



KINGDOM

Health, Safety & Wellbeing Policy 2022



Security
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This policy is written in conjunction with our health and safety management system. It will be reviewed annually and authorized accordingly. The date of review shall be no later than 12 months after the date identified on the footer of this manual and shall be documented in the following table.

Issue No	Detail of change, amendment, annual review	Date	New Issue	Authorised
1	Changes to organization and addition of wellbeing. Updates to legislation references	01/04/18	2	TB
2	Annual Review	01/04/2019	3	TB
3	Annual Review	01/04/2021	4	TB
4	Annual Review	01/04/2022	5	TB

This manual has been authorized for distribution to our staff, customers and other interested parties.

Signed: 

Position: CEO

Date: 1st April 2022

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1 HEALTH AND SAFETY POLICY

1.1 GENERAL STATEMENT OF POLICY

Kingdom shall adopt a risk based, opportunity focussed, common sense and proportionate approach to the occupational health, safety and wellbeing of our staff and others affected by our operations. This policy provides a framework for establishing our health, safety and wellbeing objectives that will include a commitment to provide safe and healthy working conditions for the prevention of work related injury and ill health. This policy and objectives will drive the continual improvement of our health, safety and wellbeing management system.

Kingdom will comply with all occupational health, safety and wellbeing legislative requirements in all regions covered by our operations. We will also comply with the respective judicial process in those areas. We shall retain certification to relevant and recognised health and safety standards, not limited to ISO 18001 and ISO45001.

Kingdom shall promote partnership working with its customers, service partners and other interested parties to promote a philosophy of improvement in occupational health, safety and wellbeing.

Kingdom shall promote a culture of leadership, collaboration, participation, co-operation, responsibility and awareness in health, safety and wellbeing. We shall empower our staff to act sensibly, responsibly and most importantly safely when carrying out their work and will involve them in the decision-making process.

Kingdom shall provide the necessary equipment, systems, processes, documentation, knowledge, training and awareness to our staff to enable staff to make sound, proportionate and justifiable decisions in matters relating to occupational health, safety and wellbeing.

Kingdom shall adopt an approach of elimination, substitution, process control and protection through appropriate safety equipment to all health, safety and wellbeing risks.

Kingdom shall audit review and monitor this policy to ensure that it remains relevant, appropriate to our activity and in context with our operations.

Kingdom shall communicate this policy to our staff, customers and any other relevant interested parties. It shall be publicly available, annually reviewed and signed off at the highest level as our commitment to health, safety and wellbeing of our staff.

Signed:

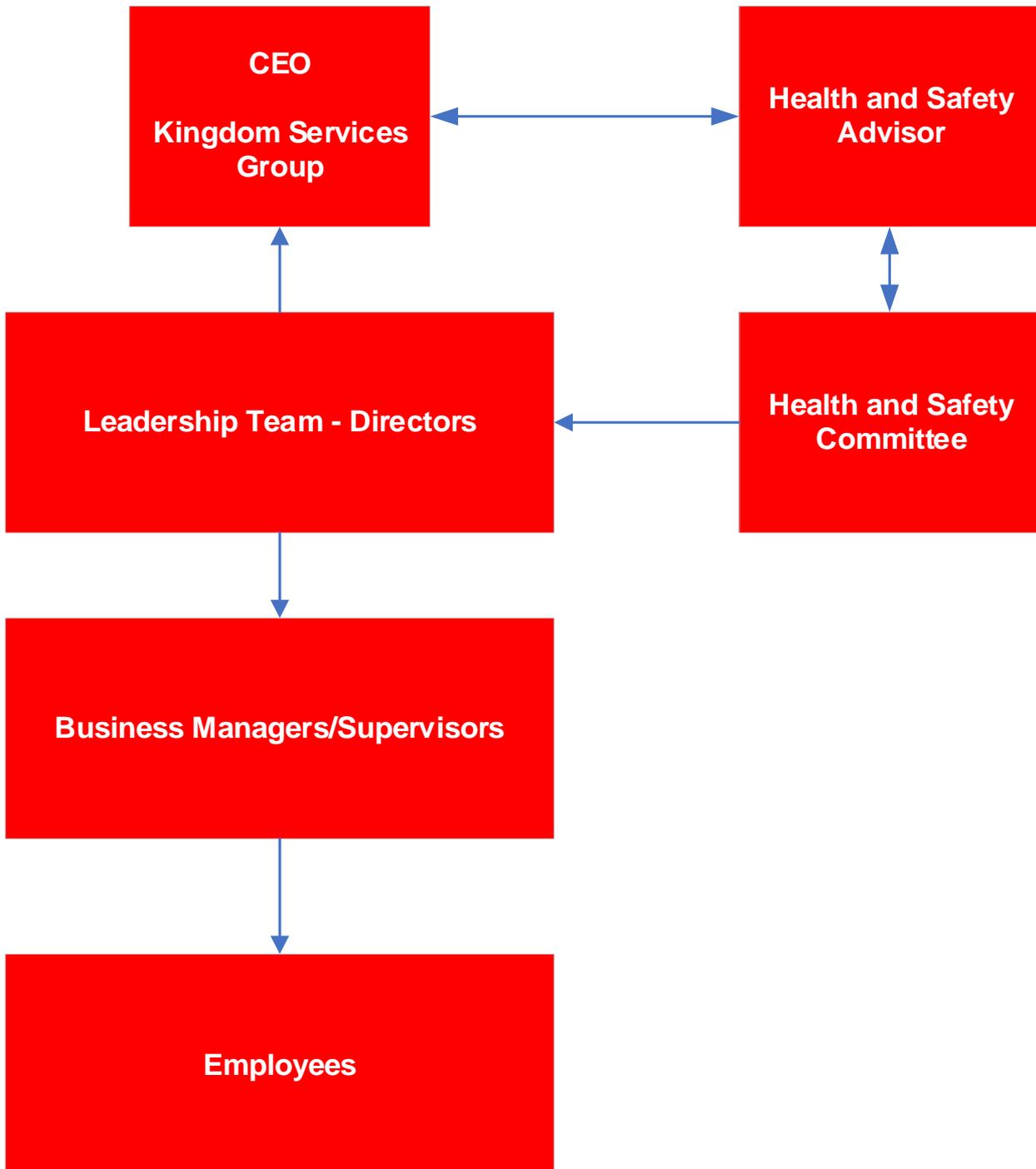


Position: CEO

Date: 1st April 2022

1.2 Health, Safety & Wellbeing Management Structure

The person with overall and final responsibility for Health, Safety & Wellbeing is the CEO. Other responsibilities, authorities and accountabilities are detailed below.



