

31 March 2024

Dear Sir or Madam

Thank you for your recent request for information. We have now reviewed your request and are pleased to confirm our credentials.

We trust that the information provided meets with your approval and look forward to working with you.

Yours sincerely

For and on behalf of

Triple Star Fire & Security Limited



Daren Pool B.Eng, MIET, GFireE, MIFSM, CTSP
Managing Director

Company Name	Triple Star Fire & Security Limited
Trading Address	Unit 2, Murray Business Centre Murray Road, Orpington, Kent BR5 3RE
Registered Office	Unit 2, Murray Business Centre Murray Road, Orpington, Kent BR5 3RE
Telephone Number	0203 189 1960
Email	info@tsfands.com
Website	www.triplestarfireandsecurity.com
Services Offered	Fire, Life Safety and Security Systems <ul style="list-style-type: none"> • Fire Alarms • Intruder Alarms • Access Control • Door Entry • CCTV • Gate & Barrier Automation • Fire Extinguishers • Fire Risk Assessments • Emergency Lights • Disabled Refuge Systems • Disabled Toilet Systems • Evacuation Alert Systems
Date of Company Registration	04/08/2006
Company Registration Number	05897043
VAT Number	GB882758374
UTR & CIS Number	43558 09275
Dun & Bradstreet Number	516168767
Bank Name	Nat West
Account Name	15623947
Sort Code	60-05-07
Account Number	Triple Star Fire & Security Limited

Attached Information:

- Insurance Documentation
- ECA Membership Certificate
- FSA Membership Certificate
- ISO9001-2015 Accreditation Certificate
- ISO14001-2015 Accreditation Certificate
- BAFE SP203-1 Accreditation Certificate
- SSAIB Intruder Alarm Accreditation Certificate
- SSAIB Access Control Accreditation Certificate
- SSAIB CCTV Accreditation Certificate
- Information Commissioner's Office Certificate
- CHAS Certificate
- PQS Certificate
- Waste Carriers Licence

- Gate Safe Premier Installer Accreditation Certificate
- ADIA (Automatic Door Installation Association) Certificate
- FSQS Registered Certificate
- Bank Account Details
- Health and Safety Competent Person
- Health and Safety Policy
- Alcohol, Drugs and Substance Misuse Policy
- Anti-Bribery, Corruption and Competition Policy
- Anti-Facilitation of Tax Evasion Policy
- Corporate Social Responsibility Policy
- Data Protection and Cyber Security Policy
- Environmental Management System Manual
- Equal Opportunities and Anti-Bullying Policy
- Modern Slavery and Illegal Workers Policy
- Recruitment, Training and Competence Policy
- Sub-Contractor Control Policy
- Waste Management Policy
- Whistleblowing Policy
- Quality Management System Manual



THE COMPANIES ACT 2006

Company No. **5897043**

The Registrar of Companies for England and Wales hereby certifies that **TRIPLE STAR FIRE & SECURITY LIMITED** (originally called **TRIPLE STAR FIRE LIMITED** changed its name on 22nd December 2010 to **TRIPLE STAR FIRE (SOUTHERN) LIMITED** which was changed on 20th May 2016 to **TRIPLE STAR FIRE & SECURITY LIMITED** each change having been made by resolution) was incorporated under the Companies Act 1985 as a limited company on 4th August 2006.

The Registrar further certifies that according to the documents on the file of the company:-

- a) **MATTHEW EDWARDS** born in July 1968, appointed on 1st July 2021, a resident of England and **DAREN POOL** born in July 1975, appointed on 4th August 2006, a resident of England are the directors of the company,
- b) **CATHERINE ELIZABETH SAMMONS** whose service address is **UNIT 2, MURRAY BUSINESS CENTRE, MURRAY ROAD, ORPINGTON, KENT, ENGLAND BR5 3RE**, appointed on 20th May 2010 is the secretary of the company,
- c) the situation of the registered office is **UNIT 2, MURRAY BUSINESS CENTRE, MURRAY ROAD, ORPINGTON, KENT, ENGLAND BR5 3RE**.

According to the documents on file and in the custody of the Registrar, the company is up to date with its filing requirements and has at least 1 director, who is a natural person over the age of 16.

The company has been in continuous unbroken existence since its incorporation and no action is currently being taken by the Registrar of Companies to strike the company off the register or to dissolve it as defunct. As far as the Registrar is aware, the company is not currently subject to one or more of the following: liquidation, company voluntary arrangement (or company voluntary arrangement moratorium), administration, moratorium or has a receiver or manager appointed.*****

Given at Companies House, the **13th November 2024**

for the Registrar of Companies

This certificate records the result of a search of the information registered by the Registrar. This information derives from filings accepted in good faith without verification. For this reason the Registrar cannot guarantee that the information on the register is accurate or complete.



Companies House

Your VAT Certificate



HM Revenue
& Customs

About your registration

VAT registration number (VRN)	882758374
Registration date	4 August 2006
Certificate date	13 November 2024

About the business

Business name	TRIPLE STAR FIRE AND SECURITY LTD
Trading name	Not provided
Business type	UK Company
Trade classification (SIC code)	71129
Principal place of business address	UNIT 2 MURRAY BUSINESS CENTRE MURRAY ROAD ORPINGTON KENT BR5 3RE

Return details

VAT Return dates	May, August, November and February
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[Ask HMRC \(opens in a new tab\) \(/ask-hmrc/chat/vat-online?ds\)](#)

CERTIFICATE OF EMPLOYERS' LIABILITY INSURANCE (a)

(Where required by regulation 5 of the Employers' Liability (Compulsory Insurance) Regulations 1998 (the Regulations), one or more copies of this certificate must be displayed at each place of business at which the policy holder employs persons covered by the policy)

- | | | |
|--|--|--|
| <p>1. Name(s) of insured</p> <p style="margin-left: 40px;">Triple Star Fire & Security Ltd</p> <p style="margin-left: 40px;">Trading name(s):</p> | <p>Status of entity</p> <p style="margin-left: 40px;">Limited</p> | <p>Policy Number</p> <p style="margin-left: 40px;">10004545SF</p> |
| <p>2. Date of commencement of insurance policy 21/08/2024</p> | | |
| <p>3. Date of expiry of insurance policy 20/08/2025</p> | | |

We hereby certify that subject to paragraph 2:

1. the policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, Isle of Man, Island of Jersey, Island of Guernsey, Island of Alderney; or any offshore installations in territorial waters around Great Britain and its Continental Shelf **(b)**: and;
2. (a) the minimum amount of cover provided by this policy is no less than £5 million (c); or
 (b) the cover provided under this policy relates to claims in excess of [£] but not exceeding [£].
3. the policy covers the holding company and all its subsidiaries

Signed on behalf of QBE UK Limited (Authorised Insurer)



Notes

- (a) *Where the employer is a company to which regulation 3(2) of the Regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the named subsidiaries.*
- (b) *Specify applicable law as provided for in regulation 4(6) of the Regulations.*
- (c) *See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy.*

Important

Display will be satisfied if the certificate is made available in electronic form and each relevant employee to whom it relates has reasonable access to it in that form.

Security & Fire Protection Policy Schedule

Policy Number:	10004545SF	Policy Wording Reference:	sf090723
Period of Insurance:	From: 21/08/2024 To: 20/08/2025 both days inclusive Greenwich Mean Time and for such further period or periods as may be mutually agreed upon.		
Effective From:	21/08/2024	Date Issued:	19/08/2024
Reason for Issue:	Renewal		
Contract Parties			
Insured:	Triple Star Fire & Security Ltd		
Including Subsidiary Companies:	None		
Address:	Unit 2 Murray Business Centre Orpington BR5 3RE United Kingdom		
Business Description:	Sale, design, installation, commissioning & maintenance of fire alarms, fire extinguishers, hose reels, smoke detectors, smoke ventilation systems, fire dampers, emergency lighting, signage, access control, gates, barriers, CCTV & intruder alarm systems. Fire training & fire risk assessments.		
Insurer:	QBE UK Limited (registered in England number 1761561; Home State - United Kingdom. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority; registration number 202842)		
Registered Address:	30 Fenchurch Street, London, EC3M 3BD Tel: +44 (0)20 7105 400		
	Where Legal Expenses is included the insurer for this section is ARAG Plc on behalf of HDI Global Specialty SE.		

Coverholder Details (acting as agent for the underwriters)

All cover is as detailed on the [Summary of Cover](#) and [Policy Wording](#)
For Legal Expenses provider and wording changes please see the [Notice of Change](#)

Coverholder Name:	Sutton Specialist Risks Ltd (Bristol)		
Coverholder Address:	Bull Wharf, Redcliff Street, Bristol BS1 6QR Tel: 01179 300 100 Email: info@ssr.co.uk		

In line with the Product Intervention and Product Governance Sourcebook we are required to monitor fair product value and we require any material earnings above your commission paid under this transaction to be disclosed.

Claim Notification

Legal Expenses: ARAG plc, 9 Whiteladies Road, Clifton, Bristol, BS8 1NN
Tel: +44 (0) 330 303 1955 email: newclaims@arag.co.uk
Also refer to the Helplines

All Other Sections: Sutton Specialist Risks Ltd, Bull Wharf, Redcliff Street, Bristol, BS1 6QR
Tel: +44 (0)117 930 0100 email: claims@ssr.co.uk

In the event of a claim, please notify your agent.

