



---

# Health and Safety Policy

---

QC55

---

Issue Date: June 2015

Review Date: June 2016

Authorised By: Ian Muldowney

---

## Our Statement of General Policy is:

- To provide adequate control of the health and safety risks arising from our work activities;
- To consult with our employees on matters affecting their health and safety;
- To provide and maintain equipment to a safe and risk free standard;
- To ensure safe manual handling
- To ensure safe use of substances, and apply to COSHH regulations;
- To ensure all employees are competent to do their tasks, and to give them adequate training;
- To prevent accidents and cases of work-related ill health;
- To maintain safe and healthy working conditions for all employees;
- To provide information, instruction and supervision for all employees;
- To review and revise this policy as necessary at regular intervals.

Signed by:



(Employer)

Date:

22/06/2015

Review

Date:

22/06/2016

## **Contents**

Section 1: Introduction

Section 2: Management Structure

Section 3: Objectives

Section 4: Responsibilities

Section 5: Safety Committee

Section 6: Arrangements

Phoenix Eye Ltd regards the promotion of Health & Safety measures as a mutual objective for management and employees at all levels, and considers this as a responsibility equal to that of any other function.

It is therefore company policy, so far as is reasonably practicable, to provide and maintain a working environment that is:

- Safe;
- Without risk to health;
- With adequate welfare facilities for all employees and non-employees involved in the company's undertakings.

To this end, Phoenix Eye Ltd will provide such resources and competent technical advice as may be necessary to enable all employees to meet their Health and Safety responsibilities, taking into account all statutory requirements. Risk assessments will be carried out and recorded in all areas where potential hazards are likely to exist.

Everyone with supervisory responsibility must recognise the need and accept responsibility for Health and Safety in all undertakings coming within their area(s) of control and to arrange for adequate information, equipment, instruction and training for employees for whom they are responsible. They must ensure adequate delegation of those responsibilities when they are absent.

Successful implementation of this policy requires the whole hearted commitment of everyone in the company and acceptance by individual employees of their responsibilities to;

- Take reasonable care for the Health & Safety of themselves and for other persons who may be affected by their acts or omissions at work.
- To co-operate with Phoenix Eye Ltd by adhering to company rules, safe working practices and all instructions necessary to enable us to comply with its legal duties.
- All persons are reminded that it is a criminal offence to misuse or recklessly interfere with anything provided in the interest of health, safety and welfare.

Phoenix Eye Ltd stresses its commitment to Health and Safety to the extent that, where wilful disregard for safe working practices by an employee seriously puts at risk the Health & Safety of themselves or any other person, this will be considered as gross misconduct and may lead to the severest disciplinary action.

A copy of the General Statement will be issued to all employees, and a copy of the full Health & Safety policy will be made available for all employees.

This policy statement may be revised, added to or modified from time to time, and will be supplemented, where appropriate, by codes of practice, guidance notes and standards. All changes made to the policy will be brought to the individual attention of relevant personnel.

The Board of Directors of Phoenix Eye Ltd fully support this policy and all those who carry it out.

Phoenix Eye Ltd is a company with a growing reputation for providing a high quality professional security service within the UK. Although our head office is based in Newcastle we have now achieved nationwide coverage. Due to our experienced and solid management infrastructure we are able to expand throughout the UK and move into new areas in which we do not already have a presence.

In a competitive and ever changing market our Quality Management System is designed to respond effectively offering an up to date professional service at a reasonable cost. Our proven track record to date is due to the management's drive and determination to succeed within the market place.

With key personnel having exceptional qualifications and bringing to the company a wealth of professional experience, in particular crime prevention, we feel that the company is structured to offer a service that is second to none.

Our services include Door Supervisors, Security Guards, Mobile Patrol, Key Holding and the Installation and Monitoring of CCTV Systems.

Phoenix Eye Ltd accepts that safety and efficiency are inextricable and fundamentally linked and complementary to one another. Overriding importance is thus placed on the safety and well-being of our employees. Management and all employees recognise that everyone is employed to provide a service to customers at costs and prices which are competitive and conform to the quality standards. Thus the overall objective is to find a sensible balance between safety, quality and cost.

