

CSM Security Consultants Ltd

POLICY & PROCEDURES MANUAL

AUTHORISED AND APPROVED FOR USE

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Signature:	Date:

This document has been prepared to meet the requirements of ISO 9001:2015 with due regard to the requirements of BS7499, BS7858, BS7960

CSM Security Consultants Ltd

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NOTE:

Any errors, omissions, or additions to the procedures, which are considered necessary, should be directed to the General Manager.

The Management Representative will carry out all changes to the documents in a controlled manner.

The contents of this manual should be referred to regularly and used as a reference guide.

Extracts of the Policy and Procedures Manual are for circulation within the organisation only. The Manual or extracts of it must not be passed or copied without the permission of the Directors.

Responsibility for the maintenance and circulation of the Manual (or extracts) is that of the QA Management Representative.

1.

INTRODUCTION

CSM Security Consultants Ltd is based in Wales providing security services to its customers.

The organisation has identified the processes needed for its quality management system and has established implemented and maintains these processes and continually improves their effectiveness in accordance with the requirements of ISO9001:2015.

The Scope of the organisation's Quality Management System covers the provision of Manned Guarding, Door Supervision and Key Holding in accordance with the requirements of British Standards briefing/training

- BS 7984-3: 2020 – Keyholding and Response Services
- BS 7499: 2020 – Security Guarding
- BS 7960: 2016 – Door Supervision
- BS 7858: 2019 – Screening & Vetting
- BS 10800: 2020 - Provision of security services COP

The Design & Development section of the ISO Standard does not come under the scope of the organisation's certification. The justification for this is that the customer specifies the requirements of the organisation – they determine the number and duties required.

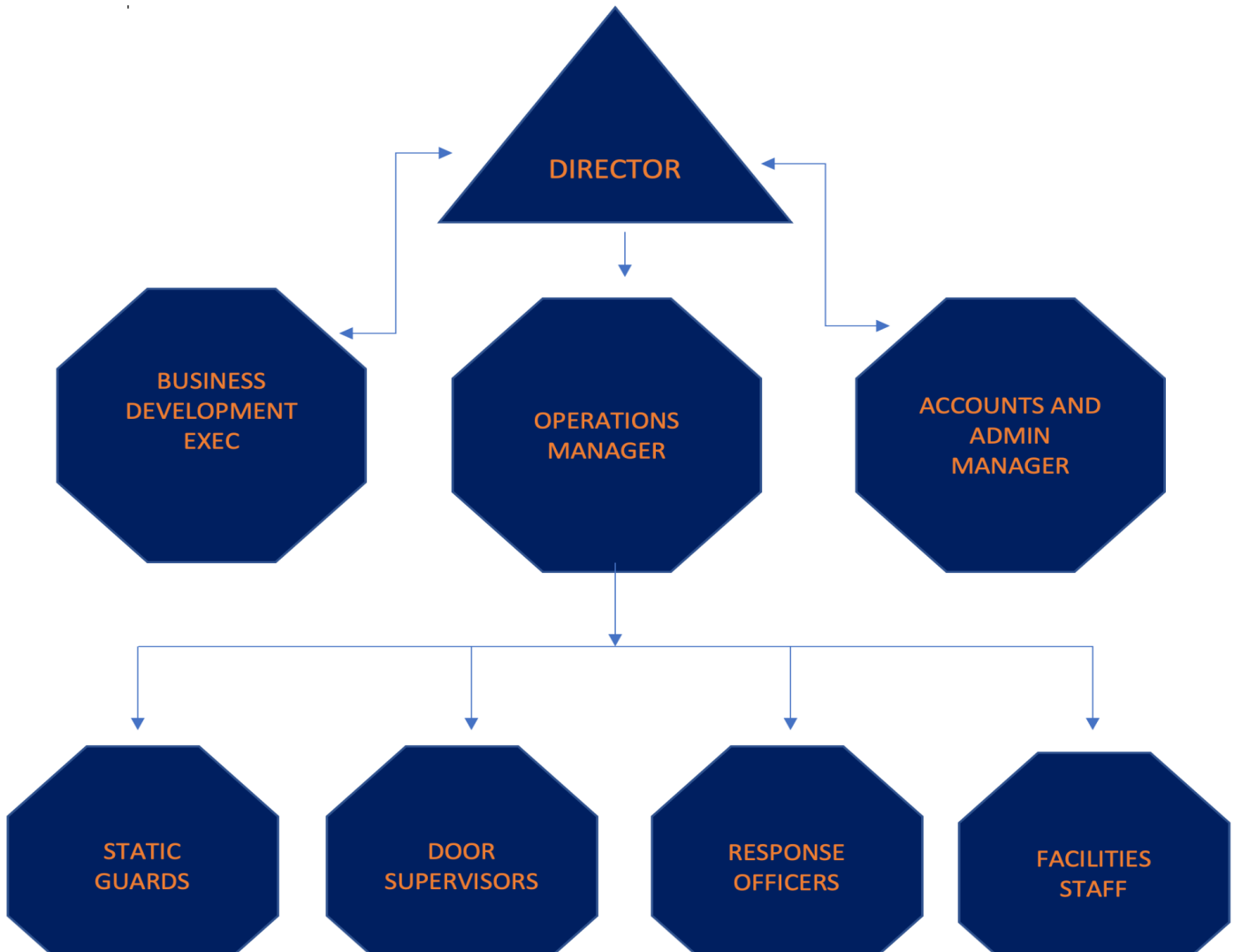
The purpose of this manual is to present the Quality Management System to all personnel.