Section:	Employers' Liability	Insured
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		Limits of indemnity	
Employers' Liability		£10,000,000	Any one occurrence
Including sub-limits of indemnity for:			
Manslaughter defence costs		£1,000,000	Aggregate (for both defence costs and prosecution costs combined)
Public relations expenses		£100,000	Any one occurrence
War and terrorism		£5,000,000	Any one occurrence
Territorial limits:		Worldwide but excluding manual work in North America	
Claims jurisdiction:		Worldwide excluding North America	
Policy Law and Jurisdiction:		The law of that part of the United Kingdom where the head office of the insured is located	

Section Excess(es):	Amount
Excess	Not Applicable

Section subject to declaration adjustment: Yes

Section:	Public and Products (including inefficacy) Liability	Insured
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	Limits of indemnity	
Public Liability	£5,000,000	Any one occurrence
Including sub-limits of indemnity for:		
Inefficacy Liability	£5,000,000	Any one occurrence
Products Liability	£5,000,000	Any one occurrence and in the aggregate
Pollution Liability	£5,000,000	Any one occurrence and in the aggregate
Accidental asbestos discovery	£1,000,000	Any one occurrence and in the aggregate including defence costs
Data protection	£500,000	Any one occurrence and in the aggregate including defence costs
Environmental statutory liability	£1,000,000	Any one occurrence and in the aggregate including defence costs
Financial loss (excluding products)	£5,000,000	Any one occurrence and in the aggregate including defence costs
Legionella	£1,000,000	Any one claim and in the aggregate
Manslaughter defence costs	£1,000,000	Any one prosecution and in the aggregate (for both defence costs and prosecution costs combined)
Public relations expenses	£100,000	Any one occurrence
Service indemnity (motor vehicle and contents property damage)	£50,000	In the aggregate

Policy Condition: Sub-contractors insurance check (refer to section exclusion for full details)

Minimum limit of indemnity to be held by subcontractors	£5,000,000	Any one occurrence
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Optional Extensions:	Sub-limits of indemnity	
Asbestos limited materials buyback	Not Selected	
Damage to that part worked upon - customers' premises	£1,000,000	Any one occurrence
Fidelity bonding any one employee and series limit (arising from one source or cause)	Not Selected	
Financial loss (Including products)	Not Selected	
Loss of extinguishant in fixed fire extinguishers	Not Selected	
Loss of keys	Not Selected	
Misuse of telephones any one employee and series limit (arising from one source or cause)	Not Selected	
North America products	Not Selected	
Products and workmanship (rectifying defective work or defective products following injury or damage)	Not Selected	
Use of heat away	£5,000,000	Any one occurrence
Loss of metered water	Not Selected	
Temporary removal of customers' property for cleaning or treatment	Not Selected	
Trace and access	Not Selected	
Use of firearms, shotguns or air guns	Not Selected	

Section Excesses:	Amount	
Asbestos accidental discovery	£5,000	Each and every claimant
Work in or on Server rooms and data centres	£2,500	Any one occurrence
Guarding in or on building sites, car compounds or open cast mines	£1,000	Any one occurrence
Work on or involving sprinklers and wet risers	£2,500	Any one occurrence
Work resulting in escape of water	£1,000	Any one occurrence
Service indemnity (motor vehicle and contents property damage)	£500	Any one claim
Financial loss (excluding products)	£500	Any one claim
Work involving underground services, excavation or underground cabling	£2,500	Any one occurrence

Libel, slander or defamation - excess due is percentage shown of claim value	10%	Any one occurrence
Any other work	£250	Any one occurrence
Optional Extensions Excess(es):		
Amount		
Damage to that part worked upon – Customers' premises additional buyback	£500	Each and every claimant
Use of heat	£250	Any one occurrence
Territorial limits:	Worldwide but excluding manual work in North America	
Claim jurisdiction:	Worldwide but excluding manual work in North America	
Policy Law and Jurisdiction:	The law of that part of the United Kingdom where the head office of the insured is located	
Section subject to declaration adjustment:	Yes	

Section:	Directors' and Officers' Liability	Not Insured
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Section:	Professional Indemnity	Insured
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	Limit of indemnity	
Professional Indemnity	£5,000,000	Any one claim and in the aggregate including defence costs
Including sub-limits of indemnity for:		
Loss of documents	£100,000	Any one claim and in the aggregate including defence costs
Pollution and contamination	£100,000	Any one claim and in the aggregate including defence costs
Public relations and crisis management services	£100,000	Any occurrence and in the aggregate
Retroactive date:		04/08/2006
Policy Condition: Subcontractors insurance check (refer to section for full details)		
Minimum limit to be held by subcontractors	£5,000,000	Any one claim and in the aggregate including defence costs
Optional Extensions:		
	Sub-limits of indemnity	
Accidental asbestos discovery	Not Insured	Any one claim and in the aggregate including defence costs
Asbestos limited material buyback including accidental discovery	Not Insured	Any one claim and in the aggregate including defence costs
Section Excess(es):		
	Amount	
Professional Indemnity	£2,500	Any one claim including defence costs
Professional indemnity: loss of documents	£250	Any one claim including defence costs
Territorial limits:		Worldwide excluding North America
Claim jurisdiction:		Worldwide excluding North America
Policy law jurisdiction:	The law of that part of the United Kingdom where the head office of the insured is located	
Section subject to declaration adjustment:		No

Section:	Legal Expenses	Insured
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Legal Expenses - All Standard clauses	Limit of indemnity £250,000	Each and every claim arising from the same originating cause
Including sub-limits of indemnity for:		
Compensation awards	£1,000,000	Any one period of insurance
Crisis communication	£25,000	Each and every claim arising from the same originating cause
Section Excess(es):	Amount	
Not applicable	£0	
Territorial limits: Standard clauses 6 Legal defence and 12 Contract & debt recovery:	The United Kingdom of Great Britain and Northern Ireland, the Isle of Man, the Channel Islands, European Union, Norway and Switzerland	
All other Standard clauses under Legal Expenses section:	The United Kingdom of Great Britain and Northern Ireland, the Isle of Man and the Channel Islands	
Claim jurisdiction:	See Legal Expenses section Territorial Limits above	
Policy law jurisdiction:	All legal instruments, bodies and rules referred to within this Section of the policy shall include the equivalent in Wales, Scotland, Northern Ireland, the Isle of Man and the Channel Islands and any subsequent amendment or replacement. This Section of the policy will be governed by English law.	

Section:	Property All Risks	Not Insured
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Section:	Floating Contents	Not Insured
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Section:	Business Interruption All Risks	Not Insured
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Section:	Contract Works	Not Insured
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Section:	Fidelity Guarantee	Insured
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Category of Person Insured	Limit of liability	Limit of liability
Any one employee, series limit (arising from one source or cause) and limit for all employees during the period of insurance	£100,000	Any one occurrence and in the aggregate
Section Excess(es):	Amount	
Fidelity Guarantee	£500	Any one claim
Territorial limits:	Worldwide excluding North America	
Claim jurisdiction:	Worldwide excluding North America	

Policy Law and Jurisdiction:

The law of that part of the United Kingdom where the head office of the insured is located

Section:	Terrorism	Not Insured
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Section:	Personal Accident	Not Insured
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Security & Fire Protection Policy Schedule

Insured: Triple Star Fire & Security Ltd
Trading Name(s):
Including Subsidiary Companies: None

Premium Breakdown

Employer's Liability	£840.18
Public and Products Liability (including inefficacy)	£2,721.15
Professional Indemnity	£3,831.52
Legal Expenses	£386.17
Fidelity Guarantee	Included
 Premium (excluding IPT)	 £7,779.02
 IPT/tax	 £933.48
Total	£8,712.50

Endorsements

This schedule sets out additional clauses that form part of the policy. The undernoted clauses amend the Section and/or clause stated and is each otherwise subject to the terms and conditions of this policy.

Your specific endorsements:

Code	Endorsement Wording
	<p>Amended excess specific activity - high-rise buildings</p> <p>Section - Professional Indemnity</p> <p>Exclusion - Excess to Section - Professional Indemnity of this policy is amended to GBP10,000 in respect of any claim arising from work involving high-rise buildings (buildings over 18m to the highest occupied floor or buildings with 7 storeys or more).</p> <p>Clause: 90322 170121</p>
80008	<p>Excluded cover - building cladding systems</p> <p>Section - Professional Indemnity</p> <p>Cover in respect of Section - Professional Indemnity excludes any and all activities or advice relating to building cladding systems including the completion or agreement of EWS1 forms.</p> <p>Definition</p> <p>For the purpose of this endorsement Cladding shall mean;</p> <p>Any aluminium composite panels (and any associated core/filler and insulation material) and/or any equivalent external wall systems (and any associated core/filler and insulation material).</p> <p>Furthermore and for the purpose of this endorsement, the following definitions will apply:</p> <p>Aluminium composite panels means aluminium composite material including rainscreen cladding.</p> <p>Equivalent external wall systems means those external wall systems used for the same or similar purposes as aluminium composite panels.</p> <p>Clause: 90307 170121</p>
80009	<p>Excluded cover - type 2 &/or type 4 destructive fire risk assessment</p> <p>Section - Professional Indemnity</p> <p>The following clause is incorporated in and forms part of the exclusions to Section - Professional Indemnity of this policy:</p> <p>Type 2 &/or Type 4 Destructive Fire Risk Assessments</p> <p>This Section excludes and does not cover liability arising from Type 2 &/or Type 4 Destructive Fire Risk Assessments.</p>

Clause: 90323 170121

20th August 2024

To Whom It May Concern

CONFIRMATION OF INSURANCE: Triple Star Fire & Security Ltd

As requested by the above client, we are writing to confirm that we act as Insurance Brokers to the client and that we have arranged insurance(s) on its behalf as detailed below:

PUBLIC, PRODUCTS & EMPLOYERS LIABILITY

POLICYHOLDER :	Triple Star Fire & Security Ltd		
BUSINESS DESCRIPTION :	Installation, maintenance, sale or supply of electrical, security or fire detection, suppression or extinguishing equipment. Sale, design, installation, commissioning & maintenance of fire alarms, fire alarms, fire extinguishers, hose reels, fire training, smoke detectors, emergency lighting & fire risk assessments. Access control, CCTV & Intruder alarms.		
INSURER :	Sutton Specialist Risks Ltd		
POLICY NO :	10004545SF		
PERIOD OF COVER :	21st August 2024	to :	20th August 2025
LIMIT OF INDEMNITY :	Public Liability - any one occurrence		£5,000,000
	Products Liability - any one occurrence and in aggregate in the period of insurance		£5,000,000
	Employers Liability - any one occurrence		£10,000,000
EXCESS:	Asbestos accidental discovery £5,000 Work in or on Server rooms and data centres £2,500 Guarding in or on building sites, car compounds or open cast mines £1,000 Work on or involving sprinklers and wet risers £2,500 Work resulting in escape of water £1,000 Service indemnity (motor vehicle and contents property damage) £500 Financial loss (excluding products) £500 Work involving underground services, excavation or underground cabling £2,500 All other work £250		

PROFESSIONAL INDEMNITY

POLICYHOLDER :	Triple Star Fire & Security Ltd		
BUSINESS DESCRIPTION :	Installation, maintenance, sale or supply of electrical, security or fire detection, suppression or extinguishing equipment. Sale, design, installation, commissioning & maintenance of fire alarms, fire alarms, fire extinguishers, hose reels, fire training, smoke detectors, emergency lighting & fire risk assessments. Access control, CCTV & Intruder alarms.		
INSURER :	Sutton Specialist Risks Ltd		
POLICY NO :	10004545SF		
PERIOD OF COVER :	21st August 2024	to :	20th August 2025
LIMIT OF INDEMNITY :	Any one occurrence		£5,000,000
EXCESS:	£2,500		

We have placed the insurance which is the subject of this letter after consultation with the client and based upon the client's instructions only. Terms of coverage, including limits and deductibles, are based upon information furnished to us by the client, which information we have not independently verified.

This letter is issued as a matter of information only and confers no right upon you other than those provided by the policy. This letter does not amend, extend or alter the coverage afforded by the policies described herein. Notwithstanding any requirement, term or condition of any contract or other document with respect to which this letter may be issued or pertain, the insurance afforded by the policy (policies) described herein is subject to all terms, conditions, limitations, exclusions and cancellation provisions and may also be subject to warranties. Limits shown may have been reduced by paid claims.

