



## Health and Safety Policy

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## **Purpose and Scope of Policy**

The purpose of this policy is to state the circumstances and manner in which Health and Safety at Work outlines certain specific and or legal requirements, to ensure, so far as is reasonably practicable, the health, safety, and welfare of all employees, contractors, volunteers and visitors is assured.

## **Responsibilities**

Enigma Security Europe Ltd willingly accepts its obligations in providing a safe working environment, and requires that all employees, regardless of status, recognise and discharge their personal responsibilities in the areas of health, safety, and welfare by cooperating in a manner, which allows the Company to discharge its duties satisfactorily.

### ***Methodology and responsibilities applied will ensure;***

- The provision and maintenance of safety equipment and safe systems of work
- The provision of information, training, instruction and supervision
- The provision of a safe working environment
- The health and safety of others, including members of the public

## **Related documentation**

General operating procedures, Specific site instructions, Risk assessments, Method statements

## **Training**

Staff will receive where required training in line with the content of this document and its appendices.

### **Implementation and Review**

The methodology to be followed by staff in the performance of their duties has been approved by the Senior Management Team.

The Policy will be subject to review by the Operations Director as required by changing circumstances and or a minimum of once a year.

### **Equalities Impact**

Enigma Security Europe Ltd is committed to promoting equality in all its activities. We aim to provide an administrative, training and working environment free from discrimination and unfair treatment.

An equalities impact assessment has been undertaken on this policy all measures to mitigate any negative impact identified have been included in the policy.

### **Contact and Further Information**

Further information on this policy and its implementation is available from Enigma Security (Europe) Ltd head office. The Managing Director is overall responsible for all health and safety issues and or enquires.

From time to time, in order to maximise safety measures, and in line with changing circumstances and or government legislation, Enigma Security (Europe) Ltd may amend and or introduce additional health and safety measures as appropriate.

### **Complaints**

In the event of a complaint whether internal or by a member of the public, the matter will be dealt with in the first instance by the Supervisor or line manager and thereafter, if necessary by the Operations manager. A record of all complaints will be maintained and monitored by Enigma Head office.

## Policy Statement

Enigma believes that Health, Safety and staff welfare is paramount and plays an integral part in maintaining safety and safe working conditions for all personnel involved in works on the company's behalf.

Only by pulling together each and every one of us and taking heed of our responsibilities to ourselves and each other, can we ensure a safe working environment.

It is Enigma's stated policy, aim and objective that the health, safety and welfare of everyone undertaking work on behalf of the company are protected to the best possible degree by the implementation, management and monitoring of practices and procedures designed to achieve those objectives.

# Jean Green

Jean Green

Managing Director



## **Responsibilities and Health & Safety Management**

The Health and Safety at Work Act 1974 places a statutory duty on all employers to ensure, so far as is reasonably practicable, the safety, health and welfare of all its employees at work and other people who may be affected by their omissions, e.g. employees, volunteers, members of the public.

The Managing Director has overall responsibility for all health and safety matters and for ensuring that health and safety legislation is complied with.

***All matters relating to the Health, safety and welfare of the staff will be reported directly to the Operations Director through the following structure;***

- Each department will have an appointed Health and Safety representative whom will report to the Operations manager.
- Departmental representation for ensuring the Health and Safety policy is put into practice is delegated to: Office/Administration Manager, Project managers, Business Manager, Site managers and Supervisors.

***Each department representative will manage, monitor and periodically review the department's health and safety operation, to ensure:***

- All employees receive supervision, training and sufficient information on all health and safety matters.
- Risk assessments are undertaken at Enigma head offices and all client locations.
- Copies of all risk assessments are made available to all staff they apply too.
- Accidents are investigated and a report forwarded to the Operations manager
- There are arrangements in place to provide PPE, to monitor the maintenance of all premises and equipment.
- There are arrangements in place to liaise and co-operate on health and safety matters with the clients and or their representatives.

