

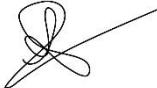
Venue/Site Risk Assessment

Tactical Security Options Ltd

Room 704 Cameron House, White Cross Industrial Estate, South Road, Lancaster, Lancashire, LA1 4XF.
Tel: 07787788811 dgap@hotmail.co.uk www.tacticalsecurityoptions.co.uk dave@tacticalsecurityoptions.co.uk

Client	Hello Student Accommodation V1 2023
Title of Activity:	Door Supervision
Venue or Site	Hello Student Lancaster

Assessment carried out by:

Name:	Dave Pattinson	Date:	26.10.23
Signature:		Review Date:	26.10.2024

Brief Description of Work:

Security Officer's are employed at this Venue/Site to perform the following roles;

- Prevent damage, theft or outbreaks of disorder,
- Safe removal from the premises of those who are no longer welcome, if authorised to do so.
- Report and arrange disposal of any Drug Paraphernalia found on site, if required.
- Report any unusual activity to Keyholder, TSO, CCTV and call for Police assistance if necessary.
- Meet and greet all residents and visitors with a focus on customer service.
- Report any issues accordingly.
- Monitor the safety of the residents, visitors, and building facilities.
- Regular patrols of the site.

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- Health, safety & fire checks accordingly to the Ais, SOPs, TBTs, RAMs and other.
- Full handover takeover of site to clients points of contact.
- Alarm system monitoring.
- Fire warden in the event of an emergency.
- Point of contact for information and guidance.

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Hazard Identification:

Hazard (s)	Risk L / M / H	Control Measures
<u>Assault</u>	M / H	<ul style="list-style-type: none"> • All Site Supervisors working as Security Officers are trained in Conflict Management. • All Security Officers are trained to seek assistance before approaching a potentially dangerous situation. • Where radio/telephone communication systems are implemented, Security Officers should call for assistance and receive an acknowledgement before acting. • Where a CCTV system is installed, Security Officers will be monitored. • Keep all doors secure after hours, that should be.
<u>Fire</u>	M / H	<ul style="list-style-type: none"> • All Security Officers are trained in Fire Fighting techniques and in the safe and effective usage of fire fighting equipment. • The location of fire fighting equipment is known by all who work on this site. • Monitor the fire alarm, and respond accordingly as per SOPs. • The site evacuation procedure is known by all who work at this site. • Fire exits are clearly indicated by the use of standard signage.
<u>Broken Glass/Rubbish</u>	L	<ul style="list-style-type: none"> • Security Officers are to wear thickly soled footwear. • Broken glass observed should be brought to the attention of the relevant member(s) of staff, or cleaned and removed if safe to do so. • Other persons in the immediate area should be notified of the risk.
<u>Manual Handling</u>	L	<ul style="list-style-type: none"> • Security Officers should not lift heavy items by themselves. • Two person lifts are employed on any weight over 15 kilograms, or a risk assessment carried out first. • Physical intervention should be carried out as part of a risk assessment of the threat.
<u>Noise</u>	L	<ul style="list-style-type: none"> • Static positions of observation are to be located away from Public Address Equipment. • Noise Disturbance to be kept at a Tolerable level, and residents informed accordingly. • The Security Supervisor is responsible for ensuring that all noise does not exceed statutory safety levels.

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Personal Protective Equipment (PPE):

Eye / Face / Head	NIL	Hand /Arm	Gloves for Sharps	Feet / Legs	Thick soled footwear	Respiratory	NIL
Body (clothing)	High Visibility Jackets.	Hearing	NIL	Other (Specify)			
Specify the grade(s) of PPE to be worn:							
Specify when during the activity the item(s) of PPE must be worn: At all times when on site.							

Persons at Risk:

Door Supervisory Staff		Bar Staff		Customers	X	Glass Collectors	
Man Guards (Security)	X	Office staff	X	Cleaning staff	X	Emergency personnel	X
Contractors	X	Visitors	X	Others	X	Any person entering the premises	X

Additional Information:

Individuals employed at this site will constantly revise their risk assessment for any circumstance in accordance with the Person-Object-Place principle. In addition they must read and keep up to date with all TSO and clients RAMs, SOPs, Ais, TBs.

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Risk Assessment – 2023 AF 02-03

Site :

Empiric Student Property plc
Penny Street
77-81 Penny Street, Lancaster
Lancaster
LA1 1XN

Assessed by:

Dave Pattinson/Stacey Vivian

Capacity : Total

Date : 25.10.23

Review Date: 25.10.26

Hazard	Harm	At RISK	Risk Control in place	Factors	Risk Rating	Additional Risk control to be considered or implemented
				L	S	R

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Accidents, incidents of medical assistance.	Physical Injury/ Death.	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	<p>It should be expected that Supervisors maybe required to deal with first aid or medical incidents at the site.</p> <p>Supervisors MUST call for medical assistance and then 999 where needed. Comply with crowd control and information gathering.</p> <p>No first aid must be given by Supervisors unless you are the nominated first aider on site for the venue, and that you are authorized to give first aid with an up to date first aid certificate that is valid.</p> <p>If you are then you must call for help first then assess and carry out your first aid as per your training and risk assessment, then report as per our reporting procedures, asap after the incident is safely over.</p>	2	3	6	Sub.	The Supervisor should co-operate safely with clients, customers and emergency services, within their duty of responsibility.
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Slipping, Tripping and Falls.	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	<p>It should be expected that the floor at times maybe wet or slippy, therefore extra caution should be taken when moving through the site.</p> <p>The Supervisor should ensure that manager, are made aware of areas that need to be cordoned off and made safe.</p> <p>Areas need to have appropriate signage in place, and should be used to clearly define the area as a hazard, where necessary.</p> <p>All accidents or near miss occurrences MUST be reported asap, where reasonably practicable to do so, to the contact and Duty Manager.</p> <p>Also an entry made in the reporting logs, accident book, and a copy sent to TSO Office, via the normal reporting procedures, backed up with a record on the TSO Incident chats.</p>	1	2	2	Acc.	<p>The Supervisor should be actively monitoring the condition of the floor throughout the venue, and be aware and observant at all times, of areas where the floor is likely to be hazardous. (e.g. around the storage area, toilets, bar areas, communal areas, passages, stairs, changes in floor environments, static or temporary, including internal or external flooring, gardens and Marques).</p> <p>Supervisors should make the Duty Manager or nominated staff aware of the spillage, so the floor can be made safe. If necessary the Supervisor should move people away from the spillage, danger area until a member of staff arrives and makes the area safe, if safe to do so.</p>
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<p>Changes in Floor Levels Uneven Ground, static or temporary.</p>	<p>Physical Injury</p>	<p>Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.</p>	<p>Through the venue - site there maybe changes in floor levels (not including stairs) and uneven ground, flooring and potentially holes or excavation work, uneven floor fittings and carpets etc. The Supervisors should be aware of;</p> <ul style="list-style-type: none"> -Outside areas -Suitable sturdy footwear, appropriate for the task and environment, with preferably ankle support boots should be worn at all times if at work on site, on venues suitable protective boots with ankle support. -Steel toe cap footwear, only to be used if requested by client and risk assessed. -Stick to designated walk areas, or authorized safe paths, permanent or temporary. 	<p>1</p>	<p>2</p>	<p>2</p>	<p>Acc.</p>	<p>The Supervisors should be fully aware of the venue - site layout, from their induction or walk round tour. Additional diligence should be shown around these raised areas regarding spillages, or hazardous locations, and changes in environment, e.g. poor or temporary lighting, changes in lighting, and changes in natural lighting, daylight, dusk, darkness and weather changes, sun, mist, cloud, rain, snow etc.</p> <p>Supervisors should make the site Manager aware if there is a spillage, so the floor can be made safe etc. If necessary, the Supervisor should move people away from the spillage until a member of trained staff arrives, with the appropriate PPE for the task. It is imperative that a wet floor or danger area signs are placed where required or cordoned off, until made safe.</p> <p>Supervisors MUST report any issues to the person in charge on site, and in their reporting logs, as per policy and procedure for that venue.</p>
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Wall Fittings, other related objects or furniture, environmental hazards, e.g. fixtures and fittings, static or temporary.	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Through the site there are various objects mounted on the walls, fixtures and fittings etc. Inc. poster holders, light or heater fittings, containers, first aid, fire or emergency, covid-19 sanitizer station locations. The Supervisors should be aware where all these objects are and show due diligence in preventing injury to themselves and customers, by being observant and proactive in safe working methods.	1	1	1	Tri.	Supervisors should inform staff or customers if they get too close to these objects whilst their awareness maybe impaired through being too busy, fatigued, poor lighting, lost or working, not showing due care, or under the influence of liquor, drugs or emotional and confused etc. To prevent accidental injury and/or damage to site property. All occurrences MUST be reported by the Supervisor as per venue and TSO policy and procedures.
Pillars/Corners and pointed sharp edges from venue, site equipment, fencing, stage areas and other etc.	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors should be aware of the shelving areas around the walls and pillars, sharp edges from fencing or plant equipment throughout the site and any pointed edges they may have. Care should be taken at all times, and good observation and concentration to avoid any incidents or accidents.	1	2	2	Acc.	See 'Wall Fittings'. In addition to this Supervisors should attempt to ensure that these areas have any unwanted equipment or plant removed on a regular basis, to reduce any risks. All occurrences MUST be reported by the Supervisor as per venue and TSO policy and procedures.