We express no view and assume no liability with respect to the solvency or future ability to pay of any of the insurance companies which have issued the insurance(s).

We assume no obligation to advise yourselves of any developments regarding the insurance(s) subsequent to the date hereof. This letter is given on the condition that you forever waive any liability against us based upon the placement of the insurance(s) and/or the statements made herein with the exception only of wilful default, recklessness or fraud.

This letter may not be reproduced by you or used for any other purpose without our prior written consent.

This letter shall be governed by and shall be construed in accordance with the law of England and Wales and any disputes as to its terms shall be submitted to the exclusive jurisdiction of the courts of England and Wales.

Yours faithfully

Cathryn Lowe
Account Handler
For and on behalf of Marsh Commercial

Excess Liability

For the Security & Fire Protection industry



Schedule

Policy Number	SFXS0001667		
Broker	Marsh Commercial (Cardiff)	Contact	Mr Ian Davies
Insured	Triple Star Fire & Security Ltd and as per underlying Insurer schedule		
Insured's Address	Unit 2, Murray Business Centre, Murray Road, Orpington, Kent, BR5 3RE		

Business	Security & Fire Protection and as per underlying QBE schedule		
Period of Insurance	21/08/2023 to 20/08/2024 Both dates Inclusive local standard time at the Insured's address stated above This policy will not automatically renew: notice is hereby given that cover will terminate and not be renewed at the expiry date unless a new agreement is reached between the Insurer and the Insured		
Insurer	AXA XL Insurance Company UK Limited Pursuant to Agreement Number / Unique Market Reference Number B0334SC3342022300		
Wording	Sutton Excess Combined Liability Insurance SXCL 02/22		

Limit(s) of Liability

Public and Product Liability

Limit of Liability	£5,000,000	each and every Insured Event or series of Insured Events arising from an originating cause in the Period of Insurance but limited to any one Period of Insurance in respect of the Products Liability
Underlying Limit of Liability	£5,000,000	each and every Insured Event or series of Insured Events arising from an originating cause in the Period of Insurance but limited to any one Period of Insurance in respect of the Products Liability

Employers' Liability

Limit of Liability	Not Operative	each and every Insured Event inclusive of defence costs and claimant's costs and other expenses.
Underlying Limit of Liability	Not Operative	each and every Insured Event inclusive of defence costs and claimant's costs and other expenses.

Motor Third Party Property Damage Liability

Limit of Liability	Not Operative	each and every Insured Event .
Underlying Limit of Liability	Not Operative	each and every Insured Event .

**Underlying Insurance****Underlying Insurers for Public and Product Liability**

QBE UK Ltd	Limit of Liability	£5,000,000	Policy Number	10004545SF
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Underlying Insurers for Employers' Liability

Not Applicable	Limit of Liability	Not Applicable	Policy Number	Not Applicable
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Underlying Insurers for Motor Third Party Property Damage Liability

Not Applicable	Limit of Liability	Not Applicable	Policy Number	Not Applicable
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Premiums

Premium Payable at Inception	£720.87
Insurance Premium Tax at 12%	£86.50
Total Payable at Inception	£807.37

Endorsements

Communicable Disease Exclusion SXSSL 004 CDE/XS. See below for full wording.

Notification of Claims and Circumstances to

Claims Department
AXA XL Insurance Company UK Limited
20 Gracechurch Street
London
EC3V 0BG

E-mail: ukliabilityclaims@axaxl.com

Signed:

Luis Prato
Director
On behalf of AXA XL Insurance Company UK Limited

Date: 18th August 2023

Coverholder Declaration

Coverholder	Sutton Specialist Risks Ltd
The Coverholder is acting as an agent for the Underwriters pursuant to the terms of a Binding Authority Agreements and the Coverholder receives a profit commission from Underwriters under the Binding Authority Agreement, details of which commission shall be provided to the Client upon request.	



Endorsement

Excess Liability Insurance

This **Endorsement** attaches to and forms part of Policy Number: SFXS0001667

In the name of: Triple Star Fire & Security Ltd

The following is to apply to any/all cleaning activities.

Communicable Disease Exclusion

SXSG 004 CDE

This policy does not apply to or include cover for or arising out of or relating to:

- (a) any **Communicable Disease** (actual, threatened, perceived or suspected); or
- (b) any act, error, or omission in controlling, preventing, or suppressing, or failing to control, prevent, or suppress, or in any way relating to any actual, threatened, perceived or suspected outbreak of any **Communicable Disease**.

This exclusion applies regardless of any other cause or event contributing concurrently or in any other sequence with or to the loss.

Any actual, alleged, threatened, perceived, or suspected presence or existence of any **Communicable Disease** at, on, in, affecting, impacting, or impairing any property, or preventing any use of any property, shall not constitute loss or damage whether physical or otherwise, or loss of use to tangible or intangible property.

The presence of a person or persons at the **Premises** that is/are possibly infected with a **Communicable Disease** or is/are actually infected with a **Communicable Disease** shall not constitute loss or damage, whether physical or otherwise.

This exclusion does not apply to the Employers' Liability Section.

For the purposes of this **Endorsement**, **Communicable Disease** means any illness, sickness, disease, infection, condition, or disorder caused, in whole or in part, by any direct or indirect contact with or exposure to any virus, parasite, or bacteria or any disease-causing agent of any nature regardless of the method of transmission, contact or exposure.

All other terms and conditions remain unaltered.

Other Endorsements

Excluded Class(es) of Business and Coverage(s)

The following shall not be bound other than where specifically provided for in the Schedule:

war and civil war risks;

nuclear risks;

financial guarantee, financial default, bankruptcy or insolvency risks;

master policies issued to a group, association, organisation or club for the benefit of its members under a group or mass



marketed programme;

AXA XL Sanctions and Arms Watchlist

AXA XL SANCTIONS AND ARMS WATCHLIST

(LAST UPDATED NOVEMBER 2021. FOR USE BY THIRD PARTIES AUTHORISED TO UNDERWRITE OR PAY CLAIMS ON BEHALF OF AN ENTITY IN THE AXA XL DIVISION)

Prior approval from AXA XL's Legal & Compliance team is required for all transactions having any connection to or associated with:

(A) The **following countries** :

AFGHANISTAN

BELARUS

CUBA

IRAN

MYANMAR

NORTH KOREA

RUSSIA

SYRIA

UKRAINE (INCLUDING THE REGIONS OF CRIMEA INCLUDING SEVASTOPOL; DONETSK; AND LUHANSK)

VENEZUELA

AND / OR

(B) the sale or supply of **ARMS OR MILITARY EQUIPMENT** (relating to any territory whatsoever).

Please direct all requests or queries through your usual AXA XL contact or email

DL[1]<mailto:GlobalSanctionsFinancialCrime@AXAXL.com>

See our AXA XL Code for Representatives (which can be found at [https://axaxl.com/about\[1\]us/corporate-responsibility](https://axaxl.com/about[1]us/corporate-responsibility)) and the terms of our written agreement for more information concerning sanctions and due diligence.

Notification of Claims and Circumstances to

Claims Department
AXA XL Insurance Company UK Limited
20 Gracechurch Street
London
EC3V 0BG

E-mail: ukliabilityclaims@axaxl.com

Signed:

Luis Prato
Director
On behalf of AXA XL Insurance Company UK Limited

Date: 18th August 2023

**STATEMENTS OF FACT** for risk number: SFXS0001667

Dated: 10th August 2023

Applicant: Triple Star Fire & Security Ltd

IMPORTANT INFORMATION FOR YOU

Please read the following information carefully as it is a record of the information given by **You** and/or **Your** behalf. This information has been used to decide the premium to charge **You** and the terms on which to provide cover to **You**. If the information is correct, to the best of **Your** knowledge and belief, **You** need take no further action. However, if any of the following details appear to be incomplete or incorrect, please contact **Us** as soon as practicably possible. **You** will be advised of any changes to **Your** policy, or to the premium payable and will be issued with a replacement Statement of Facts. Providing the information, contained in this document is accurate and correct, **You** should retain this document and keep it in a safe place.

YOU CAN CONFIRM THAT

You are domiciled / registered in the United Kingdom, Isle of Man or the Channel Islands	Yes
You do not undertake rail work within 5 metres of a rail track	Yes
You do not undertake close protection work	Yes
You have no airport airside liability exposures	Yes
You do not undertake work with the use of firearms	Yes
You have a primary policy in force with QBE UK Limited or QBE Europe SA/NV or QBE Insurance (Europe) Ltd for public and products liability	Yes

YOU CAN CONFIRM THAT

After full enquiry all paid or outstanding claims total less than £250,000 in any one period from the ground up, in respect of the last 5 years	True
After full enquiry You are NOT aware of any fraud, dishonesty, bankruptcy or administration order applicable to any past or present partner, principal, director or employee	True
After full enquiry You have NOT had a proposal for similar insurance declined in the past, or had a similar insurance cancelled or renewal refused or had special terms imposed by other insurers.	True
If any of the above are "False" details are provided here:	

Not Applicable



Representing the best in electrical
engineering and building services

*This is
to
Certify*

that Triple Star Fire & Security Ltd
of Unit 2, Murray Business Centre, Murray Road

Membership No 1675546

was elected a Registered Member of the Electrical Contractors' Association
on the 16th day of May 2014

Given under the
Common Seal of the
Electrical Contractors'
Association on

this 6th day
of July
2019

President

Secretary



This Certificate is the property of the Electrical Contractors' Association



Representing the best in electrical
engineering and building services

This is to Certify

that Mr. Daren Pool was elected

to represent Triple Star Fire & Security Ltd

A Member of the Electrical Contractors' Association

on the 16th day of May 2014

Branch Tunbridge Wells Region South East

Given under the
Common Seal of the
Electrical Contractors'
Association on

this 30th day
of November
2016

President

Secretary



This Certificate is the property of the Electrical Contractors' Association



Technical Compliance Certificate

This is to certify that

Triple Star Fire & Security Limited

Unit 2, Murray Business Centre
Murray Road
ORPINGTON
Kent
BR5 3RE

Has met the requirements of the ECA by satisfactorily demonstrating compliance with relevant technical standards in the following categories of work:

SP203-1

For the Design, Installation, Commissioning and Maintenance of Fire Detection and Alarm Systems

and associated Quality Management

This certificate is subject to a periodic review in accordance with the Scheme undertaken on behalf of the ECA. The UK's leading trade association that represents and supports the interests of businesses involved in all aspects of electrical and electrotechnical design, installation, inspection, testing, maintenance and monitoring across England, Wales and Northern Ireland.