The Managing Director will ensure that full support and advice is available to Management. Management have the responsibility for providing and maintaining safe working conditions and practices. Management will also ensure that everything reasonably practicable is done to prevent personal injury or occupational ill-health to persons at work.

The Safety Committee will provide a forum for the formal discussion of accident prevention/investigation and matters pertaining to safety, safe working practices and occupational health.

Employees accept that they have an important creative and supporting role to play. The creative role is in assisting the development of an accident and ill health prevention culture while the supportive role is in assisting Management to prevent both accidents and ill health.

To summarise, our main objectives are as follows:

- To provide safe, healthy and pleasant working conditions for all employees.
- To ensure that all employees are made aware of their responsibilities for their own safety and the safety of others, and to secure their cooperation and participation in promoting safety at work.
- To ensure total management commitment to safety as a means of increasing efficiency by the avoidance of injury or damage to health.
- To develop and implement a continuous and routine programme of accident prevention.

Where Phoenix Eye Ltd employees operate and work in our customers' premises the Health and Safety at Work Act 1974 requires our customers to provide a safe working environment for employees or contractors such as ourselves.

All employees, no matter what their job roles, have personal responsibilities under this Act. However because of the nature of our work security personnel have a particularly broad span of responsibilities, both for their own health and safety and that of others.

All employees of Phoenix Eye Ltd have a formal part to play in the implementation, introduction and evaluation of the procedures, policies and systems in relation to The Health and Safety at Work Act 1974.

<b>Health and Safety Function(s) Responsibility(ies)</b>	<b>Name/Job Title</b>
Overall responsibility within the Company for the Health and Safety Policy.	Mr Stephen Howe
Will periodically appraise the effectiveness of the Policy and ensure that any necessary changes are made.	
Will promote the understanding of this Policy at all levels.	
Will provide resources sufficient to put the Policy into effect.	
Will show leadership example by promoting a high level of safety awareness throughout the company.	
Ensure that the Policy is effectively implemented and maintained.	
Will review accident investigation reports and satisfy himself that the correct conclusions are decided, and the correct action is recommended/implemented and/or reported back with counter suggestions.	
Will ensure that all employees are involved in safety investigations and other safety related matters as required.	
Will ensure that all personnel are trained and competent to carry out their work and are fully aware of hazards to themselves and other persons and ensure the compliance with all statutory regulations.	

<b>Health and Safety Function(s) Responsibility(ies)</b>	<b>Name/Job Title</b>
Will ensure that the Policy is effectively implemented and maintained.	Colin Austin Head of Operations
Will ensure that staff are suitably trained in the Health and Safety requirements.	
Giving guidance on safety matters: Safety awareness Safety performance	
Details of accidents Through investigation of all accidents, will feedback to the relevant Directors and Management and maintain accurate accident statistics.	
Ensuring regular safety meetings are held and action taken on points arising.	
Implementing safety procedures / systems. Ensuring compliance with all statutory and other Health and Safety obligations.	
Ensure that there are adequate first aid facilities, supplies and trained first aiders available.	
To identify and highlight training requirements related to Health and Safety.	
To ensure that up to date assessments of substances hazardous to health (as per COSHH Regulations) are complete and copies issued to Supervisors and Managers.	

<b>Health and Safety Function(s) Responsibility(ies)</b>	<b>Name/Job Title</b>
Will familiarise themselves with the Health and Safety Policy and ensure that their staff are adequately trained and aware of hazards, with particular reference to hazardous substance assessments (as per COSHH Regulations).	Area Managers/ Supervisors and Office Manager
Will ensure that Team Members know what to do in the case of fire or other emergency evacuation procedures, and that all safety rules and safe working practices are observed and personal protective equipment is used where appropriate.	
Will at all times maintain a good standard of housekeeping and ensure that all hazards/defects are promptly reported and eliminated.	
Will investigate, in conjunction with a Safety Representative all accidents, determine the cause and implement corrective action to prevent future recurrence.	
Will complete an Accident Report Form for any accident involving injury, damage or lost time in the area for which they are responsible.	