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Stairs/fall from Height, raised areas, stages etc.	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors should ensure that customers or themselves are not positioned at the top of stairs or place themselves in vulnerable positions which may allow them to be knocked over or fall a considerable distance. Supervisors must not work above ground level at height, or stand on or use ladders or platforms, if not trained to do so and authorized. If on patrol, or guard and venue-site employees or contractors are observed working at height, patrol in safe areas/zones only.	2	3	6	Sub.	A qualified First Aider should be on site at all times, and a Health & Safety Officer or person responsible for H&S issues at the venue-site. Supervisors should read the Assignment Instructions AKA (AIs) Risk Assessments (RAMs) and any other Standard Operating Procedures (SOPs) related to the venue – site, if in doubt ASK!
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Objects Falling from Height, being dropped or thrown as a projectile from a customer or crowd.	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	<p>Supervisors should ensure that objects, tools are not left on or around the stairs or places at height. Staff or customers are not leaning over the stairs or places of height, with any objects that are not safely secured.</p> <p>Supervisors are to deal with any signs of violence with the throwing of bottles or other items from height, projectiles.</p> <p>Customers or other as per their training and individual dynamic risk assessment of threat. Ensure everything is reported as per your AIs.</p>	1	3	3	Mod.	<p>Supervisors should NOT be removing items from the potential hazard areas unless safe and authorized to do so.</p> <p>Supervisors should be instructing customers to not lean over the rails to look down from height.</p> <p>Also customers should be asked to keep moving on stairs, rather than stopping and congregating unnecessarily. Always being polite at all times to reduce the risk that it does not cause conflict situations to arise.</p> <p>The Supervisor should be making staff and customers aware of the problem, and asking them to keep the area clear on a regular basis for safety reasons.</p> <p>Failure in compliance should be dealt with in a reasonable way. If staff, then this should be reported to the site Manager, or person responsible for their staff.</p> <p>It should be recommended to the site manager, through the correct channels that shelving areas around the stairs are modified so they are angled to discourage staff or workers from leaving items there, or regularly checked for compliance or human error.</p>
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Doors, Shutters, Windows and Glass or alternative materials, and furniture.	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	<p>If working in premises, Supervisors are to be aware of their environmental surroundings, such as doors, windows and glassed areas etc. when working, ejecting customers or dealing with violence internally or externally.</p> <p>If Supervisors are engaged on other venues-sites, the venue-site refs room, staff room, cabin or other welfare unit. All areas, doors, shutters are to remain closed and secure, when not in use and then where possible opened for customers, visitors and staff if authorized.</p> <p>Windows and Glass- Windows around the venue are reinforced to prevent shattering if they are broken.</p>	1	3	3	Mod.	<p>Supervisors should always perform their start of shift (SOS), checks fully. They should also be aware that disgruntled customers, youths and other congregating around the external venue-site, fence/wall who may attempt to throw objects over the fence/wall.</p> <p>If working in licensed premises Supervisors MUST be aware of potential bottles or objects being thrown through the windows or glassed areas, during any acts of violence at the site-event.</p> <p>If such an incident does occur, it is classified as criminal damage and the police should be called immediately.</p> <p>Regular checks of the student accommodation, for insecure doors and windows for safety.</p> <p>All incidents MUST be reported as per our procedures.</p>

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Hazard	Harm	At RISK	Risk Control in place	Factors			Risk Rating	Additional Risk control to be considered or implemented
				L	S	R		
Furniture or Obstacle's	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors should be aware of their situational environmental surroundings, as any injury caused by these could cause a major incident in the event of a full venue - site evacuation. This also minimises the potential for Supervisors or People tripping over and becoming injured or crushed. Supervisors are to be mindful and observant when ejecting people and furniture or obstacles in the path way, route. Supervisors should put furniture and seating back in its place if safe to do so, i.e. chairs replaced under tables, to create a safe working environment.	1	3	3	Mod.	Supervisors should be actively monitoring obstacles, or plant equipment, when patrolling or moving around the venue-site. They should also ensure that when a table/seating area is vacated, that all the chairs are placed back in the correct position, and housekeeping is adhered to at all times, and the removal of rubbish on a regular basis, if safe to do so.

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Client's Property Used on Site	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors should ensure that all equipment provided by the client, i.e. the Two-Way Radio, Mobile phones, welfare facilities, or other where issued, are in full operational and working order at the start of every shift, SOS. Under no circumstances should Supervisors use any IT or computers unless authorized to do so by the company and the client, written permission must be granted.	1	3	3	Mod.	Any faults with equipment, PPE or other should be immediately reported to both, the venue and management so corrective action can immediately be put in place. A record should also be made as per our reporting procedures.

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Emergency Evacuation, Fire, Threat of Terrorism or Bomb Evacuation.	Physical Injury/ Psychological Effects/ Death.	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	<p>There are a number of emergency exits on and around the site, but we cannot name every eventuality. Supervisors should be aware of where all exits, are and ensure that they are all kept clear and maintained at all times, with observation checks, before during and after duty.</p> <p>Supervisors must ensure that they are familiar with the premise's layout and be aware of potential fall areas in the event of an evacuation.</p> <p>Instructions of the evacuation will be issued by senior management in order to ensure security of the procedures.</p> <p>Run Hide Tell, see ACT Training.</p>	1	3	3	Mod.	<p>All Supervisors should be aware of and understand the fire & evacuation plan, be fully aware of the venue layout and know what role that they, and other team members, play in the event of an evacuation.</p> <p>All Supervisors on finding a fire MUST sound the alarm, by the nearest MCP manual call point, and also shout fire get out... Supervisors must then evacuate the area and await instructions from the management and or nominated person in charge on what to do next, carry out these duties if safe to do so, and trained.</p> <p>All other evacuations, instructions will be issued by senior management based on a dynamic risk assessment on site.</p> <p>Supervisors must refresh training and web portal procedures, and take part in fire awareness and or even fire marshal training as per the clients and or company risk assessment.</p> <p>Supervisors to take part in fire, health & safety and counter terror training, as ongoing training.</p>
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Noise Levels	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	<p>Supervisors should be made aware that at times music levels may reach a level which could cause long term damage to their hearing if exposed to it for a prolonged duration.</p> <p>PPE must be worn at all times, especially if working in the area and another area where they are exposed to loud noise. Supervisors to ensure PPE supplies never run low or run out, they must inform TSO of any supplies needing to be replaced as soon as possible.</p> <p>In addition the client will have PPE if you run out on the night or shift.</p> <p>If residents are making a noise you need to challenge their actions politely.</p>	1	2	2	Acc.	<p>Supervisors should be provided the option of having their own ear protectors. In addition to this the Site Manager or Supervisor should rotate their positions, so that during the shift they all have a period where they are stationed away from excessive noise. If there is no supervisor or head door supervisor there, then the Supervisor should use common sense and self rotate with others.</p> <p>However, where there is no manager in place Supervisors should use an adult approach and regularly rotate, and the Site Manager oversea such actions, still ensuring the security of the site-tasks and duties as per the risk assessment or agreement.</p>
Lone Worker Isolation and Any other related Communication issues,	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	The Supervisor must ensure that they have a mobile phone with them at all times during the shift especially if he/she is the only Supervisor on duty for the shift, where applicable.	2	3	6	Sub.	All Supervisors should also be made aware of where blind spots are and circumstances where they could become isolated for a period of time.