25th September 2024

Valid from

24th September 2027

Valid until

Mike Smith

Director of Technical

ECA, ECA Court, 24-26 South Park, Sevenoaks, TN13 1DU
Tel: 020 7313 4800 Email: info@eca.co.uk www.eca.co.uk

This certificate should be presented with the ECA Membership Certificate



Technical Compliance Certificate

This is to certify that

Triple Star Fire & Security Limited

Unit 2, Murray Business Centre
Murray Road
ORPINGTON
Kent
BR5 3RE

Has met the requirements of the ECA by satisfactorily demonstrating compliance with relevant technical standards in the following categories of work:

Design, Installation and Maintenance of Intruder Alarms, CCTV and Access Controls

and associated Quality Management

This certificate is subject to a periodic review in accordance with the Scheme undertaken on behalf of the ECA. The UK's leading trade association that represents and supports the interests of businesses involved in all aspects of electrical and electrotechnical design, installation, inspection, testing, maintenance and monitoring across England, Wales and Northern Ireland.

16th January 2025

Valid from

16th January 2026

Valid until

Mike Smith

Director of Technical

ECA, ECA Court, 24-26 South Park, Sevenoaks, TN13 1DU
Tel: 020 7313 4800 Email: info@eca.co.uk www.eca.co.uk

This certificate should be presented with the ECA Membership Certificate



The ECA
Guarantee of Work Scheme

The Electrical Contractor

[Name]:

[Address]:

as a Registered Member of the ECA

ECA Member Number:

Having been appointed in accordance with ECA's Code of Fair Trading and having completed The Works of:

[The Works]:

At the address of:

At an agreed value of:

HEREBY CONFIRMS

That The Works have been completed to the Standards prescribed by the Industry requirements, applicable legislation, regulations and statutory instruments, and that the ECA's Guarantee of Work Scheme applies to The Works.

The terms and conditions of this guarantee appear on the ECA's public website and are generally in accordance with the conditions as outlined on the reverse of this certificate.

ECA Member's Authorised
Representative's Signature:

Dated:

Electrical Contractors' Association, ECA Court, 24-26 South Park, Sevenoaks, Kent TN13 1DU
Tel 0845 034 3250 Email: membership@eca.co.uk www.eca.co.uk

This certificate remains the property of the Electrical Contractors' Association



working in partnership with



This is to certify that

Triple Star Fire & Security Limited

of

Unit 2, Murray Business Centre, Murray Road, Orpington

Is a member of the FSA for:

Fire Systems

This registration is subject to annual review by the FSA.

Date: 22/06/2016 Signed: McCollins

Membership Services

by the Fire & Security Association, 34 Palace Court, London W2 4HY
and The Walled Garden, Bush Estate, Middlesbrough TS6 6SB

This certificate remains the property of the Fire & Security Association



working in partnership with



This is to certify that

Triple Star Fire and Security Ltd

of

Unit 2 Murray Business Centre, Orpington

Is a member of the FSA for:

Security Systems

This registration is subject to annual review by the FSA.

Date: **06/06/2019**

Signed:

Membership Services

by the Fire & Security Association, 34 Palace Court, London W2 4HY
and The Walled Garden, Bush Estate, Midlothian EH26 0SB

This certificate remains the property of the Fire & Security Association



working in partnership with



This is to certify that

Triple Star Fire & Security Limited

of

Unit 2, Murray Business Centre, Murray Road, Orpington

Is a member of the FSA for:

Fire Systems

This registration is subject to annual review by the FSA.

Date: 22/06/2016 Signed: McCollins

Membership Services

by the Fire & Security Association, 34 Palace Court, London W2 4HY
and The Walled Garden, Bush Estate, Middlesbrough TS6 6SB

This certificate remains the property of the Fire & Security Association



ISO 9001 REGISTERED

This document certifies that the quality management systems of

TRIPLE STAR FIRE & SECURITY LIMITED
Unit 2, Murray Business Centre, Murray Road, Orpington, Kent BR5 3RE

have been assessed and approved by QMS International Ltd to the following quality management systems, standards and guidelines:-

ISO 9001 : 2015

The approved quality management systems apply to the following:-
THE DESIGN, SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF FIRE DETECTION AND ALARM SYSTEMS, FIREFIGHTING EQUIPMENT, FIRE SUPPRESSION SYSTEMS AND SECURITY SYSTEMS (ACCESS CONTROL, CCTV AND INTRUDER ALARMS)

Original Approval: 12 March 2018

Current Certificate: 12 March 2018

Certificate Expiry: 11 March 2028

Certificate Number: 291232018



This Certificate remains valid while the holder maintains their management system in accordance with the published standard. To check the validity and status of this certificate please email certificates@qmsuk.com

This Certificate is the property of QMS International Ltd and must be returned in the event of cancellation


On behalf of QMS International Ltd



ISO 14001 REGISTERED

This document certifies that the environmental management systems of

TRIPLE STAR FIRE & SECURITY LIMITED

Unit 2, Murray Business Centre, Murray Road, Orpington, Kent BR5 3RE

have been assessed and approved by QMS International Ltd to the following environmental management systems, standards and guidelines:-

ISO 14001 : 2015

The approved environmental management systems apply to the following:-
THE DESIGN, SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF FIRE
DETECTION AND ALARM SYSTEMS, FIREFIGHTING EQUIPMENT, FIRE SUPPRESSION
SYSTEMS AND SECURITY SYSTEMS (ACCESS CONTROL, CCTV AND INTRUDER ALARMS)

Original Approval: 16 March 2018

Current Certificate: 16 March 2018


Certificate Expiry: 15 March 2028

Certificate Number: 291242018



This Certificate remains valid while the holder maintains their management system in accordance with the published standard. To check the validity and status of this certificate please email certificates@qmsuk.com

This Certificate is the property of QMS International Ltd and must be returned in the event of cancellation


On behalf of QMS International Ltd



Scheme Registration Certificate

This is to certify that

Triple Star Fire and Security Ltd

Unit 2, Murray Business Centre, Murray Road, Orpington, Kent, BR5 3RE

has satisfactorily complied with the requirements of BAFE Competency Scheme

SP203-1

For the Design, Installation, Commissioning and Maintenance of Fire Detection and Alarm Systems

Triple Star Fire and Security Ltd is authorised to use the appropriate BAFE Registered Organisation logo and can provide works from the address listed above as per BAFE SP203-1 Competency Scheme requirements.

A handwritten signature in black ink, appearing to read 'David Good'.

Chairman

A handwritten signature in black ink, appearing to read 'J. M. Kelly-Smith'.

Group Managing Director



BAFE SP203-1

Scheme Registration/Certificate No: 100604

BAFE Registered Organisation ID: 300536

To check the validity of this certificate please visit the BAFE Fire Safety Register website (www.bafe.org.uk) or contact BAFE (info@bafe.org.uk / 01608 653 350).

Date of Issue: 25/09/2024

Expiry Date: 24/09/2027

Certification Body: NICEIC

Third-Party Certification No: BFS57148

This certificate in any format remains the property of BAFE (BAFE, The Fire Service College, London Road, Moreton-in-Marsh, Gloucestershire, GL56 0RH). This certificate is only valid during the period that the organisation is BAFE Registered at the address specified for the Competency Scheme listed on this certificate.

Certificate of Registration

Triple Star Fire & Security Limited

Companies House Registration No. 05897043

Unit 2,
Murray Business Centrem,
Murray Road,
Orpington.
BR5 3RE

SSAIB certify that the above named company has been assessed in accordance with the scheme defined in SSAIB QP200 and found to be in compliance with the SSAIB Security Systems Criteria taking into account the requirements of the NPCC Policy for provision of Police Response to Security Systems for the following scope:

Installation and Maintenance of Intruder Alarm Systems in accordance with the requirements of PD 6662.

This Certificate of Registration remains valid from the date of issue, subject to satisfactory ongoing surveillance audits.

Registration code: KENT197
Date of original issue: 3 Aug 2016
Date of this issue: 4 Aug 2016

Authorised Signature:



Mr A Carmichael

Chief Executive



Scope ID 10131
Certificate No. 22860-1



Security Systems & Alarms Inspection Board,
7-11 Earsdon Road, West Monkseaton,
Whitley Bay, Tyne & Wear, NE25 9SX
Tel: 0191 296 3242 Fax: 0191 296 2667
Email: ssaib@ssaib.org Web: www.ssaib.org

Certificate of Registration

Triple Star Fire & Security Limited

Companies House Registration No. 05897043

Unit 2,
Murray Business Centrem,
Murray Road,
Orpington.
BR5 3RE

SSAIB certify that the above named company has been assessed and found to be in compliance with the requirements of the Security Systems Criteria for the following scope:

Installation Maintenance of Access Control Systems in compliance with the requirements of the SSAIB Code of Practice SS2002

This Certificate of Registration remains valid from the date of issue, subject to satisfactory ongoing surveillance audits.

Registration code:	KENT197
Date of original issue:	3 Aug 2016
Date of this issue:	4 Aug 2016

Authorised Signature:



Mr A Carmichael
Chief Executive

Scope ID 10006
Certificate No. 22859-1



Security Systems & Alarms Inspection Board,
7-11 Earsdon Road, West Monkseaton,
Whitley Bay, Tyne & Wear, NE25 9SX
Tel: 0191 296 3242 Fax: 0191 296 2667
Email: ssaib@ssaib.org Web: www.ssaib.org

Certificate of Registration

Triple Star Fire & Security Limited

Companies House Registration No. 05897043

Unit 2,
Murray Business Centrem,
Murray Road,
Orpington.
BR5 3RE

SSAIB certify that the above named company has been assessed and found to be in compliance with the requirements of the Security Systems Criteria for the following scope:

Installation and Maintenance of CCTV Systems in compliance with the requirements of the SSAIB Code of Practice SS2003

This Certificate of Registration remains valid from the date of issue, subject to satisfactory ongoing surveillance audits.

Registration code:	KENT197
Date of original issue:	3 Aug 2016
Date of this issue:	4 Aug 2016

Authorised Signature:



Mr A Carmichael
Chief Executive

Scope ID 10005
Certificate No. 22858-1



Security Systems & Alarms Inspection Board,
7-11 Earsdon Road, West Monkseaton,
Whitley Bay, Tyne & Wear, NE25 9SX
Tel: 0191 296 3242 Fax: 0191 296 2667
Email: ssalb@ssaib.org Web: www.ssaib.org

Certificate of Registration

Triple Star Fire & Security Limited

Companies House Registration No. 05897043

Unit 2,
Murray Business Centrem,
Murray Road,
Orpington.
BR5 3RE

SSAIB certify that the above named company has been assessed in accordance with the scheme defined in SSAIB QP200 and found to be in compliance with the SSAIB Security Systems Criteria taking into account the requirements of the NPCC Policy for provision of Police Response to Security Systems for the following scope:

Installation and Maintenance of Intruder Alarm Systems in accordance with the requirements of PD 6662.

This Certificate of Registration remains valid from the date of issue, subject to satisfactory ongoing surveillance audits.

