



# HEALTH AND SAFETY POLICY



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## Distribution

This Health and Safety Policy is communicated to all employees. A copy is available at the Head Office, held in the sites, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

## Document Control

Number	Comments	Review Date
v. 1.0	Original version (draft)	01/01/2024
v. 1.0	Signed off	01/01/2025
v. 1.0	Review – no Change- Signed off	01/01/2026



## 1. Introduction

Alliance Support Group Ltd is striving to create a positive and inclusive working environment and culture, providing the conditions for individuals and teams to thrive and achieve the highest standard of performance and service, where contributions are fully recognized and valued by all.

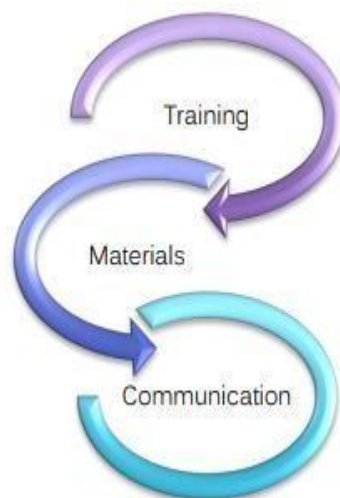
Alliance Support Group Ltd is committed to supporting its employees, be this via learning and development or through more informal mechanisms such as the development of a productive and positive workplace culture.

Our Health and Safety Policy is based on the directions from the following laws:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

### 1.1. Awareness

Requesting Health and Safety information comes from numerous sources. Employees who require information are advised to contact the Regional Manager. To support, educate and encourage all Alliance Support Group Ltd employees to be Health and Safety conscious, we designed the following Awareness Model which demonstrates how the Health and Safety process is implemented across the company. This robust system ensures that all employees are aware of their obligations and responsibilities:





It is through this Awareness Model that we can ensure that all staff are mindful of their obligations and responsibilities:



## 1.2. Training

Training is an ongoing process, and all new employees receive comprehensive Health and Safety training as part of their induction program. This ensures they fully understand their responsibilities and how to work safely.

Site specific Health and Safety training is provided to ensure that all personnel possess the necessary skills and competencies to carry out their duties in a safe manner.

Additional training is delivered on an annual basis and/or ad hoc basis, in accordance with changes to legislation or where new or increased risks have been identified. Refresher training is also delivered to prevent complacency in the workplace.

Refresher training is provided to all staff throughout the year as per task and site requirements.

All trainings are recorded in the training matrix.

## 1.3. Health and Safety Committee

The Health and Safety Committee is responsible for:

- Promoting awareness of Health and Safety across business.
- Making recommendations for improvement across the areas of Health and Safety.
- Periodic reviewing of the Health and Safety Policy.
- Auditing performance against the Health and Safety Policy.

The Health and Safety Committee is chaired by the Commercial Director. All meetings and activities will be recorded and referred to the board for discussion.



#### 1.4. Review

It is important for all our staff to be involved in any changes and as such the Health and Safety Committee seeks the views of employees on a regular basis through:

- Tool- Box Process
- One to one Welfare Meetings
- Team Meetings

This Health and Safety Policy will be reviewed annually to ensure it remains compliant with legislation and the regulatory framework and that it recognizes best practice. When reviewing the policy, the Health and Safety Committee will seek the views of employees.

#### 1.5. Statement of General Policy

Alliance Support Group Ltd has four key factors in Health and Safety:

- To meet all legislative requirements (including the Health and Safety at work act 1974 and the Management of Health and Safety at Work Regulations 1999 including the Environmental Protection Act 1990) and implement best practice in the areas of Health



and Safety.

- To ensure that all our services and business practices are conducted in a manner that is safe, secure, and mindful of protecting the environment.
- To ensure that adequate funds, materials, and equipment are made available to meet the Health and Safety requirements of Alliance Support Group Ltd.
- To maintain an effective Health and Safety Management System that is compliant with ISO14001 & 45001 quality standards.

The objectives and principles of the Health and Safety Policy are:

- To establish and maintain a Health and Safety Management System which satisfies the requirements of ISO 14001, all applicable statutory and regulatory requirements, industry best practice and any other Client specific requirements.
- To maintain workplaces to ensure that they are safe and without health risks, including means of access and egress, with adequate facilities and arrangements for employees' welfare.
- To provide and maintain working environments and safe systems of work for employees that are safe and free from health risks.
- To consult with employees on issues relating to Health and Safety.
- To promote and encourage a positive Health and Safety culture throughout the organization through the provision of information, training, instruction, and supervision.
- To provide sufficient information, instruction, training, and supervision to enable employees to avoid hazards and to contribute positively to the Health and Safety of themselves and others whilst at work.
- To establish effective arrangements to draw the Health and Safety Management System to the attention of employees so that they are aware of their obligations and carry out communication, so it is understood and implemented by all employees.
- To ensure all employees are aware of their individual Health and Safety obligations under the Health and Safety at Work Act. Management shall seek the support and co-operation of employees with respect to Health and Safety.
- To operate a 'balanced blame' culture whereby employees are openly encouraged to report hazards, including near misses, without fear of reprisal to ensure the root causes of accidents are identified thus enabling measures to be put in place to eliminate recurrence.
- To ensure sufficient financial and physical resources are available to meet the objectives of the Health and Safety Management System, as well as all applicable statutory and



- regulatory requirements.
- To ensure Health and Safety objectives are set, monitored, and reviewed regularly.
  - To maintain continual improvement of Health and Safety management and performance by regularly monitoring and reviewing the Health and Safety Management System to ensure its effectiveness.
  - To update operations in response to advances in technology, changes to industry best practice and new understanding in Health and Safety.
  - To ensure that risk assessments are being carried out on an on-going basis, with employees participating in the risk assessment process. Assessments will cover Alliance Support Group Ltd's undertakings and will assist in the identification of hazards and the setting of prioritized objectives for elimination and reduction of risk.
  - To arrange for the effective planning, organization, control, monitoring and review of preventative and protective measures.
  - To maintain records as objective evidence to show compliance with the Health and Safety Management System.

## 1.6. Responsibility

The Managing Director has the overall responsibility for the Health and Safety Policy and Health and Safety Management System including formulation, development, implementation and encouraging commitment by personnel at all levels of the Company.

The Management Representatives nominated are responsible for the coordination, implementation, and monitoring of the policy throughout the organization.

All employees, contractors and visitors are responsible for policy implementation by cooperating, participating, and contributing to its success through their actions and suggestions.

## 1.7. Communication

This Health and Safety Policy is communicated to all employees. A copy is available in the Head Office, held in the site's folders, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to the director.