1.3 Employer's and Employees' Duties

1.3.1 Employer's Duties:

The Company understands its duties as an employer, whose main duties are as follows:

- a) To provide and maintain a safe workplace, means of access and working conditions.
- b) To provide appropriate information and instruction as well as training and supervision in safe working methods and procedures, particularly where young or inexperienced employees are concerned.
- c) To provide safe work equipment and safe systems of work.
- d) To prepare and review a written statement of its Health, Safety & Wellbeing policy (page 4 of this manual).
- e) To ensure safe storage and transport of substances covered under COSHH.
- f) To ensure that substances covered under COSHH are able to be used and handled without risks to Health, Safety & Wellbeing.
- g) To make adequate provision for First Aid.
- h) To carry out regular Risk Assessments on employees and their work equipment.
- i) To implement appropriate security arrangements.
- j) To set an example in safety and ensure a constant and continuing interest in staff Health, Safety & Wellbeing will be maintained.
- k) Provide where appropriate, professional medical advice on job suitability both before appointment and on return to work following serious illness will be provided.

1.3.2 Employees' Duties

The Health, Safety at Work Act places the following statutory duties on employees:

- a) To take reasonable care for their own and other people's safety observing safety rules where applicable to them.
- b) To co-operate with Management to the extent necessary to allow the employer to comply with its statutory obligations.
- c) To not intentionally or recklessly interfere with or misuse "anything provided in the interests of health, safety or welfare in pursuance of any of the relevant statutory provisions".
- d) To know, understand and support the Health, Safety & Wellbeing policy of the company.
- e) To set a personal example at all times.
- f) To appreciate that they must use any safety equipment, clothing and/or procedures provided by the company as appropriate to the ⁷ hazard and in the manner prescribed.

- g) To bring to the attention of the Health, Safety & Wellbeing Manager any aspect of their work they feel they are not adequately trained, qualified or equipped for.
- h) To make themselves familiar with procedures for emergency evacuation of the workplace.
- i) To report all accidents, injuries or dangerous occurrences to the Health, Safety & Wellbeing Manager as soon as possible.

1.4 Specific Responsibilities

1.4.1 Chief Executive Officer

The CEO will:

- a) have an understanding of the application of the Health and Safety at Work etc., Act 1974, and all other relevant legislation, codes of practice and guidance laid down by health and safety law.
- b) be aware of changes to any legislation, codes of practice or guidance which may affect Kingdom Services Group and its employees or persons affected by their actions.
- c) take the overall and final responsibility for Health, Safety & Wellbeing on behalf of Kingdom Services Group.
- d) ensure that there is an effective policy for Health, Safety & Wellbeing within the company and take a direct interest in the company's Health, Safety & Wellbeing programme supporting all the persons carrying it out.
- e) ensure adequate funds and facilities are available to meet Health, Safety & Wellbeing needs and where it is felt necessary, will be available to chair any Health, Safety & Wellbeing meeting.
- f) ensure that responsibilities are properly assigned, entered into, and accepted at all levels.
- g) ensure that adequate time is devoted to health, safety and wellbeing, empowering a health and safety committee to act on behalf of Kingdom Services Group, including representation at all levels, regions and sectors of the business.

1.4.2 Leadership Team

The Leadership Team will:

- a) will support the CEO to implement the company Health, Safety & Wellbeing policy across the business at all levels, regions and sectors.
- b) establish and maintain key objectives for health, safety and wellbeing, including key performance indicators.
- c) establish and maintain communication channels for all levels of the business in matters health, safety and wellbeing.
- d) provide guidance to the health and safety committee on their business, boundaries of applicability and desired outcomes from committee meetings.
- e) enable the reporting of all accidents, incidents and near misses, including those required under RIDDOR. Reporting of all such ⁸ accidents to the appropriate authority.

- f) ensure adequate training is provided at all levels of the organization, as required to provide the relevant competencies. Training shall include, but not be limited to induction, management, professional, refresher, on-site and specialist.

1.4.3 Legal Department

The Legal Department will:

- a) ensure the effective investigation and reporting of all accidents and incidents that are likely to result in a claim against the business.
- b) investigate and report all accidents or incidents as required by RIDDOR.
- c) work with our insurers and external legal representation in all matters relating to health, safety and wellbeing.

1.4.4 Business Managers/Supervisors/Departmental Heads

Managers and Supervisors will:

- a) ensure effective risk assessments are undertaken, documented, communicated and reviewed regularly, particularly in the event of any changes to personnel, equipment or process.
- b) where appropriate, COSHH assessments are undertaken, documented, communicated and reviewed regularly, particularly in the event of any changes to personnel, equipment or process. Material data sheets as provided by the supplier(s) shall also be reviewed periodically.
- c) Ensure control measures identified in all risk assessments are implemented, including the provision of any training, supervision, technological, work equipment and personal protective equipment.
- d) ensure accidents are reported to the legal desk without delay. Notifiable incidents, diseases and dangerous occurrences.
- e) ensure the Legal Director is informed about all serious notifiable accidents, immediately.
- f) ensure accident investigations are undertaken in line with best practice and guidance.
- g) supporting HR in occupational health monitoring and appropriate health surveillance is undertaken where identified as a requirement in the COSHH Assessments.
- h) ensure all staff are appropriately trained to undertake the work expected.
- i) undertaking emergency evacuations and ensuring emergency evacuation drills procedures are followed, the roll calls appropriately undertaken and the presence of all staff members is ensured and recorded.
- j) ensuring regular checks are carried out: -
 - Regular inspection and testing of electrical apparatus and the installation of electrical equipment and wiring by competent personnel (PAT Testing).
 - All machinery/equipment: proper mechanical maintenance/good working order

1.4.5 Health, Safety & Wellbeing Adviser

The Health, Safety and Wellbeing Adviser will:

- a) ensure Kingdom are informed about new Health, Safety & Wellbeing Legislation relevant to the undertaking of the company.
- b) Manage health and safety accreditations for external audits – ISO18001/45001.
- c) Ensure that the Health, Safety & Wellbeing Policy is reviewed annually.
- d) assist to ensure that serious accidents are investigated to discover the cause, and that steps are taken to eliminate a recurrence.
- e) attend the health and safety committee meetings to provide guidance and advice.
- f) support and assist Kingdom in all matters health, safety and wellbeing.
- g) Retain British Safety Council membership and utilize advisory service.