Registration code: KENT197
Date of original issue: 3 Aug 2016
Date of this issue: 4 Aug 2016

Authorised Signature:



Mr A Carmichael

Chief Executive



Scope ID 10131
Certificate No. 22860-1



Security Systems & Alarms Inspection Board,
7-11 Earsdon Road, West Monkseaton,
Whitley Bay, Tyne & Wear, NE25 9SX
Tel: 0191 296 3242 Fax: 0191 296 2667
Email: ssaib@ssaib.org Web: www.ssaib.org

Certificate of Registration

Triple Star Fire & Security Limited

Companies House Registration No. 05897043

Unit 2,
Murray Business Centrem,
Murray Road,
Orpington.
BR5 3RE

SSAIB certify that the above named company has been assessed and found to be in compliance with the requirements of the Security Systems Criteria for the following scope:

Installation Maintenance of Access Control Systems in compliance with the requirements of the SSAIB Code of Practice SS2002

This Certificate of Registration remains valid from the date of issue, subject to satisfactory ongoing surveillance audits.

Registration code:	KENT197
Date of original issue:	3 Aug 2016
Date of this issue:	4 Aug 2016

Authorised Signature:



Mr A Carmichael

Chief Executive

Scope ID 10006
Certificate No. 22859-1



Security Systems & Alarms Inspection Board,
7-11 Earsdon Road, West Monkseaton,
Whitley Bay, Tyne & Wear, NE25 9SX
Tel: 0191 296 3242 Fax: 0191 296 2667
Email: ssaib@ssaib.org Web: www.ssaib.org

Certificate of Registration

Triple Star Fire & Security Limited

Companies House Registration No. 05897043

Unit 2,
Murray Business Centrem,
Murray Road,
Orpington.
BR5 3RE

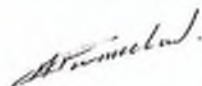
SSAIB certify that the above named company has been assessed and found to be in compliance with the requirements of the Security Systems Criteria for the following scope:

Installation and Maintenance of CCTV Systems in compliance with the requirements of the SSAIB Code of Practice SS2003

This Certificate of Registration remains valid from the date of issue, subject to satisfactory ongoing surveillance audits.

Registration code:	KENT197
Date of original issue:	3 Aug 2016
Date of this issue:	4 Aug 2016

Authorised Signature:



Mr A Carmichael
Chief Executive

Scope ID 10005
Certificate No. 22858-1



Security Systems & Alarms Inspection Board,
7-11 Earsdon Road, West Monkseaton,
Whitley Bay, Tyne & Wear, NE25 9SX
Tel: 0191 296 3242 Fax: 0191 296 2667
Email: ssalb@ssalb.org Web: www.ssalb.org

Data Protection Registration Certificate

Triple star Fire & Security Limited

Triple Star Fire & Security Ltd
Unit 2
Murray Business Centre, Murray Road
ORPINGTON
Kent, BR5 3RE

Registration reference: ZA421625
Date registered: 22 June 2018
Registration expires: 21 June 2025

Data Protection Officer

Mr Daren Pool

Triple Star Fire & Security Ltd
Unit 2
Murray Business Centre, Murray Road
Orpington
Kent, BR5 3RE

Email: daren.pool@tsfands.com
Telephone: 02031891960



Issued by: Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF

Telephone: 0303 123 1113
Website: ico.org.uk

CERTIFICATE

OF

ACCREDITATION

This is to certify that

TRIPLE STAR FIRE & SECURITY LIMITED

Membership No.: CHAS-248715

SSIP Approved: Contractor [CDM]

has been awarded certification after demonstrating compliance with the standards meeting the requirements of SSIP Core Criteria and UK H&S Legislation.



Ian McKinnon
Managing Director

MEMBERSHIP VALID UNTIL	16/02/2025
CERTIFICATE VALID UNTIL	13/03/2025
CERTIFICATE DATE OF ISSUE	20/08/2024
DATE OF INSPECTION	15/03/2024
CERTIFICATE NUMBER	D5210D9B-C2C9-41F4-AB50-798441A52C61

veriforce[®]
CHAS[®]

STANDARD

0345 521 9111

CHAS.co.uk

CERTIFICATE

OF

ACCREDITATION

This is to certify that

TRIPLE STAR FIRE & SECURITY LIMITED

Membership No.: CHAS-248715

Contractor - Construction

has been awarded certification after demonstrating compliance with the CHAS standards in line with the requirements of SSIP Core Criteria and UK H&S Legislation.



Ian McKinnon
Managing Director

MEMBERSHIP VALID UNTIL	16/02/2025
CERTIFICATE VALID UNTIL	13/03/2025
CERTIFICATE DATE OF ISSUE	10/08/2024
DATE OF INSPECTION	15/03/2024
CERTIFICATE NUMBER	BF5769C1-D349-4EB4-A093-7A60791D66D5



0345 521 9111

CHAS.co.uk



Pre•Qualification•Scheme

TRIPLE STAR FIRE & SECURITY LIMITED

Has been successfully assessed against the SSIP Core Criteria and is now

PQS Health & Safety Approved



Passed: 13/03/2024 Expires: 13/03/2025 Certificate: NP35078288

Duty holder role: SSIP Approved: Contractor

Effective Personnel: 5 and more

Full validation of this certificate should be made via the SSIP Portal www.ssiportal.org.uk

PQS Pre-Qualification-Scheme™

A registered member scheme of Safety Schemes in Procurement (SSIP)

Telephone: 0333 567 5670

Email: enquiries@pqscheme.com

Web: www.pqscheme.com

Address: MHA Charter Court, Phoenix Way, Swansea, SA7 9FS

This certificate covers the following sites:

Unit 2 Murray Business Centre, Murray Road, Orpington, BR5 3RE - UK - Contractor

PQS Pre-Qualification-Scheme™

A registered member scheme of Safety Schemes in Procurement (SSIP)

Telephone: 0333 567 5670

Email: enquiries@pqscheme.com

Web: www.pqscheme.com

Address: MHA Charter Court, Phoenix Way, Swansea, SA7 9FS

Certificate of Registration under the Waste (England and Wales) Regulations 2011

Regulation authority

Name



Address

National Customer Contact Centre
99 Parkway Avenue
Sheffield
S9 4WF

Telephone number

03708 506506

The Environment Agency certify that the following information is entered in the register which they maintain under regulation 28 of the Waste (England and Wales) Regulations 2011.

Carriers details

Name of registered carrier

TRIPLE STAR FIRE & SECURITY LIMITED

Registered as

An upper tier waste carrier and dealer

Registration number

CBDU487135

Address of place of business

TRIPLE STAR FIRE & SECURITY LTD
UNIT 2
MURRAY BUSINESS CENTRE
MURRAY ROAD
ORPINGTON
BR5 3RE

Telephone number

02031891960

Date of registration

31 May 2023

Expiry date of

registration (unless
revoked)

31 May 2026

Making changes to your registration

Your registration will last 3 years and will need to be renewed after this period. If any of your details change, you must notify us within 28 days of the change.



This certificate has been awarded to

Triple Star Fire and Security Ltd

Triple Star Fire and Security Ltd have successfully completed the Gate Safe Aware training. A course approved by the Institution of Occupational Safety & Health, the worlds largest training provider.

This demonstrates the company's over-riding commitment to adhering to a standard of excellence in relation to automated gate installations by educating staff to be aware of, and fully comprehend, the protocol required to deliver a safe and legally compliant installation.

Signed on behalf of Gate Safe

A handwritten signature in black ink, appearing to read 'Richard Jackson'.

Founder

Date issued Feb 2021 - Jan 2022
Cert No: P1514





This is to certify that

Triple Star Fire & Security Ltd

is a member of The Automatic Door Installation Association

A handwritten signature in black ink, reading 'Anne Saxby'.

Anne Saxby, Association Director

100198

Membership Number

16/08/2025

Membership Expiry Date



This is to certify that the holder of this certificate:

Triple Star Fire & Security Limited

Has satisfied all requirements to become fully registered on the FSQS supplier qualification system, as set out by participating buying organisations.

Colin Maund
CEO, Hellios Information

Renewal Date:
17 January 2025



FSQS is supported by





**Triple Star Fire
& Security Limited**

Unit 2, Murray Business Centre
Murray Road, Orpington
Kent BR5 3RE

General Enquiries
0203 189 1960 Option 2

Accounts Department
0203 189 1960 Option 3

General Email
info@tsfands.com

Web Site
triplestarfireandsecurity.com

01 January 2021

Private & Confidential

Dear Sirs/Madam

Please see the below bank details:

Bank: Nat West Bank Plc

Branch: 6 Grange Road West, Birkenhead, Merseyside CH41 4DF

Account Number: 15623947

Account Name: Triple Star Fire & Security Limited

Sort Code: 60-05-07

Bank Account Currency: GBP

IBAN: GB42 NWBK 6005 0715 623947

BIC: NWBK GB 2L

Yours faithfully

For and on behalf of

Triple Star Fire & Security Limited

Daren Pool B.Eng, MIET, GFireE, MIFSM
Managing Director



Accredited.com
Health & Safety Support

Certificate of Services

Acknowledges that

TRIPLE STAR FIRE & SECURITY LIMITED

Have competent H&S support
from be Accredited

Start Date

24/02/2023

Expiry Date

24/02/2024

Signed

Daren Pool

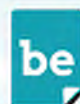
Daren Pool

Signed

Michael Devitt

Michael Devitt: Health & Safety Director, be Accredited

be Accredited is a trading name of
Faction Health & Safety Group Ltd
www.beaccredited.com | www.rams-app.co.uk



Accredited.com
Health & Safety Support

RAMS
Managing Safety

Company CV

MICHAEL DEVITT DIRECTOR OF HEALTH AND SAFETY

Established health and safety professional with over 12 years' world-wide experience within multiple industries including oil and gas (Onshore and Offshore), construction, manufacturing and aerospace.

CMIOSH, OSHCR [View OSHCR Profile](#)

NEBOSH National Diploma

TOP-SET Senior Accident Investigation; Reporting and Root Cause Analysis Certification,

NVQ L3 Scaffolding & Advanced Scaffolding Inspection.

ASHLEY CLEMMET HEALTH & SAFETY ADVISOR

MChem, PhD, MRSC, Tech IOSH

Doctor of Philosophy, Chemistry, Newcastle University,

Master of Chemistry, Newcastle University,

NEBOSH National General Certificate in Occupational Health and Safety,

Site Management Safety Training Scheme (SMSTS), First Aid at Work.

[Verify NEBOSH Qualification Here](#)

Full Name: Ashley Reginald Clemmet

Date: 30 January 2020

Master Log: 00517936/1174391

ANDREW CHAPMAN HEALTH & SAFETY ADVISOR

NEBOSH General Certificate, IOSH Managing Safely In Construction,

Risk Assessor, COSHH Awareness, Electrical Safety Awareness, Fire Safety Awareness,

Manual Handling Awareness. City & Guilds Level 2 Fibre Optic Cabling.