<b>Health and Safety Function(s) Responsibility(ies)</b>	<b>Name/Job Title</b>
Will fully familiarise themselves with, and comply with the Policy at all times	Employees
Will take care of the Health and Safety of themselves and all others who may be directly or indirectly affected by their activities and actions.	
Will ensure that all work is performed in a safe manner and in accordance with: The statutory Health and Safety regulations. Phoenix Eye Ltd Health and Safety standards and procedures.	
Will observe the safety rules and regulations at all times.	
Will wear appropriate personal protective equipment and use appropriate safety devices, and will comply with hazardous substance assessments.	
Will report all injuries and accidents involving damage to the venue, office or potential injury, to their Manager/Supervisor.	

## **Responsibilities**

- Will conduct hazard surveys, identify potential safety hazards, discuss methods/ways of eliminating/reducing such hazards and, where applicable, recommend solutions to Area Managers/Supervisors for further action/implementation;
- Will support reasonable disciplinary action;
- Will consult Supervisors and Managers or their delegated representative on Health and Safety matters with a view to monitoring developing and implementing and maintaining arrangements for securing safe and healthy working conditions;
- Will familiarise themselves with the Health and Safety Policy, procedures, rules and arrangements for securing Health and Safety and compliance thereof;
- Will attend Committee meetings as required and play an active role in accident prevention and the development of recommendations for improving Health and Safety arrangements in the Company.

Safety Meetings are held on a quarterly basis and it is the Compliance Manager's responsibility to ensure that the following topics are covered at each meeting and reported on accordingly.

- Minutes of previous meeting read and discussed;
- Action points arising;
- Accident Statistics review;
- Investigation of accidents;
- Risk Assessments;
- Site Survey reports / audits;
- Policies / procedures;

- First aid requirements;
- Fire prevention procedures and statistics.
- The minutes of each meeting are displayed on the notice board and in the control room and available for Managers to take copies to discuss with their employees if required.
- The following safety arrangements must be observed by all those using or working in the Company's premises.

## **Accidents and Dangerous Occurrences**

All incidents/accidents whether or not they result in injury or damage are notified to the Compliance Manager and full investigation is carried out by a Supervisor/Manager. Details of all incidents/accidents are entered into the Company Accident Book held at Head Office.

Where necessary, a Manager/Supervisor will report appropriate injuries or dangerous occurrences to:

ianmuldowney@phoenix-security.co.uk

Office telephone 0191 216 0411

Mobile 07932475816

Fax 0191 216 1211

## **Contractors and Visitors**

It is the Management's responsibility to strive to ensure the safety of:

- Visitors
- Contractors

Visitors and Contractors are informed of the evacuation procedures. This is achieved by displaying the appropriate notices and also by documenting basic rules and procedures on the Visitors Pass (where possible).

Contractors are informed of hazards which may affect safe working.

As a Company, we strive to ensure the health, safety and welfare of people who are not in our employment, but who may be affected by the activities of our undertaking.

## **Display Screen Equipment**

The Office Manager will endeavour ensure that all VDU work stations comply with the Health and Safety Display Screen Equipment Regulation 1992.

These regulations apply only to those personnel who habitually use display screen equipment as a significant part of their normal work, such as the office administration staff.

All work stations are assessed to identify any risks to users. Where risks are identified, remedial action will be taken.

Work breaks and training is provided and where necessary eye tests will be provided.

## **Electrical Equipment**

The Company will endeavour to ensure that all equipment in use complies with the Provision and Use of Work Equipment at work Regulations 1998 and Electricity at Work Regulations 1989.

At the end of each working day or shift, non-essential electrical appliances are to be switched off.

Any electrical fault will be reported to the Office Manager immediately and under no circumstances should adjustments or repairs to electrical equipment be made by unauthorised employees.

A maintenance schedule is maintained by the Office Manager along with any applicable testing documentation.

## **First Aid**

### **(a) Head Office**

There are adequate first aid provisions for employees who become injured or become ill at work.

First Aid is carried out by trained First Aiders only, who are responsible for ensuring that the consumables in the First Aid Box are maintained.

The names of the designated First Aider(s) are indicated on the First Aid notice along with the location of the First Aid box.