1.4.6 Fire Marshalls

The Fire Marshalls will:

- a) be responsible for the Fire Safety arrangements for the company and will provide training and information to other staff to raise their awareness of Fire Risk and possible preventive measures.
- b) ensuring that the annual inspection and certification for Fire Extinguishers is undertaken.
- c) advising the Leadership Team on any fire hazards identified and removing obvious fire hazards.
- d) conducting fire alarm tests and ensuring fire alarm maintenance is undertaken.
- e) Organizing fire evacuation tests at appropriate intervals.
- f) ensuring an appropriate fire risk assessment is in place for all Kingdom properties.

1.4.7 HR Department

The HR Department will:

- a) ensure that all relevant staff undertake regular DSE workstation assessments.
- b) provide support and advice for staff on occupational health matters.
- c) review sickness and health records, confidentially to determine any occupational health trends.
- d) provide return to work support for all staff returning to work after long term sickness.
- e) Support the legal team

1.4.8 First Aider(s)

First aiders will:

- a) provide first aid treatment as required . 10 . and in accordance with the training provided

- b) carry out regular checks on First Aid boxes, their contents, First Aid signs and instruction posters.
- c) be responsible for ensuring that the Accident Book is completed each time an accident occurs.

1.5 Consultation

Kingdom Services Group will comply with the Health and safety (Consultation with Employees) Regulations 1996 (as amended).

- a) the introduction of any measure which may substantially affect the health, safety and wellbeing of staff whilst at work.
- b) the introduction of new equipment or new systems of work, such as the type of equipment or shift-work arrangements.
- c) arrangements for getting competent people to help them comply with health and safety laws
- d) the information to employees on the risks and dangers arising from their work, measures to reduce or get rid of these risks and what our employees should do if they are exposed to a risk (risk assessments, method statement, assignment instructions).
- e) the planning and organisation of health and safety training; and the health and safety consequences of introducing new technology.

The Leadership Team at Kingdom Services Group sees communication between employees at all levels as an essential part of effective Health, Safety & Wellbeing management. Consultation will be facilitated by means of Health, Safety & Wellbeing Committee Meetings that are held as often as is warranted or at least twice annually.

The Health, Safety & Wellbeing Committee shall consist of representation across the business, at all levels, in all regions and across all sectors. The Leadership Team shall ensure sufficient time is given to attendees to enable meaningful contribution and effective reporting of matters raised for discussion.

1.6 Communication

The Leadership Team will communicate to its employees their commitment to safety and to ensure that employees are familiar with the contents of the company Health, Safety & Wellbeing policy. Kingdom Services Group communicates with its employees orally, in the form of directions and statements from supervisors, in writing, in the form of directives, toolbox talks and guidance documents, and by example.

Kingdom Services Group has established communication platforms that enable the Leadership Team to communicate with staff on matters health, safety and wellbeing and will use these electronic communication platforms to communicate matters to the business.

1.7 Health, Safety & Wellbeing Training

Training is regarded as an indispensable ingredient of an effective Health, Safety & Wellbeing programme. It is essential that every employee in the organisation be trained to perform their job effectively and safely.

All employees will be trained in safe working practices and procedures prior to being allocated any new role or start with the company. Training will include advice on the use and maintenance of personal protective equipment appropriate to the task concerned and the formulation of emergency contingency plans.

The extent and type of training will be dependent upon the role, the risk, the employee and their circumstances and may be delivered in whatever means practicable, but effective. This might include giving information or instruction, coaching or on the job training, classroom, on-line interactive, open and distance learning or group learning, toolbox talks. The effectiveness of any training shall be monitored through accidents, incidents and auditing and monitoring results.

Training records shall be retained for all training and/or instruction given. Training records shall be kept on site and retained for a reasonable period of time after the site has been de-mobilised. Training records shall be archived for a period of 10 years or longer in the event of a claim.

2 SPECIFIC SAFETY ASPECTS

2.1 Workplace Inspections

Workplace inspections shall be conducted at pre-determined intervals by suitably competent staff who have had adequate training in hazard identification and/or risk assessment. Inspections will be planned with staff notified in advance of the inspection. Other inspections may take place, after a near miss or following up on a recent accident or incident.

Inspections will be conducted **with** the staff responsible for the site, department or building and findings will be documented and agreed. Where required, the Health and Safety Advisor will be called upon to advise as appropriate.

Any actions will be justified, documented and agreed. Follow up inspections will be conducted to close down findings and sign off improvements.

Findings will be presented to the health, safety and wellbeing committee for review and where appropriate brought to the attention of the Leadership Team for action, particularly for additional resource sign off.

2.2 Working Environment

Kingdom Services Group will comply with the Workplace (Health, Safety & Welfare) Regulations 1992. We shall ensure the following applies as a minimum requirement on all sites under our control and any customer sites we service:

- a) toilets and hand basins, with soap and towels or a hand-dryer;
- b) drinking water;
- c) a place to store clothing (and somewhere to change if special clothing is worn for work);
- d) somewhere to rest and eat meals.
- e) good ventilation – a supply of fresh, clean air drawn from outside or a ventilation system;
- f) a reasonable working temperature (usually at least 16°C, or 13°C for strenuous work, unless other laws require lower temperatures);
- g) lighting suitable for the work being carried out;
- h) enough room space and suitable workstations and seating;

- i) a clean workplace with appropriate waste containers.

We shall also ensure that we:

- a) properly maintain our premises and work equipment;
- b) keep floors and traffic routes free from obstruction;
- c) have windows that can be opened and also cleaned safely;
- d) make sure that any transparent (eg glass) doors or walls are protected or made of safety material.

We will endeavor to guarantee these conditions on all customer sites. Where we cannot, a risk assessment will be conducted to determine what additional control measures can be introduced to ensure a reasonable level of welfare. Where this cannot be guaranteed we will politely decline the contract and advise the customer of our reasons.

2.3 Work Equipment

Kingdom Services Group will comply with the Provision and Use of Work Equipment 1998 and Lifting Operations and Lifting Equipment Regulations 1998, wherever applicable.

We shall ensure that all work equipment used by Kingdom Services Group is:

- a) suitable for use, and for the purpose and conditions in which it is to be used.
- b) maintained in a safe condition for use so that people's health and safety is not at risk.
- c) inspected, in certain circumstances, to ensure that it is and continues to be safe for use.

Any inspection will be carried out by a competent person (this could be an employee if they have the necessary skills, knowledge and experience to perform the task) and a record kept until the next inspection.