The contents serve as a basic reference to policies, processes and procedures, together with work instructions (where necessary) outlining the activities and responsibilities, that a person holding a company appointment is expected to undertake as a normal part of their duties.

It is the responsibility of the General Manager to ensure the availability of resources and information necessary to support the operation and monitoring of the processes.

The organisation shall monitor, measure and analyse the processes, ensuring that actions are implemented to achieve planned results and to continually improve their effectiveness.

ORGANISATION CHART (CSM Security Consultants Ltd)



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1.0 QUALITY POLICY

The purpose of the Quality Management System is to ensure that the services provided to its customers consistently meet or exceed their expectations. The company operates a system that regularly evaluates its processes and customers' needs and has set quantifiable goals with plans in place to ensure that they are improved year on year.

It is the policy of **CSM Security Consultants Ltd** to maintain, on a continual basis, an effectively managed Quality Assurance programme, which will assure customers that the services supplied conform to the laid down procedures or disciplines of the company, and which will ensure that the customer's needs and expectations are fully met.

The management of the company is firmly committed to the system, procedures and controls included in this manual, and the total participation of all personnel is mandatory.

A Management Representative is entrusted with the authority and responsibility for the control of the Quality Management System.

Company management personnel cannot be over-ruled on matters of Quality, and in cases of difference of opinion on Quality matters, have the responsibility to refer such items to the Management Representative for resolution.

This policy of Quality Assurance is in place to ensure that the overall organisational goals of the company are met. The goals of this company are to ensure that the best possible services or products are supplied to the company's valued clients and that the company can meet customer needs and requirements as effectively and efficiently as possible.

One organisational goal is to ensure that all requirements of the documented management system that meets the requirements of ISO9001:2015 are performed in a managed methodical way. It is also ensured that the system is fully understood and implemented correctly throughout the company.

Signed

Date

2.0 ENVIRONMENTAL POLICY

The purpose of the Environmental Policy is to ensure that the services provided to its customers consistently meet or exceed their expectations. The company operates a system that regularly evaluates its processes and customers' needs and has set quantifiable goals with plans in place to ensure that they are improved year on year.

We recognise however that in our day-to-day operations we inevitably impacted on the environment in a number of ways, and we wish to minimise the potentially harmful effects of such activity wherever and whenever possible.

As part of our continuing drive for quality in all things we do, we have therefore developed a comprehensive policy statement which will enable us to set the targets by which our efforts towards sustainable environmental improvements can be measured and monitored on a regular basis.

We have undertaken to help every employee to understand, and to implement the relevant aspects of this policy in their day-to-day work, through the regular communication of objectives, action plans and achievements. The General Manager has specific responsibility for policy development, coordination and evaluation of performance. CSM Security Consultants Ltd is committed to minimising the impact of its operation on the environment by means of a programme of continuous improvement.