The relevant Health and safety information and equipment can be found in the following locations:

- a. A Health and Safety law poster is displayed in the head office on the noticeboard and also available in the site folder.
- b. First-aid box is located in the office next to notice board and available on sites

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and location will be provided by the client and recorded in the site folder.

c. Accident Book is located in the Health and Safety folder at head office and in the site folder at sites.

*Signed by:*                    *Shahid Hussain*  
   *Managing Director*

*Date:*                            *01/01/2026*



## 2. Work Arrangements and Working Areas

### 2.1. General Precautions

- Buildings where work may be carried out will be of sound construction with safe and secure means of access in and out.
- Working areas will be designed to ensure adequate space, light, temperature and ventilation for reasonable comfort and safety.
- Noise levels should be as low as the work permits and within safe limits. Where it is not reasonably practicable to keep noise to safe limits, PPE will be provided and must be used by the employee.
- Any area of special hazard will be signposted clearly and be subject to suitable safety measures and access arrangements. Appropriate PPE will be provided for dealing with any danger or risk in the relevant area and must be used/worn.
- Corridors and staircases must provide safe emergency escape routes and access. They must not be used as storage or work areas.
- Windows, doors, and gates will be suitably constructed, protect the security of the site and, where necessary, fit with safety devices.
- All floors must be kept dry and free of litter, goods, trailing cables etc. Any employee who detects torn floor surfaces (e.g., carpet) should report this immediately to their Line Manager.
- Access to high-level storage should be made using adequate and appropriate equipment which will be available (e.g., a step ladder, not a revolving stool or chair).
- Manual handling instructions must be followed when carrying any load.

### 2.2. Temperature and Humidity

- Steps will be taken to ensure the temperature across sites is kept within a comfortable range and in any event above the statutory minimum of 13 degrees centigrade for active work and 16 degrees centigrade for office work (after the first hour of work and except for cold rooms, rooms which are open to the outside). There is no set maximum temperature, but Alliance Support Group Ltd will endeavor to ensure that the temperature is maintained at a comfortable level.
- Alliance Support Group Ltd will endeavor to keep buildings at a comfortable humidity range (10-75% RH) to prevent irritation to the eyes and respiratory tract.
- When requested to do so, the Managing Director will carry out temperature and humidity monitoring.
- Where, due to an employee's work, it is not practicable to maintain the temperature



and level of humidity specified above (e.g. because an employee works outdoors or drives a vehicle) Alliance Support Group Ltd will take all reasonable measures to prevent the risk of injury to the employee by providing PPE, allowing for acclimatization to the work environment, training etc.

- Cooling equipment must not be positioned in such a way that long hair might get caught in it.
- Heating apparatus must not be placed near paper, furnishings or other equipment/material which could catch fire.
- Air conditioning and hot water systems will be checked and maintained regularly, as required by law.

### 2.3. Lighting

- Wherever there is a noisy work environment (e.g., an employee needs to shout to communicate with a person about 2 meters away), the Managing Director should be informed, and they will arrange an assessment of noise levels. A record of any assessment will be kept until a new assessment is made.
- If noise or sound pressure exceeds the level prescribed by law (80dB (A)), steps will be taken to reduce the noise/sound pressure to the lowest level reasonably practicable. Where noise levels exceed 80dB (A) employees will be supplied with the appropriate PPE which they must wear. Information about the risks involved will also be provided.
- Ear protectors must be maintained and stored properly and in accordance with any relevant instructions (e.g., manufacturer's maintenance schedule). Any defects must be reported immediately on their discovery to their Line Manager.

### 2.4. Asbestos

- An employee who uncovers hidden material or dust which they suspect may contain asbestos, must stop work immediately and contact their Line Manager to arrange for the material/relevant area to be inspected (and if necessary, closed) and for the asbestos to be removed.
- All asbestos removals will be carried out under controlled conditions by an HSE licensed asbestos removal company. Wherever possible, wet stripping methodology will be employed for the removal of asbestos. All employees must not attempt to carry out asbestos removal under any circumstances.

### 2.5. Working at Height

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Managers must make sure work is properly planned, supervised, and carried out by competent people with the skills, knowledge, and experience to do the job. You must use the right type of equipment for working at height.

First assess the risks. Factors to weigh up include the height of the task, the duration and frequency, and the condition of the surface being worked on.

Before working at height work through these simple steps:

- Avoid work at height where it's reasonably practicable to do so.
- Where work at height cannot be easily avoided, prevent falls using either an existing place of work that is already safe or the right type of equipment.
- Minimize the distance and consequences of a fall by using the right type of equipment where the risk cannot be eliminated.

For each step, always consider measures that protect everyone at risk (collective protection) before measures that only protect the individual (personal protection).

Collective protection is equipment that does not require the person working at height to act for it to be effective. Examples are permanent or temporary guardrails, scissor lifts and tower scaffolds.

Personal protection is equipment that requires the individual to act for it to be effective. An example is putting on a safety harness correctly and connecting it, with an energy-absorbing lanyard, to a suitable anchor point.

### **Dos and don'ts of working at height.**

Do....

- As much work as possible from the ground
- Ensure workers can get safely to and from where they work at height.
- Ensure equipment is suitable, stable, and strong enough for the job, maintained and checked regularly.
- take precautions when working on or near fragile surfaces.
- Provides protection from falling objects.
- Consider emergency evacuation and rescue procedures.

Don't...



- Overload ladders – consider the equipment or materials workers are carrying before working at height. Check the pictogram or label on the ladder for information.
- Overreach on ladders or stepladders
- Rest a ladder against weak upper surfaces, e.g., glazing, or plastic gutters.
- Use ladders or stepladders for strenuous or heavy tasks, only use them for light work of short duration (a maximum of 30 minutes at a time)
- Let anyone who is not competent (who doesn't have the skills, knowledge, and experience to do the job) work at height.



### 3. Risk Assessments

#### 3.1. General Risk Assessment

A general risk assessment can be defined as undertaking a systematic general examination of the workplace and its activities/tasks, which enables the Alliance Support Group Ltd to identify the risks and their impact on the health and safety of any person arising from or in connection with work. General risk assessments identify any hazards present, and then evaluate the extent to which persons are exposed to these hazards. It then enables decisions to be made to put in place the necessary measures to control the risks, so far as is reasonably practicable to a suitable and sufficient level, and to comply with health and safety law.

The level and extent of detail of the general risk assessment process will be proportionate to the risk, i.e., the higher the risk, the greater the detail. The general risk assessment process will include routine and non-routine activities/tasks and further assessments and reviews will be undertaken if conditions change and/or new activities/tasks are identified. It essentially involves five steps of the Risk Management Process

- Identify the Risk
- Analyze the Risk
- Evaluate or Rank the Risk
- Treat the Risk
- Monitor and Review the Risk

Note: 'hazard' is something with the potential to cause harm (this can include articles, substances, plant and machinery, methods of work, the working environment and other aspects of work organization) and 'risk' means the likelihood of that harm occurring and the severity of the ensuing injury.