All equipment will carry some form of risk and we will endeavor to minimize that risk in the following ways:

- a) taking appropriate 'hardware' measures, eg ensuring the availability of suitable guards, protection devices, markings and warning devices, system control devices (such as emergency stop buttons) and personal protective equipment.
- b) taking appropriate "software" measures" such as following safe systems of work (eg ensuring maintenance is only performed when equipment is shut down etc), and providing adequate information, instruction and training about the specific equipment.

A combination of these measures may be necessary depending on the requirements of the work, our assessment of the risks involved, and the practicability of such measures.

2.4 Working with Electrical Equipment

Where we undertake electrical work, Kingdom Services Group will comply with the Electricity at Work Regulations 1989 (EAW Regulations) and the Memorandum of guidance on the Electricity at Work Regulations 1989 and where appropriate the Construction (Design and Management) Regulations 2015.

It is unlikely, other than general welfare equipment (kettles, toasters, microwaves and office equipment). However, all electrical equipment carry potential risks. Anyone using electricity and electrical equipment must be aware of the risks of electrocution, electric shock, burns, fire and explosion. All precautions shall be taken to .13 . reduce such risks. Assessments of all

foreseeable risks of personal injury or death associated with work activities involving electricity shall be undertaken.

Fixed electrical installations shall be checked regularly to ensure that they are not dangerous. Electrical systems must not be interfered with. The fixed electrical and electric mains are the responsibility of the Managing Director.

Employees must report any fault or defect they notice in any electrical installation or equipment to the persons Supervisor or Manager. Defective equipment shall not be used.

All electrical equipment must be safe and suitable for its intended use and used in accordance with the manufacturer's instructions. All electrical equipment and its location shall be recorded so appropriate tests can be conducted at appropriate intervals. A label shall be attached to denote the inspection having taken place. All equipment shall have a means of isolation, which is easily accessible and identifiable.

Faulty equipment shall be clearly identified "DO NOT USE - FAULTY". Removal from the working area shall take place where necessary. Where possible, low voltage, cordless, air, hydraulic or hand powered tools should be used, especially for site work. No-one should work on or near exposed live parts of electrical equipment. Such work should be authorised in advance by a "Competent Person" and must only be carried out in the presence of another person who must know what to do in an emergency.

All portable equipment must be tested annually by a "Competent Person". Employees must not replace fuses, unless instructed to do so by a "Competent Person". Flexible cables must be of the correct size for the load and must be suitably sheathed. Flexible cables shall not be used for voltages exceeding 240 or a loading greater than 3 kilowatts.

Flexible cables must be examined frequently. Trailing, frayed and loose cables must be reported immediately. When equipment is not in use it should be unplugged. All equipment should be switched off and unplugged before cleaning and/or making adjustments.

The same precautions shall be taken for customer supplied equipment. Where customer equipment is to be found faulty it should be reported immediately to the customer and Manager. An entry of the discussion shall be made in the "Daily Occurrence Book" for the related site. The equipment shall not be used and removed to a safe place of haven to prevent inadvertent use.

2.5 Personal Protective Equipment

Kingdom Services Group will comply with the Personal Protective Equipment at Work Regulations 1992.

Personal protective equipment (PPE) shall be worn without exception wherever necessary, as identified by risk assessments. Where this rule applies, the Business Manager in charge of the site will give instructions to operatives. PPE shall include but not be limited to:

- a) Safety glasses
- b) Safety helmets
- c) Ear protection
- d) Safety boots
- e) Hi Viz equipment
- f) Communication equipment
- g) Personal protection alarms
- h) Stab vests
- i) Respiratory equipment

j) Safety gloves

Safety helmets will be worn on site or in work areas which are designated as 'hard hat' sites or areas, or wherever there are risks of head injury. Safety boots or shoes must be worn where there is a risk of foot injury or where the Client / Principal Contractor require them to be worn. No person may wear plimsolls, trainers or other soft-soled footwear, unless authorized to do so.

Where appropriate and as identified in the risk assessment, stab vests and special sharps gloves shall be worn. Personal panic alarms may be used from time to time and as identified in site risk assessments.

PPE will be issued to employees as required during the induction process. A record will be maintained of this issue. Employees shall be responsible for the safe keeping of their PPE and should notify their Line Manager when damage, loss or deterioration has taken place. PPE and its condition will be checked periodically during site audits. Records will be retained. Failure to wear PPE when instructed could result in disciplinary action.

2.6 Display Screen Equipment

Kingdom Services Group will comply with the law as set out in the Health, Safety & Wellbeing (Display Screen Equipment) Regulations 1992.

Any employee who uses display screen equipment for a significant part of their normal work (an employee who on average and in total uses a computer for 2 or more hours per day) shall have their display screen equipment workstation assessed, and where necessary adapted. Records will be retained. We shall ensure:

- a) adequate chairs, work surfaces and equipment shall be provided.
- b) employees shall be encouraged to take periodical breaks from using the equipment (eg. 10 minutes every hour).
- c) Eye care vouchers are available for staff to undertake eye tests.
- d) employees shall be given written information and guidance on the safe use of display screen equipment.
- e) employees shall attend training on the safe use of display screen equipment.
- f) employees should switch off all monitors and display screen equipment as appropriate, at the end of their working day, to avoid the risk of fire.
- g) the use of laptops in stationary cars is actively discouraged to prevent the additional stress on the spine and to prevent any chance of being attacked or assaulted.

2.7 Manual Handling Operations

Kingdom Services Group comply with the law as set out in the Manual Handling Operations Regulations 1992 (as amended in 2002).

Manual handling operations include any task which involves lifting, moving and supporting loads through physical effort. As far as is reasonably practical, manual handling operations shall be avoided, by elimination or re-designing the task, or by using automation or mechanisation. Where manual handling operations have to be carried out they shall be assessed and the risk of injury identified.

Where appropriate, specific training shall be carried out.

Any employee who carries out a manual ¹⁵ handling operation shall:

- a) Check that the area through which the load is carried is clean and tidy
- b) Wear shoes which have a good grip and if reasonably practicable protective toecaps
- c) Not wear loose clothing
- d) Wear gloves, where necessary
- e) Use all other supplied and necessary protective and handling equipment
- f) Stand close to the load and plant feet firmly with legs approximately 30 centimetres apart
- g) Squat with bent knees, keeping the back straight and chin tucked in
- h) Grip the load firmly and stand up slowly with the load kept near the body (the load should not be lifted above chest height)
- i) Use smooth movement, avoid jerking, twisting, jumping etc.
- j) Lower the load slowly by bending the knees and letting the legs take the strain
- k) Take extra care if suffering from any inherent back problems
- l) Ask for help if necessary

2.8 Vibration

Kingdom Services Group will comply with the Control of Vibration at Work Regulations 2005. We will do this by:

- a) making sure that risks from vibration are controlled;
- b) providing information, instruction and training to employees on the risk and the
- c) actions are being taken to control risk; and
- d) providing suitable health surveillance.