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Site Patrol/ Toilet and Vulnerable area Checks.	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	The Supervisors should remain vigilant at all times whilst conducting tours of the site internally & externally, and checking the toilets and all other sensitive areas. The Supervisor should aim to avoid unnecessary confrontations with residents, customers; if assistance is required it should be called for immediately (see notes on lone worker communication).	2	3	6	Sub.	Supervisors to ensure they are familiar with the premise's layout and the available points of ejection, escape or evacuation. They should also be aware that lighting levels will be low in areas of the site, if tower lighting, static or mobile is not in place. Also see Lone Worker Isolation notes.
								Regular checks for safety to be carried out on environments and supervisors.
								Regular checks on Supervisors SOPs and Staff portal, to check for updates.

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Verbal Abuse	Psychological effects	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	<p>Supervisors should maintain a friendly demeanor at all times whilst performing their duties. Try to discourage verbal abuse from potential or actual customers, and reduce the risks by early intervention using conflict management skills, as per the Supervisors training, knowledge and understanding with experience and guidance.</p> <p>However, it must be accepted that this may often occur when the Supervisor is performing their duties.</p>	3	1	3	Mod.	<p>Supervisors should not respond in a manner to antagonise situations further causing them to escalate. Conflict management training is mandatory for all Security Supervisors, and they should act as per their training, using good communication skills, and conflict management. All incidents of verbal abuse no matter how minor MUST be reported in written form in your report logs, and to a line manager, if serious to the police.</p>
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Hazard	Harm	At RISK	Risk Control in place	Factors			Risk Rating	Additional Risk control to be considered or implemented
				L	S	R		
Violence towards Supervisors, Client Staff and Customers	Physical Injury/ Psychological effects/Potentially death or life changing affects.	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors should take a proactive role in stopping situations escalating into physical confrontation/violence. If the Supervisor witness's physical altercation/assault the customers or staff workers, if safe to do so the aggressor involved should be ejected or detained (if applicable or safe to do so). Then the police called if the situation warrants it. Regular refresher training in place for supervisors. Use of force risk assessment MUST be read and followed by the Supervisor at all times.	2	3	6	Sub.	Supervisors should always request assistance when dealing with or ejecting a person from the site and be aware that the person to be ejected may require holding, restraining, or need other types of assistance, guidance or medical or assistance. See Lone Worker Isolation and Site Patrol/Toilet Check notes. All ejections must be documented on the relevant forms and given to the site manager to counter sign. Conflict and Physical intervention training will be provided by the company when applicable. In addition to the above a qualified First Aider should be on site at all times. Or you may have to call the emergency services. All incidents MUST be reported in your report logs and to a line manager asap.

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Hypodermic Needles, sharps or pointed objects.	Physical Injury/ Psychological effects/Potential death.	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	<p>Supervisors should be actively aware of any signs of drug use around the site externally in some deprived areas. They should never directly handle hypodermic needles without adequate protection, PPE and if authorized and trained to do so. If searching is permitted on site, under no circumstances should the Supervisor ever place their hand into an area they cannot see into. For example, the bottom of a customer's bag, compartments of a wallet/purse, down the side of a cushion/ seat. Also if vehicles are being searched the same principals apply. If Supervisors come in to contact with needles etc, when patrolling the venue-site, same rules apply as above, cordon area off, call for assistance, crowd control till area is made safe.</p>	1	3	3	Mod.	<p>If the Supervisor does accidentally prick them-selves, or their skin is punctured by the object, they should seek medical attention immediately and minimise their contact with other people.</p> <p>Regular training tool box talks and reminder of procedures to be carried out when required. With additional training and development and supervision.</p>
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Suicides or mental health related issues.	Psychological Effects	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors should be touring the entire premises on a regular basis and monitoring customers for strange behavioural patterns. If any issues are noticed they MUST report this to the Manager straight away and act on their guidance if safe to do so, and the emergency services called straight away.	1	3	3	Mod.	A qualified First Aider should be on site at all times to administer immediate medical attention. In this situation the emergency services should always be called. Mental health awareness training issued to supervisors.
Searches, searching people, property and premises.	Physical Injury	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors should be aware of the potential for sharps and the contamination hazard that can result due to a search not being performed correctly (see notes on 'Hypodermic Needles'). Only if searching is allowed, then safety should be observed at all times, when performing such actions. Additional training and CCTV to be in the area of the search with a witness.	1	3	3	Mod.	When it is necessary to search customers, visitors, contractors or staff workers, Supervisors should always ensure that the customer (self-search) fully empties their pockets/wallet/bag/purse, this also applies to vehicle searching etc. Under no circumstances should the Supervisor take unnecessary risks by placing their own hand into anything that they cannot see clearly into and/or not wearing latex or needle stick proof gloves during the search procedure. (See notes on 'Hypodermic Needles') All occurrences MUST be risk assessed and reported as per our procedures.

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<p>Adverse Cold Weather, Hot Weather conditions inside or outside working environments, breaks, REFS.</p>	<p>Physical Injury/ Psychological effects Chills, cold, hypothermia Sunburn, sun stroke, dehydration, other medical issues.</p>	<p>Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.</p>	<p>Supervisors should take a proactive role in wearing their PPE, wet weather clothing to be available and worn as required, drying rooms or areas available, welfare facilities with heating and hot or cold water available. Long sleeves to be worn at all times, unless relaxed by TSO management only... ensure plenty of fluids are consumed, if conditions are hot or cold, also use sun protection where applicable. Rest breaks to be only taken in line with government guidance, but must be authorized by TSO management and client customer's management first. Breaks must be authorized and taken when where only. No drinks in cups, glass to be consumed on front doors for health & safety reasons and public perceptions.</p>	2	2	4	Mod.	<p>Supervisors should always request medical advice if feeling unwell, due to weather conditions.</p> <p>NB Note, all Supervisors MUST take with them a grab bag, with the appropriate welfare items inside, to be used accordingly if authorized.</p> <p>Suggested items.</p> <p>Wet wipes, sun cream, fluids, and food where applicable depending on the length of the shift. Pen, paper, torch, change of socks, gloves, hat where applicable.</p> <p>If not allergic to, take your own personal and prescribed medication if necessary. Items could include antihistamine, dioralyte, ibuprofen, paracetamol, or sweets or other to keep mouth moist and fresh, even small containers of mouth wash or freshener. Other items could include plasters, knee/ankle/elbow supports. Please assess your needs accordingly prior to each shift. You know what you need.</p>
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Horseplay	Physical Injury/ Psychological effects /Accidents	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Appropriate behaviour at all times, representing the company in a professional manner, make no unnecessary noise, or unprofessional behaviour.	2	2	4	Mod.	Supervisors will have random audits carried out on them from Management. Request medical advice if feeling unwell, due to weather conditions. Potential loss of contracts due to unreliable poor behaviour from the Supervisor may result in disciplinary action or no further employment.
Fuel Spill / Oil Leaks, or other fluid or chemicals.	Physical Injury/ Psychological effects /Accidents /Environmental Issues	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Risk of environmental contamination from refueling generators & vehicles being parked on or near site. Spills inside venue to be cordoned off, reported to the person in charge and a record put in our reports logs when area made safe.	2	2	4	Mod.	Supervisors will have random audits carried out on them from Management. Request medical advice if feeling unwell, due to weather conditions. Supervisors are not to touch or clean up any spills for health & safety reasons.