### **(b) Venues**

Certain venues insist that Door Supervisors are trained in First Aid. Those employees trained all have valid certificates.

The Client is responsible for maintaining First Aid equipment.

## **Hazardous Substances (COSHH)**

With due regard to the introduction of C.O.S.H.H. Regulations 2002, Phoenix Eye Ltd will satisfy itself that all Employee's will be aware of the points within the regulations.

Safety Data Sheets for all hazardous substances are maintained and employees adequately trained to safeguard the health and safety of all involved. The employees will be issued with Personal Protective Equipment should there be a requirement.

For those clients whose line of business is within the chemical industry, thorough complex training will be conducted by qualified personnel to the personnel deployed to this client before commencement of work.

A register of substances is maintained by the Operations Manager.

## **Health Surveillance – Risk Assessment**

An assessment of 'risk' is carried out to enable us to weigh up whether adequate precautions have been taken to prevent harm to employees, visitors, contractors etc.

A Risk Audit System is documented for the purpose of carrying out Risk Assessment of work areas at defined intervals as deemed necessary.

Through constant auditing and inspection of all of our venues, we will identify and subsequently propose ways to minimise the risk to the Company's assets, business and employees.

The Compliance Manager has overall responsibility of the Risk Audit System.

Each assessment is filed indicating the revision status and will be reviewed annually by the Compliance Manager.

## **General Housekeeping**

Good housekeeping is important for the maintenance of Health and Safety standards therefore in general equipment, rubbish, trailing wires etc., should be kept in an orderly state to prevent accidents occurring and to facilitate the area for cleaning.

Kitchen facilities are provided at Head Office for the convenience of staff, and staff are expected to assist in maintaining a high standard of hygiene at all times.

Accidental spillages will be cleaned up immediately. Discarded food is placed in the bin in the kitchen and kept clean daily.

Accidents can be avoided by observing a few simple rules:-

- Rubbish must always be disposed of immediately.
- Corridors must always be kept clear.
- Adequate lighting installed.
- Never stand on tables, chairs etc.

- Always use proper ladders to gain access to height.
- Washed floors must always display the relevant signs and be dried thoroughly.
- Food and drink spillages must always be cleared up immediately.
- Worn, torn or raised floor coverings must receive immediate attention.

All staff are reminded of their responsibility to take reasonable care for the safety of themselves and others indirectly responsible.

## **Information, Instruction and Training**

Training is essential in all areas, from Induction to Job Training.

The requirements to train employees are referred to in the Management of Health and Safety at Work Regulation 1999.

All employees, through training, will have sufficient knowledge to understand Health and Safety regulations and ensure staff awareness.

The responsibility to ensure training is performed lies with the Area Manager.

## **Medical Emergency**

If an accident results in injury, first aid will be sought at once from trained and qualified staff.

If the injury is considered to be sufficiently serious to require medical attention or some other form of assistance, the first aider will seek assistance by dialling 999. The following information should be given:-

- (a) Type and seriousness of injury
- (b) Location and directions for vehicle access
- (c) Brief general description of how accident occurred and the need for any special rescue equipment.

Details of all accidents involving injury will be entered into the Company Accident Book by the injured person or someone acting on his/her behalf.

## **Monitoring and Review**

Phoenix Eye Ltd has in place a committee which meets on a quarterly basis to discuss the Health and Safety systems in place and to implement any changes should they be required.

This forum will review the Company Health and Safety Policy and discuss both amendments to current legislation and any new legislation that employees need to be made aware of and Health and Safety documentation.

In conjunction to this, the Company will encourage all employees to have an input on Health and Safety issues based on the Health and Safety (Consultation with Employees) Regulations 1996.

Audits of venues and working areas are conducted to identify risks but also maintain a high level of safety at all times. The full Health and Safety programme is reviewed annually by the Compliance Manager and the revision date amended.

## **Personal Protective Equipment**

Should the occasion arise when the use of protective equipment, such as ear protection, is required for a Door Supervisor the company will facilitate the appropriate training, regarding the use of this equipment.

Items provided will be documented (PPE Register) and reviewed for safety and effectiveness.

