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### **Managers will ensure that:**

- employees who use DSE habitually for a significant part of their work are designated officially as DSE 'users',
- 'users' are provided with the above 'Working with VDU's' booklet to alert them to the risks to their health and how to minimise them,
- workstations operated by 'users' are assessed using the SGC Holdings TA SGC Security Services DSE Checklist to ensure they meet the minimum requirements and the risks are reduced to lowest level reasonably practicable,
- DSE work is planned so there are breaks or changes of activity,
- suitable blinds are provided to minimise glare, reflections and contrasting light levels,
- 'users' receive sufficient training in the software packages to enable them to work efficiently,
- 'users' are informed of their right to free eye tests and the provision of any special spectacles required for DSE work,
- 'users' are informed how they are to obtain the above eye tests and special spectacles if these are prescribed.

### **Employees will ensure that they:**

- adjust their workstations to minimise health risks as shown in the 'Working with VDU's' booklet,
- report any problems with their workstations which they cannot rectify themselves,
- organise their work to allow changes of activity or take frequent short breaks to offset fatigue,
- report any pain, discomfort, swelling or weakness experienced during or shortly after keyboard/mouse work.

### **Note – Laptop Computers**

Laptop computers on their own do not meet the minimum requirements set out in the Display Screen Equipment Regulations and can cause problems with prolonged and extended use. The keyboard and pointing devices on these units are unsuitable for extended use. For extended use a separate full size keyboard and normal mouse along with a properly set up workstation is required to minimise the risks of postural and upper limb disorders.

## **3.11 Smoking**

Smoking is illegal and not permitted in SGC Holdings TA SGC Security Services premises.

## **3.12 Road Transport**

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### **Directors and Managers will ensure that:**

- employees driving as part of their work are sufficiently competent and have the necessary documentation to show they comply with the requirements of road traffic legislation,
- work schedules are set so as to allow sufficient time to drive safely, complying with the relevant speed limits and taking breaks to offset fatigue on long journeys,
- any SGC Holdings TA SGC Security Services owned/leased vehicles are suitable for the work undertaken and are serviced/checked at regular intervals in accordance with the manufacturer's instructions,
- a defect reporting procedure is implemented for SGC Holdings TA SGC Security Services owned/leased vehicles

### **Employees will ensure that they:**

- exercise particular care and comply with the requirements of the road traffic legislation and the Highway Code,
- avoid using hand-held mobile phones whilst driving,
- take breaks to offset fatigue on long journeys,
- take special care in car parks and roadways around premises to avoid pedestrians,
- check vehicles that they use are in roadworthy condition, reporting or rectifying any defects as is appropriate,
- plan routes in advance and leave details of their whereabouts at their office,
- take care as a pedestrian in car parks and when crossing public roads etc., using pedestrian crossings where available to minimise the risks.

### **3.13 Contractors**

SGC Holdings TA SGC Security Services recognise their responsibilities when employing contractors to deliver their services.

Guidance on construction health and safety issues is published on the Health and Safety Executive's website at <http://www.hse.gov.uk/pubns/conindex.htm>

### **Managers will ensure that:**

- contractors selected to quote for work are competent in managing the health and safety aspects of their activities,
- contractors complete the 'Contractors Health and Safety Questionnaire',
- the above questionnaires are analysed using the 'Guidance for Assessing Contractors' Health and Safety Questionnaires',
- specialist advice is obtained when in doubt about a contractor's health and safety competence,
- the work is clearly defined, and the hazards known to SGC Holdings TA SGC Security Services are communicated to prospective contractors,
- contractor's quotations include details of the risk control measures to be implemented (method statements, health and safety plan etc),
- quotations are analysed, and contracts awarded only to contractors agreeing to implement appropriate risk control measures,
- the work undertaken by contractors is monitored to ensure the appropriate risk control

measures are being implemented,

- work is stopped if the risk control measures are not satisfactory,
- the health and safety performance of contractors is reviewed after each contract or annually and action is taken where appropriate to maintain standards.