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Blood spills, contact with blood or bodily fluids	Physical Injury/ Psychological effects/death	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	<p>Supervisors should be actively aware of any signs of blood or contaminated bodily fluids.</p> <p>They should never directly handle or clean without adequate protection, and if trained to do so. Call trained and equipped staff. If searching is permitted on site, under no circumstances should the Supervisor ever come into contact with blood or bodily fluids. All staff to be trained in the event of coming into contact with such spills, blood or bodily fluids directly or indirectly. Call for medical help if needed, first aider and or 999.</p>	1	3	3	Mod.	<p>Regular training tool box talks and reminder of procedures to be carried out when required.</p> <p>Other related training as an ongoing process.</p>
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Acid Attack or other chemical.	Physical Injury/ Psychological effects/death	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	<p>Supervisors should be actively aware and observant using a dynamic risk assessment. If contact is made, if safe to do so.</p> <p>Report the attack: dial 999. Remove contaminated clothing carefully. Do not inhale fumes. Wear appropriate gloves and overalls. Do not touch with bare hands. Rinse skin immediately in running water.</p> <p>All staff to be trained in the event of coming into contact with such an incident, directly or indirectly. Call for medical help if needed, first aider and or 999.</p>	1	3	3	Mod.	<p>Regular training tool box talks and reminder of procedures to be carried out when required.</p> <p>Ongoing and additional training to be supplied, and as per availability acid attack trained staff with grab bags.</p> <p>All incidents to be reported to the police and TSO as per procedures, and guidance.</p> <p>Secure scene, ensure members of public do not come into contact with acid. Ask pub/club to gather relevant CCTV footage. Ensure ongoing supply of water to rinse victim. If you do not have PPE do not attempt to touch victim or remove clothing.</p> <p>Keep area cordoned off it's now a crime scene, do not touch, remove or clean any items of evidence off the floor. Leave it till police allow area to re-open.</p>
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Fire related incidents.	Physical Injury/ Psychological effects /death	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	<p>Risk of fire is always going to be a potential high risk in every environment. If a Supervisor detects a fire, they MUST raise the alarm, inform the Manager and evacuate to their RVP.</p> <p>Unless Supervisors have authorized given set roles, for example trained Fire Wardens or Marshals. Then the Supervisor must follow the venue-company police and procedure related to fires and evacuations as per their venue, safely.</p> <p>Supervisors will also be trained to level two certified training in fire awareness, with additional local policies and procedures to assist.</p>	2	3	6	Sub.	<p>Supervisors should always Request up to date information, and also ensure they follow and refresh training and policy guidance.</p> <p>Supervisors to comply and follow local procedures, clients risk assessments policies and procedures with government guidance, at all times or until authorized by client or TSO management only, regarding fire controls.</p> <p>Additional training will be given, as per a risk assessment.</p> <p>If events have open fires, heated displays or heating, or pyrotechnics, the client should have a fire risk assessment and instruct us of what to do. However ensure barriers are in place and nobody can come in contact with heat or flames for safety.</p>
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<p>Modern day slavery issues, domestic abuse and child sex exploitation, and dealing with vulnerable children and adults.</p>	<p>Physical Injury/ Psychological effects /death</p>	<p>Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.</p>	<p>There is potentially a risk of Supervisors dealing with issues, or intelligence gathering around Modern day slavery issues, domestic abuse and child sex exploitation, and dealing with vulnerable children and adults. Supervisors MUST follow procedures and be guided by legislation, recommendations from the local authority, SIA and police with associated other multi working partnership agencies, which you may directly or indirectly be working with.</p> <p>Take lost children or vulnerable adults to a safeguarding point, location. Pass them over to an authorized point of contact if safe to do so.</p> <p>Report all incidents as per policy.</p>	1	3	3	Mod.	<p>Supervisors should always Request up to date information, and also ensure they follow and refresh training and policy guidance issued.</p> <p>Supervisors to comply and follow local procedures, clients risk assessments policies and procedures with government guidance, at all times or until authorized by client or TSO management only, regarding controls.</p> <p>Additional training will be given, as per a risk assessment.</p> <p>Information gathering and passing to the police is mandatory if out of your control or unsafe to do so. Potentially reporting such issues to crime stoppers in addition to the police.</p> <p>Follow all TSO guidance issued on these subjects.</p> <p>Enforce ask for Angela police or other related policies or coded messages or words.</p>
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Covid 19	Physical Injury/ Psychological effects /death	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Risk of contamination from customers-staff of covid-19, staff trained in use of PPE where required or by law, guidance. Supervisors also trained to level two certified training in Covid 19 and hand hygiene with additional local policies and procedures to assist.	2	2	4	Mod.	<p>Supervisors should always Request medical advice if feeling unwell, due to Covid-19.</p> <p>Supervisors to comply and follow local procedures, proper hand hygiene, clients risk assessments policies and procedures with government guidance, at all times or until authorized by client or TSO management only.</p> <p>Additional training will be given, as per a risk assessment.</p> <p>PPE will be issued as per guidance and Supervisor and clients requirements, where reasonably practicable.</p>
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Complaints or Equality & Diversity Issues	Physical Injury/ Psychological effects	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	<p>Risk of complaints from staff or customers regarding Employees, should be reported to the management straight away and TSO, and a report recorded in the duty log. You should disclose any instances of discrimination of which they become aware of to the management and TSO HR Department, on dgap@hotmail.co.uk.</p> <p>If you consider that you may have been unfairly treated or subjected to direct or indirect discrimination, you may use the grievance procedure to make a complaint, where every effort will be made to secure a satisfactory resolution by TSO. See 35.1 Equality & Diversity policy. if the allegations are in relation to customers, clients or the public. Inform DPS to see if they want the police to deal with the incident.</p>	2	2	4	Mod.	<p>Supervisors should always have random audits carried out on them from Management.</p> <p>TSO continuously review Policy, together with all of our employment policies and practices to maintain our focus on equality of opportunity.</p> <p>To ensure that this Policy and other procedures are operating effectively, HR will continue to monitor and measure the records of our employees, benchmark our performance as a Company and ensure that any patterns or trends are identified and resolved.</p> <p>Training and development in these areas will be an ongoing process, for compliance.</p>
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Child Sex Exploitation related issues or concerns additional factors	Physical Injury/ Psychological effects/death	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	<p>Child Sexual Exploitation</p> <p>There are a number of factors which can contribute to a child / young adult being exploited.</p> <p>These are some warning signs and factors which can influence the vulnerable – no matter their age, ethnicity or social status.</p> <p>Indicators</p> <ul style="list-style-type: none"> • Physical signs of abuse - ie bruising or injuries • The child or young person appears to be under the influence of, or being given, alcohol or drugs • Evidence of self-harm or low self-esteem <p>Adults are frequently coming in to venues with different young people.</p> <p>Supervisors MUST try tactfully challenge unusual occurrences, BUT always contact the police or if an emergency 999.</p> <p>See TSO CSE 41.1 policy.</p>	2	2	4	Mod.	<p>Indicators</p> <ul style="list-style-type: none"> • Seen out late at night, or when they should be at school • Appears to be travelling long distances, or are out of their local area • Is accessing places that are not age appropriate • Is with an older person who doesn't seem to be their parent or carer • Is with an older person, or a group of older people • They have been approached by someone unknown to them • They are given gifts (including food, alcohol, cigarettes, drugs) or are offered a place to stay • Other people are speaking on behalf of the young person when they are being directly spoken to • They may be presenting with volatile or aggressive behaviour, or may be quiet, withdrawn, trying to hide or be secretive • The child or young person may be presenting as anxious or distressed, dishevelled or tired • The child or young person appears to be alone

