

## **HEALTH & SAFETY SECURITY OPERATIVES POLICY**

Premium Security Services aim to provide a safe working environment for all Security Operatives supplying services to its clients. We recognise our legal and moral duty to uphold certain standards of health, safety and welfare at all times. We also aim to ensure that the activities of our Security Operatives do not endanger members of the public visiting client's premises.

It is duty of the Door Supervisors to be familiar with the emergency procedures in place at the location of your assignment. This includes:

- Fire evacuation procedures
- Emergency procedures
- Contingency plans in place
- Possible flash points
- Possible high risk areas
- Hazardous areas
- Appointed First Aider

It is the duty of the Licensee/Manager to have in place a Risk Assessment for the venue. You should familiarise yourself with this, so that you are able to respond to any emergency with due diligence.

You should act within the Code of Conduct guidelines of Premium Security at all times. You should not place either yourself or any member of the public at risk through your actions. You should apply the knowledge of your training to all situations you encounter, thus enabling you to act cordially, efficiently and professionally at all times. Premium do not recommend Physical Intervention unless you have been trained and certified to carry out intervention techniques, and then only those techniques which you have been trained to carry out. We recommend Conflict Resolution at all times.

You have the right to defend yourself, however you may only carry out those actions which are the minimum required to defend yourself at the time of attack, no action may include an element of aggression, anger or revenge.

You are required to be familiar with the procedures of Premium Security in dealing with complaints and commendation. You are invited to communicate any concerns, queries or comments to our Head Office whenever the need should arise.