



POL/04

Integrated Management System

Last Review: 12th May 25

Next review: 12th May 26

Roles And Responsibilities Policy

Managing Director

Responsible for the direction, control, strategic planning and corporate policy of **H&M Security Services**.

Irrespective of all other duties, the Managing Director has the defined authority and responsibility for ensuring that the requirements of BS EN ISO 9001: 2008 are implemented and maintained.

Health & Safety Responsibilities

The Managing Director has overall responsibility for all quality and health & safety matters within the Company.

- To administer and interpret the effective implementation of Company Policy.
- To understand the application of the Health and Safety at Work etc Act 1974 and other legislation relevant to the Company's business.
- To ensure that there are adequate means of distributing and communicating health, safety and welfare information obtained from the HSE and other sources, regarding methods of accident prevention, new legislative requirements and codes of practice, to all concerned.
- Ensure that risk assessments are undertaken prior to commencing work and that those findings are documented within Method Statements and formally briefed to employees.
- Provide staff with clear instructions and the necessary resources to ensure that work is carried out safely and to a Quality that as a minimum meets the customer's requirements, preferably exceeding those requirements.
- Ensure that staffing levels are maintained, such that the Company is always able to undertake the contracted work to customer's requirements.
- Ensure that all such personnel are adequately trained and supervised.
- To carry out Accident, Incident & Near Miss investigations.
- To liaise with the HSE and any other appropriate bodies in matters connected with health and safety duties and responsibilities.
- Shall take responsibility for Quality Assurance in the absence of the HSQE Manager.
- Ensure that security of all client & employees' confidential information is maintained.

In the absence of the Managing Director his nominated deputy for the above functions shall be an alternative Director.

Operations Director

Reporting to the Managing Director, responsible for the day-to-day management of all activities associated with the delivery of security services.

Health & Safety Responsibilities

The Operations Director has the responsibility for the implementation and measurement of all Safety, Quality and Environmental matters within the Company. Responsibility for Occupational Health

- To administer and interpret the effective implementation of the Company Safety, Environmental, Quality and Modern Slavery Policies.
- To co-operate with the Managing Director to ensure that the requirements of the Company's Policies are met.



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- To understand the application of the Health and Safety at Work etc Act 1974 and other legislation relevant to the Company's business.
- To monitor site surveys and risk assessments to ensure that Method Statements for carrying out operations to a safe system of working are in place.
- Regularly measure, report on and make recommendations for improvement to the Safety, Quality and Environmental Management Systems.
- To ensure that all persons undertaking security work are competent to carry out such work.
- To review and recommend health and safety training requirements for all employees in the Company.
- To review investigations into workplace hazards and dangerous occurrences reported by any employee.
- To monitor the effectiveness of all registers.

There are 2 Operations Managers who in the absence of the Operations Director shall act as nominated deputies for the above functions.

HR Manager

Reporting to the Operations Director, responsible for the day-to-day management of all activities associated with the delivery of HR within the security services.

Health & Safety Responsibilities

The HR Manager has the responsibility for the implementation and management of all HR matters within the Company.

- To administer and interpret the effective implementation of the Company Safety, Environmental & Quality Policies.
- To co-operate with the Managing Director to ensure that the requirements of the Company's Policies are met.
- To understand the application of the Health and Safety at Work Act etc 1974 and other legislation relevant to the Company's business.
- To monitor HR activities to ensure compliant equality and employment law practices are in place.
- Regularly Measure, report on and make recommendations for improvement to the Safety, Quality and Environmental Management Systems.
- To ensure that all persons undertaking security work are competent to carry out such work.

In the absence of the HR Manager the Operations Director shall act as nominated deputy for the above functions.

Finance Director

Reporting to the Managing Director, responsible for the day-to-day management of all activities associated with the financial delivery of security services.

Health & Safety Responsibilities

The Financial Director has the responsibility for the implementation and measurement of all financial matters within the Company.

- To administer and interpret the effective implementation of the Company Safety, Environmental & Quality Policies.