Damaged and very old models of equipment may be hazardous even when used for very short periods. Most types of hand-held, hand-guided or hand-fed powered equipment can cause ill health from vibration if used incorrectly.

For powered hand-tools, regular and frequent use of modern, well-designed, well-maintained tools is likely to result in exposure at or above the EAV after:

- a) the use of a hammer action tool for about 15 minutes; or
- b) the use of non-hammer action tools for about one hour.

The exposure limit value is likely to be reached after:

- a) use of a hammer action tool for about one hour; or
- b) use of non-hammer action tools for about four hours.

On this basis, it is very unlikely that exposure limits will be reached. However, we will monitor all such situations, looking for the a more suitable and safer option should the need ever arise. Staff must report any suspected occurrence where the exposure to vibration is excessive and likely to exceed the safe exposure limits.

2.9 Noise at Work

Kingdom Services Group will comply with the Control of Noise at Work Regulations 2005. Whenever, there is a noisy work environment and where the noise level is likely to exceed 80dB(A) or an employee needs to shout to communicate with another employee 2 metres away the Business Manager shall be informed and a noise assessment carried out.

If noise or sound pressure exceeds the level prescribed by law, steps shall be taken to reduce the noise/sound pressure to the lowest levels possible. Special consideration shall be given, when working in confined spaces. Equipment manufacturer's data sheets shall be consulted to determine noise levels in certain environmental conditions.

Employees shall be provided with appropriate ear protection and properly trained in its use and storage. Where appropriate, noise tamping may be used by insulating machines, insulating materials being drilled etc.

Where noise levels exceed 85 dB(A) employees shall be supplied with ear protection which they must wear in the area affected. Failure to do so will result in disciplinary notices. In such areas, appropriate notices shall be displayed.

Ear protection must be maintained and stored properly in accordance with the manufacturer's recommendations. Any defects must be reported immediately to the line manager. It is unlikely, that noise levels will be exceeded for any period of time exceeding the action levels, However, where concern is expressed a hearing test shall be organised.

2.10 Working at Height

Kingdom Services Group will comply with the Work at Height Regulations 2005. Risk assessments should be conducted for all operations utilising work equipment. When working at heights employees shall take all necessary precautions to avoid the risk of falling. To this end, employees shall use guard railing or safety belts/harnesses, as appropriate. Safety belts/harnesses must be adequately anchored to the structure whenever they are in a working position or at rest.

Safety lines, belts and harnesses must be stored correctly, in accordance with the manufacturer's instructions. Should they found to be defective they must not be used. General access scaffolds must be assembled by suitably trained and competent personnel. Tower scaffold platforms shall only be assembled by suitably trained and competent employees.

When working at heights, protection from fall shall be provided by means of fencing with 2 rails at a height of at least 110 centimetres. Where no protection can be provided, a separate risk assessment shall be carried out and adequate safety measures implemented before work takes place.

When working at heights, special care shall be taken to avoid risks to the health and safety of persons below. Equipment must be secured when appropriate and suitable signage or notices displayed.

2.11 First Aid

Kingdom Services Group will comply with the Health and Safety (first-aid) Regulations 1981. HR will supply adequate first-aid equipment to Kingdom site. Alternatively, arrangements may be made by the Business Manager for facilities to be shared with the client or main contractor.

Appointed persons are designated at each manned Kingdom property for the purposes of these regulations. They are also responsible for ensuring that suitable first-aid equipment is available at each manned office premises.

On sites, the Supervisors will assess the first aid provisions available and where necessary designate the nominated person in charge of the work as the "appointed person". The function of the "appointed person" is to take charge of the equipment and facilities where a company first-aid box is provided, and to replace missing or defective items and to summon assistance if required to

do so. In most cases the appointed person is likely to be a member of the customers workforce. That should not prevent our staff being aware.

The names of persons trained and certificated in first aid will be displayed within the Office and on each site. HR will ensure that first-aid boxes are supplied to Company vehicles, and their drivers are responsible for keeping the contents fully stocked.

2.12 Housekeeping

Furniture and equipment must be arranged so as to avoid injury from sharp corners. Upper drawers of filing cabinets must not be overloaded, causing them to become top heavy. Only one drawer of a filing cabinet must be open at a time, so as to avoid a tipping hazard.

Wall storage racks must be securely anchored to prevent their movement or tipping, and must not be overloaded. Access to high upper storage shelves must only be gained by using the steps or safe access provided.

Cables from telephones and leads to electrical equipment are not to be laid across the floors so as to cause a tipping hazard. Floor coverings must be held down securely and kept flat and free from wear in places where a person could trip.

At the end of each working day or shift, non-essential electrical appliances are to be switched off and their wall socket plugs removed. Any electrical faults must be reported to the Building Manager. Any simple adjustments to electrical equipment must be made with the power switched off.

Electrical heaters or fires may only be used if properly guarded in accordance with British Standards. Only properly trained and authorised personnel are permitted to operate specialised machinery and equipment.

Good housekeeping must be maintained by keeping floors and working areas tidy, ensuring that fire exits and passageways are not blocked, and taking care when using extension cable so that they do not cause an obstruction.

- a) Fire exits must be kept clear at all times.
- b) Fire extinguishers are to be kept readily accessible and where possible are to be positioned on wall brackets.
- c) All employees must be aware of fire extinguisher locations and method of operation.
- d) All employees must be aware of the fire drill procedure for evacuation.

The Building Manager or customer (on site) is responsible for ensuring that all fire-fighting equipment is regularly serviced. Persons handling chemicals must be aware of the hazards associated with the handling, storage and use of such chemicals, together with the precautions to be observed and the first-aid measures to be adopted.

2.13 Instructions to Visitors

The responsibility for all visitors or contractors shall lie with the person who invited them to attend site or the premises. All persons attending shall report to reception and sign the "Visitors Book" or electronically sign in dependent on the premises.

Persons shall be given relevant safety information, including the "Fire Evacuation Procedure" procedure detail. Where contractors are likely to be staying on site for any extended period a more

thorough induction programme will be prepared and all relevant rules and risk assessments reviewed with them.

The location of any person with impaired mobility shall be known at all times and shall be accompanied by an employee throughout the visit.

Where visitors are taken to site, precautions will be taken, including the provision of the relevant personal protective equipment.