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Hostile Reconnaissance and suspect packages	Physical Injury/ Psychological effects/death	Employees, Customers, Others on site lawfully or unlawfully, Supervisory Management on site for audit.	Supervisors to be aware of the activity of Hostile Reconnaissance and its nature. This can include people taking pictures of buildings and layouts, CCTV cameras, monitoring staff routines and drive-bys. Reasons for this activity could be terror related or to perform robbery or disruption to venue. See also guidance on TSO portal on: HOW TO RECOGNISE HOSTILE RECONNAISSANCE AND SUSPICIOUS ACTIVITY 42.2 V2 2020	1	3	3	Sub.	Ensure counter terror training is up to date as per company protocol. Online training available - ACT. Report any unusual activity to venue Manager and TSO via chats and to the Police. Door Supervisors to continually monitor for unaccompanied belongings or anything obviously out of place or partially obscured. (HOT technique) contact venue manager and Police as per guidance received. People gathering information in a surreptitious manner and loitering without making a purchase. People changing clothing and coming back to venue to further study layout. Monitor for cars repeatedly passing venue and make a note of licence plate. Pass all information to the Police or Crime Stoppers, if an emergency 999.
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Activity:	General Housekeeping		
Reference:	HSRA01		
Hazards	Who is affected?	Current Controls-what we already have in place	Additional Controls-required for specific site
Hazardous substances including chemicals	Team Members Contractors Public	<ul style="list-style-type: none"> COSHH based eLearning for Team Members to be completed. Each site maintains a COSHH folder that contains a Chemicals Register, MSDS Sheet and Chemical Risk Assessment – the team must be trained and signed off before they are allowed to use chemicals onsite. The COSHH folder must be readily available to all team members and if required duplicate copies held in the chemical store. Chemicals are stored in a secure location with the most hazardous chemicals kept on lower shelves. Chemical provision to be reviewed regularly to ensure that less hazardous chemicals are used wherever possible. Only chemicals from approved suppliers will be used onsite – any exceptions must be approved by the Health and Safety Team. Signage to be provided for chemical stores to remind team members of the 	<ul style="list-style-type: none"> Cleaning cupboards in 99 Penny Street and Victoria Court to be locked at all times

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		<p>principles of COSHH safety.</p> <ul style="list-style-type: none"> • PPE provided and must be worn in accordance with the Chemical Risk Assessment. • All team members to have read HAZARDOUS SUBSTANCE STANDARD HSS01. 	
Sharps	Team Members Contractors Public	<ul style="list-style-type: none"> • If working in an area where there is an increased risk of needle stick injury, then PPE must be worn as per the PPE section below. • Sharps bin and needle grabber available in office of 77 Penny Street • Report any incident via SafetyNet. • Broken glass to be removed using a dustpan and brush. • All team members to have read the INFECTION CONTROL STANDARD HSS02 	
Lone Working	Team Members Contractors	<ul style="list-style-type: none"> • All team members must have read LONE WORKING STANDARD HSS04 • All team members must have completed the Conflict Management E Learning • Lone Working app/device should be in use by anyone working alone. • If any team member feels unsafe or at risk, then they must leave the area immediately and report the incident via SafetyNet. • Contractors should be managed in line with the CONTRACTOR MANAGEMENT 	<ul style="list-style-type: none"> • When working alone or at times when deemed necessary the office door at 77 Penny Street to be switched to fob reader access only.

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		<p>STANDARD HSS20-1 and the CONTRACTOR MANAGEMENT FRAMEWORK OPERATIONS – HSOF01-1.</p> <ul style="list-style-type: none"> Team members must read VIOLENCE AT WORK STANDARD HSS12. 	
Manual Handling	Team Members Contractors Public	<ul style="list-style-type: none"> All team members complete eLearning for Manual Handling Manual Handling aids to be provided as required (flat bed trolley to be kept in 77 Penny Street, tall trolley to be stored in Victoria Court plant room) All equipment to be checked and maintained in line with the manufacturer's instructions by the onsite team or relevant 3rd party. Larger loads to be decanted to make them smaller and more manageable. Team Members are encouraged to ask for assistance from a colleague for lifting awkward or heavy loads. Team members with pre-existing health conditions should notify their line manager prior to attempting lifts or movement of items. All Team members should read MANUAL HANDLING STANDARD HSS05. 	
Slips Trips and Falls	Team Members Contractors Public	<ul style="list-style-type: none"> PPE to be worn as outlined in the PPE section below. Warning signage to be used in the event 	

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		<p>of a hazard being identified e.g., Wet Floor Sign.</p> <ul style="list-style-type: none"> • Equipment and signage to be cleared away after use to ensure walkways offer safe access and egress. • Lighting provision should be checked prior to entering or starting work. • Uneven floors or damaged floor surfaces to be reported to AQ/FM/Service desk and SafetyNet so remedial work can be arranged. 	
Electrical Work Equipment	Team Members Contractors	<ul style="list-style-type: none"> • Team Members should only use equipment that they are competent to operate. • Manufacturer's instructions should be available and followed by the operatives. • Faulty equipment should be removed from service immediately. • Equipment should be tested and maintained in line with manufacturer's instructions. • Team Members to read NOISE AT WORK STANDARD HSS06-1, VIBRATION STANDARD HSS11 and the WORK EQUIPMENT STANDARD HSS16. 	
Bodily Fluids and Waste Matter	Team Members Contractors Public	<ul style="list-style-type: none"> • Body spill kits to be available in every site and team members to be instructed in their use. • Body Spill kits to be checked frequently 	

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		<p>and replenished.</p> <ul style="list-style-type: none"> • All team members to have read HAZARDOUS SUBSTANCE STANDARD HSS01. • Waste to be disposed of appropriately. 	
Working at Height	Team Members Contractors Public	<ul style="list-style-type: none"> • All team members complete eLearning for Working at Height. • In planning any work then the hierarchy of control is applied to ensure that the safest method of work is applied. Seek support for H&S as required. • If using hand tools these must be tethered. • Hazardous working at height requires a permit to work – team members should read PERMIT TO WORK STANDARD HSS08 and seek guidance if not sure. • RAMs relating to Hazardous Working at Height should be managed by an Appointed Person and be reviewed by Faithful and Gould as required. • No hazardous working at height should be undertaken by Team Members. • Contractors should be managed in line with the CONTRACTOR MANAGEMENT STANDARD HSS20, and the Contractor Management Framework Operations – HSOF01. • Ladders should be tagged, inspected, and recorded. 	

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		<ul style="list-style-type: none"> Work area should be segregated to prevent any debris hitting passers-by or accidental disturbance of work equipment. 	
COVID-19	Team Members Contractors Public	<ul style="list-style-type: none"> Vulnerable Team Members should inform their line manager. Hand Sanitising stations to be available in all sites. Hand washing facilities to be available. Face Masks to be worn by vulnerable person if required. 	

