

Health and Safety Policy

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Purpose

The purpose of this policy is to meet the requirements of all relevant health and safety legislation and to enable ESG Security to operate effectively thereby allowing staff, contractors and visitors to undertake their activities without risk to their health, safety and wellbeing.

Scope

This document applies to all staff and visitors to ESG Security. This policy sets out the general health and safety duties which ESG Security have towards staff and members of the public. It also sets out the duties which employees have to themselves and each other.

Health and Safety Policy Statement

ESG Security are committed to maintaining a safe working environment for our employees, clients, and the public. While we hold SafeContractor accreditation to demonstrate our commitment to the highest safety standards, we do also operate a structured health and safety management system.

Our system applies across all areas of our business, covering both our security teams working on client sites and our office-based staff. It's designed to manage risks effectively, promote safe working practices, and ensure that our teams are well-prepared to handle any health and safety concerns.

In practice, our system is built around several key processes. We carry out detailed risk assessments at every site we manage, identifying potential hazards and putting clear control measures in place. We provide our staff with clear policies and procedures covering safe working practices, emergency protocols and incident reporting.

Training is a vital part of our approach. All employees receive thorough health and safety training during their induction, with ongoing refresher sessions to keep knowledge up to date. This training covers essential topics such as first aid, fire safety, manual handling, and site-specific safety procedures

We also have a clear incident reporting and investigation process in place. If an accident or near miss occurs, we investigate fully to understand what happened and how we can prevent it from happening again. We actively encourage staff to raise concerns, ensuring potential risks are addressed before they escalate. Our reporting process follows RIDDOR guidelines, and we are proud to confirm that we have had no RIDDOR incidents in the past two years, with just four non-RIDDOR incidents recorded during this period.

Responsibility for our health and safety system sits with our dedicated Health and Safety Lead - Zafar Iqbal, Operations Manager - who oversees its implementation and ongoing management. Zafar is supported by line managers, who ensure day-to-day procedures are followed on-site. We believe safety is everyone's responsibility, so we also empower our staff to take ownership of their own safety and that of their colleagues.

Our health and safety system is formally reviewed annually as part of our internal audit process. We also conduct reviews following any significant incident, legislative change, or operational development to ensure our procedures remain current and effective.

To monitor our performance, we carry out regular site audits and safety checks. We also track incidents, accidents, and near misses, allowing us to spot trends and take proactive steps to reduce risks. We actively promote a positive safety culture by encouraging employees to speak

up if they have concerns. We believe this open dialogue helps us address potential risks early, creating a safer working environment for everyone.

Signed: 

Position: Managing Director

Name: David Hoey

Date: 11/02/2026

Welfare Facilities

It is the policy of ESG Security to ensure the health, safety and welfare of our staff, so far as is reasonably practicable. We recognise the need to provide a safe working environment, and this includes the provision of sufficient washing and sanitary facilities. When setting up a new site, the Managing Director will ensure that suitable welfare facilities are provided.

Communication

The Management of Health and Safety at Work Regulations 1999 requires employers to "ensure the communication of necessary information throughout the organisation". The flow of information to staff, who may be affected by the work activities of ESG Security, would include:

- The contents of ESG Security's Health & Safety Policy, along with its structure and identification of roles and responsibilities
- The results of risk assessments identifying the hazards they may encounter and the control measures to be followed
- Safe Systems of Work and changes to working practices and procedures
- Information about accidents and incidents and steps taken to prevent recurrence

Methods of communication include:

- Planned meetings and briefings
- Written communication
- Notice boards
- Training: induction, refresher, toolbox talks and on-the-job training

- Health and safety annual report

How the Health and Safety Policy will be delivered

Good practices in relation to health, safety and security and the delivery of statutory duties will be supported by:

- Utilising Health and Safety Executive (HSE) and British Safety Council (BSC) guidance:
- Undertaking in-house risk assessments and acting upon any adverse findings
- Securing external competent advice when needed
- Engaging individuals in the achievement of safe and healthy conditions and encouraging active participation through consultation

First Aid Provision

There is a British Standard BS 8599-1:2019 for first aid kits but it is not a regulatory requirement under the Health and Safety (First Aid) Regulations 1981 to have kits that comply with the standard. The contents of the first aid box are dependent on the first aid needs assessment. First aid boxes containing at least the minimum recommended supplies are held in the operations office. The contents are monitored and maintained by the internal auditor.