**All employees (regardless of status) have specific responsibilities too;**

- To take care of your own health and safety and that of other persons that may be affected by your omissions.
- To co-operate with Enigma, making sure the correct training has been provided, that all instructions are understood and to follow the company's health and safety policies.
- Not to interfere with or misuse anything that has been provided for your health, safety and or welfare
- To take reasonable care not to put yourself, fellow employees and or members of the public at risk by what you do or do not do in the course of your work
- To inform Enigma of anything that may affect your ability to work, including injuries, illness, pregnancy, eyesight, hearing, and or any other condition(s) that may affect your agility and or judgement.
- To inform Enigma If you take any prescribed medication that may affect your judgement and or cause drowsiness
- To inform Enigma of any drug (*prescribed or not*), alcohol and or legal high dependencies.

**Risk Assessment**

All health and safety department representatives will ensure that appropriate Risk assessments are carried out on enigma head office and all client locations, Risk Assessment must be made available to all staff and clients, where appropriate.

All Risk Assessments must be reviewed and updated annually and or on every occasion a change in working practices has occurred, to ensure all hazards/risks are identified, including; employee duties, location/premises and all aspects of works.

**Training**

All health and safety department representatives must ensure that all new employees receive information on Health and Safety as part of their induction training.

All health and safety department representatives will organise Health and Safety training and review training for all employees, including;

- General Health and safety at work
- First Aid (*where required*),
- Manual Handling (*where required*)
- Fire Safety,
- Dynamic Risk Assessments
- General Health and safety Patrolling Duties for Security Officers
- General Health and safety Mobile Officers.

All health and safety department representatives will also organise training for appropriate use of equipment and including any special training required to ensure safe systems of work.

### **General Housekeeping**

All work stations, Security offices/gatehouses and offices must be kept clean and tidy at all times, including keeping gangways and passageways clear from obstructions.

Under no circumstances whatsoever should goods or materials be stacked immediately in front of Fire Doors, Fire Exits, fire alarms or fire fighting equipment and or placed causing obstruction to gangways, passageways or escape routes.

Non-flammable rubbish bins are positioned at various points within the workplace; all rubbish must be removed from work stations at the end of the working day or shift.

- ***Equipment Storage and Usage***

Equipment and or materials' must be suitably stored and not left causing obstruction. No exposed cables or extension power cables must be left trailing across floors, unless supervised and or appropriate warning signage has been provided.



## Lighting

Adequate lighting in work stations and Security offices/gatehouses will be provided. Security Officers' and mobile patrol routes will be lit where possible, where permanent lighting is not practical on patrol routes, portable lighting/torches will be provided.

Any lights or lighting equipment, which is found to be out of order, must be reported as soon as reasonably possible to the appropriate person.

## Noise

In accordance with the National Institute for Occupational Safety (*NIOSH*) the exposure to noise should be controlled so that the exposure is less than a max combination of exposure level and duration.

The National Institute for Occupational Safety Recommended Exposure Limit (*REL*) for occupational noise exposure is *85 decibels*, as an 8 hour Time-Weighted Average (*TWA*) (*85 dBA as an 8-hr TWA*)

**Note!** Exposures at and above this level are considered hazardous.

- Enigma will ensure that noise in its offices is kept to an acceptable level.
- Noise levels at client locations may vary from location to location. Observe all warning signage and where required wear appropriate Personal Protection Equipment (*PPE*).

## Temperature

Enigma will endeavour where reasonably practical to maintain temperatures in offices, gatehouses and workrooms at, at least: 16°C or 13°C if much of the work involves rigorous physical effort.

## Ventilation

Enigma and its clients will endeavour where reasonably practical, to provide well ventilated workplaces in which staff has control over the level of ventilation provided.

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## **Electrical Equipment**

Whether at Enigma offices or client locations, all building maintenance, such as electrical work, carpentry, painting etc, should be carried out by qualified people. Under no circumstances unless qualified and instructed to do so should any member of staff any carry out any maintenance work whatsoever.