#### 3.2. Identify the Risk

Initially the Line Manager, nominated employee (i.e., responsible for undertaking general risk assessments) or the Managing Director will identify routine and non-routine activities/tasks requiring general risk assessments. It may be necessary to sub-divide activities/tasks into specific groups and/or areas:

- People and working procedures (include persons affected by the undertaking, e.g.,



- public, clients)
- Equipment and processes
  - Place of work (e.g., geographical locations of a work site)



### 3.3. Analyzing the risk

Once the work activities/tasks have been identified, the CSM will aim to ascertain all the hazards which may arise from each of the work activities/tasks.

To ensure that all hazards are considered, relevant information will need to be examined, and this can be obtained by:

- Reviewing the risks previously identified in the Assignment Instructions.
- Referring to relevant legislation, supporting approved code of practice and guidance.
- Examining product information, British or International standards, industry, or trade guidance.
- Looking at job descriptions and checking any accident/incident data information
- Consultation and discussions with the employees who undertake the activity/task.
- Directly observing the activity/task to address what happens in the workplace during the work activity (rather than relying solely on what is expected or what is documented in the Assignment Instructions).

### 3.4. Evaluation the Risk

When the hazards have been identified by the Line Manager, judgements on risk will be made by nominated employees based on knowledge and experience of the activities on site/within the workplace. They will identify the relative importance of the risks by determining:

- What the severity of injury could be.
- The likelihood of an accident occurring when faced with a specific hazard, and what existing control measures are in place to reduce those risks, so far as is reasonably practicable.
- The general risk assessment process may, in addition, identify the requirement to undertake specific risk assessments, (i.e. required under various regulations to ensure compliance with statutory provisions) or to meet specific needs, e.g. location risk assessments. The following specific risk assessments will be undertaken by appropriately trained assessors:
  - a. Fire risk assessments.
  - b. Manual handling of objects and/or moving and handling of persons
  - c. Display screen equipment assessments.



When the relative importance of the risk has been identified, it will normally be expressed as 'low risk', 'medium risk' or 'high risk' and from this, a decision will be made on whether additional action and/or control measures are required. All activities and tasks will be assessed, though if 'insignificant risks' are identified, they will not require recording.



### 3.5. Treating the risk

If the risks are identified as either medium or high risks, they will need to be reduced so far as is reasonably practicable. This will entail the Line Manager considering existing control measures and their effectiveness and where necessary the implementation of additional control measures, which will ideally eliminate the risk altogether or combat the risk at the source.

It is important when deciding on control measures that the relative costs are weighed up against the degree of control, both long term and short term.

To assist in the decision-making process, the principles of risk prevention will need to be followed. These principles are:

- Avoid the risks, e.g., do the work in a different way, then evaluate the risks that cannot be avoided by carrying out general risk assessment.
- Combat the risks at source e.g., if steps are slippery, treat or replace them rather than displaying a warning sign. Adapt the work to suit the individual, in particularly the design of the workplace, the choice of work equipment and the choice of working and production methods, particularly with a view to alleviating monotonous work and work at a predetermined work-rate to reduce the effects on health.
- Adapt to technological progress that may improve working methods and make them safer.
- Replace the dangerous by non-dangerous or less dangerous, e.g., replace oil-based paints with water-based paints.
- Provide collective protective measures priority over individual protective measures.
- Provide appropriate instruction to personnel to ensure that they know how to work safely.

The Line Manager will apply these general principles of risk control and where the hazard has been designated:

- High risk and it is not adequately controlled, appropriate remedial action will need to be a high priority and where necessary, the activity/task will be stopped until suitable and sufficient control measures are in place.
- Medium risk and if it is not adequately controlled, a target date will need to be set that is reasonable and achievable.
- Low risk, no further control measures will be needed, though they will be reviewed to ensure that conditions do not change.



Note: When deciding which preventative and protective measures are to be taken, the relative costs will need to be considered against the degree of risk, both in the short, medium, and long term. In the short term, it may not be possible to implement all the control measures immediately, so adequate temporary measures may have to be taken in the interim.



### 3.6. Monitoring and Reviewing the Risk

Once general risk assessments and other relevant risk assessments have been completed, it is essential that they are monitored for their effectiveness and reviewed whenever there has been a change in the working practice rendering the original invalid, or after an accident/incident or audit. The risk assessments and the implementation of control measures will need to be reviewed by the Line Managers and the Commercial Director on a regular basis (minimum annually) and will be part of normal management practice. The time between reviews will depend on the nature of the risks and the degree of change likely in the work activity.

Performance standards for risk control will be documented to a level that reflects the relative importance of the risk.

## 4. Personal Health and Safety

### 4.1. Lone Worker / Personal Security

- Line Managers are responsible for providing their personnel with adequate supervision, sufficient information, and training regarding personal safety to enable them to work, without risk, so far as is reasonably practicable.
- Managers must consider as a last option to avoid situations of employees working alone. If this is not the case, all control measures must be implemented to protect the workforce.
- Employees must ensure that they do not compromise their own health, safety and security whilst working alone and must always adhere to all company safety procedures. This includes but is not limited to working in accordance with designated assignment instructions (safe systems of work) and reporting activities which may pose a risk or hazard to their own health, safety, or security or that of any other employee.
- To safeguard the security and safety of any employee working alone there is a 'check call' process in place requiring all lone workers to 'check in' every 30 minutes using the phone system.
- If a check call is missed, the following emergency process is instigated:
  - The controllers will ring the site's telephone number (allowing the telephone to ring for a maximum of one minute).



- If there is no response the controller will ring the employee's mobile number.
- If there is still no response the controller will ring the Site Manager/Supervisor and ask them to attend the site. If the Site Manager/Supervisor is unavailable, the issue will be escalated to the Duty Customer Service Manager who will be asked to attend the site.



- If neither the Site Manager, nor Supervisor are able to attend the site, the controller will call the nearest police station.

## 4.2. Smoking

In accordance with the Smoke Free (Premises and Enforcement) Regulations 2006, Alliance Support Group Ltd adhere to a non-smoking policy inside all company buildings and at all customer-based assignments.

Smoking is only permitted in the designated areas which are identified specifically as a 'smoking area'.

Any breach of this policy will be treated as a serious offence and will be dealt with under the company's disciplinary procedures.

## 4.3. Manual Handling Operations

Manual handling operations include any task which involves lifting, moving, and supporting loads through physical effort. As far as reasonably practicable, manual handling operations will be avoided, e.g. by eliminating or redesigning the task or by using automation or mechanization. Where a manual handling operation must be carried out, it ought to be assessed and risks of injury identified. All reasonably practicable safety measures must be taken, including informing the relevant employee of the weight of the load or the equipment and/or changing the task layout or design. No employee should be asked or attempt to lift a load that is too heavy.