2.14 Company Driving

Like any other work activity driving carries particular risks and under law, Kingdom Services Group are obliged to assess and mitigate the risks as for any other work-related activity. We have a permit to drive process that enables us to track the driving performance of individuals and take appropriate action. Driving licences are checked by our fleet management company and accident statistics maintained. In order to ensure the safety of employees whilst driving at work, we also undertake the following:

- a) check the validity of driving licences on recruitment and periodically afterwards (permit to drive).
- b) make sure your drivers are aware of company policy on work-related road safety and understand what is expected of them.
- c) provide written instructions and guidance, where appropriate.
- d) provide general induction training for drivers and additional training where required (toolbox talk – Konnect).
- e) ensure drivers have clear instructions about how to keep themselves safe while on the road.
- f) ensure drivers carry out routine safety checks, such as those on lights, tyres and wheel fixings, and report any faults.
- g) ensure drivers know how to correctly adjust safety equipment, eg seat belts and head restraints.
- h) ensure drivers know how to use anti-lock braking systems (ABS) properly.
- i) ensure drivers know what to do to ensure they are safe if their vehicle breaks down, eg use safety warning triangles and high-visibility jackets.
- j) ensure drivers know they must not drive under the influence of drink or drugs
- k) ensure drivers know they must not use a hand-held mobile phone while driving and that even using a hands-free phone can seriously affect concentration.

2.15 Stress

Some stress at work is unavoidable and may have a positive effect. However, all reasonable measures shall be taken to prevent the risk of work related psychiatric illness and excessive stress to employees. Poor attitude, behaviour or work performance and increased sickness absence may indicate that an employee is suffering from excessive stress.

Employees who suspect they may be suffering from work related stress should immediately inform their supervisor or line manager. Kingdom Services Group shall endeavour to take steps to alter any working conditions, arrangements or work load which are found to cause excessive stress, immediately and adequately. Future work planning shall consider stress to employees.

We shall monitor sickness and absence records to monitor potential issues. Confidentiality shall be key in all matters relating to stress.

2.16 Lone Working

Lone working shall be actively discouraged unless considered essential. All lone workers shall be provided with a suitable communication system eg, mobile phone, and be aware of the emergency arrangements and numbers. Up to date assignment instructions or site files will be made available for all security officers, cleaners, mobile patrol officers and control room operators.

Persons with a physical impairment, young persons, female staff and people with ill health will not, under any circumstance work alone.

Staff working alone should advise another member of staff of their arrangements. They should contact that person when the period begins and contact that person again when the period finishes. It is the responsibility of the nominated person to be available at all times while lone working is being carried out.

Security officers and mobile patrol officers shall make regular "check calls" to the control room on a 1 hourly or 2 hourly basis, dependent on the assessed risk. Where appropriate personal attack alarms shall be provided. First aid facilities shall be available for the use of lone workers.

Employees should be vigilant at all times. Any suspicious occurrence should be immediately notified to one of the emergency contacts.

2.17 Violence in the Workplace

Violence can occur in the workplace, both from employee to employee, customer to employee and the general public to employee. Higher risk services such as Environmental Protection and Bedwatch services shall have separate and more thorough risk assessments conducted. Certain areas will also be undertake additional risk assessment, particularly in areas where there is high violent crime. Where the risk is found to be too high, we will decline the contract or request. Attention should be paid to the possibility of acid attacks as a new phenomenon.

All staff are encouraged to report any incidents of violence during their normal working hours. Where violence is suspected the details shall be recorded and a Director informed. All incidents of bullying, harassment or violence will be treated seriously and investigated fully, promptly and effectively. Where appropriate, the employee's identity will be kept confidential.

Serious offences shall be referred to the enforcing authorities and disciplinary action taken. Violence from external parties shall be considered when carrying out risk assessments. The following situations shall be considered:

- a) opening and closing of the building
- b) transportation of cash or expensive equipment
- c) lone working for cleaners and security officers
- d) environmental protection officers
- e) bedwatch operations

Appropriate measures shall be adopted which may include:

- a) performance assessment includes adherence to personal safety routines.
- b) staff are taught to be non-confrontational in approach. Techniques involving courtesy, politeness, firmness, smiling etc are drilled into staff.
- c) conflict management training
- d) continual on-the-job monitoring of individual performance is carried out.

Kingdom Services Group uses a 24-hour control room for monitoring of sites and staff. We shall work with customers to provide adequate safety arrangements for our staff, eg suitable perimeter fences, offices or gatehouses, CCTV coverage of remote areas, radios and mobile phones. Other measures include:

- a) staff operate in pairs or teams with random supervisory checks.
- b) mobile patrols are used as back-up.
- c) staff stay in regular contact with the control room.

2.18 Drugs and Alcohol

Alcohol and drugs have significant detrimental effects on individual's health and safety at work. Employees must not consume any alcohol or drugs whilst at work and during the 8 hours before they start work.

Employees who suspect or know of, that they or anyone have a drug or alcohol problem should report it to their line manager who will encourage the individual to seek professional help. Managers and supervisors shall be given information and/or training in the detection of the signs associated with alcohol or substance misuse.

An employee who is suspected or recognised to have a problem will be given the opportunity to seek medical help and treatment. Provided there is evidence of a desire to overcome the problem the employee may take time off work to receive appropriate treatment. Certified absence from work in the course of such treatment shall count as sick leave. Alcohol and drug consumption or dependency shall result in disciplinary action where:

- a) it exposes any employee, visitor, contractor or member of the public to potential danger.
- b) there is a risk of damage to plant or equipment, machinery or property
- c) an employee's work performance is or could be impaired as a result of such dependency
- d) an employee refuses to seek advice or accept treatment
- e) there are persistent problems or a serious incident at work as a result of the dependency

When random drug and/or alcohol testing form part of a contractual requirement with a customer, we shall consult with our staff and provide advice on how periodic testing will be conducted. We shall ensure the testing facility is approved and fit for intended purpose and shall treat all testing with the utmost confidentiality.

2.19 Terrorism

There is a serious and sustained threat from terrorism to the UK and UK interests overseas. This threat has changed as recent attack methodology has favoured low technology, high impact tactics without warning.

We at Kingdom Services Group have a duty to protect our staff and help our customers protect their staff. As members of the different communities, we each have a duty to protect the general public and support the relevant emergency services, counter terror agencies and other organisations whose principle aims are to protect UK citizens and their interests both at home and overseas, and of course, our family and loved ones for whom we all have a lifetime duty of care.