[Verify NEBOSH Qualification Here](#)

Full Name: Andrew Chapman

Date: 13 May 2019

Master Log: 00449704/1086460

DANIEL ROCHE HEALTH & SAFETY SUPPORT

MEng Chemical Engineering, Fit Test Operator Training, PAT Testing, IOSH Managing Safely, IOSH CDM Awareness.

PHIL BROWN HEALTH & SAFETY SUPPORT

IOSH Managing Safely In Construction, Risk Assessor, COSHH Awareness & Fire Safety Awareness.

MARC LONSDALE HEALTH & SAFETY SUPPORT

IOSH Managing Safely In Construction, Risk Assessor, COSHH Awareness & Fire Safety Awareness.

HANNAH GODDARD HEALTH & SAFETY SUPPORT

IOSH Managing Safely In Construction, Risk Assessor, COSHH Awareness & Fire Safety Awareness.

STEPHEN SNOWBALL HEALTH & SAFETY SUPPORT

IOSH Managing Safely In Construction, Risk Assessor, COSHH Awareness & Fire Safety Awareness.

Support Expiry Date

24/02/2024

YBN, DELTA BANK RD, GATESHEAD, NE11 9DJ

TEL: 0800 254 5911 | EMAIL: ADMIN@BEACCREDITED.COM

be Accredited is a trading name of Faction Health
& Safety Group Ltd | www.beaccredited.com

TRIPLE STAR FIRE & SECURITY LIMITED

Health & Safety Policy

Approved by: Daren Pool

Job Role: Managing Director

Signed: *Daren Pool*

Date:

This policy must be reviewed by the following date: Apr 12, 2025

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

General statement of intent – Health and Safety

This Statement has been prepared to define the way in which TRIPLE STAR FIRE & SECURITY LIMITED intends to manage, comply, and implement all aspects of Health and Safety, the associated regulations, legislation and client requirements.

TRIPLE STAR FIRE & SECURITY LIMITED recognise the importance of Occupational Health, Safety and Welfare in the successful operation of its activities.

TRIPLE STAR FIRE & SECURITY LIMITED believes that it is everyone's responsibility to participate in the occupational health safety and welfare systems and to contribute towards achieving our overall objectives of the highest standards of accident prevention while continually improving health and safety for employees and others.

It is the policy of all operations of TRIPLE STAR FIRE & SECURITY LIMITED to:

- Provide, so far as is reasonably practicable, safe methods / systems of work, safe working conditions and a healthy environment.
- Ensure the Health & Safety of all employees in connection with the use, handling, storage and transport of any articles or substances.
- Ensuring that sufficient welfare facilities are provided in all workplaces/sites prior to starting work and that checks are made to ensure that welfare facilities meet or exceed the minimum statutory requirements for the type of workplace.
- Provide and maintain safe access to and egress from any place of work under our control.
- Provide and maintain a working environment which is adequate as regards facilities and arrangements for the health and welfare of employees whilst at work.
- Strive for ongoing and continual improvement of its performance in managing occupational health and safety through implementing an H&S Management System.
- Communicate the contents of the policy to all employees with the intent that employees are made aware of their individual health and safety obligations.
- Provide training and / or instruction as may be necessary to personnel at all levels.
- Provide means of consultation on Health and Safety matters for all employees.
- Provide and display this policy and any such written instructions as are necessary to assist in the regulation of Health and Safety practices and operations.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- Provide a copy of the policy to interested parties.

Occupational health, safety and welfare are the responsibility of all employees. Everyone is expected to contribute towards achieving the organisations, overall aims and objectives.

My aim is to encourage initiative and adopt best practice in a culture where employees and managers are aware of their individual health and safety responsibilities and are actively engaged and committed to improving standards of Health, Safety and Welfare and to maintaining our Management Systems and all necessary resources will be allocated in order to achieve this. I commit to providing all required resources, including financial resource, to ensure the full and proper implementation of this policy.

This policy is to be reviewed periodically to ensure that it remains relevant and appropriate to the organisation and takes account any changes in legislation or changes to company policy.

Approved by: Daren Pool

Job Role: Managing Director

Signed: 

Date:

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Table of Contents

General statement of intent – Health and Safety.....	2
Organisation and Managerial Responsibilities.....	9
Faction Health and Safety Group Responsibilities.....	9
Employee/Contractor Responsibilities.....	9
Staff Consultation.....	10
Specific Safety Functions and Named Responsibilities.....	10
Accident/Incident Reporting Procedure.....	12
Incident Reporting.....	12
Accident Investigation.....	12
Subcontractor Arrangements for accidents on site.....	12
Reporting accidents and incidents to the enforcing authority.....	12
Minor accident to an Employee.....	13
Minor accident to others.....	13
Specified Injury.....	13
Over 7-Day Injury.....	14
Members of the public.....	14
Reportable Dangerous Occurrences.....	14
Reportable/Industrial diseases.....	15
Near Miss Reporting.....	15
Civil Claims.....	15
Asbestos.....	17
Training and Competence.....	18
Behavioural Safety Management	18
Confined Space Working.....	19
Construction (Design and Management) - CDM.....	20
Client.....	20
Domestic Clients.....	21
Principal Designer:.....	21
Designer:.....	22
Principal/Sole Contractor:.....	22
Contractors.....	23
Notifiable and Non-Notifiable Projects.....	23
CDM Project Documentation.....	24
Pre-Construction Information.....	24
Construction Phase Plan.....	25
Health and Safety File	26

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Consultation and Communication with Employees.....	27
Open Door Policy	28
Safety Alerts	28
Training	28
Information	28
Control of Substances Hazardous to Health (COSHH).....	29
Control measures.....	29
Monitoring workplace exposure.....	30
Control of chemical and hazardous substances	31
Coronavirus / Covid 19.....	31
Training and Instruction.....	31
Risk Assessment and Method Statements.....	32
Resources.....	32
Stop the Job authority.....	32
Display Screen Equipment.....	32
Driving Company Vehicles.....	34
Electrical Safety.....	35
Competence.....	35
Electrical Isolations.....	36
Isolation of Portable appliances.....	36
Live working.....	36
Electrical Lone Working.....	37
New Installations.....	37
Fixed Electrical Installations within company premises.....	38
Use of Extension Leads.....	38
Selection and Procurement of electrical equipment.....	38
Pre-Use Checks on electrical equipment.....	38
Portable Appliances.....	39
Fire Safety.....	39
Site Fire and Emergency Procedures.....	40
As a Principal or Sole Contractor.....	41
As a Contractor or Sub-Contractor	41
Fire and Emergency Action.....	41
Fire Prevention.....	42
First Aid.....	42
First Aid Assessment.....	42
Blood Borne Viruses.....	43
Aids (Acquired Immune Deficiency Syndrome).....	43
Hepatitis.....	43
Office First Aid.....	44
Site First Aid Procedures.....	45

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

As a Principal or Sole Contractor.....	45
As a Sub-Contractor.....	45
Hazard Reporting	46
Stop the job Authority.....	47
Host Employment.....	48
Hot Work.....	49
Hot work in confined spaces.....	49
Duties of the Works Supervisor during hot work.....	50
Our duties in relation to Employees or sub-contractors during hot work.....	50
Legionella.....	51
Legionella Risk Assessment.....	51
Conditions that promote the growth of Legionella Bacteria.....	52
Design and Installation of new or refurbished building services.....	52
Management of legionella.....	52
Review of Control Measures.....	53
Record Keeping.....	53
Lifting Equipment.....	53
Lone Working.....	54
Restrictions on Lone Working.....	55
Ensuring competency and fitness	56
Communications and personal alarms.....	56
Supervision and monitoring.....	57
Medical suitability	57
Emergency situations	57
Information and training	58
Out-of-hours	58
Manual Handling.....	58
Method Statements.....	59
Responsibilities.....	60
Mobile Phones at work.....	60
Monitor, Audit and Review.....	61
Non-English-Speaking Personnel.....	62
Occupational Health & Mental Health	64
Fatigue Management	64
Hand Arm Vibration.....	65
Health Surveillance	66
Initial Employment.....	67
Annual Health Surveillance Checks	68
Record Keeping.....	68
Noise at Work.....	69
Stress.....	71

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Occupied Premises	71
Office work.....	72
Lighting.....	72
Access and egress.....	73
Display Screen Equipment.....	73
Electrical equipment.....	73
Seating.....	73
Welfare and First Aid.....	73
Lifting and Carrying.....	74
Contractors and Visitors.....	74
Permit to Work.....	74
Types of work that require a permit to work.....	74
Hot work.....	74
Entry into Confined Spaces.....	75
Electrical Works.....	75
Work at height.....	75
Permit to Dig.....	75
Personal Protective Equipment (PPE).....	76
Protection of the Public.....	78
Risk Assessment.....	78
Scaffolding and Temporary Works	80
General requirements for scaffolding.....	80
Completion and handover.....	80
Scaffold Maintenance.....	81
Scaffold Design.....	81
Scaffolding Inspections.....	81
Non-Scaffolding professionals performing an inspection.....	81
Scaffolding professionals performing an inspection.....	82
Recording of Scaffolding inspections.....	82
Temporary works.....	82
Temporary works if acting as Principal or Sole Contractor.....	83
Temporary works when acting as a contractor or Sub Contractor.....	85
Traffic Management.....	85
Highways.....	86
Underground and Overhead Services.....	86
Establishing an underground service location.....	87
Permit to dig.....	87
Selection of locators and signal generators.....	88
Overhead power cables.....	90
Crossing beneath overhead lines.....	90
Vibration.....	91

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Hand Arm Vibration Syndrome (HAVS).....	91
Whole Body Vibration.....	91
Legal requirements.....	92
The Control of Vibration.....	92
Calculating exposure to vibration.....	94
Whole-body Vibration Health Monitoring.....	94
Reporting of vibration related injuries and diseases	94
Violence at work.....	95
Visitors.....	95
Welfare Provisions.....	96
Office Accommodation.....	96
Washing Facilities.....	96
Sanitary Conveniences.....	96
Rest and Food Preparation areas.....	96
First aid provisions.....	97
Welfare cleanliness and hygiene	97
Workplace Signage.....	97
Work at height.....	98
Use of System Scaffolds and Mobile Towers.....	99
Use of Mobile Elevating Work Platforms (MEWPs).....	100
Use of Ladders and Step Ladders.....	101
Working over or near water.....	102
Work equipment.....	104
UKCA Marking of equipment.....	106
The hiring of plant and equipment.....	107
Privately owned equipment.....	107
Young Persons (Including Trainees and Work Experience).....	107

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Organisation and Managerial Responsibilities

The company is owned and managed by Daren Pool who is directly responsible for Health and Safety matters within the company. The responsible person will seek external assistance where necessary to ensure that the company meets both its statutory obligations and the objectives laid down in this Health & Safety Policy.