Any employee who carries out a manual handling operation is required to follow LITE:

**LOAD** – Look at the load. If it is too heavy, can it be lit or split? If it is unstable, can handles be fitted or the load be reapportioned?

**INDIVIDUAL** – Consider the capability of the person. Are they strong or fit enough? Are they adequately trained for the task?

**TASK** – Evaluate the job to be done. Does the task involve stretching, twisting, or bending? Can machinery be used, or can team handling be used?



**ENVIRONMENT** – Control the environment where the task takes place. Is the floor slippery or uneven? Can the layout or floor condition be improved?

Six safe lifting techniques will apply.

- Stop and think.
- Position the feet.
- Bend the knees.
- Get a firm grip, keeping the back slightly flexed.
- Raise with the legs.
- Keep the load close to the body.

#### **4.4. Alcohol and Drugs**

Alcohol and drugs may have significant detrimental effects on health and safety at work. Employees must not consume any alcohol or drugs (including certain medications) whilst at work. Employees who suspect or know that they have an alcohol or drug problem are encouraged to seek voluntary help or discuss the issues, in strict confidence, with their Line Manager.

Line Managers will be given information and/or training to help them identify signs or drug abuse. Alliance Support Group Ltd Ltd have a right to conduct random alcohol and drugs test.

#### **4.5. Stress**

All reasonable measures have been taken to prevent the risk of excess stress to employees. Employees who suspect that they are suffering from stress should inform their Line Manager as soon as possible. Confidential counselling is available through the employee support program and support from Mental First Aider. As far as is reasonably practicable, Alliance Support Group Ltd Ltd will take steps to alter any working conditions, arrangements or workloads which are found to cause the employee stress. Reasonable efforts will be made to reduce the risk of future recurrence through regular assessments of work conditions, arrangements, or workload.

#### **4.6. Violence**



Site risk assessments will be conducted before the commencement of any contract and all reasonable security precautions will be taken to prevent the risk of violence against employees. Where a site is identified as high risk, physical controls, where reasonably practicable, will be introduced. Employees will receive, where appropriate, formal training in communication and conflict management. Any form of violence must be reported immediately, to any member of the Management Team, through the submission of an 'incident report form'.

#### **4.7. Bullying and Harassment**

All reasonable precautions have been taken to prevent the risk of bullying and harassment in the workplace. However, should any employee feel they are subjected to bullying or harassment at work, they are encouraged to report the matter to their Line Manager at the earliest opportunity, or to any other member of management whom they feel comfortable to address. All complaints of harassment or bullying will be taken seriously and will be investigated fully, promptly, and objectively. As far as reasonably practicable, Alliance Support Group Ltd will take steps to keep the employee's identity and complaint, the identity of the alleged offender and the investigation confidential. If the result of the investigation so merits, disciplinary action shall be taken against an offending employee.

#### **4.8. Health Surveillance**

In accordance with the Control of Substances Hazardous to Health (COSHH) Regulations 2002, all employees shall receive health surveillance, as necessary, in accordance with the work they do and identified risks to health. In certain cases, this might be a pre-requisite for any job offer and/or continuation of work. Records of all checks shall be kept as required by law.

### **5. Work Equipment**

#### **5.1. General Precautions**

All equipment and associated safety devices must be used with due care, for their intended purpose and in their intended conditions only. Equipment and safety devices must be used in accordance with their instructions for use. Where necessary, employees will receive information, instructions, and training before they begin to use certain equipment. This shall include information about potential hazards, safe conditions, and methods of use, use of protective equipment, possible emergencies, and emergency action.

Employees must only use equipment they have been trained to use. Use of equipment by



untrained employees may result in disciplinary action. Incorrect and, or careless use of equipment can result in personal injury and damage to property or equipment. All equipment must be maintained in a safe and efficient condition and in good repair. Storage and maintenance must be suitable for the specific equipment. Where necessary, equipment shall be inspected to ensure that it is safe for use without risk of injury or damage and appropriate records will be kept up to date.

Employees are required to report any fault/defect which they notice in any work equipment or safety device attached to it or any personal protective equipment to their Line Manager immediately on discovering the fault or defect. Faulty equipment will be decommissioned and must not be used until the fault/defect has been rectified. Safety devices must not be removed, circumvented, or otherwise tampered with. Any employee who removes, circumvents, or otherwise tampers with a safety device may be subject to disciplinary action (including, where appropriate, dismissal). Where appropriate, employees shall be provided with PPE.



## 5.2. Personal Protective Equipment (PPE)

A PPE, appropriate for the risks involved, suitable for the job at hand and the employee doing it, will be supplied and must be worn whenever there is a risk to health and safety which cannot be adequately controlled by alternative means.

PPE must be used or worn in accordance with instructions for use. Employees must ensure that the PPE provided fits properly and is comfortable.

Where required, employees will receive training on how to use PPE. Where there is a potential risk of falling or flying particles, dust chemical or metal splash, projectiles, gas and vapor or radiation, employees must wear goggles or face screens.

Where there is a potential risk of falling or flying objects, risk of head bumping or hair entanglement, employees must wear a helmet, bump cap, skull cap, hats or cape hood as may be appropriate.

Where there is excessive noise or sound pressure, employees must wear adequate ear protection such as ear defenders or ear plugs. Where there is a risk of abrasion, extremes of temperature, cuts impact, electric shock and vibration or skin infection or disease, employees must wear gloves, gauntlets, mitts, or armlets as may be appropriate. Where there is a risk of dust inhalation, employees must wear a facemask. Where there is a risk of wet surfaces, slipping, cuts, falling objects, abrasion, metal and chemical splash or electric build-up, employees must wear safety boots/shoes, gaiters, leggings, or spats as may be appropriate.

When walking near roads or dealing with road traffic, employees must wear high visibility clothing. In all cases, employees must wear adequate footwear and clothing for their work/work area. Jewelry and loose clothing should not be worn when using or moving machinery and long hair must be protected by suitable headgear.

Personal protective equipment must be maintained and stored properly and in accordance with any relevant instructions (e.g. manufacturer's maintenance schedule). Employees must report any defects to PPE immediately to their Line Manager.

## 5.3. Visual Display Units and CCTV

Any employee who uses a VDU or who monitors CCTV for a significant part of their normal work

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will have a workstation risk assessment to ensure that its design and layout will avoid visual fatigue and back, shoulder, neck, arm, leg, and wrist aches. Changes to the workstation will be made as appropriate. Adequate chairs will be provided. It is the operator's responsibility to ensure that these are correctly adjusted for height and back support. Footrests and back rolls will be provided where required. Operators should ensure that the image on the screen is clear and steady. Screens should be positioned so that operators are not facing windows or other bright light sources. Workloads and activities will be planned for those using VDUs and monitoring CCTV to ensure periodical breaks are taken from using the equipment. Operators should inform their Line Manager immediately if any discomfort is felt.