In order to make a difference, Kingdom Services Group has developed the following principles that will form the basis of our Counter Terrorism Policy. These 4 principles are:

Communication and Awareness - Kingdom Services Group will regularly communicate information on counter terrorism related subjects, both for increasing awareness and updating our staff, customers and other interested parties on matters that might affect their welfare and safety. We will utilise Konnect to send out regular bulletins and to encourage discussion and interaction within the Kingdom family.

Collaboration and Partnerships - Kingdom Services Group has nominated a management representative for counter terrorism. The role has been created to increase our knowledge in counter terrorism and to support our customers and their staff through collaboration with the emergency services, national agencies, business forums and industry bodies to help deliver initiatives to support our national aims. Where appropriate, we will work with our suppliers to deliver initiatives. Partnership working is key to Kingdom Services Group achieving its intended outcomes and, from time to time, internal focus groups may be established within Kingdom Services Group to deliver particular Counter Terror initiatives.

Training and Understanding - Kingdom Services Group has been recognised as an official partner of the National Counter Terrorism Security Office in delivering Project Griffin training to our staff. Project Griffin is a modular based training initiative to support our national aims for counter terrorism. Kingdom Services Group will roll out the training for our staff in a planned and structured manner. Other counter terror training will be delivered as and when appropriate by the Counter Terrorism Management Representative.

Reporting Suspicious Behaviour - Kingdom Services Group will train our staff to recognise suspicious behaviour and activity and empower them in the reporting process. Kingdom Services Group understands that suspicious behaviour is not just an external issue in a particular crowded space, but could occur internally through our staff, through the customer's staff or through our supply chain. Kingdom Services Group will ensure that reporting is completely confidential, anonymous if desired and with due regard to existing policies. Staff will be given the relevant tools, contacts and information to enable them to effectively report suspicious behaviour, if it occurs.

Kingdom Services Group believe that by implementing this policy we can make a difference by enabling our staff and those affected by our activities to have a better understanding and awareness of terrorism and the catastrophic outcomes it brings to all communities.

2.20 Health Surveillance

Health surveillance will be conducted for all members of staff. Only suitably trained staff shall conduct surveillance which will be carried out during officer assessments and during appraisal.

Surveillance shall be carried out to:

- a) protect workers who are at an increased risk;
- b) identify work-related ill health at an early stage so that steps can be taken to treat the condition and prevent further damage; and
- c) give early warning that protective control measures are no longer effective.

Health surveillance shall also be conducted to ensure a persons continuing effectiveness to carry out his/her duties. Eyesight, colour blindness and smell will be evaluated at the start of employment and at regular intervals throughout the employee's career.

Eye tests and hearing tests will be made available.

Engineers and other staff using machinery shall be made aware of the pitfalls with regard to excessive noise and excessive vibration. Early warning signs shall be identified to the individuals.

2.21 Monitoring, Audit & Review

An annual plan (health and Safety) shall be prepared detailing all health and safety monitoring activities, including risk assessment and policy review, site audits, office inspections and management reviews.

Inspections shall be carried out on a quarterly basis by suitably trained and competent persons. Reports shall be completed identifying hazards and taking appropriate actions. The reports form an integral input into health and safety committee meetings and the management review.

Site audits shall be carried out on a 6 monthly basis by the supervisor and should be recorded on the site audit form.

Management reviews shall be carried out annually and should include all senior personnel and should follow a strict agenda:

- a) review and changes to policy
- b) objectives and performance indicators
- c) results of audits and inspections – workplace hazards and risks
- d) elements of the health and safety management system
- e) accidents, incidents and near misses
- f) change to legislation

Records of inspections, audits and reviews shall be maintained for a period of 5 years.

3 FIRE SAFETY ASPECTS

3.1 Fire Safety

Kingdom Services Group will comply with the Regulatory Reform (Fire Safety) Order 2005 for all premises under their control. All employees, visitors and contractors are required to familiarise themselves with the position of fire alarms, telephones and fire extinguishers nearest to them and their place of work. Fire exits and routes shall also be identified and made known to staff.

Employees shall be aware of the alarm system sounding and understand its meaning. Any person with a hearing disability shall be advised of alternative arrangements.

The alarm system (manual sounding procedure) should be tested weekly and the results recorded. All areas shall be continued to be appraised periodically for risks from fire and all necessary preventative action shall be taken. All exits and exit routes must be kept clear and must allow safe and free passage in the event of fire. Walk ways shall not be used as working or storage areas. All exit doors should be able to be opened easily and immediately from within (in the direction of escape) and without the need of a key.

Emergency routes and exits shall be clearly indicated and advised to all staff, contractors and visitors. Fire alarms, detectors and extinguishers shall be inspected, tested and maintained annually, or as appropriate. The fire evacuation procedure will be exercised at least once every calendar year. The exercise will be reviewed by the Health and Safety Committee and a summary prepared for the management review. Employees, visitors and contractors must comply with the fire evacuation procedure. Failure to do so may result in disciplinary action.

Anyone discovering a fire should raise the alarm immediately. The emergency services should be immediately contacted by dialling "999".

Persons should vacate the building and assemble at the designated assembly point (front of car park adjacent). Persons should report to a Fire Marshall identified on the noticeboard.

Persons should not stop to collect personal belongings. They shall stay at the assembly point until advised otherwise. Every event of fire shall be reported to the Health and Safety Executive in writing. Any fire outbreak shall be investigated and arrangements put in place to avoid an occurrence in the future.

At client site the security personnel are to follow client fire emergency and evacuation procedures as per site instructions.

Smoking is not permitted on any company premises, unless in designated areas.

3.2 Fire Fighting Equipment

Fire Fighting Equipment is located at strategic points throughout the workplace and in each building. Fire should only be tackled if - it is safe to do so, there is a clear escape route, there are extinguishers of the appropriate type and the person is competent and trained in the use of equipment. If the situation is dangerous or potentially dangerous the employee should activate the alarm and evacuate the building immediately. Fire alarms, extinguishers and any other fire-fighting equipment shall be serviced in accordance with manufacturers instructions.

3.3 Fire Doors

Fire doors designed to slow the spread of fire and smoke throughout the workplace have been installed at strategic points. These doors must [24](#) be closed at all times.

3.4 Fire Exits

Appropriately marked Fire exits are located at strategic points throughout the workplace. Exit doors and corridors will never be locked, blocked or used as storage space.

3.5 Emergency Evacuation

In the event of the fire alarm being activated, or in any other emergency situation (such as a bomb scare), all employees will leave the building by the nearest available exit and assemble at the designated assembly point. The evacuation plan is located on the noticeboard.