CSM Security Consultants Ltd will:

- Meet, and where appropriate, exceed the requirements of all the relevant legislation – where no regulations exist, we shall set our own standards.
- Promote Recycling and use of recycled materials, while reducing consumption of materials wherever possible.
- Minimise waste in all our business activities.
- Work with our suppliers to minimise the impact of their operations on the environment through a quality purchasing policy.
- Include environmental issues in our company induction training programme and encourage the implementation by all our people of sound environmental practices.
- We will conduct an annual self-evaluation of our performance in implementing these principles and in complying with all applicable laws and regulations.

3.0 HEALTH AND SAFETY POLICY STATEMENT

6.

7. 3.1 STATEMENT OF INTENT

The following policy statement on health and safety fulfils the requirement of section 2(3) of the Health and Safety at Work Etc Act 1974, and succeeds completely all previous policies or statements.

The board of Directors of CSM Security Consultants Ltd considers the health and safety of all its staff, customers and contractors to be of great importance.

The board of Directors therefore through its managers and supervisors at all levels has a responsibility to ensure, as far as reasonably practicable within the meaning of the act, the health and safety of all its employees, whilst at work, members of the public and contractors whilst on its premises and other premises to which it is assigned.

8. 3.2 OBJECTIVES

In accepting responsibility, we will, so far as reasonably practicable, extend that duty in relation to

- The provision and maintenance of plants and systems of work that is so far as is reasonably practicable, safe and without risks to health.
- Have arrangements for ensuring, so far as reasonably practicable, safety and absence of risks to health in connection with the use, handling, storage, and transport of articles and substances.
- The provision of such information, instruction, training and supervision as is necessary to ensure, so far as reasonably practicable, the health and safety at work of all its employees.
- So far as reasonably practicable as regards any place of work under the employer's control, the maintenance of it in a condition that is safe and without risks to health and the provision and maintenance of means of access to and egress from it that are safe and without such risks.
- The provision and maintenance of a working environment for his employees that is, as far as reasonably practicable, safe, without risks to health, and adequate as regards facilities and arrangements for their welfare at work.
- Carrying out, as far as reasonably practicable, health surveillance on their employees.
- The provision of risk assessments with reviews as far as reasonably practicable.

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To ensure that this policy is effective the company will:

- Review it annually, or on any significant changes in our business.
- Make any such changes known to our employees.
- Maintain procedures for communication and consultation between all levels of staff on matters of health, safety and welfare.

9.

10. 3.3 SAFETY RESPONSIBILITIES AND DUTIES

The overall responsibility for coordinating the Company's safety practice, in accordance with all relevant statutory requirements remains with the Managing Director.

The Managing Director has designated the General Manager to be responsible for the management and implementation of health and safety procedures.

The training of staff, health records and reporting to the Health and Safety Executive or the local Environmental Health Officer are administered by the Human Resources Manager.

At the department level, the responsibility will be given to Managers and Supervisors for

- the Implementation of this policy within their own area and to bring it to the attention of their employees.
- To ensure all new staff are properly inducted into the organisation, which will include an awareness of all precautions and procedures applicable to the job and the emergency procedures.
- Make sure that no person is permitted to work at any kind of machinery or hazardous task unless he or she has been properly trained and fully instructed in the use of such equipment.
- To ensure that all staff are aware of the location of all firefighting equipment and alarm call points at their particular location and their operation.
- Ensuring that any responsibilities delegated to subordinate staff are clearly identified.
- Make sure that access to the premises by customers or other members of the general public is strictly limited to safe areas.

11. 3.4 EMPLOYEES RESPONSIBILITIES

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- It is the responsibility of each employee to take reasonable care of their own health and safety, and that of others who may be affected by their acts or omissions at work.
- Employees must co-operate with others in the company to fulfil our statutory duties.
- Employees must not interfere with, misuse or wilfully damage, anything provided in the interest of health and safety.
- Every employee must use the safety equipment or clothing in a proper manner and for the purpose intended.
- Every employee must work in accordance with any health and safety instruction or training that has been given.
- No employee may undertake any task for which they have not been authorised and for which they are not adequately trained.
- Every employee is required to bring to the attention of a responsible person any perceived shortcoming in the safety arrangements.
- All employees have a duty to familiarise themselves with this policy

12.