On request, VDU Operators will receive a voucher for (or be reimbursed, on production of a receipt, for the cost of) an eye and sight test by an approved optician. If an employee requires corrective spectacles for VDU work only, the company will bear the cost of basic spectacles, e.g. the cheapest frame and basic lenses for glasses.

VDU Operators will be given written information, guidance, or training, where required, on the safe use of VDUs. Any VDU Operator who wishes to receive information relating to the health and safety aspects of display screen equipment should contact the Commercial Director. Employees must switch off all VDUs at the end of their working day, to aid conservation of natural resources and to avoid the risk of fire. VDUs can only be accessed through passwords for security purposes.

## **6. Electricity and Electrical Equipment**

### **6.1. General Precautions**

Anyone using electricity and electrical equipment must be aware of the risks of electrocution, electric shock, burns, fire and explosion. All precautions must be taken to reduce such risks. Assessments of all foreseeable risk of personal injury or death, associated with work activities involving electricity, have been undertaken and will be reviewed as required by law.

Alliance Support Group Ltd has devised safe systems for working with well-maintained electrical equipment. Fixed electrical installations (including wiring and the socket outlet or isolator) shall be checked regularly to ensure that they are not dangerous. Electrical systems must not be interfered with. Switches, isolators etc. must be labelled clearly with their current, voltage and equipment they supply where this is not obvious.



Employees must report any fault or defect which they notice in any electrical installation or equipment to their Line Manager as soon as they discover it. Defective installation/equipment must not be used until it is fully repaired. If electrical equipment cannot be repaired immediately, its power supply should be switched off and marked “DO NOT USE – FAULTY EQUIPMENT”.

All electrical equipment must be safe and suitable for its intended use and must be used in accordance with the manufacturer’s instructions. Where required, training will be provided.

Employees must never

- Handle electrical equipment with wet hands.
- Interfere with earth connections and screens.
- Place electrical equipment too close to walls and partitions. An allowance for adequate ventilation and cooling should always be made.
- Have drinks or conductors near electrical equipment.
- Overload the mains supply.
- Try to cover up a split in a cable.
- Use an extension cable where the diameter of the cable is smaller than the cable on the equipment.
- 

All electrical equipment and its location shall be recorded in a designated book to enable necessary tests to be made. All electrical equipment shall be visually inspected and tested regularly by a competent person. The individual piece of equipment will be tagged with the date it was last inspected. Full records will be kept at branch offices. Out-of-date equipment must not be used.

Employees who are in doubt about the use of any electrical equipment or who require advice in relation to any such use or equipment should contact their Line Manager.

## 6.2. Fuses and Similar Devices

When using any equipment, the smallest fuse compatible with it should be used to protect the equipment and flexible cable and to reduce the risk of fire. Employees must not replace fuses. Fuses shall be replaced only after the reason for the fuse blowing has been ascertained and the



cause remedied. Only proper cartridge fuses may be used for replacement. A main board fuse must never be replaced. Residual current devices (RCDs) shall be used in areas of hazard (e.g., where water must be used near electrical equipment).

### 6.3. Electrical Cables

All flexible cables must be examined frequently to ensure that they are free from damage and that earth continuity is maintained. Trailing, frayed and loose cables must be reported immediately, to be fixed. Flexible cables of excessive length should not be used. In so far as this is practicable, there shall be sufficient socket outlets to avoid the need for long flexible cables. In so far as possible, all cables must be.

- Kept clear of the floor or be protected to prevent heavy objects being placed or dropped on them or people walking or tripping over them.
- Protected where they pass over or round sharp objects or corners.
- Laid to avoid being trapped in doors.



Only one cable should be used from any single plug except where 2, 3- or 4-way multiple sockets are available. But, in such cases, the total load must not exceed 3 kilowatts.

### 6.3. Portable Electrical Equipment

All portable electrical equipment must be checked periodically for any issue that can be a risk to the health and safety of employees, building, other equipment, and the environment and recorded in work equipment record.

Check criteria	Ok	Not Ok	Remark
1. Check for cuts through outer covering in the cord			
2. Check for unauthorized repairs on the cord			
3. Check for complete double insulation throughout the cord.			
4. Check for heat, cut or crush damage on the cord			
5. Check cord seal to plug that it is not exposed			
6. Check cord seal to equipment body that it is not exposed.			
7. Check that the plug is not shaky			
8. Check for use of temporary wiring in place of permanent wiring			
9. Check for exposed wiring and cords with frayed or deteriorated insulation			



10. Check for frayed plug			
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The above portable electrical equipment checklist should be used to record check the equipment.



## 6.4. Fire Hazards

All equipment should be turned off and unplugged when it is not in use (to protect the environment and reduce the risk of fire) and during cleaning. Where possible, power socket outlets should be switched off before plugging or unplugging. In the event of fire, the fire alarm must be raised immediately, and the Fire Procedure outlined in this policy should be followed. All electric incidents/accidents must be reported to the Managing Director in accordance with the procedure set out in this Policy's section on Reporting Accidents.

## 6.5. Electricity – Related Injuries

In the event of any person suffering electric shock, it is important to:

- Turn off the power and, if possible, isolate the supply.
- Call a first aider(s). Medical help must be called if the victim seems to be injured.
- Do not touch the victim but try to move them out of contact with the live equipment using a non-conducting object such as a wooden broom handle (e.g., by moving the equipment). As far as possible, the victim should not be moved.
- All electrical burns (other than very minor and superficial burns) must be inspected by a qualified medical practitioner. Burns can be cooled with clean water and covered with a clean dry cloth or burn dressing.
- All electricity-related injuries must be reported to the Managing Director in accordance with the procedure set out in this Policy's section on Reporting Accidents.

## 7. Fire Precautions and Procedures

### 7.1. Precautionary Measures

All employees and visitors are required to familiarize themselves with the position of fire alarms, telephones, and fire extinguishers nearest to them and their place of work and of all exits and routes to emergency exits of the building(s) in which they work or which they visit. Employees with a mobility disability should work on the ground floor. Where this is not practicable, a detailed risk assessment will be conducted, and emergency exit routes discussed and planned.

Employees with impaired hearing who cannot hear the fire/emergency alarm must inform their Line Manager about this and avoid working in isolated areas. If this is not practicable, they must



ensure that somebody knows where they are so they can be informed in case of an emergency.

Employees will be trained to recognize the sound(s) of the fire alarm system and to understand the action they must take upon hearing the alarm and what their escape route should be. The fire alarm system will be tested weekly, and the results recorded in the Fire Precautions Register.