The organisation of the workforce is the responsibility of the Company Directors, who remain responsible for ensuring that the company's Health & Safety Policy and associated procedures are implemented by all site operatives.

Day to day management of the company's operations is the responsibility of Daren Pool who may be supported by Works Supervisors, each responsible for one site or customer premises. Depending on the size and nature of the site, the responsible person may be supported by one or more supervisors responsible for the direct supervision of the company operatives.

Faction Health and Safety Group Responsibilities

Faction Health and Safety Group are contracted as the competent health and safety advisor for TRIPLE STAR FIRE & SECURITY LIMITED in accordance with regulation 7 of the management of health and safety at work regulations 1999.

Faction Health and Safety Group are responsible for working with TRIPLE STAR FIRE & SECURITY LIMITED based on the information provided by TRIPLE STAR FIRE & SECURITY LIMITED and advising on measures to take in accordance with legislation, legal reference documentation, and HSE issued guidance documentation and industry best practice.

Faction Health and Safety Group provide this service to TRIPLE STAR FIRE & SECURITY LIMITED for the period as stated on the certificate of services.

Employee/Contractor Responsibilities

All company employees and contractors have a statutory duty to take reasonable care in relation to their own personal health & safety, and the health and safety of any other person who may be affected by their acts or omissions.

Therefore, it shall be the duty of all employees/Contractors whilst at work to:

- Take reasonable care for the health & safety of themselves and others, that may be affected by their acts or omissions at work.
- Co-operate with the employer to ensure compliance with all the company Health & Safety policies and procedures.
- Refrain from intentional or reckless interference with equipment and/or systems provided in the interest of Health, Safety and the Environment.
- Co-operate with management when required on such things as accident prevention and all procedures with regard to Health, Safety and the Environment as set out in the Health & Safety at Work etc. Act 1974, the

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Environmental Protection Act 1990 and all associated Regulations and approved code of practices.

- Maintain excellent standards of housekeeping in our premises and on client premises.
- Report any accident or incident including near-misses (whether or not personal injury results) to the office.
- Report any defects in equipment without delay to their immediate Supervisor and not to attempt repairs which they have not been authorised and specially trained and competent to undertake.
- Ensure that no potentially hazardous item, substance or machine is brought on to the site or used without the prior knowledge and authority of their immediate Supervisor.
- Use and if applicable, wear any item of Personal Protective Equipment. It is a requirement of law that any equipment supplied for safety must be used, and when not in use it is properly cleaned, stored and maintained.
- Undergo any Health, Safety, Environmental and operational training deemed necessary by the company.

Staff Consultation

If an employee or contractor becomes aware of any potential breaches of health & safety legislation or unsafe working practices, they must notify the Site Supervisor who will duly report to the Company Directors.

If an employee or contractor feels that health & safety procedures may be improved, for example, by use of alternative equipment, they are encouraged to discuss any suggestions directly with the company management.

Specific Safety Functions and Named Responsibilities

Safety function	Person responsible
Overall responsibility	Company Director/s
Accident and incident investigation	Company Director/s
Provision of a safe system of work	Company Director/s
Provision of safe to use electrical appliances	Company Director/s
Providing information, instruction training and Supervision on projects	Company Director/s
Ensuring sufficient first aid provisions are available on each site and inspected accordingly	Company Director/s
Ensuring sufficient firefighting provisions are available on each site and inspected accordingly	Company Director/s
Liaise with Site Management and provide support and progress reports to Company Director as required	Works Supervisors
Reporting any issues	All employees and contractors
Taking care of their own health and safety and that of others who may be affected by their acts or omissions	All employees and contractors
Pre-Use equipment inspections	All employees, contractors and users of the equipment

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Inspection of all equipment to protect workers from the risks associated with work at height	All employees, contractors and users of the equipment
Provide health and safety advice and support as required by TRIPLE STAR FIRE & SECURITY LIMITED	Faction Health & Safety Group Ltd

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Accident/Incident Reporting Procedure

TRIPLE STAR FIRE & SECURITY LIMITED accept our duty under the current edition of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) to report specific injuries and incidents to the enforcing authority. The purpose of this procedure is to ensure that this duty is fulfilled and that all accidents are investigated.

Incident Reporting

If you are injured in our offices when travelling between sites, the injury should be recorded in our Accident Book, which is kept in the Office. The completed page of the book should then be removed and given to the Contracts Manager, who is responsible for ensuring that completed reports are kept secure. The injured person may take a copy of the page from the Accident Book if they wish.

If any company employee is injured whilst working on-site, it shall be recorded in the site Accident Book held by the Client or Principal Contractor. The IP or delegate should then ring TRIPLE STAR FIRE & SECURITY LIMITED offices to ensure that it is recorded in our Accident Book, as above.

Where TRIPLE STAR FIRE & SECURITY LIMITED are the Sole Contractor, the Site Manager or most senior person on site is responsible for ensuring that all accidents are recorded in the Accident Book.

Accident Investigation

It is our policy to investigate all accidents, dangerous occurrences and near misses. Whether the consequence of an incident is a severe injury, minor injury or no injury at all, lessons can be learnt to prevent the same sequence of events reoccurring. The implementation of corrective action to a near-miss incident can, therefore, avoid a repeat of the incident that may have more severe consequences in the future.

The Company Director is responsible will investigate all accidents. Incidents will be investigated by completing a copy of the Accident/Incident Report Form and measures necessary to prevent recurrence will be identified. This task may be delegated to members of management. For high potential accidents or reportable accidents or incidents as stipulated by RIDDOR TRIPLE STAR FIRE & SECURITY LIMITED shall request additional support from Faction Health and Safety Group as required.

Subcontractor Arrangements for accidents on site

Subcontractors will enter the detail of any accidents requiring first aid treatment in the site accident book. They will report any accidents to their own employees and to the HSE in line with their own company procedures and will provide site management with copies of such details, along with details of any investigations undertaken and measures applied to prevent a reoccurrence. Copies of these details will be forwarded to Head Office.

Reporting accidents and incidents to the enforcing authority

The Company Director is responsible for reporting to the Incident Contact Centre (ICC) any injury, disease or

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

dangerous occurrence covered by RIDDOR. If he is not sure whether an incident should be reported, they will contact Faction Health and Safety Group for advice.

It is TRIPLE STAR FIRE & SECURITY LIMITED’s policy that verbal communication regarding any accident is expressly forbidden. Any request for information by appropriate and relevant parties must be addressed to the Policy Holder in writing who will make our official response. This statement relates to both reportable and non-reportable accidents/incidents. When an accident or dangerous occurrence takes place, it will fall into one of the following categories:

Minor accident to an Employee

- Ensure details have been entered in the accident book.
- Where an employee is incapacitated from work for more than three consecutive days (excluding the day of the accident but including any days which would not have been working days) because of any injury, complete internal report form and send directly to the company director.
- If the injured employee is admitted to hospital and is an in-patient for more than twenty-four hours, the accident becomes specified as ‘major injury’ and must be notified as described under that category below.

Minor accident to others

- a. Complete the accident book and accident report form as detailed above.
- b. Inform the injured persons’ employer and workplace.

Specified Injury

- a. Cease works on-site immediately.
- b. Include information within the Site accident book.
- c. Inform Director with overall responsibility for health and safety who will notify HSE and obtain written reports from all persons on site.
- d. Comply with requirements of RIDDOR (Reporting of Injuries, Disease, And Dangerous Occurrence).
- e. A record must be kept by employers of all notifiable/industrial diseases (form F2508A).
- f. Where an employee has suffered an injury as a result of a reportable accident or dangerous occurrence which is the cause of health problems within one year of the date of the incident, the TRIPLE STAR FIRE & SECURITY LIMITED shall inform the enforcing authority in writing as soon as it comes to our knowledge.

The following injuries are reportable:

- Fatality or Specified Injuries.
- Fractures, other than to fingers, thumbs or toes.
- Amputation.
- A dislocation of the shoulder, hip, knee or spine.
- Loss of sight (temporary or permanent).
- Chemical or hot metal burn to the eye or any penetrating injury to the eye.
- Injuries from an electric shock or electrical burn leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- Any other injury: leading to hypothermia, heat-induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours.
- Unconsciousness caused by asphyxia or exposure to a harmful substance or biological agent.
- Acute illness requiring medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin.
- Acute illness requiring medical treatment where there is a reason to believe that this resulted from exposure to a biological agent or its toxins or infected material.

All of the above should be notified to the HSE at the earliest opportunity by telephone for death, via the online notification system for reportable/Specified injuries.

Over 7-Day Injury

If there is an accident connected with work (including physical violence) that is not a specified injury but results in a person being away from work or unable to do their normal work for more than seven days (including non-work days), the HSE must be notified by the employer within 15 days. We require a copy of the HSE notification report.

Members of the public

An injury to a member of the public, which results in them being killed or taken to hospital must be reported to the HSE at the earliest opportunity.

Reportable Dangerous Occurrences

Most relevant Construction based include:

- A collapse, overturning or failure of load-bearing parts of lifts and lifting equipment.
- An explosion collapse or bursting of any closed vessel or associated pipework.
- Failure of any freight container in any of its load-bearing parts.
- Plant or equipment coming into contact with overhead power lines.
- Electrical short circuit or overload causing fire or explosion.
- Any unintentional explosion, misfire, failure of demolition to cause the intended collapse, projection of material beyond a site boundary, injury caused by an explosion.
- Accidental release of biological agent likely to cause severe human illness.
- A malfunction of breathing apparatus while in use or during testing immediately before use.
- collapse or partial collapse of a scaffold over five metres high, or erected near water where there could be a risk of drowning after a fall.
- The unintended collapse of; any building or structure under construction, alteration or demolition where over five tonnes of the material falls; a wall or floor in a place of work; any false-work.
- Explosion or fire causing suspension of normal work for over 24 hours.
- A sudden, uncontrolled release in a building of 100kg or more of flammable liquid: 10kg of flammable liquid above its boiling point; 10 kg or more of flammable gas; or of 500kg of these substances if the release is in the open air.
- Accidental release of any substance which may damage health.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Reportable/Industrial diseases

If a doctor notifies the employer that an employee is or has been suffering from work-related disease, then the employer must notify the HSE at the earliest opportunity.

Examples of diseases that must be reported are:

- Certain poisonings.
- Some skin diseases such as occupational dermatitis, skin cancer, chrome ulcer, oil folliculitis/acne.
- Lung diseases including occupational asthma, farmer's lung, pneumoconiosis, asbestosis, mesothelioma.
- Infections such as leptospirosis; hepatitis; tuberculosis; anthrax; legionellosis and tetanus.
- Other conditions such as occupational cancer; certain musculoskeletal disorders; decompression illness and hand-arm vibration syndrome.