Roles and Responsibilities

Health and Safety Lead:

The Health and Safety Lead, Zafar Iqbal, has overall responsibility for all matters relating to health and safety at ESG Security. The Health and Safety Lead will ensure, as far as is practicable, that there are adequate resources to meet health and safety requirements.

- Ensure that all staff are aware of and understand ESG Security's health and safety policy
- Ensuring that suitable and sufficient risk assessments are undertaken and to develop suitable control measures
- Ensure effective training is provided along with information and supervision to enable employees to carry out their work safely
- Ensure that appropriate processes are in place for reporting incidents, accidents and near misses including those reportable under RIDDOR
- Monitoring the effectiveness of the Health and Safety Policy and the performance of staff fulfilling their responsibilities
- Advise on systems, processes and procedures to improve personal safety of lone workers and make sure that proper preventative measures are in place.
- Investigate incidents - including those which have been violent, aggressive or harassment, and where necessary liaise with the Police to allow follow-up action to be taken

Senior Managers and Line Managers:

Each manager has responsibility for health and safety within their areas of responsibility, which includes providing leadership, ensuring compliance with this policy and both demonstrating and promoting responsible attitudes towards health and safety.

- Organise working areas within their teams so that work is carried out to a satisfactory standard of safety
- Maintain good housekeeping with their team's working areas
- Ensure all individuals within their team are aware of ESG Security's health and safety procedures, ensure that staff undertake health and safety induction training
- Ensure that all staff are aware of and adhere to supporting procedures and processes i.e. through training, information and incident reporting

- Encourage positive behaviour amongst staff by setting a good example in relation to health and safety

Staff/Individuals:

All individuals whilst at work have a legal duty to take reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions. They also need to co-operate fully with the arrangements made by management to meet legal responsibilities in relation to health and safety.

Individuals have a responsibility for bringing to the immediate attention of their manager any failings that could be detrimental to themselves and others, including visitors. Specific responsibilities include:

- To comply with the fire procedure
- To comply with first aid procedures
- To report any incidents or near misses in accordance with the reporting requirements
- Not to attempt to repair any electrical equipment but to report it to their manager
- Not to bring personal mains equipment into work
- To report to their manager any obstructions to walkways, entrances and exits and avoid creating such obstacles
- Not to move equipment unless they have received the relevant manual handling training
- To set a good personal example with respect to health and safety behaviour
- To be proactive in meeting their own health and safety responsibilities
- Ensure that they have read and understood the health and safety policy
- Display identification whilst on duty and confidently challenge anyone who is not wearing identification
- Ensure that they avoid putting themselves or others at risk

Accident Reporting

It is the policy of ESG Security to ensure that all injuries, occupational diseases and dangerous occurrences, reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (as amended) (RIDDOR) 2013 are reported to the Health and Safety Executive by the most appropriate means.

The initial report of an injury, disease or dangerous occurrence will indicate to the Health and Safety Lead, the seriousness of the incident or accident and an appropriate investigation will be carried out. Those incidents or accidents resulting in serious personal injury or significant loss or damage to property will be investigated.

ESG Security will ensure that accidents resulting in injury or damage to plant, dangerous occurrences, causes of occupational ill health and near misses are reported using the near miss/dangerous occurrence form.

Reporting of Injuries, Diseases and Dangerous Occurrences:

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995. Types of reportable injury detailed in RIDDOR include:

People at work

- Deaths
- Major injuries
- Over- seven-day injuries

People not at work

Where a member of the public or person who is not at work has died or injuries to members of the public or people not at work where they are taken from the scene of an accident to hospital for treatment.

Note: Sporting injuries are not usually reportable if the injury to the person arose out of the normal participation of the activity. However, injuries should be reported if they were due to defective equipment or failings in the organisation and management of an event.

Reportable major injuries are:

- Fracture, other than to fingers, thumbs and toes
- Amputation
- Dislocation of the shoulder, hip, knee or spine
- Loss of sight (temporary or permanent)
- Chemical or hot metal burn to the eye or any penetrating injury to the eye
- Injury resulting from an electric shock or electrical burn leading to unconsciousness, or requiring resuscitation or admittance to hospital for more than 24 hours
- Any other injury leading to hypothermia, heat-induced illness or unconsciousness, or requiring resuscitation, or requiring admittance to hospital for more than 24 hours
- Unconsciousness caused by asphyxia or exposure to a harmful substance or biological agent
- Acute illness requiring medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin
- Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins or infected material.