Broken, ineffective or damaged electrical equipment must be reported to the nominated person as soon as possible. Staff should only use electrical equipment in accordance with instructions.

All electrical equipment must be PAC tested at least once a year: this is to include any personal equipment retained at the place of work.

## **Visual Screen Equipment**

In compliance with the Health and Safety (Display Screen Equipment) Regulations 1992, Enigma will carry out Health and Safety Risk Assessments at all workstations and client locations which require the use of (*Display Screen Equipment*) by enigma employees such as computers, laptops, touch-screens, CCTV monitors and other similar devices.

## **Hygiene**

It is the responsibility of all employees to ensure their own personal hygiene and to assist in the prevention of cross contamination by washing their hands at regular intervals, prior to consuming food and drink, and immediately after the use of the toilets.

## **Welfare Arrangements**

### ***Toilet and Washing Facilities***

Enigma and its Clients will ensure that suitable toilets and washing facilities are provided for all employees. Washing facilities will include a supply of clean hot and cold water, soap and suitable means of drying.



### **Rest Areas**

So far as is reasonably practicable, Enigma and its clients will provide staff with seating arrangement where rest periods can be taken.

Should pre-existing on site canteen facilities be available, then these will be utilised with permission of the client. All employees should take breaks for meals as indicated within their contract of Terms and Conditions of Employment, or in accordance with the site specific instructions.

### **Personal Protective Equipment (PPE)**

Appropriate Personal Protective Equipment will be issued to all Employees as and when necessary and appropriate to the work undertaken.

Training will be provided for all employees on the safe use, storage and maintenance of the relevant equipment before issue

Employees have a legal duty to wear PPE as specified in assignment instructions, risk assessments and method statements.

Any defective equipment must be reported control room, and or Health and Safety Manager.

### **First Aid Person**

The first aid person for the Enigma Office will be displayed on the staff notice board.

Only trained personnel may administer first aid.

The trained First Aid person will ensure that the First Aid box is kept in the correct place, it contains the items laid down in the Code of Practice and Guidance Notes published by the HSE and it is regularly checked and re-stocked.

First Aid person at the client's locations will be displayed in the security gatehouse.

## Drugs and Alcohol

Enigma operates a drug and alcohol policy. All employees have a personal responsibility to ensure they are "fit to work". Enigma personnel must never;

- Report or endeavour to report for work having a Blood alcohol Concentration (BAC) exceeding 50mg or with any presence of any level of illegal drugs or legal highs.
- Report for work in an unfit state due to the use of alcohol, drugs or legal highs.
- Be in possession of alcohol, drugs or legal highs in the work place
- Consume alcohol, drugs or legal highs whilst at work or prior to attending work.

## Stress Management

Stress is a workplace hazard, which must be dealt with like any other. Thus, the responsibility for reducing stress at work lies both with the employer and the employee. Enigma will do all it can to reduce and or eradicate problems relating to stress at work, including;

- Ensure close employee involvement, particularly during periods of change.
- Implement effective policies and procedures for dealing with bullying and any form of harassment.
- Encourage good communications between staff and management.
- Promote the maintenance of a supportive culture in the workplace.
- Employees should ensure that they do not work in a way, which could cause them to suffer an increase of stress, nor cause an increase of stress on others.
- Employees must respect other members of staff and its clients and ensure that inter-personal conflict is avoided or dealt with sensibly.
- Employees must not make unrealistic demands on other workers.
- Employees should participate with the organisation's intention to maintain a supportive workplace environment.
- Any employee is suffering from increased stress at work, they should discuss the matter with their Line Manager at the first opportunity, where practicable and reasonable, Enigma will seek to provide assistance to the employee.

## Communication and Consultation

Information and consultation are the basic building blocks of every effective organisation. These concepts are crucial to the relationship between the individual employee and their line manager.