13. 3.5 COMMUNICATION AND CONSULTATION

The communication and consultation will be conducted as 'toolbox talks' which will take the form of numerous Health & Safety Briefings. All Supervisors who are expected to present these 'toolbox talks' have received training, or are deemed to be competent, which will include methods of identifying job-specific safety matters.

They will also need to identify means of drawing information and views from the workforce on how they can assist in setting up efficient and safe systems. These views can help supervision by identifying problem areas, for example where access/egress can be improved or changed, stacking areas for material can be best situated and in numerous other workplace situations.

These Health & Safety Briefings are to be held on during the Supervisors visits for all hourly paid Security Officers ensuring that each Officer receives at least one briefing every quarter. The constantly changing work patterns and areas of working can be discussed at any time with line managers and reviewed at these sessions.

It is envisaged that the duration of the discussions would be approximately 30 minutes with no more than 8 Security Officers present at anyone meeting. The meetings take place as close to the work areas as possible so that any proposed changes could be easily investigated at the time.

The Supervisors taking part in the talks need to make a detailed inspection of the workplace immediately prior to the talks; this will enable them to include any outstanding safety hazards and introduce the common types of recurring hazards for discussion.

Employees who are to participate in these talks must be told of the structure, the need and content before any are instigated so that they can prepare their input prior to the talks and allay any misgivings or fears that they may have.

This will be done by posting the information on notice boards and through direct communication from the control room. The notice would also need to be given to all participants at the start of a shift, of the time, place, and content of the talks.

3.6 STAFF TRAINING ARRANGEMENTS

There will be Under Section 2(2) of the HASAWA 1974 provision of information, instruction training and supervision given in all aspects of an individual's job specification.

Training will come in the form of induction training, job-specific training, specialist training and supervisory and management training. All of this will be completed on a regular basis and training records produced to indicate that training has been completed.

The training is to be monitored on a regular basis by management and any shortfalls identified through consultation with staff members and remedied. All specified training will be identified in relation to any risk assessments that have been carried out.

Communicating this training can come in a number of forms, verbal, written and graphic. It is a legal requirement under Management of Health and Safety at work regulations for an employer to provide Health and Safety training to promote a good health and safety culture.

3.7 EMERGENCY PROCEDURES

are about the control measures that are in place to control procedures and equipment to limit the damage to people and property. An essential part of this is the issuing of the correct PPE for a task and ensuring the relevant training is in place.

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Under regulation 8 procedures must be established and set in motion when necessary to deal with serious and imminent danger. For example, fire evacuations are to be practised at least twice yearly and records documented.

Necessary links must be maintained with the local authorities, especially with regard to first aid, emergency medical care and rescue work and that is why all the emergency numbers are located in a central location where they can be accessed in the event of an emergency, and everyone will be trained accordingly in accordance with those regulations.

First aid Provision is provided under **First aid regulations 1992**. The minimum requirement reference first aid is a suitably well-stocked first aid box, and an appointed person to always take charge of first aid whilst someone is at work.

Certain factors will dictate dependent upon risk assessments how much first aid provision is required. Training of first aid and refresher training will be carried out throughout the year.

3.8 SAFE SYSTEMS OF WORK

This is defined as a method for doing a job in a safe way it takes into account all foreseeable hazards to health and safety and seeks to eliminate or minimise these. Safe systems of work are normally formal and documented as per the Company's standard operating procedures and processes.

Our safe system of work is based on standard site assignment instructions that are not ambiguous and are laid down in a site security manual. All staff are trained on these safe systems of work to prevent injury or ill health as it is foreseen in some cases that prevention is an integral approach to a safe system of work. Under no circumstances are staff allowed to carry out duties unless they have been trained on those duties using the safe system of work methods.