The Fire Precautions Register should be completed with the following:

- Reason for the alarm sounding (genuine, practice, test, or source).
- Details of any faults identified.
- Any period of disconnection.
- Nature of any work carried out to the alarm system (inspections, maintenance, or test) and any further action required.
- Name of the person responsible for the action.
- Up-to-date drawings and Assignment Instructions should be readily available and kept near to the control equipment.

Where applicable, automatic fire detection will be tested every 6 months. Fire Wardens are nominated across the business and are responsible for:

- Knowing the location of all firefighting equipment.
- Identifying escape routes.
- Advising employees within their area on fire precautions and equipment where required.
- Carrying out rapid, thorough checks of their areas following an evacuation and reporting their findings to the designated controller.
- 

All areas are appraised periodically for risk from fire and all necessary preventive action is taken. All exits and exit routes must be kept clear and must allow safe and free passage in the event of fire. Corridors and staircases should 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 for a key. Fire doors must always be kept closed, except when used or when large items must be moved through them. Emergency routes and exits shall be indicated by clear signs and, where necessary, shall be illuminated.

Fire alarms, detectors and extinguishers are inspected and tested regularly to ensure they are maintained in good working order. The fire evacuation procedure will be exercised at least twice every calendar year, in coordination and with the approval of the Managing Director. The Fire Precautions Register must be completed.

## 7.2. In the event of Fire

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Any person who discovers fire is required to shout “FIRE” and activate the safeties fire alarm immediately. Fires should only be tackled if it is safe to do so, if there is a clear escape route, if there are fire extinguishers of the appropriate type and the person tackling the fire is trained and confident to use fire extinguishers.

Nobody should tackle a fire larger than a burning wastepaper basket. Upon hearing the fire alarm, employees/visitors should leave the building immediately and report to their assembly point.

Assistance should be provided to colleagues with mobility disabilities. If there is time, employees should close all doors and windows. Do not stop collecting personal belongings.

Lifts should not be used unless instructed to do so by the emergency services. Anyone using the lift when the fire alarm goes off should stop at the next floor and get out.

Employees/visitors must remain at their assembly point (or move to any other area when directed by the designated controller or emergency services) until authorized to re-enter the buildings.

On completion of evacuation, the designated controller must be able to confirm that all employees/visitors have vacated the premises or verify the identity of anyone left in the building. Every event of a fire shall be reported to and recorded in writing by the Managing Director who shall report this to the Health and Safety Executive, as required by law.

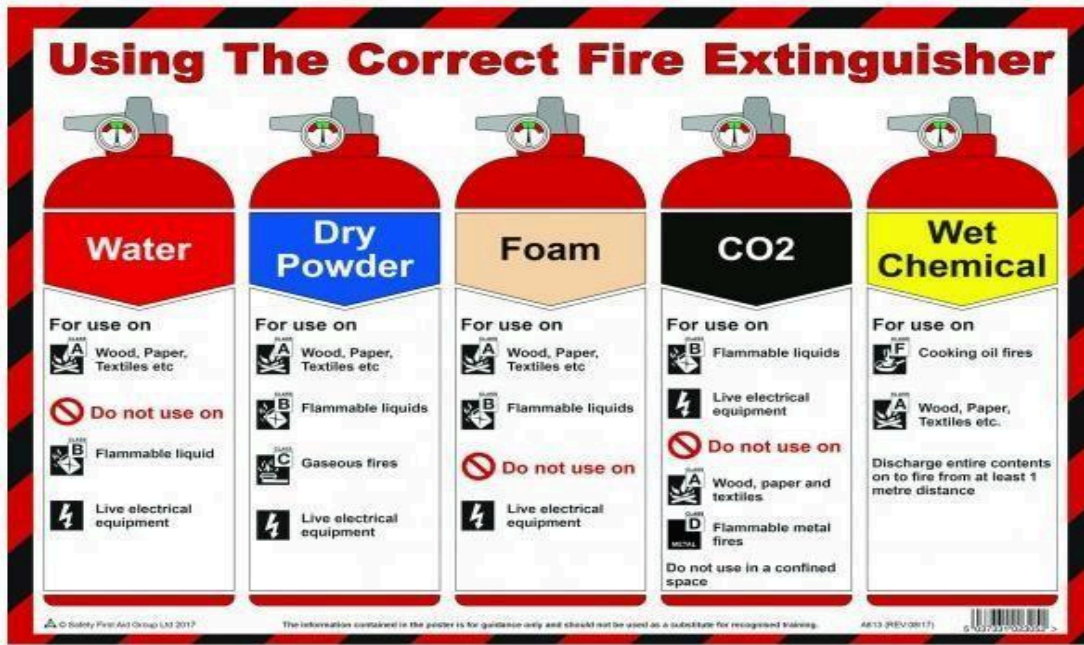
Any fire outbreak will be investigated and suitable procedures and/or arrangements put in place to prevent the future occurrence of similar incidents. Employees must comply with the fire evacuation procedure on hearing a fire alarm. Failure to do so may result in disciplinary action.

### **7.3. Fire Extinguishers**

Prompt and correct use of fire extinguishers can prevent a fire from spreading. The correct type of fire extinguisher must be used to ensure the risk and danger is not escalated. Training in how to use fire extinguishers will be arranged through the Managing Director/ Line Manager for those requiring this knowledge. Water and water-based extinguishers must never be used on electrical fires. A water extinguisher should be used on all carbonaceous materials (e.g., wood, paper, fabrics etc.). A foam extinguisher should be used on carbonaceous material and flammable liquids (e.g., petrol or oil). A carbon dioxide extinguisher or a fire blanket should be used on all electrical fires, flammable liquids and gases, solvents, petrol, oil, and similar



materials.



#### 7.4. Hazardous Substance Safety

Alliance Support Group Ltd Ltd recognize our statutory duty to control the exposure of our employees, and anyone likely to be affected by our work, to substances hazardous to health. To achieve this control, company will take the following steps:

- Obtain Suppliers' Material Safety Data Sheets for all substances.
- Make a written assessment of these substances present in the workplace, considering how they are used and stored and instruct management and staff accordingly.
- Provide Managers and Supervisors with complete sets of COSHH Risk Assessments for their own retention and for distribution to their client sites as appropriate. These assessments will include safety precautions to be taken when handling and storing substances and first aid measures in the event of an accident.
- Provide the Client, on request, with current risk assessments on any products stored or used on their premises.
- Control exposure where any substance presents a health risk. This will be done in the following order of preference:
  - Prevent exposure, e.g., by elimination, substitution, or enclosure.
  - Control exposure, e.g., by ensuring adequate ventilation or reducing the time for



- each employee spent handling the substance.
- Prevent exposure using personal protective clothing or protective equipment when all other measures taken do not provide adequate control.
  - Ensure that any personal protective clothing or equipment provided for control of exposure is properly used by employees.
  - Ensure that all employees are aware of and acknowledge their own responsibilities about their own safety by adhering to all instructions and statutory requirements relating to the storage and handling of materials.