In order to meet the legal requirements of the Safety Representatives and Safety Committees regulations and the Health and Safety (Consultation with Employees) Regulations, Enigma will communicate and consult with all employees on the following issues:

- The content of the company Health & Safety Policy.
- Any site specific rules or job.
- Changes in legislation or best working practices.
- The planning of Health & Safety training.
- The introduction or alteration of new work equipment or technology.
- Potential hazards and dangerous occurrences
- General matters affecting the health and safety of the employees
- Specific matters on which the employer must consult

Communication and consultation will take place directly with the employees via regular safety meetings, management site visits, emails and memos.

## Personal Safety

Due to the nature of work undertaken by Enigma, staff may, on occasions, find themselves in potentially dangerous situations. The following policy aims to minimise the risk of exposure to danger for employees.

All windows and entry doors should be kept locked at all times when working alone.

Any staff working on their own at Enigma premises/office or client premises should not allow access to casual visitors who have no appointment, and or are unidentified individuals prior to verifying who they are and the reason for their attendance.

Should an employee dealing with an individual(s) find themselves feeling uneasy about the validity of their identity and or being alone with them, the employee has the right to refuse them access, and or to ask them to leave. All incidents of this nature must be reported immediately to the Enigma Control Room and Management.

All employees working on their own at Enigma/client premises and or working mobile patrol duties, must make regular (*Check Calls*) contact with the Enigma Control Room to ensure their safety.

Contact (*Check calls*) should be made at pre-determined times, either subject to prior arrangements or as instructed within the site specific instructions,

All Security Officers and Mobile Officers, when patrolling clients' locations or attending alarm activations, must be alert to the possibility of unauthorised persons being on site and must exercise extreme caution at all times.

Should a Security Officer or Mobile Officer suspect unauthorised persons are on the premises or are in an area of the premises, Enigma Control and the Police must be informed immediately and the officer should not enter into the area until assistance arrives.

### **Holding or Carrying Money and Valuables**

Large amounts of cash should not be kept on the premises unless locked away in a safe

Employees transporting valuables/large amounts of cash over and above petty cash, whether on foot or by vehicle should be accompanied by another member of staff.

Weekly/daily visits to the bank should not be routine and should be carried out at irregular times.

In any instance, if money is demanded with threats, it should be handed over immediately and the police and Enigma management informed at the earliest opportunity.

## Sharps

### ***Safe Handling of Sharps***

Sharps include needles, razor blades, broken glass or other items that may cause a laceration or puncture. The risks of problems consequent upon a needle stick injury are low. Essentially, the hazards are of straightforward bacterial infection and blood borne virus infections

### ***Practice***

It is the policy of Enigma that on the discovery of any sharp product the officer should immediately inform the client and where possible isolate the area and wait for their arrival. If this is not possible then the following points are implemented when dealing with Sharps.

Used sharps should be handled as little as possible to minimise the risk of injury.

Always wear disposable Latex gloves to reduce the risk contamination. Sharps safe gloves should be worn over the latex gloves. A pair of forceps or other suitable tool must be used to pick up any sharps.

Used needles must not be manually re-sheathed, bent or broken prior to disposal.

All sharps containers must be correctly assembled and correctly labelled clearly to identify source and used according to the manufacturers' instructions.

Sharps must never be carried in the hand to the point of disposal, but either carried on a tray or a sharps container brought to the sharp.

Sharps must not be passed by hand between staff.

Sharps bins must never be more than  $\frac{3}{4}$  filled. Sharps protruding from the aperture present a major hazard to other users.

Used sharp bins must be stored in a location that precludes unauthorised access.

Sharps bins must always be sent for incineration.

## Dealing with Aggression

Always call for assistance at the first opportunity.

If alone or whilst waiting for assistance, avoid becoming judgmental and never resort to personal attacks of the person's character. Be aware of your body language during the confrontation and avoid any actions that may provoke a sense of fear or anger in the person.