Information and instruction will be provided to employees, who allow us to maintain a safe system of work under **section 2 of the HASAWA 1974** of which all our procedures are documented.

The provision and use of work equipment are covered under **PUWER 1998** and their primary aim is to ensure that work equipment is used without risks to health and safety, regardless of its age, condition or origin.

This is linked to safe systems of work and our procedures and processes are in writing which accounts for this. Work equipment has to be suitable and has to be maintained and that is where maintenance logs and pat testing is implemented within our organisation.

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Equipment that is used within our organisation has to be of an efficient state, in efficient working order and in good repair. Everybody is to be trained in the use of work equipment prior to using it. All equipment that is in the workplace has to be authorised for use through qualifications and training and controlled through adequate supervision.

3.9 INSPECTIONS AND AUDITS

Health and safety inspections and auditing are a part of our measuring our health and safety performance and are completed on a 6 monthly basis. It forms the basis of continuous improvement.

If it is not carried out correctly then our management of the health and safety system is undermined and there is no reliable information to show how well the health and safety risks are controlled.

We must comply with the law and operate effectively at a minimum and without an audit or inspection how could we ever know if we were not. We have proactive monitoring by taking initiative before things go wrong, this involves us completing routine inspections and checks to make sure those standards and policies are being implemented and that the hierarchy of control measures is working. We also have reactive monitoring after things go wrong, it involves looking at historical events to learn from mistakes and see what can be put right to prevent a reoccurrence.

The policy is this, that you can't manage what you can't measure, and is part of our plan-do-check-act management process which is covered under the **HSG65** management system. This will provide us with the status of the strategies, processes and activities designed to control health and safety risks.

4.0 POLICY STATEMENT ON RISK ASSESSMENT

We will carry out suitable and sufficient assessments of the risks to the health and safety of our employees and to others who might be affected by our work activities, in compliance with the Management of **Health and Safety at Work Regulations 1992**. To ensure this happens we will:

Identify all hazards with the potential to cause harm to our employees and others who may be affected by our business.

Evaluate the probability and severity of potential injury or damage.

Where we identify a risk of serious or imminent danger:

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- establish appropriate procedures for controlling exposure to this special risk, including the stopping and resumption of work.

- nominate sufficient competent persons to implement the procedure for evacuation from the premises and restrict access to the danger area for all who have not received adequate instruction.

Analyse the options for eliminating, reducing or controlling the identified risk areas and then take the appropriate action.

Review the assessments periodically and particularly where they may no longer be valid or where there has been a significant change in work activities and/or processes etc.

Keep records in writing, or electronic form, of the significant findings of risk assessments and, identify employees who may be especially at risk.

Provide appropriate health surveillance where there is an identifiable disease or potential adverse health condition related to our work.

Appoint a competent person(s) to assist us in complying with our statutory duties for health and safety.

Provide our employees and employees of other employers working on our premises with comprehensive and relevant information on risks, preventative and proactive measures, emergency procedures and competent persons.

In addition to the above, it is our policy to carry out specific risk assessments in accordance with other regulations and codes of practice, as detailed in our arrangements section of the full safety policy.

14. 4.1 ACCIDENT REPORTING POLICY

It is our policy to report all accidents, industrial diseases and dangerous occurrences to comply with the Reporting of Injuries, **Diseases and Dangerous Occurrences Regulations 2013**. We will also record all injuries in the appropriate accident book, as required by the **Social Security (Claims and Payments) Regulations 1979**.

The Operations Manager is responsible for reporting all notifiable accidents to the appropriate enforcing authority.

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Employees must report all injuries to their Manager and the Control Room immediately after treatment.

The accident book must be fully completed for all injuries incurred at work, however minor.

An accident book is maintained in our main control room, where all staff have been instructed to report.

If, because of their injury, employees are incapable of making an immediate entry, then that entry must be made by their Manager, first-aider or nominated person.

Following an accident of any severity that requires treatment, the employee's manager will notify the Operations Manager who will:

- Complete an accident investigation report
- Notify the enforcing authority if the accident is reportable

Following an accident of any severity that requires treatment, the employee's line manager will take statements and retain any other documents related to the accident.