Personal Protective Equipment

	✓		✓				✓
							
			✓		✓	Any other equipment Specify here	

This is a guide to the kinds of PPE that maybe required – specific tasks or chemicals may require a particular standard of PPE – check MSDS or seek advice before starting work and then specify in the “Additional Controls Section”

Assessment	R Allan	Signature:		Position:	Manager	Date:	25.10.23
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Completed by:					
Risk Assessment to be reviewed annually, introduction of new technology or following an incident – team members to be re-trained following review					

Activity:	Current Controls-what we already have in place		Additional Controls-required for specific site
Reference:	HSRA11-		Additional Controls-required for specific site
Hazards	Who is affected?	Current Controls-what we already have in place	Additional Controls-required for specific site
Carbon Monoxide	Team Member Contractor	<ul style="list-style-type: none"> Carbon Monoxide Detectors installed and tested regularly. Emergency procedures in place should an alarm activate. No one to enter a plant room should an alarm sound. No one should enter a plant room should an alarm sound and raise a callout for potential gas leak 	
Lone Working	Team Member Contractor	<ul style="list-style-type: none"> Lone working devices or apps are available to all team members. All team members to have read LONE WORKING STANDARD HSS04 	
Fuel	Team Member Contractor	<ul style="list-style-type: none"> MSDS sheet and COSHH data to be reviewed and followed. Storage to be appropriate and in line with manufacturers guidelines. Flammable materials must be labelled clearly identifying the contents. Waste fuels to be disposed of in accordance with local regulations – specialist contractor may be required. 	

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		<ul style="list-style-type: none"> • Spill kit to be made available 	
Plant Equipment	Team Member Contractor	<ul style="list-style-type: none"> • All moving parts of plant equipment to be guarded. • Isolation switches to be clearly marked. • No access to plant rooms to unauthorised team members • All work on equipment to be completed by competent contractor. • Equipment should be tested and maintained in line with manufacturers, instructions – records should be available • All Pressure Vessels must have a written scheme of examination, and the latest examination report in line with written scheme. 	
Electrical Access (inc LV)	Team Member Contractor	<ul style="list-style-type: none"> • No team members should access LV Switch rooms or HV rooms. • Specialist and competent contractors to control and arrange access and work in these areas. • Rubber matting to be located by equipment. • Warning Signage to be in place to warn of the hazard and that unauthorised access is prohibited. • Contractors should be managed in line with the CONTRACTOR MANAGEMENT STANDARD HSS20, and the Contractor Management Framework Operations – HSOF01. 	

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		<ul style="list-style-type: none"> Hazardous working at height requires a permit to work – team members should read PERMIT TO WORK STANDARD HSS08 and seek guidance if not sure. 	
Access and Egress	Team Member Contractor	<ul style="list-style-type: none"> No team members should access LV Switch rooms or HV rooms. Warning Signage to be in place to warn of the hazard and that unauthorised access is prohibited. Contractors should be managed in line with the CONTRACTOR MANAGEMENT STANDARD HSS020, and the Contractor Management Framework Operations – HSOF01. Hazardous working at height requires a permit to work – team members should read PERMIT TO WORK STANDARD HSS08 and seek guidance if not sure. Adequate lighting to be available. Rooms not to be used for storage and to be kept sterile – no trip hazards. Emergency lighting to be tested and well maintained 	
Noise	Team Member Contractor	<ul style="list-style-type: none"> Our properties are not subject to high levels of noise however if due to extraordinary works or long-term exposure to lower level noise this will be monitored. This should be addressed prior to work commencing. 	

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		<ul style="list-style-type: none"> Team Members should read NOISE AT WORK STANDARD HSS06 and PERSONAL PROTECTIVE EQUIPMENT (PPE) STANDARD HSS09 - seek support from H&S as required. 	
Fire Safety	Team Member Contractor	<ul style="list-style-type: none"> Property Fire Risk Assessment to be completed annually. Fire Fighting equipment to be located as per the Fire Risk Assessment Fire Investigation and Evacuation Standard to be in place. All team members to have completed their Fire Marshal Training Life safety systems to have been tested and certified. Flammable chemicals stored in line with manufacturers guidelines 	

Personal Protective Equipment							
	✓		✓		Hard Hat		✓
					Protective Overall		
	✓				✓	Any other equipment Specify here	

Venue/Site Risk Assessment

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Protection				Mask (Specify Type)			
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This is a guide to the kinds of PPE that maybe required – specific tasks or chemicals may require a particular standard of PPE – check MSDS or seek advice before starting work and then specify in the “Additional Controls Section”

Assessment Completed by:	R Allan	Signature:		Position:	Manager	Date:	25.10.23
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Risk Assessment to be reviewed annually, introduction of new technology or following an incident – team members to be re-trained following review

Activity:	General Office	Current Controls-what we already have in place	Additional Controls-required for specific site
Reference:	HSRA12-		
Hazards	Who is affected?		
Manual Handling	Team Member Contractor	<ul style="list-style-type: none"> • eLearning to be completed by all team members. • Team members should seek help from colleagues to move cumbersome or awkward loads. • Decant items into smaller units to make it more easily handled. • Team members with pre-existing health conditions should notify their line manager prior to attempting lifts or movement of items. • All Team members should read MANUAL HANDLING STANDARD HSS05. 	
Lone Working	Team Member Contractor	<ul style="list-style-type: none"> • All team members must have read LONE WORKING STANDARD HSS04. 	<ul style="list-style-type: none"> • Access into office at 77 Penny Street to be fob access only when working alone or at

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		<ul style="list-style-type: none"> • All team members must have completed the Conflict Management E Learning. • Lone Working app/device should be in use by anyone working alone. • If any team member feels unsafe or at risk, then they must leave the area immediately and report the incident via SafetyNet. • Contractors should be managed in line with the CONTRACTOR MANAGEMENT STANDARD HSSS20 and the Contractor Management Framework Operations – HSOF01. • Team members must read VIOLENCE AT WORK STANDARD HSSS12. 	any other time deemed necessary.
Violence and threatening Behaviour	Team Member Contractor	<ul style="list-style-type: none"> • eLearning to be completed by all team members. • Lone working devices/apps are available for all team members. • Team members should remove themselves from any situation that makes them feel uncomfortable or at risk 	
Stress	Team Member Contractor	<ul style="list-style-type: none"> • Team members must read OCCUPATIONAL HEALTH STANDARD HSSS07 and the WELLBEING STANDARD HSSS15. • Employee Assistance program is available to all team members who 	

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		<p>require support.</p> <ul style="list-style-type: none"> Line managers will support team members feeling stressed to understand triggers, workloads and what can be done to mitigate this. 	
Display Screen Equipment (DSE)	Team Member Contractor	<ul style="list-style-type: none"> eLearning to be completed by all team members. Team members to review their DSE risk assessments regularly. Regular breaks to be taken. Laptop use to be supplemented by docking stations and screens as far as possible. Any specific needs should be addressed by line manager with H&S support as required 	
Electrical	Team Member Contractor	<ul style="list-style-type: none"> All equipment to be maintained and PAT tested in accordance with company guidance. Fixed wired tests to be conducted every five years – all remedial actions to be completed. Visual checks of equipment with loose or damaged cables to be reported – equipment should be taken out of service until repaired or replaced 	
Control of Substances Hazardous to Health	Team Member Contractor Public	<ul style="list-style-type: none"> COSHH based E learning for Team Members Each site maintains a COSHH folder that contains a Chemicals Register, 	

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		<p>MSDS Sheet and Chemical Risk Assessment – the team must be trained and signed off before they are allowed to use chemicals onsite.</p> <ul style="list-style-type: none"> • The COSHH folder must be readily available to all team members and if required duplicate copies held in the chemical store. • Chemicals are stored in a secure location with the most hazardous chemicals kept on lower shelves. • Chemical provision to be reviewed regularly to ensure that milder chemicals are used wherever possible. • Only chemicals from our approved supplier will be used onsite – any exceptions must be approved by the Health and Safety Team • Signage to be provided for chemical stores to remind team members of the principles of COSHH safety. • PPE provided and must be worn in accordance with the Chemical Risk Assessment • All team members to have read HAZARDOUS SUBSTANCE STANDARD HSSS01 and PERSONAL PROTECTIVE EQUIPMENT (PPE) STANDARD HSSS09 	
Slips Trips and Falls	Team Member Contractor	<ul style="list-style-type: none"> • Walkways and corridors to remain sterile with good housekeeping 	