Over 7 day injuries

This is where an employee is away from work or unable to perform their normal work duties for more than seven consecutive days (not counting the day of the accident).

Reporting Accidents to the Health and Safety Executive's Incident Contact Centre:

It is the Health and Safety Lead's responsibility either to inform the Incident Contact Centre (ICC) of RIDDOR accidents.

The report of RIDDOR accidents to the ICC is as follows:

By Telephone: The telephone service is for reporting fatal and major injuries only - call the Incident Contact Centre on 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

Online: Complete the appropriate online report found at the link below. The form will then be submitted directly to the Incident Contact Centre. You will be sent a copy for your records. [RIDDOR – Reporting of Injuries, Diseases and Dangerous Occurrences Regulations - HSE](#).

Accident Investigation

The Health and Safety Lead shall confirm the investigation level based on the description detailed below:

Level	Investigation
Level 1	A basic investigation involving the department/function personnel initiated after any incident.

Level 2

A detailed investigation carried out by a team appointed by the Managing Director. When required external specialists may be consulted.

The accident potential rating should be used to determine the worst probable outcome of a situation. The outcome must be credible in terms of potential circumstances and severity.

In order to determine the potential circumstances, it is necessary to consider what could have happened and how severe the incident could have been. The actual outcome of an incident may not realise the ultimate potential outcome.

The level of investigation shall be generally based upon the incident potential matrix:

Consequence	When using this matrix consider the potential outcome of the incident, not the actual outcome		Number of People				
	Injury/Health		0	1	1-2	2-10	10+
	1	First Aid/Minor Health Effect	Green	Green	Green	Green	Yellow
	2	Medical Treatment/Restricted Work/Moderate Health Effect	Green	Green	Green	Yellow	Yellow
	3	Lost Time Injury/Significant Health Effect	Yellow	Yellow	Yellow	Yellow	Red
	4	Serious Injury/Severe Health Effect/Long Term Disability	Red	Red	Red	Red	Red
	5	Fatality	Red	Red	Red	Red	Red
High Potential Incidents (Red) = Level 2 Medium Potential Incidents (Amber) = Level 1 or 2 (at H&S Lead's Discretion)							

High Potential Incidents (Red)

Level 2

Medium Potential Incidents (Amber)

Level 1 or 2 (at Health and Safety Lead's Discretion)

Low Potential Incidents (Green)

Level 1

The Health and Safety Lead shall have the authority to overrule these levels to reflect low potential incidents that may have significant learning potential, of medium/high potential incidents that may have little learning potential.

Scope and objectives of the investigation as a minimum:

- To identify the sequence of events
- To identify the immediate and root causes
- To make recommendations and agree actions to prevent recurrence of the incident

Level 2 investigations will require a written investigation report to be completed.

Management of Manual Handling

ESG Security has a duty of care under the Health & Safety at Work Act (1974), the Management of Health and Safety at Work Regulations (1999) and the Manual Handling Operations Regulations 1992 (as amended 2002) and is fully committed to safeguarding the health and safety of its staff.

This document sets out ESG Security's approach to minimising the incidence of manual handling injuries within its premises and the impact of manual handling on health and wellbeing, delivery of service, the environment and property. It applies to ESG Security company activities, actions and services.

Line managers are responsible for ensuring:

- Staff are appropriately trained in manual handling
 - Risk assessments of manual handling activities are carried out and appropriate control measures put in place to manage the risks as far as reasonably practicable
 - Any moving and handling equipment is maintained in a safe and serviceable working state
 - Any moving and handling risks are identified and the reported to ESG Security's
 - Any moving and handling risks that are outside of the usual roles and responsibility for the individuals are reported to their line manager

All staff are responsible for actively co-operating with managers in the application of this policy to enable ESG Security to discharge its legal obligations and, in particular, Regulation 5 of the Manual Handling Operations Regulations 1992 (as amended).

More specifically, all employees have a duty under the Health & Safety at Work Act (1974) to:

- Report any areas where they feel they are working at risk to themselves or their colleagues
- Take care of their own health and safety and that of others who may be affected by their activities when involved in manual handling operations
- Participate in any training (including required updates) given in manual handling principles relevant to their work prior to undertaking any hazardous manual handling operations
- Ensure they are competent in the use of, and do utilise any equipment that has been provided to reduce the risk of injury in moving and handling activities
- Bring to their manager's attention any equipment that is needed to reduce the potential risk of injury in moving and handling operations or report any defects/problems in mechanical aids relating to this activity
- Report to their manager any medical conditions (including pregnancy) that might affect their ability to undertake manual handling operations
- Promptly report to their manager any accidents and incidents resulting from moving and handling operations and complete an incident report form.