### 3.14 First Aid arrangements

(Frequently asked questions and answers on first aid are published on the Health and Safety Executive's website at <http://www.hse.gov.uk/pubns/indg214.pdf>

#### **Managers will ensure that:**

- sufficient 'first aiders' or, in low risk situations where less than 50 persons are present, 'appointed persons' are available,
- a suitable number of first aid boxes containing the recommended first aid materials are provided,
- a system to check the contents of the first aid boxes regularly is in place,
- details of the names and locations of the first aiders/appointed persons are displayed on notices posted around the premises,
- a record is kept of all first aid treatments on the SGC Holdings TA SGC Security Services 'First Aid Treatment Record Sheet'.

#### **Employees will ensure that they:**

- familiarise themselves with the first aid procedures so that in the event of an injury or acute illness first aid assistance can be obtained quickly,
- carry out first aid in accordance with the training and instructions they have received,
- follow the hygiene rules when administering first aid as covered in training to prevent the transmission of infection'
- record all first aid treatments on the SGC Holdings TA SGC Security Services 'First Aid Treatment Record Sheet'.

### 3.15 New and Expectant Mothers at Work

Guidance is published on the Health and Safety Executive's website at [www.hse.gov.uk/hthdir/noframes/mothers.htm](http://www.hse.gov.uk/hthdir/noframes/mothers.htm)

**Managers will ensure that:**

- an assessment is carried out to identify any risks created by work to new and expectant mothers,
- appropriate arrangements are implemented to eliminate or control the risks,
- the significant findings of assessments are recorded locally on the SGC Holdings TA SGC Security Services form given in 3.1 of this policy,
- a room is provided for rest purposes.

**Employees will ensure that they:**

- inform their manager as soon as they are able if they become pregnant so an assessment can be carried out.

**3.16 Young persons at work or on work experience (Below 18 years of age)**

Guidance is published on the Health and Safety Executive's website at <http://www.hse.gov.uk/lau/lacs/92-3.htm>

**Managers will ensure that:**

- an assessment is carried out to identify any risks created by a young person's lack of experience or immaturity,
- appropriate arrangements are implemented to eliminate or control the risks,
- the significant findings of assessments are recorded locally on the SGC Holdings TA SGC Security Services form given in 3.1 of this policy,
- an experienced employee is nominated to supervise each young person,
- where young persons are below school leaving age, the significant findings of the risk assessment are communicated to those with parental control.

**Employees will ensure that they:**

- exercise close supervision over young persons placed with them for training.

**Young persons will ensure that they:**

- take reasonable care for their own health and safety and that of others who may be affected by their activities,
- use any work equipment in accordance with the training and instructions provided,
- do not use equipment or carry out work for which they have not been trained,
- ask if in doubt about anything.

**.17 Reporting and Investigating Accidents and Cases of Work-Related Ill-Health**

Online guidance on the 'Reporting of Injuries, Diseases and Dangerous Occurrences Regulations' (RIDDOR) is available on the Incident Contact Centre (ICC) website [www.hse.gov.uk/riddor/report.htm](http://www.hse.gov.uk/riddor/report.htm). All RIDDOR incidents must be reported to the ICC. This can be done by telephone (0845 3009923) Can now be reported on-line. Where the appropriate form is completed by them or via the online forms on the website. In each case the ICC will return a hardcopy as confirmation of notification.



'Major Injuries' to employees (including self employed persons working on SGC Holdings TA SGC Security Services premises) are broken bones, except fingers and toes or any injury which requires hospitalisation for more than 24 hours.

'Major Injuries' to a visitor are any injury, sustained on SGC Holdings TA SGC Security Services premises, that requires them to be taken direct to hospital.

'Over 3 Day Injuries' to employees (including self employed persons working on SGC Holdings TA SGC Security Services do not include the day of the injury but every day after is counted where the person is not capable of doing their normal work. Weekends, leave periods etc. are included.

Some incidents that do not result in injury must be reported in the same way as 'Major Injuries'. These are known as 'Dangerous Occurrences' and are only those which are specified by the regulations. These are mainly large incidents in the construction and manufacturing industries but some, such as, a fire or electrical short circuit which disrupts activities for more than 24 hours or the failure of a lift, may be relevant to SGC Holdings TA SGC Security Services. A full list of 'Dangerous Occurrences' is given on the ICC website.