If the injury is of a serious nature or if there is any doubt, the injured person will be sent to the nearest hospital for treatment.

Although it is not our legal duty, we will notify the enforcing authority of injuries to non-employees, e.g. Contractors, if the injury takes place on our premises and we become aware of it.

Accidents and injuries that are reportable to the enforcing authority will also be reported to our employer's liability insurer.

15. 4.2 ACCIDENT INVESTIGATION POLICY

It is our policy to investigate

- All accidents resulting in any reportable injury or losses of any assets
- All accidents, however minor

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- All near misses

Employees should be aware that health and safety enforcement officers can enter premises without an appointment, at any reasonable time, to ascertain if the requirements of the law are being met. If they have reason to believe that a situation exists or may arise in which there is potential for serious injury or death, they may enter work premises at any time.

We will extend to the full co-operation

We will co-operate with our insurers, to reduce our premium as far as we can.

If the insurers have advice on reducing risk, we will follow that advice where reasonably practicable.

4.3 OCCUPATIONAL ILL-HEALTH POLICY

The Reporting of Injuries, **Diseases and Dangerous Occurrence Regulations** 2013 (RIDDOR) require us to report certain diseases to the enforcing authority.

Supervisors/Line managers will provide their staff with information on any occupational disease associated with their work activity, where relevant.

Any employee who notices any of the symptoms of, or is diagnosed by a doctor as having, any relevant disease must report this to their Supervisor / Line manager as soon as possible.

We will take all reasonably practicable measures to prevent our employees from contracting any occupational disease.

If an occupational disease is contracted, wherever possible we will take steps to protect the employee against further exposure while keeping them in their normal job. If this is not possible, we will try to offer the employee suitable alternative work.

Not reporting an occupational disease associated with your work activity is a disciplinary offence.

In some cases, we may have to suspend employees to protect their health. This will only be done after all other alternatives have been considered but are not reasonably practicable.

Managers and Supervisors must report any occurrences of occupational diseases to the company representative. The representative will report all cases of reportable diseases to the enforcing authority

4.4 TEMPORARY WORKERS POLICY

The **Health and Safety at Work Act 1999** and the Management of **Health and Safety at Work Regulations 1992** apply to the health and safety of temporary workers employed in our business.

Except where the temporary worker is retained for short periods (e.g. one day or less), they will be given comprehensible information on the risks to their health and safety, including an induction covering the hazards of the business, emergency procedures and the management controls for those risks.

Temporary employees will be exposed to the complete range of risks to which other employees are exposed. They will be unfamiliar with many of the procedures and will need extra supervision for a period of their induction.

Where the temporary worker is retained only for short periods they will be given information on emergency procedures and will be continually supervised.

4.5 CONTRACTORS POLICY

The **Health and Safety at Work Act 1999** and the Management of Health and Safety at **Work Regulations 1992** impose duties to safeguard the health and safety of those who are not in our employment, but who may be affected by our business activities.

We will endeavour to employ only competent contractors, who will be selected according to our specifications.

4.6 SHIFT WORKERS POLICY

The **Health and Safety at Work Act 1999** and the Management of Health and Safety at **Work Regulations 1992** apply to the safety of shift workers.

4.7 PERIPATETIC WORKERS POLICY

The **Health and Safety at Work Act 1999**, the Management of Health and **Safety at Work Regulations 1992**, and the Workplace (Health, Safety and Welfare) **Regulations 1992** apply to our employees who visit other premises in the course of their work (peripatetic workers).

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We recognise that this work is carried out in places that are not under our direct control. We will provide additional measures, such as information, instruction, and training, to ensure their safety on the premises of others.

Where any of our employees, are on other premises for anything other than short periods, we will ensure that those in control of the premises are aware of the proposed activities of our employees by means of risk assessment.

We will obtain a risk assessment from the person in control of visited premises, covering any of their activities that may affect our employees.

No peripatetic worker will be expected to work on-premises of others without being advised of the hazards they may have to deal with.

Workers on customer premises must conform to all their arrangements for fire, security and liaison, such as signing the visitor's book, observing no-smoking areas and reporting to specific managers before starting or leaving work or moving to a different area.