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- To co-operate with the Managing Director to ensure that the requirements of the Company's Policies are met.
- To understand the application of the Health and Safety at Work Act etc 1974 and other legislation relevant to the Company's business.
- To monitor the financial activities of the Company.
- Regularly Measure, report on and make recommendations for improvement to the management systems and financial performance of the Company.
- To ensure that all persons undertaking security work are competent to carry out such work.
- To administer financial reporting.

In the absence of the Finance Director the Managing Director shall act as nominated deputy for the above functions.

Commercial Director

Reporting to the Managing Director, responsible for the day-to-day management of all activities associated with the commercial viability of security services.

Health & Safety Responsibilities

The Commercial Director has responsibility for the implementation and measurement of all commercial and customer account based matters within the Company.

- To administer and interpret the effective implementation of the Company Safety, Environmental & Quality Policies.
- To co-operate with the Managing Director to ensure that the requirements of the Company's Policies are met.
- To understand the application of the Health and Safety at Work Act etc 1974 and other legislation relevant to the Company's business.
- To monitor the financial activities of the Company.
- Regularly Measure, report on and make recommendations for improvement to the management systems and financial performance of the Company.
- To ensure that all persons undertaking security work are competent to carry out such work.
- To administer financial reporting.

In the absence of the Commercial Director the Managing Director shall act as nominated deputy for the above functions.

Operations Manager

Reporting to the Operations Director, responsible for the day-to-day management of all activities associated with the delivery of security services.

Health & Safety Responsibilities

The Operations Manager has the responsibility for the implementation of Safety, Quality and Environmental matters within the Company for their allocated sites.

- To implement the content of the Company Safety, Environmental & Quality Policies.



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- To co-operate with the Operations Director to ensure that the requirements of the Company's Policies are met.
- To understand the application of the Health and Safety at Work etc Act 1974 and other legislation relevant to the Company's business.
- To carry out site surveys and risk assessments to ensure that Method Statements for carrying out operations to a safe system of working are in place. These surveys must take into consideration Asbestos ensuring H&M employees do not work in locations where it is present unless risk specific PPE is provided. Risk Assessments must also include risk of fire and mitigation procedures and response.
- To ensure that adequate welfare facilities are in place on EVERY location to comply with CDM2015. All sites must have protection from weather, clean drinking water, adequate heating and ability to heat food and water.
- Regularly Measure, report on and make recommendations for improvement to the Safety, Quality and Environmental Management Systems.
- To ensure that all persons undertaking security work are competent to carry out such work.
- To review and recommend health and safety training requirements for all employees in the Company.
- To initiate investigation into workplace hazards and dangerous occurrence reported by any employee.
- To keep all appropriate registers and records up to date.
- To ensure the safety of the guards under their control.

In the absence of the Operations Manager the nominated deputy for the above functions shall be the Operations Director.

Office Manager

Reporting to the Managing Director, responsible for the facilitation of an effectively run office and the day to day management of all personnel, quality and administration matters in connection with the company's business.

Health & Safety Responsibilities

- To assist the Managing Director in the effective implementation of the Company Safety, Environmental & Quality Policies.
- To assist in the implementation of the requirements of the Company's Policies.
- To check on a pre-scheduled basis the safety bulletins received and cascade them to staff following consultation with the Managing Director or Operations Manager.
- To administrate the system set up to ensure that all persons undertaking security services are competent to carry out such work.
- To administrate in the review of and recommendations for health and safety training requirements for all employees in the Company.
- To support the Managing Director in any investigation into workplace hazards and dangerous occurrence reported by any employee.

In the absence of the Office Manager the nominated deputy for the above functions shall be the Operations Director.



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HSQE Manager

Reporting to the Managing Director, responsible for the day-to-day administration and maintenance of the IMS and all Safety and Environmental matters in the company.

Health & Safety Responsibilities

- To assist the Managing Director in the effective implementation of the Company Safety, Environmental & Quality Policies.
- To assist in the implementation of the requirements of the Company's Policies.
- To manage the Company Management system and undertake internal audits.
- To undertake risk assessments and ensure safe systems of work are in place.