'Reportable Diseases' are only those which are work related, notified by a doctor's certificate and specified in the regulations. Most of the diseases specified are not relevant to activities but some could be, such as, cramp in the hand or forearm arising from prolonged periods of typing/mouse work/handwriting, hepatitis from contact with human blood products (first aid treatment), legionellosis from work near cooling systems or hot water systems. A full list of 'Reportable Diseases' is given on the ICC website.

**Managers will ensure that:**

- work related injuries and cases of ill health are investigated and where appropriate measures implemented to prevent re-occurrences,
- all work related injuries and cases of ill health work are recorded on the SGC Holdings TA SGC Security Services 'Injury/Incident Report Form', a copy being kept on file and a copy sent to Head Office, (this takes the place of the 'Accident Book' - a book can be kept on site but the above form must be completed for all work related injuries and cases of ill health),
- Head Office are contacted immediately in the case of a 'Major Injury' or a 'Dangerous Occurrence',
- 'Over 3 Day' absence injuries to employees (including self employed persons working on SGC Holdings TA SGC Security Services are reported to the ICC within 10 days via telephone or their website, the confirmation hard copy being kept on file and a copy sent to Head Office,
- 'Reportable Diseases' as notified by doctor's certificate are reported to the ICC within 10 days by telephone or via their website, the confirmation hard copy being kept on file and a copy sent to Head Office,
- 'Major Injuries' and 'Dangerous Occurrences' are reported immediately to the ICC via telephone or their website, the confirmation hard copy being kept on file and a copy sent to Head Office,
- guidance is obtained from the ICC website or the Health and Safety Consultant when in doubt about reporting requirements.

### **Employees will ensure that they:**

- report all significant work-related injuries and cases of ill health to their manager/director.

### **Health and Safety Consultant will:**

- provide guidance on the incident reporting requirements when requested,
- investigate serious work-related injuries and cases of ill health and recommend measures to prevent re-occurrences;
- produce annual injury/incident statistics for review purposes.

## **3.18 Health and Safety Law Notices and Employers Liability Insurance Certificates**

### **Managers will ensure that:**

- a 'Health and Safety Law' poster is displayed and the appropriate details are entered in the spaces provided on the poster,
- a copy of the SGC Holdings TA SGC Security Services liability insurance certificate is

## **3.19**

### **displayed. Safety Representatives and Employee Consultation**

(A guidance booklet 'Consulting Employees on Health and Safety: A Guide to the Law' is published on the Health and Safety Executive's website at [www.hse.gov.uk/pubns/indg232.pdf](http://www.hse.gov.uk/pubns/indg232.pdf))

Trade Union or employee appointed safety representatives have rights which must be respected, e.g. to carry out workplace inspections, to be informed of accidents, any changes which affect health and safety and any arrangements for health and safety training. They also have the right to see documents required by law e.g. significant findings of risk assessments, Injury/Incident Forms, Health and Safety Policy etc.

### **Managers will ensure that:**

- where appointed by a Trade Union or by employees, safety representatives are consulted in good time regarding any changes in working arrangements that affect the health and safety of employees,
- where safety representatives are not appointed, the above consultation is carried out directly with employees,
- a Safety Committee is formed where requested by two or more safety representatives,
- where a Safety Committee is not formed, health and safety is a standing item on the agendas of appropriate meetings with employees.

## **3.20 Working Alone**

(A guidance booklet 'Working alone in safety: "controlling the risks of solitary work"' is published on the Health and Safety Executive's website at [www.hse.gov.uk/pubns/indg73.pdf](http://www.hse.gov.uk/pubns/indg73.pdf))

### **Managers will ensure that:**

- working alone is avoided where possible,

- where working alone is unavoidable, a risk assessment is carried out to identify the measures necessary to minimise the risks, e.g.
- the significant findings of risk assessments are recorded locally on the SGC Holdings TA SGC Security Services form given in 3.1 of this policy,

### 3.21 Working Time WTD

PIM recognises that when people work too many hours, their health can be affected, and the risk of mistakes/accidents is increased.