## **8. Bombs and Bomb Warnings**

### **8.1. Suspicious Letters/Packages**

Any employee who receives a suspicious letter or package should not tamper with it. If it is safe to do so, the letter/package should be placed in a protective container. The employee must immediately notify their Line Manager who will order an evacuation of the site.

Nobody must be allowed entry to the site at this point. Once the evacuation has been ordered, the Line Manager must inform arrange for the police to attend.

### **8.2. Receiving Bomb Threats on the Telephone**

Any employee who receives a bomb threat on the telephone must inform the Line Manager without delay. Where possible, the employee should attempt to keep the caller talking and note down as much information as possible about the suspect device and the caller.

### **8.3. On Receipt of a Bomb Threat**

Switch off all radios and mobile phones and disconnect batteries. Inform Line Manager so they can contact nominated people throughout the building. Fire Wardens will instigate and supervise searches within office areas, plants, and common areas, covering exit routes and the assembly area. Everyone should stay within their office area and await instruction from their Fire Warden. If the building must be evacuated, everyone should make their way quickly outside to the assembly area, using the routes designated.

*KEEP CLEAR OF LARGE GLASS AREAS*

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## 8.4. Bomb Threat Procedures and Checklist

BOMB THREAT PROCEDURES	BOMB THREAT CHECKLIST																																																																		
<p>Bomb threats are serious until proven otherwise. Act quickly. Remain calm. Obtain information using the checklist on the reverse of this card.</p>	<p>Date: _____ Time: _____            Time Caller Hung Up: _____            Phone Number of Caller: _____</p>																																																																		
<b>BOMB THREAT RECEIVED BY PHONE</b>	<b>ASK THE CALLER:</b>																																																																		
<ul style="list-style-type: none"> <li>- Remain calm. Keep the caller on the phone as long as possible. <b>DO NOT HANG UP</b>, even if the caller does.</li> <li>- Listen carefully, try to keep the caller talking to learn more information.</li> <li>- If possible, write a note to a colleague to call the police or, as soon as the caller hangs up, immediately notify them yourself.</li> <li>- If your phone has a display, copy the number and/or letters on the display window.</li> <li>- Complete the Bomb Threat Checklist (<i>reverse side</i>) immediately. Write down as much information as you can remember.</li> </ul>	<ul style="list-style-type: none"> <li>- Where is the bomb located? (<i>building, floor, room, etc</i>) _____</li> <li>- When will it go off? _____</li> <li>- What does it look like? _____</li> <li>- What kind of bomb is it? _____</li> <li>- What will make it explode? _____</li> <li>- Did you place the bomb? Yes No</li> <li>- Why? _____</li> <li>- What is your name? _____</li> </ul>																																																																		
<b>BOMB THREAT RECEIVED BY HANDWRITTEN NOTE</b>	<b>EXACT WORDS OF THE THREAT</b>																																																																		
<ul style="list-style-type: none"> <li>- Call the police.</li> <li>- Handle note as minimally as possible.</li> </ul>	<p>_____</p> <p>_____</p> <p>_____</p>																																																																		
<b>BOMB THREAT RECEIVED BY EMAIL OR TEXT</b>	<b>INFORMATION ABOUT THE CALLER</b>																																																																		
<ul style="list-style-type: none"> <li>- Call the police.</li> <li>- Do not delete the message.</li> </ul>	<p>Where is the caller located? (<i>describe background/noise level</i>) _____</p> <p>Estimated age of caller: _____</p> <p>Is voice familiar? If so, who does it sound like? _____</p>																																																																		
<b>SIGNS OF A SUSPICIOUS PACKAGE</b>	<table border="0"> <thead> <tr> <th style="text-align: left;">Caller's Voice</th> <th style="text-align: left;">Background Sounds</th> <th style="text-align: left;">Threat Language</th> </tr> </thead> <tbody> <tr> <td>accent</td> <td>animal noises</td> <td>incoherent</td> </tr> <tr> <td>angry</td> <td>house noises</td> <td>message read</td> </tr> <tr> <td>calm</td> <td>kitchen noises</td> <td>taped</td> </tr> <tr> <td>clearing throat</td> <td>street noises</td> <td>irrational</td> </tr> <tr> <td>coughing</td> <td>PA system</td> <td>profanity</td> </tr> <tr> <td>cracking voice</td> <td>conversation</td> <td>well-spoken</td> </tr> <tr> <td>crying</td> <td>music</td> <td></td> </tr> <tr> <td>deep voice</td> <td>motor</td> <td></td> </tr> <tr> <td>deep breathing</td> <td>clear</td> <td></td> </tr> <tr> <td>disguised</td> <td>static</td> <td></td> </tr> <tr> <td>distinct</td> <td>office noises</td> <td></td> </tr> <tr> <td>excited</td> <td>factory noises</td> <td></td> </tr> <tr> <td><b>FEMALE</b></td> <td>local</td> <td></td> </tr> <tr> <td>laughter</td> <td>long distance</td> <td></td> </tr> <tr> <td>fisp</td> <td></td> <td></td> </tr> <tr> <td>loud</td> <td></td> <td></td> </tr> <tr> <td><b>MALE</b></td> <td>raspy</td> <td><b>Other Information:</b> _____</td> </tr> <tr> <td>nasal</td> <td>slow</td> <td>_____</td> </tr> <tr> <td>normal</td> <td>slurred</td> <td>_____</td> </tr> <tr> <td>ragged</td> <td>soft</td> <td>_____</td> </tr> <tr> <td>rapid</td> <td>stutter</td> <td></td> </tr> </tbody> </table>	Caller's Voice	Background Sounds	Threat Language	accent	animal noises	incoherent	angry	house noises	message read	calm	kitchen noises	taped	clearing throat	street noises	irrational	coughing	PA system	profanity	cracking voice	conversation	well-spoken	crying	music		deep voice	motor		deep breathing	clear		disguised	static		distinct	office noises		excited	factory noises		<b>FEMALE</b>	local		laughter	long distance		fisp			loud			<b>MALE</b>	raspy	<b>Other Information:</b> _____	nasal	slow	_____	normal	slurred	_____	ragged	soft	_____	rapid	stutter	
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<p>No return address      Poorly handwritten</p> <p>Excessive postage      Misspelled words</p> <p>Stains                      Incorrect titles or address</p> <p>Strange odor              Foreign postage</p> <p>Strange sounds          Restrictive handling notes</p> <p>Unexpected delivery</p> <p style="text-align: center;"><b>DO NOT:</b></p> <ul style="list-style-type: none"> <li>- Evacuate the building until police arrive and evaluate the threat.</li> <li>- Activate the fire alarm.</li> <li>- Touch or move the suspicious package.</li> <li>- Use two-way radios or cellular phones; radio signals could detonate a bomb.</li> </ul>																																																																			

## 9. First Aid

### 9.1. First Aid Boxes

It is the responsibility of Supervisors and Site Line Managers to ensure adequately stocked first aid boxes are maintained across each site. First aid boxes should be clearly marked. There will



be sufficient signage indicating the locations of all first aid boxes on site. Employees are required to familiarize themselves as to the exact position of the first aid box nearest to them. Mobile employees shall carry with them a first aid kit suitable for treating minor injuries.



