Health and Safety Policy Statement

ERP Security Ltd is committed to safeguarding the health, safety, and welfare of its employees and others affected by its operations. We will comply with all relevant legislation and ensure that health and safety remain an integral part of our business practices.

To uphold these principles, ERP Security Ltd commits to:

1. **Policy Development and Review**

   o Establishing systems for the effective planning, development, and review of this Health and Safety Policy.

   o Ensuring the policy is reviewed annually for continued relevance and suitability.

2. **Communication and Awareness**

   o Maintaining systems for effective communication of health and safety matters across the Company.

   o Providing employees with the necessary information, instruction, and training to ensure competence in health and safety practices.

3. **Employee Health and Safety**

   o Preventing workplace injuries, illnesses, and incidents.

   o Protecting employees' health through compliance with applicable health and safety laws, voluntary programs, and other relevant standards.

   o Actively engaging employees and their representatives in the Health and Safety Management System.

4. **Continuous Improvement**

   o Committing to ongoing enhancement of health and safety performance.

5. **Resource Allocation**

   o Allocating sufficient resources, including finance, equipment, personnel, and time, to maintain a safe working environment.

   o Engaging expert assistance where internal expertise is unavailable.

6. **Visitor and External Safety**

o Ensuring the health and safety of visitors and liaising with relevant parties to achieve this goal.

Responsibilities

- **Managing Director**: Holds ultimate responsibility for health and safety and will sign and date the Health and Safety Statement annually.

- **Operations Director**: Acts as the nominated Health and Safety contact.

- **Employees**: Share responsibility for their own safety and that of others. They must take reasonable care and cooperate to uphold the policy's standards.

Policy Framework

The Health and Safety Policy will be:

- Specific to ERP Security Ltd and tailored to its operations.

- Clearly written, concise, and signed by the Managing Director.

- Communicated to all employees and readily accessible at their workplace.

- Reviewed regularly for ongoing suitability and compliance.

- Available to relevant external stakeholders as required.

Training and Development Policy

Process   **Objective**:

Training personnel is a core business process for ERP Security Ltd. Recruiting the right individuals is vital to ensuring the appropriate level of service delivery to our clients.

All new personnel will be trained to industry standards before beginning their duties, and they must hold a valid SIA license, which is a legal industry requirement.

Staff will receive comprehensive training during their probation period, which will conclude with the sign-off of their training and probationary period.

All records will be reviewed by the Internal Auditor during routine inspections.

Scope

- Security Officers

- Security Receptionist

- TUPE Personnel

- BS EN ISO 9001:2015

- BS 7499:2020

- SIA Requirements

Associated Procedures

- Training

- Recruitment of licensed staff

Process Owner

- Operations Manager

- Training Manager or Appointed External Training Provider

Qualification and Experience Required

Personnel involved in staff training must complete an SIA-approved "Train the Trainer" course and achieve a Level 3 NVQ in Training and Presenting. They should also have access to a copy of **BS7499:2020** and receive training on the company's specific requirements.

All training staff will undergo a review of training standards at least once per year, conducted by a suitably qualified individual.

Induction Training

ERP Security Ltd will provide induction training for **all staff**, including TUPE officers. This training will cover conditions of employment and procedures under the company's **Quality Management System (QMS)**.

Induction training is in addition to Basic Job Training and must be completed before any officer is assigned to duties. TUPE officers will receive a Company Induction pack prior to contract commencement.

Records must be maintained by the Process Owner.

Basic Job Training (for new employees without an SIA license or appropriate qualifications)
Basic job training will be provided for all employees assigned to security duties, whether full-time, part-time, seasonal, or casual.

- **Note 1**: This training may be waived for new employees with industry experience and a relevant qualification comparable to those issued by the Sector Skills Body (SSB) (**BS7499:2020**).

- **Note 2**: SIA Licensing requirements apply if employees are working in licensable security activities.

Basic job training will be delivered before operational duties begin and should be conducted by a sector-competent trainer in a suitably equipped training room. Training will last at least 32 hours, including examinations, and will cover the following core subjects:

1. Introduction to the security industry

2. Role and responsibilities of security officers

3. Patrolling

4. Access control

5. Searching

6. Security and emergency systems

7. Fire safety

8. Health and safety at work

9. The law

10. Emergencies

11. Customer care and social skills

12. Communications and reporting

13. Equality and diversity

14. Communication skills and conflict management

Upon completion, trainees will take a written examination to receive a nationally recognized qualification that meets core competency standards set by the Sector Skills Body (SSB).

Additional training hours may be included for subject-specific modules related to the specific role, such as:

- Retail duties

- Crowd control

- Reception skills

- Use of technology

Documents **Used**

All documents associated with this process are identified by the prefix **ERP (Quality Document)** and are linked to **PM 04** within the Procedures Manual. All documents are listed in the Master Documents.

Data to be Obtained for Analysis

- Number of staff inducted per month

- Number of staff attending Basic Job Training per month

- Number of trainees failing to meet required training standards per month

- Number of new staff exempt from Level 1 ISO

- Number of staff in probationary training

Key Performance Indicators

- Full compliance with **BS 7499:2020**

- All trainees must achieve an acceptable level of competence for employment

- Training to be conducted by a qualified trainer

- All documents to be returned, filed, and retained for audit per **BS7499:2020** and **ISO 9001:2015**

- The process owner is responsible for ensuring that processes are effective and align with company policy and objectives