#### Managers will ensure that:

- employees do not work more than 48 hours per week (averaged over a 17-week period), without the written agreement of the individuals involved,
- health assessments are offered to night-workers,
- employees receive the breaks and annual leave entitlements specified in the Regulations, i.e.

**In work breaks** - for adults at least 20 minutes break when working more than 6 hours and at least 30 minutes break after 4.5 hours for persons under 18 years,

**Daily breaks** - at least 11 hours break between leaving and starting work next day,

**Weekly breaks** - at least 1 day off each week,

**Annual leave** - at least 4.8 weeks leave for full time employees.

#### Employees will ensure that they:

- report to their manager/director where workloads or working practices require them to work excessive hours or where they cannot take their entitled breaks,
- let their manager/director know if they have additional employment that impacts on their total working hours.

### 3.22 Working on Client's Premises

#### Managers will ensure;

- the risks created by SGC Holdings TA SGC Security Services /contractors are assessed and adequately controlled,
- the risks created by clients which affect SGC Holdings TA SGC Security Services contractors are properly controlled,
- ongoing communication and co-operation takes place with clients to ensure the risks to all persons are properly controlled,
- SGC Holdings TA SGC Security Services employees/contractors are capable of recognising the

risks likely to be present on client's premises and applying the appropriate measures to control them.

**Employees/Contractors will ensure that they:**

- take the necessary steps to ensure the risks from their activities are properly controlled,
- familiarise themselves with the health and safety arrangements on client's premises,
- co-operate fully and follow any relevant health and safety instructions and procedures,
- report any short-comings in client's health and safety arrangements to their contact at the premises and to their manager.

**3.23 Working at Home**

(A guidance booklet 'Home-working – Guidance for employers and employees on health and safety' is published on the Health and Safety Executive's website at [www.hse.gov.uk/pubns/indg226.pdf](http://www.hse.gov.uk/pubns/indg226.pdf))

Where employees are designated as 'Home Based' the following arrangements apply. The main hazards are associated with the extended use of computer equipment – see also section 3.9.

**Managers/Directors will ensure;**

- employees based at home who use computers habitually as a significant part of their work are provided with suitable equipment and furniture to minimise the risks,
- employees are provided with a 'Display Screen Equipment Checklist' to assess their home workstation,
- remedial action is taken to deal with any problems identified by the above assessment,
- employees are provided with the above 'Home-working' booklet to alert them to the risks to their health and how to minimise them.

**Employees will ensure that they:**

- assess their home workstation and follow the guidance in the 'Home-working' booklet,
- report to their manager/director any problems they have with the equipment/furniture/working procedures.

**3.24 Noise**

Prolonged exposure to high noise levels causes permanent and irreversible hearing damage. The Regulations set first and second exposure action values of 80 and 85dB. The second action value also includes any impact noises 137db and above. In addition they require that the daily or weekly exposure of employees must not exceed 87dB, which can take account of any reduction in exposure provided by hearing protection. For more information see the HSE website [www.hse.gov.uk/pubns/noisindx.htm](http://www.hse.gov.uk/pubns/noisindx.htm)

### **Managers will ensure:**

- noise surveys are carried out for any areas or processes where it is necessary to raise voices to carry out a normal conversation when about 2 m apart or where there are impact noises such as hammering, pneumatic impact tools or explosive sources such as cartridge operated tool,
- the recommendations set out in the noise surveys are implemented, in particular:
  - where exposure exceeds the first action value of 80 db (daily or weekly exposure, whichever is the lower) employees must be:
    1. Warned of the slight risk of hearing damage occurring
    2. Provided with hearing protection and shown how to use it
  - where exposure exceeds the second action value of 85 db (daily or weekly exposure, whichever is the higher) or where there is exposure to impact noises 137db or above, employees must be:
    1. Warned of the significant risk of hearing damage occurring
    2. Provided with hearing protection and shown how to use it
    3. Supervised effectively to ensure the hearing protection it is used
    4. Receive annual hearing checks

### **Employees will ensure that they:**

- use hearing protection where instructed to do so, i.e. where their exposure exceeds the second action values,
- use any noise reduction measures in accordance with the training and instructions received,
- cooperate with the arrangements for hearing checks,
- report any exposures to high noise levels their manager may not be aware of.