- Keep Calm and Maintain Composure
- Remember your Conflict Management Training
- Identify the apparent problem or conflict
- Be aware of and avoid triggers
- Be aware of personal space - yours and others
- Keep Your Distance and Keep Your Options Open
- Depersonalise and Shift from Reactive to Proactive

## Physical intervention

The purpose of physical intervention is to take control of an immediate dangerous situation, in order to end or significantly reduce the risk of harm to the employee and others around them.

Physical intervention involves some form of physical contact and application of force to guide, restrict or prevent movement. This can include touching, guiding or escorting all the way up to holding.

Physical interventions should ONLY be considered in an emergency situation; where there is immediate apparent risk of physical attack, or risk to the health, safety and wellbeing of the clients' staff or members of the public.

A rapid/dynamic assessment of risk should be carried out before any decision is made for physical intervention, and the rationale for all actions should be considered.



### **Security Regulation**

The Private Security Industry Act 2001 sets out duties upon the Security Industry Authority (SIA) that include ensuring persons who engage in licensable conduct:

- Are fit and proper to engage in such activity
- Have the training and skills necessary to engage in the conduct for which they are licensed

The SIA operates across the UK and has established communication and conflict management as a core training competency within its licence to practise for security guards. In 2010 the SIA introduces a level 2 qualification requirement in physical intervention for the private security industry that will be mandatory for new door supervisors and an option for licensed security officers.

### **Reporting and Recording**

All incidents of aggression or violence must be reported to Enigma Control and Enigma management. All details must be recorded in a full written report as soon as immediately possible of the incident.

### ***Employers have a responsibility to provide a safe working environment.***

Staff should report any current or potential situation at work, which is considered a threat to personal safety.

### **Support and Counselling**

The Directors and Management of Enigma Security Europe Ltd recognises, a serious incident may cause feelings of fear, panic or despair and are available to support and provide counselling as may be required to in any such cases.

## **Fire Drills**

At Enigma Offices, the office manager is responsible for carrying out Fire Drills and at regular intervals, reviewing the evacuation procedure and making recommendations for improved practices. It is the office manager's responsibility to ensuring that all office staff are aware of the Evacuation Procedures.

The Fire Alarms at Enigma Offices shall be tested at regular intervals by the office manager. Staff will be notified of any testing taking place during office hours.

All visitors and staff must be made fully familiar with Escape Routes and Assembly Point.

## **Fire Drill Procedure at Enigma offices**

### ***If the Fire Alarm sounds:***


- Evacuate the building immediately by the nearest exit.
- Ensure all visitors leave the building.
- Do not put yourself at risk.
- Assemble in front of the building.
- Do not re-enter the building for any reason until the Fire Officer or Fire Brigade confirm it is safe to do so.

### **On discovery of a fire:**

- Raise the alarm by operating the break glass at the nearest Fire Alarm Call Point.
- Evacuate the building immediately.
- Do not attempt to extinguish the fire until you have activated the fire alarm and warned other persons in the immediate area.

If it is only a small fire, and it is safe to do so, attempt to extinguish the fire using the correct type of fire extinguisher. If, after using one extinguisher, the fire has not been extinguished, leave the area immediately, closing all doors behind you.

**Fire extinguishers**

Classification of Fire Risk	WATER	FOAM	CO <sub>2</sub> CARBON DIOXIDE	DRY POWDER	VAPORISING LIQUIDS
	Unsafe all voltages Wood, Paper Textiles etc.	Unsafe all voltages Flammable liquids	Safe all voltages Flammable liquids	Safe all voltages Flammable liquids	Safe all voltages Flammable liquids
<b>A</b> Paper, Wood, Textile and Fabric	✓	✓		✓	✓
<b>B</b> Flammable Liquids		✓	✓	✓	✓
<b>C</b> Flammable Gases			✓	✓	✓
 Electrical Hazards			✓	✓	✓

COLOUR CODING IN ACCORDANCE WITH BS EN3: 1996 - PORTABLE FIRE EXTINGUISHERS  
FLAMMABLE GAS FIRES MUST BE EXTINGUISHED BY THE EMERGENCY SERVICES ONLY

**Fire Drill Procedure at Enigma Client Locations**

All client locations will have their own individual Fire Drill Procedures. All employees must make themselves familiar with all the clients' fire Drill instructions, procedures and evacuation drills, which can be found in the site specific instructions or will be made available by the site security supervisor.