## 9.2. First Aiders

It is the responsibility of Site Managers to ensure there are sufficient trained and qualified first aiders across their site. There will be sufficient signage providing details of all First Aiders/Appointed Persons on site. Where necessary, first aiders shall be called to the scene of an accident/incident where they will:

- Assess the situation quickly and safely.
- Call for appropriate help.
- Not move the injured person unless there is an imminent threat to life.
- Give early, appropriate help/treatments if appropriately trained and qualified.
- Arrange for any injured person to be taken to hospital, see a doctor or go home (as appropriate).
- Ensure that an Incident Report Form is completed and returned to a Supervisor/Customer Service Manager in line with the requirements set out in this policy.

All first aiders shall receive HSE approved training (e.g., from St John Ambulance), attend refresher courses every three years, pass all necessary examinations, and hold a current first aid at work certificate.

## 10. Staff Welfare and Welfare Facilities

Alliance Support Group Ltd Ltd recognizes its obligations under the Workplace Health & Safety Regulations 1992. A monthly welfare check meeting with employee is MUST by the Line Manager and findings should be recorded in relevant documents. Although majority of employees would be operating on the customer's assignment, the following assessment would be made to ensure that employees are, so far as is reasonably practicable, to work in suitable conditions:

- Suitable ventilation
- Correct lighting
- Adequate temperature
- Clean environment
- Space
- Relevant workstations and adjustable seating
- Organized traffic routes
- Sanitary conveniences



- Washing facilities
- Drinking water
- Rest areas



## 11. Incident Reporting Procedures

Any accident at work or in connection with work, whether involving an employee, visitor or other person must be reported immediately to a Site Supervisor or Line Manager for investigation. Any person requiring medical attention should be taken to the nearest hospital, by ambulance if necessary. The Site Supervisor/ Line Manager must complete an Accident Report Form. The Site Manager must record the details in the On-Site Accident Book and forward a copy of the completed Accident Report Form to the Regional Manager. All incident records are to be kept on the digital security drive for the relevant period under compliance regulations. Regional Managers will provide an Incident report for the Managing Director on a monthly basis.

### 11.1. Fatality

The Emergency Services must be contacted immediately. The accident must then be reported to the Regional Manager without any delay. The Regional Manager will immediately notify the Managing Director of the incident. The Managing Director will arrange to visit the site/hospital upon notification of the incident. It is the responsibility of the Managing Director to provide the next of kin information to the emergency services. All personnel must fully co-operate with the Police and Health and Safety representative.

### 11.2. Reporting Incidents to the Health & Safety Executive (HSE)

It is the responsibility of the Managing Director to report to the HSE Incident Contact Centre or local office of the HSE, the incidents described in the points below:

- Any accident arising out of or in connection with work and resulting in death or major injury (e.g., amputations, most fractures, and major dislocations; temporary or permanent loss of sight, serious injuries from electrical accidents; most injuries leading to loss of consciousness; acute illness which results from exposure to harmful substances or biological agents; injuries following an assault at work).
- Any accident arising out of or in connection with work and resulting in injury requiring hospitalization for more than 24 hours or any other injury which results in an employee being absent from work for more than 7 days (including non-workdays) after the day of the accident.
- Any dangerous occurrence such as overturning or failure of lift/lifting equipment; electrical short circuit or overload causing fire or explosion; unintended collapse of any



building or structure under construction, collapse of a wall or floor in a workplace, or fire causing suspension of normal work for over 24 hours; accidental release of a substance which may damage health.

- Any reportable work-related disease which an employee suffers (e.g., occupational dermatitis, skin cancer or acne; lung diseases such as occupational asthma and asbestosis;



infections such as hepatitis, tuberculosis, and tetanus; occupational cancer and hand-arm vibration syndrome).

- Full details of the incident should also be forwarded to the Managing Director.
- When making a report to the HSE the following information must be provided: Date of incident.  
Time and location the incident occurred.  
Details of the incident.  
Personal details of the person/persons involved.
- Details of the incident should be included in the Accident Book, at the company digital drive, and held on record for at least 3 years from the date of record.

## 12. Audits

Audit is the examination or inspection of various books of accounts by an auditor followed by physical checking of inventory to make sure that all departments are following a documented system of recording transactions. It is done to ascertain the accuracy of statements provided by the organization.

Audit types

- Formal inspections undertaken by the Regional Manager responsible for the contract and the Managing Director.
- Informal Inspections undertaken by Management Team.
- External Audit undertaken by independent approved third parties.

### 12.1. Audit – Formal Inspections

Formal inspections are to be carried out to record items identified during the review, using a standard inspection form. The form serves to prompt personnel to check for specific items and creates a consistent standard for the gathering of information. Matters of concern:

- **Unsafe Conditions:** poor lighting, cluttered work areas, slip hazards, etc.
- **Unsafe Actions:** improper use of equipment, officers not wearing personal protective equipment or following safety work procedures, etc.
- **Health Hazards:** dangerous chemicals, dust exposure, noise, etc.

Once the formal inspection has been completed, an inspection report will be written and



reviewed by the Regional Manager. Copies of the inspection report will be provided to the client.

Additionally, a copy of the report, including both negative and positive findings, will be provided to the relevant officers to review and comment. A copy of the report will be kept on file for the next inspection, so we can identify any repeat items. All negative findings will be recommended for change and improvement.

### **12.2. Informal Inspections**

Alliance Support Group Ltd recognizes that regularly performed informal inspections can be an effective health and safety tool. Therefore, informal inspections will be carried out by our mobile management team and will not involve the completion of a formal report.

The inspections will randomly check that officers are following safety procedures, using safety equipment and provide feedback to officers on their safety performance.

The results of the informal inspections will be acted on immediately, required changes will be made on the spot, and officer feedback (both positive and constructive) will be made verbally. Inspection information will only be recorded, and reported, if the situation requires it.

### **13. Training**

All personnel will receive comprehensive training relevant to their role and seniority. There are four mandatory H&S topics to be completed as:

- Slips, Trips and Falls.
- Manual Handling
- Fire Awareness.
- Display Screen Equipment.

Alliance Support Group Ltd might introduce more specific H&S training modules and qualifications to their personnel depending on the contract specifications and requirement.

**Signed by:** *Shahid Hussain*  
*Managing Director*

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