In the absence of the HSQE Manager the Operations Director will operate in the role.

Safety Advisor

Liaising with the Managing Director and Operations Manager, responsible for providing external, ad-hoc Rail Safety support and guidance on legislation, management systems and rail specific issues.

Responsible for: -

- Technical support in all matters of health and safety with specific expertise in the railway environment.
- The provision of any new information relating to health, safety and welfare relevant to the organization.
- Provide information and support in the provision of information regarding accident prevention, new legislative requirements and codes of practice.
- Undertake, alongside the Quality Manager, regular internal quality audits ensuring the **H&M Security Services** Quality Assurance system is being maintained and improved.

First Aiders

The responsibilities of First Aiders are:

- To carry out first aid in accordance with The Health and Safety (First Aid) Regulations 1981.
- To ensure that all accidents, however minor, are recorded in the Accident Book.
- To check contents of first aid boxes, report discrepancies to the Operations Director and replenish as necessary.

Operatives

Reporting to the Operations Manager, responsible for the day-to-day tasks and general duties associated with the delivery of all services within the company's current portfolio.

Health & Safety Responsibilities

Operatives have specific duties and responsibilities. These are:

- To make themselves familiar with and understand the Company's Health and Safety Policy, procedures and safety rules.
- To take all reasonable care for their own health and safety and for that of others who may be affected by their actions.
- To follow safe working practices and obey safety rules at all times.



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- Not to intentionally or recklessly interfere with, or misuse any equipment, materials or facilities provided in the interest of health, safety and welfare, or in fulfilment of any legal obligation by the Company.
- To maintain a tidy working area, thereby not creating hazards to themselves and others.
- To co-operate with the Managing Director and all other members of senior management on all aspects necessary to provide a healthy and safe working environment, including the participation in any training.
- To keep company vehicles, tools and equipment in their use in good order at all times and to report any fault to the Operations Director.
- To know the location of fire extinguishers within the areas in which they are working and the action to be taken in the event of a fire.
- To ensure, when working on site, that fire extinguishers remain accessible and that fire exits (when applicable) are not obstructed.
- To use any protective clothing and equipment provided and to routinely check the condition of such equipment and to report any damaged or missing equipment to the Operations Director.
- Shall not interfere with any equipment provided by the Company in the interest of Health & Safety.
- To know the location of first aid boxes within the areas in which they are working and the action to be taken in the event of an accident.
- To report any accident, dangerous occurrence or hazardous condition to the Operations Director and to co-operate in any resultant investigations.

Sub-Contractors

Reporting to the Operations Manager, responsible for the day-to-day tasks and general duties associated with the delivery of all services within the company's current portfolio.

Health & Safety Responsibilities

Sub-Contractors employed by the Company have specific responsibilities. These are:

- To make themselves familiar with and understand the Company's Health and Safety Policy, procedures and safety rules.
- To ensure that all personnel involved in work contracted by the Company are competent for the work involved or receive adequate training.
- To ensure that all personnel are adequately supervised, while working for the Company.
- To take all reasonable care for their own health and safety and for that of others who may be affected by their acts.
- To follow safe working practices and obey safety rules at all times.
- To maintain a tidy working area, thereby not creating hazards to others.
- To ensure that their employees know the location of first aid boxes and fire extinguishers within the areas in which they are working and the action to be taken in the event of an accident or emergency,
- Shall not interfere with any equipment provided by the Company in the interest of Health & Safety.
- To co-operate with the Company's senior management and accompany any one of them on site inspections if so requested.



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The ultimate responsibility for this policy lies with the Managing Director who ensures that it is given and retains the highest of priorities. This policy and its implementation will be reviewed at least annually and updated as required.

Signed by:

A handwritten signature in black ink, appearing to read 'Ian Henderson', written over a horizontal dotted line.

Ian Henderson
Managing Director
H&M Security Services