4.8 ALCOHOL AND DRUG ABUSE POLICY

Alcohol and drug abuse have serious implications for users and for their work, particularly within hazardous situations.

No alcohol can be consumed on the premises at any time.

Anyone found taking drugs on the premises is guilty of gross misconduct and will be disciplined accordingly.

Anyone found to be intoxicated by alcohol or drugs on the premises will be removed, guilty of gross misconduct and disciplined accordingly.

4.9 INDOOR ENVIRONMENT POLICY

The Workplace (Health, Safety and Welfare) Regulations 1992 govern the health and safety of our indoor working environment.

Where reasonable, we will adapt the premises and facilities to those employees with disabilities.

It is our policy to exceed the minimum health and safety requirements of the law and to provide a working environment that is both comfortable and that maximises the effectiveness of employees.

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To achieve this, we will put in place arrangements for the assessment of risks from the working environment and provide, maintain and monitor appropriate control measures to minimise the risks identified.

Employees are reminded that they have a legal obligation under regulation 12(2) of the **Management of Health and Safety at Work Regulations 1992** to inform their Supervisor / Line manager of situations where they see a serious imminent danger to health and safety, or any matters where they see a shortcoming in our arrangements for managing health and safety.

4.10 PERSONAL PROTECTIVE EQUIPMENT (PPE) POLICY

The **Personal Protective Equipment at Work Regulations 2002** applies to some of our work activities.

Personal protective equipment (PPE) will only be used where it is not reasonably practicable to modify the activity, the process, or the method of work to prevent risk. This is because it protects only the wearer, so others who may enter the zone of hazard without PPE will be at risk.

Specific assessments to comply with the **Personal Protective Equipment at Work Regulations 2002** will be carried out by the Operations Manager.

For all activities requiring the use of PPE, a record will be kept of the protective equipment, the operations and the personnel involved.

The Supervisor /Line manager for each area requiring PPE will keep a list of activities that are identified by risk assessments.

All PPE required by the risk assessment for the activity will be provided without charge, as required by law

All activities requiring the use of PPE will be monitored and any item found unsuitable or damaged will be replaced as necessary.

Employees must report loss or damage in PPE to their Supervisor/ Line manager as soon as practicable and safe to do so. Those who fail to do so may be the subject of disciplinary action.

In view of the importance of PPE as a last resort against hazards, employees are required by the business and by law to use PPE for the activities specified in our risk assessments. Repeated failure to do so may be considered gross misconduct.

Control of hazardous substances to health comes under the regulation 2002 and 2005 under HASAWA 1974 amendments and is managed through training and authorisation. Only authorised personnel are allowed to come into contact with substances hazardous to health and only once all training has been completed.

Manual handling training will be regular and is to be supervised by all Line managers and is in accordance with manual handling operations regulations 1992 amended 2002.

The issue of PPE has to be in proportion to the job role and training is to be given. All substances hazardous to health are to be stored in the relevant areas and information provided on these substances with emergency procedures laid down in the event of spills.

All substances that are hazardous to health must be encompassed when developing first aid training and emergency procedures. All training records referencing the above must be completed and updated. Risk assessments must be completed when substances are hazardous to health care in the workplace.

4.11 MANUAL HANDLING POLICY

The Manual Handling Operations Regulations 1992 apply to our work activities

In consideration of their special needs, we will take additional measures to secure the safety of pregnant or nursing mothers, including modifying our manual handling risk assessments.

Manual handling operations will be assessed for all activities for any loads other than those, which are clearly not significant. Manual handling operations in areas or under conditions that may alter the risk will be assessed.

4.12 DISPLAY SCREEN EQUIPMENT (DSE) POLICY

The Health and Safety (Display Screen Equipment) Regulations 1992 apply to work with DSE.

Display screen operators may suffer from postural difficulties and visual fatigue, in addition to the other hazards of the workplace, such as tripping over cables or carpets, lifting injuries picking up boxes of paper, etc. Although DSEs produce some radiation the levels produced, are no more than those from the environment in many areas.

Postural hazards result from poor ergonomics and working environment. The following may produce fatigue-related conditions.