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		<p>practices.</p> <ul style="list-style-type: none"> • Trailing cables and other trip hazards to be removed or covered to prevent trips. • Cleaning schedule to be maintained of office areas. • Waste to be removed frequently 	
Fire	Team Member Contractor	<ul style="list-style-type: none"> • Team Members and contractors should be inducted into site. • Fire Drills to be conducted quarterly. • Regular PPM of life safety systems conducted to ensure they are functioning and well maintained. • Fire Risk Assessment conducted annually. • Fire Marshal training completed for Team Members working onsite. • On line eLearning to be completed by team members. • Permit to Work System in place – hot works 	

Personal Protective Equipment							
							
Safety Footwear		Gloves (Specify Type)		Hard Hat		Safety Goggles/Glasses	
							
Face Visor		Fall Arrest/Fall		Protective		Half Mask	

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		Restraint		Overall			
 Hearing Protection		 Hi Viz Clothing		 Filtering Face Mask (Specify Type)		Any other equipment Specify here	
<p>This is a guide to the kinds of PPE that maybe required – specific tasks or chemicals may require a particular standard of PPE – check MSDS or seek advice before starting work and then specify in the “Additional Controls Section”</p>							
Assessment Completed by:	R Allan	Signature:		Position:	Manager	Date:	25.10.23
<p>Risk Assessment to be reviewed annually, introduction of new technology or following an incident – team members to be re-trained following review</p>							

Activity:	Electrical Safety		
Reference:	HSRA15-		
Hazards	Who is affected?	Current Controls-what we already have in place	Additional Controls-required for specific site
Manual Handling	Team Member Contractor Public	<ul style="list-style-type: none"> All team members complete eLearning for Manual Handling. Manual Handling aids to be provided as required (flat trolley in 77 Penny Street, tall trolley in Victoria Court) All equipment to be checked and maintained in line with the manufacturer's instructions by the onsite team or competent 3rd party. Larger loads to be split to make them smaller and more manageable. 	

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		<ul style="list-style-type: none"> • Team Members are encouraged to ask for assistance from a colleague for moving awkward or heavy loads. • Team members with pre-existing health conditions should notify their line manager prior to attempting lifts or movement of items. • All Team members should read MANUAL HANDLING STANDARD HSSS05. 	
Working at Height	Team Member Contractor Public	<ul style="list-style-type: none"> • Working at height should be avoided wherever possible. • eLearning to be completed by all team members. • Ladders/kick stools to be inspected prior to use. • Work area to be cordoned off with warning signage installed. • 	
Electricity	Team Members Contractors	<ul style="list-style-type: none"> • No electrical work to be attempted by Team Members • Lamp replacements are permitted. • Contractors must complete all other electrical work and be managed in line with electrical Safety Standard HSSS24, Contractor Management Standard HSSS20, and the Contractor Management Framework Operations – HSOF01 and Permit to Work Standard HSSS08 • Contractors must be accredited by SafeContractor 	

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Lone Working	Team Member Contractor	<ul style="list-style-type: none"> • All team members must have read LONE WORKING STANDARD HSS04. • All team members must have completed the Conflict Management E Learning. • Lone Working app/device should be in use by anyone working alone. • If any team member feels unsafe or at risk, then they must leave the area immediately and report the incident via SafetyNet. • Contractors should be managed in line with the CONTRACTOR MANAGEMENT STANDARD HSS020 and the Contractor Management Framework Operations – HSOF01. • 48 hour notice must be given prior to entering a students, room. 	
Inadequate Lighting (Isolated/Broken lighting)	Team Members Contractors Public	<ul style="list-style-type: none"> • Auxiliary lighting to be brought in as required. • Torch and head torches to be used to supplement as required 	
Slips Trips and Falls	Team Members Contractors Public	<ul style="list-style-type: none"> • Area around light outage to be kept sterile. • Cordoned off and warning signage to be installed until lighting is restored 	

Personal Protective Equipment

	✓		✓				
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Safety Footwear		Gloves (Specify Type)		Hard Hat		Safety Goggles/Glasses	
							
Face Visor		Fall Arrest/Fall Restraint		Protective Overall		Half Mask	
						Any other equipment Specify here	
Hearing Protection		Hi Viz Clothing		Filtering Face Mask (Specify Type)			
<p>This is a guide to the kinds of PPE that maybe required – specific tasks or chemicals may require a particular standard of PPE – check MSDS or seek advice before starting work and then specify in the “Additional Controls Section”</p>							
Assessment Completed by:	R Allan	Signature:		Position:	Manager	Date:	25.10.23
<p>Risk Assessment to be reviewed annually, introduction of new technology or following an incident – team members to be re-trained following review</p>							

Activity:	Customer Service – Night time		
Reference:	HSRA16-		
Hazards	Who is affected?	Current Controls-what we already have in place	Additional Controls-required for specific site
Shift Working	Team Member Contractor	<ul style="list-style-type: none"> Line Manager to monitor work and breaks between shifts. Tasks to be rotated throughout the shift to avoid repetition. 	

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		<ul style="list-style-type: none"> • Sufficient rest periods between shifts • On call escalation available to team members in case of emergency • Line Manager to ensure that 1-1 meetings are conducted with the team member 	
Working at Height	Team Member Contractor Public	<ul style="list-style-type: none"> • Working at Height is prohibited for Lone Workers 	
Sharps – (Needlestick, broken glass etc.)	Team Member Public	<ul style="list-style-type: none"> • If working in an area where there is an increased risk of needle stick injury, then PPE must be worn as per the PPE section below. • Sharps bin and needle grabber available within 77 Penny Street office • Report any incident via SafetyNet. • Broken glass to be removed using a dustpan and brush • All team members to have read the INFECTION CONTROL STANDARD HSS02 	
Bodily Fluids	Team Member Contractor	<ul style="list-style-type: none"> • Body spill kits to be available in every site. • Body Spill kits to be checked frequently and replenished. • All team members to read HAZARDOUS SUBSTANCE STANDARD HSS01 • Waste to be disposed of appropriately 	
Fire	Team Member Contractor Public	<ul style="list-style-type: none"> • Team Members and contractors should be inducted into site. • Fire Drills to be conducted quarterly. • Regular PPM of life safety systems conducted to ensure they are functioning 	

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		<p>and well maintained.</p> <ul style="list-style-type: none"> • Fire Risk Assessment conducted annually. • Fire Marshal training completed for Team Members working onsite. • Online eLearning to be completed by team members. 	
Lone Working	Team Member Contractor	<ul style="list-style-type: none"> • All team members must have read LONE WORKING STANDARD HSS04. • All team members must have completed the Conflict Management eLearning. • Lone Working app/device should be in use by anyone working alone. • If any team member feels unsafe or at risk, then they must leave the area immediately and report the incident via SafetyNet. • Team members must read VIOLENCE AT WORK STANDARD HSS12. 	
Manual Handling	Team Member Contractor	<ul style="list-style-type: none"> • All team members complete eLearning for Manual Handling. • Loads requiring Manual Handling aids to be provided as required e.g., stair climbers, sack trucks or trolleys. • All equipment to be checked and maintained in line with the manufacturer's instructions by the onsite team or competent 3rd party. • Larger loads to be split to make them smaller and more manageable. • Team Members are encouraged to ask for assistance from a colleague for moving 	

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		<p>awkward or heavy loads.</p> <ul style="list-style-type: none"> Team members with pre-existing health conditions should notify their line manager prior to attempting lifts or movement of items. All Team members should read MANUAL HANDLING STANDARD HSS05. 	
Violence and Threatening Behaviour		<ul style="list-style-type: none"> eLearning to be completed by all team members. Lone working devices/apps are available for all team members. Team members should remove themselves from any situation that makes them feel uncomfortable or at risk. 	
Maintenance Remedials/Emergency Reactive		<ul style="list-style-type: none"> Electrical Work is prohibited by lone workers. All team members must read CONTRACTOR MANAGEMENT STANDARD HSS20 the Contractor Management Framework Operations – HSOF01 and the PERMIT TO WORK STANDARD HSS08 Support from on call FM/AQ should be sought in these circumstances 	
Slips Trips and Falls		<ul style="list-style-type: none"> Hazard should be removed or segregated wherever possible. PPE to be worn as outlined in the PPE section below. Warning signage to be used in the event of a hazard being identified e.g. Wet Floor Sign 	

