of the above systems are practicable, work must not commence.

### **Fragile Surfaces**

At no time may anyone work on, from or pass over fragile material, unless platforms, coverings or other similar safe means are provided that adequately support and protect the individual.

Support platforms will be at least 600mm wide and of greater width if the work requires it. Platforms will be long enough to provide adequate support to do the work safely. Precautions are required to prevent people and materials falling from the platform. Edge protection comprising of a top rail, intermediate rail and toe boards is required.

Designed boundaries can be established that are useful in identifying safe work areas and / or routes to and from there. If these are used:

- The boundary will be at least two meters from the fragile material.
- The boundary does not need to comply with the full edge protection standard, but there will be a physical barrier.

All persons will receive appropriate information, instruction, and training.

### **Work Restraint Equipment**

The main feature of work restraint equipment is that a shorter lanyard is used which restricts the Engineer's limit of travel to the confines of a basket or platform. Lanyards will be carefully selected, taking into account the features of the place or machine on which they are to be used, to ensure that the user cannot get into a situation where a fall could occur.

Work restraint equipment is not intended to arrest a fall.

Whist work restraint equipment might seem to provide a safe method of working, familiarity breeds contempt and accidents through misuse are common. Failure to clip on is a typical cause.

It is the responsibility of the Supervisors and Managers to ensure that work restraint equipment is used only where they represent the best methods of fall protection under the circumstances. The reasons for, and the correct use of fall restraint equipment will be written into the risk assessment and method statement.

The risk assessment will include procedures for rescue and retrieval of Engineers.

Only those Employees or Sub-Contractors who are over 18, who have received appropriate training and been authorised by management will be permitted to use work restraint equipment.

### **Training**

Persons undertaking work at height will have the appropriate knowledge, information, instruction, skills, training, and experience to work safely, or be under the supervision of a designated competent person.



### 3.31 Contractor Management

Where Contractors carry out work on Client's sites on behalf of the Company, Tailored Fire & Security is responsible for ensuring, so far as reasonably practicable the health, safety, and welfare of those carrying out work and all those affected by the work.

The purpose of contract management is to ensure the delivery of cost effective and reliable safe services. Once the successful supplier has been confirmed, proactive contract management practices will ensure:

- Service delivery is in compliance with agreed contact conditions and standards.
- Ensure value for money through performance monitoring of the Contractor against contract requirements.
- Potential service difficulties are identified, and alternative strategies are devised.
- Costs are monitored and kept within budget.
- Identify service improvement opportunities.
- Meets both party's business requirements and manage all necessary service charges.
- Manage and control all the necessary service charges.
- Constant communication to ensure the successful co-ordination of the contract through documentation and evaluation of agreed processes.

#### Contract Specification

The contract specification represents an important first stage in which the Company can specify health and safety requirements for works. By ensuring that health and safety requirements are clearly identified in specification documents, several key messages are conveyed:

- Tailored Fire & Security considers health and safety as an important priority in the way it conducts its business, including contractors engaged by the Company.
- The Company understands and recognises its health and safety legal obligations regarding Contractors and associated systems are developed to manage the process.
- Contractors are required to demonstrate that they have an appropriate health and safety management system and can verify its implementation in practice.
- Contractors are required to comply with contract specific health and safety requirements.

The specification is important from a legal perspective and provides the Company with the opportunity to ensure health and safety issues are considered in the early stages of letting a contract.

#### Tender Evaluation

The tender evaluation stage allows the Company to verify tenderer compliance with specification requirements, including health and safety aspects. This process is critical. It ensures that the Company establishes that tenderers have adequate health and safety management systems and have considered health and safety issues in relation to the contract works.

The tender evaluation process typically involves the following tasks:

- Examination of tenderer's health and safety management system documentation.
- Verification of the operation of the health and safety management system.
- Evaluation of reports on the tenderer's health and safety performance.
- Undertaking interviews or discussions with tenderers to confirm their understanding of contract health and safety requirements, specific health and safety issues related to the contract and their ability to respond accordingly.

The capacity and performance of tenderers with regard to health and safety will be an important aspect in the overall tender evaluation process. Tenderers who cannot demonstrate that they can adequately meet the health and safety requirements of the specification will not be considered in the selection process.

If a company has a SSIP registration or are accredited to ISO 45001, then the Company will consider whether the company can forego the need to submit all of the above information.



### **Contractor Evaluation (Health and Safety)**

All Contractors will be assessed for competency by the Company before entering into a contract or placing an order. This forms part of the approved supplier process at Tailored Fire & Security.

Contractors employing less than 5 employees may not have documented procedures. In these cases, a decision will be made as to their competence following an interview by the Service Director / Compliance Manager taking account of the work involved and associated risks.

Contractors as a minimum will be requested to provide the following:

- Details of health and safety training provided for operational employees.
- Accident figures for the last three years indicating total employees, fatalities, and reportable and non-reportable accidents.
- Details of any prosecutions, enforcement, or improvement notices for breaches of health and safety legislation over the last three years.
- Public liability insurance.

Contractors employing more than 5 employees must have a health and safety management system in place; this will consist of as a minimum:

- Health and safety policy statement.
- Organisation details and roles and responsibilities identified for all staff and employees.
- Arrangements for the successful management of health and safety within the business.

This health and safety policy will be evaluated by the Company by arranging for the Contractor to complete a more detailed questionnaire and providing information to demonstrate that their health and safety management system is robust and effective.

If a company has a SSIP registration or are accredited to ISO 45001, then the Company will consider whether the Contractor can forego the need to submit all of the above information.

### **Contract Management**

While in no way reducing Contractor's responsibility or liability as an employer for the health and safety of their employees, the Company will ensure that they meet their employer duty of care obligations to all employees working on their behalf. To meet these obligations, the Company will undertake adequate monitoring and supervision of Contractors, even at locations not controlled by the Company.

Requirements of the Contractor should be clearly identified in the contract documentation. Appropriate records of activities related to monitoring and supervision of Contractor operations clearly demonstrate the Company's commitment to meeting health and safety legal obligations.

Site Contractors will be advised of all significant hazards or any other factors that are associated with the works they have been contracted to carry out including all Tailored Fire & Security health and safety standards and permits to work etc.

The Project Manager is responsible for the work shall be responsible for ensuring that the work is monitored to ensure the health and safety standards are maintained.

Contractors who consistently fail to maintain adequate health and safety performance will be reported to Senior Management and may be terminated.



**4.0 Change & Review Record**

Significant changes to this manual are recorded below.

Date	Amended By	Brief Description of Amendment
30/04/2020	Kerrel Cronly	Reviewed and amended in line with current company practice.
31/01/2021	Ryan Clifton	Full review and amended incorporating ISO 45001 requirements.