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- Sitting in an immobile position for long periods
- High rates of repetitive finger movements, with the wrists bent
- Poor circulation to the legs
- Pressure from the seat/chair upon the thighs

Visual fatigue may result from the following

- Poor screen display, such as low contrast or flickering
- High levels of ambient light compared to the screen display
- Reflections or glare

These can produce eye strain, headaches, or other related symptoms

It is our policy to exceed, where possible, the minimum health and safety requirements of the law. We aim to provide a working environment that is both comfortable and maximises the effectiveness of employees. Although the regulations only apply to DSE users or operators, we will try to apply the principles to all DSE workstations regardless of the category of user.

In order to achieve our goals, we will put in place arrangements and procedures for the assessment of risks from the DSE use. The risk assessment will be followed by the provision, maintenance and monitoring of appropriate control measures to minimise any risks identified.

Responsibility for implementing this policy lies with the Managing Director, who will delegate this function.

5.0 EMPLOYMENT POLICY STATEMENT

It is the policy of CSM Security Consultants Ltd to make every endeavour to ensure that the integrity of its personnel is established and maintained for its customers. The company operates a system that regularly evaluates its processes and customers' needs and has set quantifiable goals with plans in place to ensure that they are improved year on year.

To ensure that only suitable candidates are selected for provisional employment and the highest standards of honesty and integrity are maintained in view of the special circumstances of the environment in which they are employed. The company operates to **BS 7858:2006/A2:2009**, the British standard for the security screening of individuals employed in a secure environment and the Security Industry Authority's licensing criteria where applicable.

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All individuals are personally interviewed by the appropriate Management Representative prior to any offer of employment and are required to complete and sign an application form declaration and provide the following information:

1. Proof of identification and address of residence which conform to the requirements of the Security Industry Authority licensing criteria.
2. Details of their education, employment, periods of self-employment, unemployment and gaps in employment throughout the security screening period.
3. The names of two individuals with personal knowledge of the individual for a minimum of 2 years within the past 5 years who are not related or reside at the same residential address.
4. Details of all cautions or convictions for criminal offences, including motoring offences and pending actions, subject to the provisions of the **Rehabilitation of Offenders Act 1974**.
5. Details of all bankruptcy proceedings and country court judgements.
6. Details of their medical history and be able to demonstrate good general health, good eyesight including colour vision, hearing and sense of smell.
7. Demonstrate good reading, writing and verbal communication abilities.

The organisation does not employ individuals whose career or history indicates that they would be unlikely to resist the opportunities for illicit personal gain, the possibilities of being compromised, or the opportunities for creating any other breach of security, that their employers might offer.

The organisation does not employ individuals who, where required, cannot produce a valid work permit, visa or accession state worker registration card before provisional employment is offered.

Individuals recruited specifically for security duties will be aged a minimum of 18 years, and person over 65 years will be required to undertake an annual medical examination to ensure fitness for duty.

Before an offer of provisional employment is made, the organisation will ensure that every individual has successfully completed security screening in accordance with **BS7858:2006/A2:2009**, and meet the requirements of the **Private Security Industry Act 2001** with regard to licensing of frontline and non-front line personnel.

The organisation provides induction training in matters related to conditions of employment, which is to be completed at the earliest opportunity, or within the first weeks of provisional employment. Following the successful completion of the induction

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training a written provisional offer of employment, job description, company handbook, uniform and contract of employment will be issued by the company where applicable.

Where night-time working is potentially involved, prospective employees are asked to confirm that there is nothing in their circumstances that would be detrimental to their working night shifts and the opportunity for a free medical assessment is offered.

Employees whose duties may involve driving are required to demonstrate that they hold a current valid driving license which is inspected annually and a copy retained on their personnel file to ensure that they are qualified to handle the appropriate vehicles.

All employees are dealt with fairly and equitably in all respects with particular attention to timely and accurate payments and disciplinary or grievance issues; and that satisfaction levels as measured by objective, anonymous surveys, are continually improved.

This policy is applied equally to all individuals' employment, including full-time and part-time employees, temporary and permanent employees, and to all levels of seniority, including the Board of Directors.