Certain venues high visibility jackets to be worn by Door Supervisors. These items are the property of Phoenix Eye Ltd and will be maintained by Phoenix Eye Ltd when necessary. All items allocated to Door Supervisors will be stored adequately to prevent damage or loss.

## **Fire Precautions**

The safety of life overrides all other considerations such as saving the property and extinguishing the fire.

All passage ways, staircases and fire exits should be kept free from obstructions at all times. Fire doors must be kept closed at all times and must not be wedged open.

The overall responsibility for fire precautions with Phoenix Eye Ltd premises rests with the Compliance Manager.

In the event of a fire, the three most important actions are, in chronological order, to:

- Raise the alarm
- Summon the Fire Brigade
- Evacuate the building - attempts to extinguish the fire should only be made if safe to do so.

Re-entry to the building is strictly prohibited until the fire brigade declares it is safe to do so. Employees should report any concerns regarding fire procedures, so that the company can investigate and take remedial action if necessary.

Head office is equipped with a fire alarm system consisting of bells situated in such positions that they are audible in every part of the building and activated by break glass call points.

Portable fire extinguishers are sited in strategic positions. These are for fighting small fires only by staff adequately trained in firefighting.

## **Safe Systems of Work**

Assignment Instructions are prepared for all venues, detailing venue information, method, administration and communication procedures.

When a Door Supervisor is initially employed at any venue for the first time, he/she will receive induction training specific to that site and sign the induction training record.

## **Violence, Aggression and Bullying**

Employees have a responsibility to ensure that acts of violence are prevented within the workforce.

Disciplinary Procedures within the Company's Handbook identify acts of violence as Gross Misconduct.

In order to minimise the risk of physical or verbal violence to employees, Phoenix Eye Ltd will ensure that all incidents of violence, both verbal and physical, and threats of violence are recorded.

Door Supervisors are made aware of their responsibilities in relation to powers of arrest etc. during the training which is undertaken by all Door Supervisors as part of the licencing process. Employees should not put themselves at risk in order to protect property.

The Do's and Don'ts when situated in a violent position:

- Try to remain calm at all times or try to give the impression that you are calm.
- Try to avoid panicking, raising your voice.
- Try to give your full attention.
- Ask the angry person what is wrong and listen to their reply.
- Try to avoid making the angry person feel that they are powerless.
- Be honest about what you are able to do and what you will do about the situation.

## **Workplace and Welfare**

Phoenix Eye Ltd strives to ensure that there are sufficient washroom, rest facilities and ventilation provided for employees.

Poor standards of housekeeping are a common cause of accidents and fire hazards. All employees therefore have a responsibility to maintain a safe working environment at all times. Suitable training will be provided to all employees in housekeeping arrangements within the workplace and that standard must be achieved.

As part of the continuous review of health and safety matters, Phoenix Eye Ltd have considered the current evidence of the health risks associated with passive smoking and therefore require the staff to comply with a No Smoking policy.

## **Personal Hygiene**

Personal Hygiene is essential in preventing germs as they can be transferred onto anything that the person comes into contact with. It is therefore vital that personal hygiene of the very highest standard is maintained at all times:

- Always wash your hands after visiting the toilet.
- Always report any skin, bowel or throat infection to your Manager.
- Always cover cuts and sores with a waterproof dressing.

## **Manual Handling**

Door Supervisors will not transport by lifting, putting down, push, pull, carry or move any equipment without the consent of Phoenix Eye Ltd Management or without receipt of adequate training.

Manual Handling Employee Assessments will be completed prior to determine the risk.

## **Machinery, Furniture, Plant and Equipment**

Those personnel assigned to office duties based at head office receive equipment which has been tested and fully compliant.

Defective furniture, machinery or equipment will be reported to the Office Manager and if necessary will be removed from use until it is repaired or replaced.

Office Equipment i.e. shredder, paper guillotine etc. should be used with care and attention. Patrol vehicles or company cars will only be allocated to those applicants who provide full driving details and a copy of their license. All cars are regularly serviced by a reputable dealer and visual and physical checks of fuel, lubricants etc. conducted prior to use.