4. HAZARDOUS SUBSTANCES

4.1 COSHH

Kingdom Services Group will comply with the Control of Substances Hazardous to Health Regulations 2002. Information on materials used in the execution of our service delivery will be obtained from the manufacturers or suppliers, or from the client, as appropriate.

Kingdom Services Group makes use of COSHH generic assessments for substances likely to be used by employees whilst at work. Monitoring of the working atmosphere and application of particular cleaning products may be required and will be indicated on the relevant COSHH assessment. The COSHH assessments will be generated for all sites under our control by suitably qualified personnel. They will be reviewed annually as a minimum, or whenever it is suspected that they may no longer valid or have been replaced, where another COSHH assessment will be conducted.

Any necessary work with new materials or substances rated as hazardous must not commence until the necessary information has been obtained, or the material has been analysed, and an assessment made of the risks involved in the operation. Where appropriate, clients and others likely to be affected by the work will be provided with a copy of the assessment and or its significant findings, together with details of the method of work to be followed.

The following general precautions apply to the use, handling and transport of all substances. Specific precautions are detailed in the written assessments for specific materials and other substances likely to be encountered in the work environment.

Contact of chemical products with the eyes, skin and mucous membranes should be avoided wherever possible. Protective clothing and equipment supplied is intended to prevent this. Good personal hygiene practices must be observed.

The inhalation of chemical products and dust should be avoided. Adequate ventilation or respiratory protective equipment will be provided if appropriate. Materials should not be used in areas where food is being eaten.

Facilities for washing and cleaning the skin shall be made available, together with necessary and suitable cleansers and barrier creams.

Chemical products and materials are to be stored in ventilated areas away from temperature and environmental extremes.

Spillages must be cleaned up immediately, and waste and used containers disposed of properly. Read the data sheet, container labels and detailed health and safety information before using any chemical products.

4.2 ASBESTOS

All employees shall be inducted and trained on working with asbestos in accordance with the Control of Asbestos Regulations 2012. Before commencement of any contract on any building possessing potential for containing asbestos the client or legal guardian shall be contacted and information requested.

NON-LICENSED ASBESTOS WORK?

Some materials are lower risk and you can work on them providing you take the right safety precautions – this is known as non-licensed asbestos work.

A thorough assessment shall take place. Where asbestos has been identified work shall not commence until a detailed risk assessment and method statement has been prepared by a suitably qualified person. When appropriate, external advice will be sought.

Where non-licensed asbestos work is identified, certain precautions shall be taken and instructed to staff:

- a) keep the dust down – keep the area damp but not too wet, be careful of slips and electrical works. Restrict the use of power tools where possible.
- b) use the right kit - wear a disposable, correctly fitted FFP3 face mask, type 5 disposable overalls will stop the tiny asbestos fibres getting on your clothes. Other types of overalls won't. Don't reuse disposable overalls and masks – dispose of them safely as hazardous waste after you have finished the job, don't take them home. Wear the overalls one size too big as it will help prevent ripping at the seams. Make sure you put the legs of the overalls over the top of your footwear – don't tuck them in as it lets in dust.
- c) clean up properly - Before you start the job, cover your work area with plastic sheets to make cleaning up easier, clean up as you go to stop waste building up. Use a damp cloth to wipe down tools and surfaces to remove asbestos fibres. Don't sweep up or use a domestic vacuum cleaner because this will spread the asbestos fibres into the air. Only a class H vacuum is suitable as this has a special type of filter. Make sure all waste including masks, overalls, cloths and plastic sheets are double bagged in plastic sacks, sealed with tape and labelled as asbestos waste. Dispose of properly as hazardous waste at a licensed disposal site. Contact the local tips in your area to find one that accepts asbestos waste.

WHAT IS LICENSED ASBESTOS WORK?

Some materials are too dangerous for you to work on. Only a licensed asbestos contractor must carry out these jobs – this is known as licensed asbestos work.

Where licensed asbestos is suspected a specialist HSE licensed contractor shall be employed before any works take place. A thorough assessment shall take place. Where asbestos has been identified work shall not commence until a detailed risk assessment and method statement has been prepared by a suitably qualified person. When appropriate, external advice will be sought.

5. ACCIDENT REPORTING

5.1 Accident Investigation & Reporting (RIDDOR)

Accident details must always be entered immediately onto the appropriate form (HR34, HR35) and into the office Accident Book where appropriate, however trivial they may appear to be. Only competent persons as nominated by the Legal Director will investigate accidents and injuries.

In addition, as required by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), accidents resulting in a fatality, a major injury or in absence from normal work for more than 7 days must be reported to the Health and Safety Executive on the appropriate form by the "responsible person" (Legal Director). Accidents to non-employees resulting from work carried out by Kingdom Services Group must also be reported using this system, as it is Kingdom's responsibility to report certain injuries to non-employees.

Fatal or major injury accidents must also be reported by telephone immediately to the Health and Safety Executive, in additions to completion of the form. Details of all such injury accidents must be reported by the person in charge of the work to the Legal Director at head office.

Dangerous Occurrences as defined by law, must also be reported immediately by telephone to the line Manager and Legal Director, followed by a written report on the relevant form, irrespective of whether an injury has occurred. Details of diseases and conditions which are notified in writing to Kingdom Services Group as having been suffered by employees, will be reported to the Health and Safety Executive by the Legal Director.

Documentation for accidents, dangerous occurrences and notifiable diseases and conditions will be held by the Legal Team, on behalf of the Legal Director as the responsible person for reporting reportable accidents. The Legal Director is responsible for making direct telephone and written notifications as above. Copies of all notifications made on behalf of Kingdom Services Group will be kept for record purposes. Investigations of serious injury accidents and dangerous occurrences will be carried out by the appropriate Business Manager or Supervisor and supported by the Legal Director and/or QHSE Consultant.

5.2 Near Misses

The definition of a Near Miss: an event not causing harm, but has the potential to cause injury or ill health.

In the event of a near miss the relevant, Supervisor, Business Manager or National Ops Centre (out of hours) shall be notified.

The Business Manager or Supervisor shall investigate the incident, establish causation and apply suitable corrective action to ensure that the near miss doesn't escalate into an accident or incident. The investigation shall be documented on the "near miss report" available on Kingdom Konnect and submitted for review at the health and safety committee meetings.

Record on the Health and Safety statistics table located in legal and compliance and review the effectiveness of corrective action.

6. REVISION OF THE HEALTH, SAFETY & WELLBEING POLICY

The policy will be reviewed annually as a minimum, to take account of any changes. All such revisions brought to the attention of Kingdom employees.