## **3.25 Health and Safety Training**

It is recognized that health and safety information and training helps to ensure your employees are not injured or made ill by the work they do and develops a positive health and safety culture. Specific health and safety training arrangements are also set out in many other sections of this policy. For more general information on health and safety training see the HSE website [www.hse.gov.uk/pubns/indg345.pdf](http://www.hse.gov.uk/pubns/indg345.pdf)

### **Managers will ensure that:**

- risk assessments and performance appraisals identify any specific health and training needs,
- account is taken of the capabilities, training, knowledge and experience of employees,
- that the demands of the job do not exceed employees' ability to carry out their work without risk to themselves and others,
- employees with particular training needs, e.g. new recruits, employees changing jobs or taking on extra responsibilities, receive appropriate health and safety training and supervision,

- where necessary, employees' skills are updated by carrying refresher training
- records are kept of all health and safety training carried out.

**Employees will ensure that they:**

- attend training sessions they are nominated for,
- follow the health and safety training and instructions provided,
- report to their Manager any circumstance where they do not feel capable or confident to deal with the health and safety issues of their work.

**3.26 Personal Protective Equipment (PPE)**

Where it is not possible to control risks by other means PPE will be provided.

**Managers will ensure that:**

- risk assessments identify the type and standard of PPE required making sure it is suitable for the risks involved and for the user,
- maintain adequate stocks and provide employees with the PPE specified for their work,
- employees are instructed in the use and maintenance of the PPE required for their work,
- employees use the PPE specified for their work,
- PPE is replaced as necessary,
- records of the issue of PPE are maintained.

**Employees will ensure that they:**

- use the PPE specified for their work,
- inspect/maintain/replace their PPE as is necessary,
- report any defects or shortcomings with their PPE they cannot rectify themselves.

**3.27 Vibration Risks**

'Whole Body' vibration (WBV) is typically from ride on vehicles and can lead to back pain. 'Hand-arm' vibration (HAV) comes from hand-controlled tools such as chainsaws, hedge cutters, strimmers, mowers, angle grinders and hammer drills. Too much exposure can cause hand-arm vibration syndrome (HAVS) and carpal tunnel syndrome. HAVS affects the nerves, blood vessels, muscles and joints of the hand, wrist and arm. This can become severely disabling if ignored and includes vibration white finger, which can cause severe pain in the affected fingers. For more information see the HSE website [www.hse.gov.uk/pubns/indg175.pdf](http://www.hse.gov.uk/pubns/indg175.pdf)

Like noise at work the health risks from vibrating tools and machinery must be assessed and controlled but unlike noise, protective equipment for vibration risks is not generally available or

effective.

For 'whole body' vibration the exposure action value (EAV) is 0.5m/s<sup>2</sup> averaged over 8 hours and the exposure limit value (ELV) is 1.15 m/s<sup>2</sup>. For hand-arm vibration the exposure action value (EAV) is 2.5m/s<sup>2</sup> averaged over for 8 hours and the exposure limit value (ELV) is 5 m/s<sup>2</sup>.

**Managers will ensure:**

- that where employees are exposed to vibration a risk assessment is carried out to decide if they are likely to be exposed above the EAV and if so introduce a programme of controls to reduce the risks,
- that health surveillance is provided for employees regularly exposed above the EAV and records are kept,
- that immediate action is taken where necessary to reduce exposures below the ELV,
- employees are supervised to ensure that any usage time restrictions in the risk assessment are complied with,
- information and training is provided for employees on the health risks from vibration, see HSE leaflet, 'Hand-Arm Vibration – Advice for Employees'. <http://www.hse.gov.uk/pubns/indg296.pdf> and any usage time restrictions in the risk assessment.

**Employees will ensure that they:**

- follow the advice and guidance in the above HSE leaflet,
- comply with any usage time restrictions in the risk assessment,
- cooperate with the arrangements for health surveillance,
- report any exposures to vibration their manager may not be aware of.

Reviewed By

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Managing Director



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