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		<ul style="list-style-type: none"> Equipment and signage to be cleared away after use to ensure walkways offer safe access and egress. Lighting provision should be checked prior to entering or starting work. Uneven floors or damaged floor surfaces to be reported to AQ/FM/Service desk and SafetyNet so remedial work can be arranged. • 	
COVID -19		<ul style="list-style-type: none"> Vulnerable Team Members should inform their line manager. Hand Sanitising stations to be available in all sites. Hand washing facilities to be available. Face Masks to be worn by vulnerable person if required 	

Personal Protective Equipment							
	✓		Gloves (Specify Type)		Hard Hat		Safety Goggles/Glasses
			Fall Arrest/Fall Restraint		Protective Overall		Half Mask
			Hi Viz Clothing		Filtering Face		Any other equipment Specify here

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Protection				Mask (Specify Type)			
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This is a guide to the kinds of PPE that maybe required – specific tasks or chemicals may require a particular standard of PPE – check MSDS or seek advice before starting work and then specify in the “Additional Controls Section”

Assessment Completed by:	R Allan	Signature:		Position:	Manager	Date:	25.10.23
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Risk Assessment to be reviewed annually, introduction of new technology or following an incident – team members to be re-trained following review

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Tactical Security Options Ltd Tool Box Talk

Subject: TBT Ais Empiric Student Property plc

77-81 Penny Street, Lancaster LA1 1XN

This TBT is a refresher on the stated subject, SOPs, when working for TSO and or any other role, employed by TSO, subcontracted to, or on behalf of our customers and clients as agree with by TSO. Please read and acknowledge this instruction as part of your AIs, then confirm acceptance of this sop and or information briefing.

When you are working on the above stated site, your main role as per client's instructions are, to carry out light cleaning duties: such as emptying the bins in the communal kitchens, wiping down touch points and the insides of the lifts. Making sure the office and student lounge is clean.

Then the client request that all security caretakers, carry out patrols every two (2) hours approx., and ensure that security then deal with anything that arises in the night or shift, such as lock outs, (students locked out of their rooms, or related areas) fire alarm activations, ensuring the safety of everyone. Noise complaints from other residents.

In addition, security are expected to ensure the following are adhered to at all times when on duty:

Discharge their duties in accordance with the instructions laid down in the Company Handbook and agreed by TSO and the client, SOPs, Ais and TBTs. This also includes takeover handover requests and messages.

Comply with these and any other related Assignment Instructions, which have been signed by both parties to signify that they have been agreed formally.

Advise your immediate/designated supervisor where conflict between the above-mentioned points arises, so that this may be resolved immediately, for a happy resolution.

Take instruction from TSO management pr the designated premises point of contact, at the time of request, or person in authority on or off site, face to face, written or verbally directly or indirectly by telephone as agreed.

Keep confidential all security arrangements and keep informed of any operational changes. Do not put any information on social media of your location, place of work or information accessed on site, including photographs or film footage.

Maintain good order at the premises to ensure the safety of the public by awareness of fire and emergency equipment and evacuation procedures, at all times. Report any issues in writing and verbally if more serious and needing urgent attention.

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Sign on and off correctly to the times when you attend your tour of duty, as per the agreed procedure in the appropriate logs, take photo evidence of your shift, and send it to our TSO chats.

Report ALL occurrences, incidents and hazards trivial, minor or serious encountered whilst on duty, to the client and our office, verbally and written as per agreed instructions.

Co-operate with the Company TSO, the customer, local authorities and emergency services, as necessary.

Meet and greet all customers, visitors to the premises in a friendly and courteous professional manner, without exceptions even if they are displaying conflict towards you.

Use moderate language, tact and diplomacy at ALL times when dealing with members of public, staff or customers, **DO NOT give opinions or take sides.**

Use reasonable force when tact and diplomacy do not work, if lawful and safe to do so ONLY.

Act fairly and without discrimination against any person at any time in or around the premises.

Do Not fraternise with staff, customers, students, contractors or friends or accept any gifts while on duty.

Comply with the Company's Alcohol, Drugs and Substance Abuse and Confidentiality Policy, at all times.

Adhere to the ASK for Angela policy, when dealing with students on site.

Ensure that you Do Not abuse your position of authority and trust, when at work or on site.

Always wear your SIA licence prominently on the outside of your clothing on VIEW! At all times, it's the LAW.

Do not play on mobile phones, or vending machines or other means of entertainment, when on duty.

Do not smoke or drink on the front door, all breaks MUST be authorised and facilitated by the client then the person in charge or TSO Management.

Ensure you are aware of all emergency, fire or other procedures related to the venue, if NOT ASK and note it down.

Ensure you are aware and have checked the location of all fire exits, fire equipment, emergency stations, first aid points, welfare facilities and have read and signed the site risk assessment, RAMs.

Always read and sign the front induction cover of all site instructions on every venue, event or site.

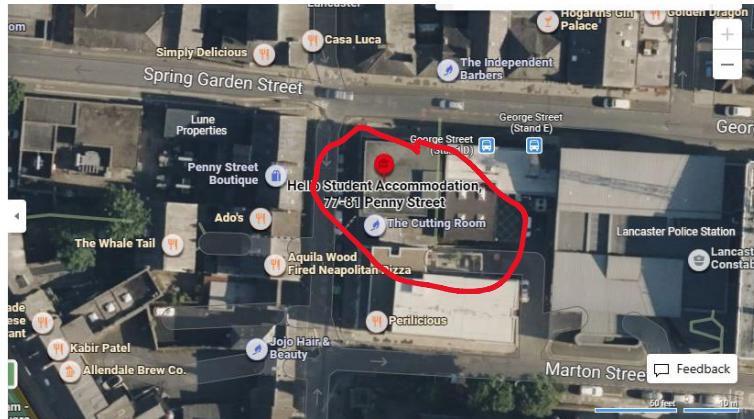
Read all hello student RAMs on site and also on our staff portal, alongside this TBT.

Thanks in-advance Dave Pattinson

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Training TBT Programme

Tactical Security Options Ltd is a responsible employer and we take our obligations to our staff very seriously. This is why we have set out this tool box talk for the above subject. Please ensure you read and understand this TBT, any questions ask your line manager and put it in writing by the use of email to alan@tacticalsecurityoptions.co.uk and cc the email to the following members of management.

dave@tacticalsecurityoptions.co.uk and stacey@tacticalsecurityoptions.co.uk

Once you have read and understand the TBT, sign and date it, then return to dave@tacticalsecurityoptions.co.uk if you do not sign it, we will think you have agreed by it, and confirm automatically that you agree. If you don't agree, you have seven working days in writing to contact TSO.

I/we confirm I/we have read and understand this TBT sop, and will agree to follow these instructions until told otherwise by the management of TSO in writing.

Declaration by Employee and Employer

I certify that I agree with the above TBT.

I certify that the above information will assist me in my role, and I will carry out unless informed otherwise by a member of the management from TSO.

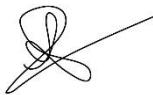
I acknowledge that if I do not carry out or follow these instructions within my role, it may result in disciplinary action being taken against me. I give my employer permission to verify the above information.

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Signed:.....(employee) Date:.....



Acknowledged: (For Employer) Date 25.10.23

Print / signed by venue manager: *Rachael Allan*

Print / signed by Witness: *Dave Pattinson/Stacey Vivian*

Date: *25th October 2023*

Print / signed by Witness: *Stacey Vivian/Dave Pattinson*

Review Date: *25th October 2024*