**Terrorism & Bomb Treats including Bio (chemical)**

To ensure safety, an agreed policy will be in existence at the client's location it should be read thoroughly and understood, it will provide information on how to deal with any associated eventualities, including notifying the emergency services, the evacuation of the premises, and a coordinated alert to the surrounding building.

The primary objective when dealing with a terrorist or bomb threat must always be the safety of you, the client's staff, visitors and members of the public

The threat level indicates the likelihood of a terrorist attack in the UK.

**There are 5 National threat levels;**

- Low an attack is unlikely
- Moderate an attack is possible but not likely
- Substantial an attack is a strong possibility
- Severe an attack is highly likely
- Critical an attack is expected imminently

Being prepared for a bomb threat situation will ensure a coordinated response and may save lives and resources.

**All explosive devices are highly dangerous from the moment they are assembled, and must be considered as extremely unstable, under no circumstances what so ever should a suspicious package be disturbed.**

### **Accidents and Emergencies**

All employees must report all incidents, which result in or nearly result in personal injury to themselves or others, to the Health & Safety representative and ensure the accident is recorded in the Accident Book.

It is the responsibility of the Health & Safety Manager to ensure that any necessary follow-up action is taken to reduce the risk of the accident or near miss accident recurring.

The Health & Safety Manager is responsible for reporting incidents, which come within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR).

**RIDDOR covers the following incidents:**

- Fatal accidents.
- Major injury accidents/conditions.
- Dangerous occurrences.
- Accidents causing more than three days incapacity from work.
- Certain work-related diseases.

**Hazardous Substances (Coshh)**

**General Statement**

Under the 1992 COSHH (Control of Substances Hazardous to Health) Regulations, employers have a duty to make an assessment of the risks related to hazardous substances, e.g. chemicals and noxious fumes etc. In accordance with the Approved Code of Practice, this assessment will be carried out by the Health and Safety representative and made available for all employees.

In accordance with the Risk Assessment and or the Approved Code of Practice the Health and Safety representative will;

In the first instance take action to remove any hazardous substances or, if at the client's location, inform the Client of the situation.

**Monitoring**

If, for whatever reason, a member of Enigma's staff is exposed to a possibly hazardous substance, they must inform their line manager immediately.

Any employee exposed to a possibly hazardous substance will be taken to hospital by ambulance, where the levels of exposure can be examined and monitored.

## Lifting and Handling

All employees should avoid manual lifting where at all possible. However, employees may occasionally be required to manually lift and or handle loads. Correct manual lifting and handling reduces the effort required and prevents strain and risk of injury.

Employees should not put themselves at risk by attempting to lift heavy loads, which can be taken apart or divided into smaller quantities. The assistance of other employees, or clients' staff, should always be sought for moving large quantities or for lifting heavy and awkward loads.

Aids to reduce the risk of injury (e.g. trolleys) must always be used, if available.

Any employee feeling strained from lifting heavy loads should stop immediately, report to their line manager and record the incident in the Accident Book.

## First and Last

We are all concerned with getting the job done, however this must not be regarded as of greater importance than Health, Safety and staff Welfare.

### **Here are some do's and do not's;**

- Do read all site rules
- Do read all works H&S documentation and relevant risk assessments
- Do comply with all Health and safety rules and regulations
- Do work tidily
- Do wear and use provided safety equipment/clothing
- Do move or report all hazards
- Do use equipment correctly
- Do report all defects
- Do read all emergency procedure and notices

Always replace *cordoned/guards* around hazards

- Do not take short cuts which increase risks
- Do not ignore safety signs
- Do not use faulty or makeshift equipment
- Do not indulge in horseplay
- Do not take unnecessary risks.
- Do learn site warning and information signage