A risk assessment of all manual handling activities must be undertaken before commencement of the task. The purpose of a risk assessment is to carry out a systematic analysis of all the work undertaken by employees to identify manual handling operations and to ascertain which of these pose a significant risk of injury. Factors to be considered are the task, the load, the individual and the working environment including available equipment.

Management of Work Equipment

Work equipment provided by ESG Security must conform with the relevant legislation relating to its design and construction, and that it is maintained to this standard. Work equipment provided by ESG Security is generally limited to office equipment (furniture and furnishings), IT equipment, other electrical office equipment (e.g. photocopiers) and kitchen equipment (kettle/microwave etc).

Arrangements are in place to ensure electrical equipment is portable appliance tested (PAT). When deciding whether to test electrical equipment, the construction of the equipment in use should be considered. There are two basic types of electrical construction – Class I (earthed) and Class II (double insulated).

A portable appliance test (PAT) does not need to be carried out by an electrician, but greater knowledge and experience is needed than for inspection alone, and the person performing the test must have the right equipment for the task. They should know how to use the test equipment and how to interpret the results.

It is important to continue to carry out user checks on electrical equipment that has been tested. This is because portable appliance testing can only give an indication of the safety of an appliance at the time of the test and does not imply that the item will be safe for a further period of time.

Prior to utilising electrical equipment (with the equipment disconnected), ESG Security staff should look to ensure there is no damage to the outside of the equipment, the lead or the plug. Any suspected damage should result in the equipment not being used.

Occupational Health

Provision will be made for employees to discuss occupational health related issues in confidence with an occupational health professional. Further details are available from HR.

Display Screen Equipment:

A process for assessing display screen equipment (DSE) is in place to reduce risk to staff. Sufficient resources are available to ensure appropriate equipment is provided so the risk of injury or ill health from DSE use is reduced, so far as is reasonably practicable.

Noise:

Legislation requires action to be taken when regular noise exceeds 80 or 85 decibels. ESG Security will provide suitable arrangements to limit exposure to loud noise and, where necessary, provide appropriate equipment which helps to reduce the potential for harm to people's hearing.

Hand Arm Vibration Syndrome:

A risk assessment is used to determine daily vibration exposures, with enough accuracy to establish who is likely to be exposed at or above the exposure action value or exposure limit value. This value is detailed in the Control of Vibration at Work Regulations 2005.

Staff Training

Training on Health and Safety matters will be performed as part of ESG Security's induction training. This will include annual fire training (online) and three-yearly health and safety training (online) and moving and handling training (online).

Personal Protective Equipment

There is a statutory requirement under the Personal Protective Equipment at Work Regulations 1992 (as amended 2022) for personal protective equipment (PPE) to be supplied and used at work wherever there are risks to health and safety that cannot be adequately controlled in other ways. PPE must be considered in addition to all other control measures and should not be relied on as the only means of protection.

It should be noted that some PPE is not covered by the Personal Protective Equipment Regulations. Ear protection is covered under the Control of Noise at Work Regulations 2005 and respiratory protection is covered under the COSHH Regulations 2022 and Confined Spaces Regulation 1997.

Control of Substances Hazardous to Health

The Control of Substances Hazardous to Health (COSHH) require that ESG Security, adopts a scheme for controlling the exposure of staff to any substance classified as a hazard to health. That scheme shall include the following:

- An assessment of the risk to health arising from work activities and the precautions required to minimise identified risks
- Introduce appropriate measures to prevent and/or control those risks
- Ensure that control measures are used, and that equipment is properly maintained, and procedures observed

Fire and Emergency Evacuation

It is ESG Security's policy that its premises will be subject to a fire risk assessment to determine the level of fire precautions, and that staff will be trained to enable them to act correctly in the event of a fire.

- All staff are informed of the evacuation procedures at induction.
- Risk assessments are carried out annually to ensure that, as far as is reasonably practicable, all fire hazards and/or risks are minimised.
- All escape routes are easily identified and kept clear of obstructions at all times. Emergency lighting, fire alarms and fire fighting equipment is suitably maintained and tested at regular intervals.
- Fire drills are carried out at least every 6 months.
- Fire alarms are tested on a weekly basis.
- Suitable numbers of Fire Wardens are appointed and trained to assist with evacuation procedures.