Near Miss Reporting

A 'near miss' is an unplanned event that did not result in injury, illness, damage or product loss - but had the potential to do so.

All Employees and Sub-Contractors must report 'near miss' incidents as soon as practicable following the event.

The near-miss report form available from the site office should be used to report the incident. As much detail as possible should be provided to ensure a thorough investigation can be carried out. When completed the form must be returned to the office.

Where we are the Principal Contractor or Sole Contractor, the Site Manager or Most Senior person on site will collate the forms, discuss with the Company Director and carry out any required investigations.

For all other "Near Miss" incidents, the Site Manager will collate the forms and carry out any required investigations.

Civil Claims

TRIPLE STAR FIRE & SECURITY LIMITED acknowledge that employees and others (contractors, visitors and members of the public) who may be affected by our activities have the right to make claims for compensation, where they consider that an injury is the result of negligence on our part. Such claims will be dealt with on our behalf by our Employer and Public Liability insurer provider.

Following the Woolf report, there is now a 'fast track' procedure that allows for small claims to be settled quickly. This procedure requires us to forward to our insurer any letter from a solicitor, alleging negligence on our part, within 21 days of receipt and providing evidence in our defence. The insurer then has 90 days to respond to the claimant's solicitor. To enable us, and our insurer, to comply with the requirements of the 'fast track procedure', the following procedures must be followed:

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- All incidents must be recorded, investigated and, where necessary, under RIDDOR, reported to the enforcing authorities as described in the Incident Reporting Procedure contained in this Policy.
- Any person receiving a letter from a solicitor must forward this immediately to the Managing Director.
- The Company Director will unless he instructs someone else to act on his behalf, send the solicitor's letter to our insurer along with any evidence in our defence.
- Direct correspondence with the claimant and/or his/her solicitor is strictly forbidden, as this may prejudice our defence.
- All correspondence relating to the claim must be forwarded to the Company Director immediately following receipt.

It is our responsibility to provide evidence in defence. Therefore, the Company Director is responsible for collating an 'Evidence File' for all reportable injuries and incidents and any other accidents where a claim is foreseeable. We may take a commercial view on minor accidents, balancing the possibility of a claim being brought against the cost of accident investigation.

Evidence may take the form of the following documents, but this is not an exhaustive list:

- Accident Book entries.
- Statements from the injured person(s), witnesses, supervisors and first aider. These should be signed and dated and contain only statements of fact, not supposition.
- Copy of the accident/incident investigation report, with any photographs and diagrams.
- Pre-and post-accident risk assessments.
- Copies of any written safety instructions given to the injured person(s).
- Records of any personal protective equipment issued to the injured person(s).
- Copies of any test certificates and/or records of maintenance and inspection of any equipment involved in the incident.
- Any disciplinary evidence relating to the occurrence.
- Copies of any statutory reporting document forwarded to the Enforcing Authority (F2508 or F2508A).
- Copies of any correspondence from the enforcing authority relating to the incident.

No evidence may be sent to our insurers without the permission of the Company Director.

A claim may be brought by an employee whether or not the accident has been recorded in the Accident Book or whether he/she has taken time off work as a result.

Key Documentation to comply with this Policy

[Accident & Incident Internal Audit pro-forma](#)

[Accident and Near Miss Report](#)

[Injured Person Report](#)

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

[Human Factor Assessment](#)

Asbestos

Asbestos is the largest single cause of work-related fatal disease and ill health in Great Britain. It is a carcinogen and is responsible for lung diseases such as Asbestosis and Mesothelioma. Almost all asbestos-related deaths and ill health are a result of the exposure that happened decades ago.

Asbestos-containing materials (ACMs) were used in the construction industry for many years, primarily to deter the spread of fire or for their insulation properties. Although the use of such materials is now prohibited by legislation, they may exist in many older premises. Their presence needs to be effectively managed to ensure that they do not create a risk to the health of our employees, customers, contractors or anybody else on the premises. But, if kept in good condition and undisturbed, they should not pose a health hazard

Asbestos may be present in a wide variety of products including ceiling/wall boards; suspended ceiling tiles; floor tiles; soffit boards; roof panels; fire insulation; pipe lagging; boiler lagging; bitumen adhesives; door panels etc.

If any worker suspects that a material he is working on or is about to work on may contain asbestos, then he should stop work immediately and inform his supervisor so that further investigations may be carried out.

TRIPLE STAR FIRE & SECURITY LIMITED acknowledge the health hazards arising from exposure to asbestos. We will, so far as it is reasonably practicable to do so, prevent exposure to asbestos by the use of appropriate control measures and safe systems of work, supported by training. This Policy requires your full co-operation. The Policy Holder is responsible for the implementation of this Policy.

It is our policy to:

- Ensure that a detailed survey and risk assessment of buildings and non-domestic property under our control are undertaken by an organisation which can demonstrate technical competence to undertake surveys for ACM's through accreditation by The United Kingdom Accreditation Service (UKAS) to ISO/IEC 17020;
- Ensure that the Competent Organisation has recorded details, including the location and condition, of all identified asbestos in an Asbestos Register and that an assessment has been recorded for each identified ACM. An up-to-date copy of the register will be held on the site to which it relates;
- Develop, and act on, a plan to manage the risks to our employees, customers, contractors or anybody else who may be affected by exposure to any asbestos or ACM's;
- Review and monitor the plan and the arrangements so that the plan remains relevant and up-to-date at all times;
- Use an appropriately qualified, competent or licensed person, subject to the level of risk posed by the asbestos or ACM's, to make safe any material found to be in a hazardous condition;
- Ensure that, where practical, any ACM's have been labelled;
- Maintain an up-to-date written record of the location and condition of asbestos or ACM's in the Asbestos Register provided by the Competent Organisation;
- Provide information on the location and condition of asbestos or ACM's to all interested parties, including

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

anyone who is liable to work on or disturb them;

- Appoint a specialist consultant and licensed asbestos removal contractor to manage the removal of ACM's, where practical, as part of any refurbishment project;
- Not use or reuse any ACM's in any building refurbishment or maintenance work; and
- Ensure that any work with ACM's is carried out strictly in accordance with current legislation and 'industry good practice'.

Training and Competence

Before any employees starting work where they are liable to disturbing asbestos, all Operatives will be required to have completed Category A Asbestos awareness training. Asbestos Awareness Training will cover the health hazards associated with asbestos, correct work methods, the use of control measures, the use of protective equipment and hygiene procedures. Refresher training (including new information, standards and techniques) will be provided regularly. Sub-Contractors are responsible for the provision of their own asbestos awareness training.

Key Documentation to comply with this Policy

[Asbestos internal audit pro-forma](#)

Behavioural Safety Management

TRIPLE STAR FIRE & SECURITY LIMITED has implemented a behavioural safety initiative as we want all persons representing our company to think safe and work safe. This is founded on the belief that behaviour turns systems and procedures into reality. Safe behaviour at work is of paramount importance and, as such, needs to be treated as a critical work-related skill.

Our continuing aim will be to promote an understanding of safety and to identify how we can positively influence behaviour. It is estimated that up to 90% of workplace injuries are caused by unsafe behaviour. TRIPLE STAR FIRE & SECURITY LIMITED will also operate a number of initiatives to support a reduction in unsafe behaviour.

- Visible health and safety leadership is invaluable and, as such, Supervisors and Managers will be trained in behavioural safety techniques through attending training courses.
- All employees will receive on-going training to recognise both safe and unsafe practices and are encouraged to stop unsafe activities and suggest improvements to working methods through attending on site team briefs, toolbox talks and other relevant industry training.
- Through our internal reporting system and on-site suggestions by all employees to allow them the opportunity to report unsafe working conditions/practices and provide feedback and voice concerns on safety issues.
- TRIPLE STAR FIRE & SECURITY LIMITED is strongly committed to an 'Open Door' management style and operatives are encouraged to voice any concerns or opinions directly to Managers in a relaxed environment.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- Operatives will receive feedback on their safety performance on site and actions resulting from their suggestions through a regular team briefs and appraisals.
- A formal warning system on all of our workplaces across the business, where if operatives are found to be ignoring Safe Systems of Work, not wearing the required PPE for the task that they are carrying out, or not working in accordance with the work instructions, etc, they will be issued with a first warning.
- Further formal warnings within a 6-month period and they will be immediately suspended pending a disciplinary hearing within (one week) which may lead to a final warning or dismissal.

Our Employees will be encouraged to play their part, encouraged to consider whether they think it is safe, otherwise don't do it. They are also able to challenge and report all people that disregard safety instructions and procedures (this can be done anonymously).

Safety procedures, instructions, equipment, and tools have been provided to keep our operatives, sub-contractors and visitors safe.

TRIPLE STAR FIRE & SECURITY LIMITED will uphold to following best practice safety culture by:

- Examining past incidents and near misses to improve safety standards
- Practice positive reinforcement – to recognise safe behaviour, instead of only fault finding, positive reinforcement of behaviour-based safety results in behavioural changes that last
- Apply people focused interventions - Encouraging staff to take a proactive role in eliminating the root cause of unsafe acts is a step in the right direction. Participate in individual and group safety observations, coaching, and mentoring to demonstrate a commitment to open communication, fair leadership, and continuous improvement.
- Streamlining the reporting process – making it more user to friendly to report and follow up on improvement actions for a safer working environment for everyone involved.

Confined Space Working

Confined spaces are potentially dangerous places in which to work because they may trap hazardous concentrations of gases or vapours. Confined spaces are also liable to become deficient in oxygen due to a build-up of a gas or vapour which is not itself toxic, but which displaces the breathable air. Very often, the dangerous atmosphere is a result of the work being done – for instance welding, painting, flame cutting, the use of adhesives and solvents.

A confined space is defined as a place which is substantially, though not necessarily entirely, enclosed and one or more of the specified risks must be present or reasonably foreseeable. The specified risks are as follows:

- Serious injury due to fire or explosion.
- Loss of consciousness arising from increased body temperature.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- Loss of consciousness or asphyxiation arising from gas, fume, vapour, or lack of oxygen.
- Drowning from an increase in the level of a liquid.
- Asphyxiation arising from a free-flowing solid or being unable to reach a respirable environment due to being trapped by such a free-flowing solid.

One of the Specified risks does not need to be present for a space to be classed as a confined space, If one of the specified risks is likely as a result of the work being undertaken in the space or by activities ongoing outside of the space, the space may be classed as a confined space. HSE Legal reference document L101 provides a flow chart to facilitate in the determination of a confined or enclosed space.

- Carry out an initial survey to identify any activities where the presence of hazardous substances or physical features may cause that area to be classified as a confined space.
- Carry out detailed risk assessments on all tasks where entry into a confined space is unavoidable.
- Develop a safe system of work and control entry to confined spaces using a permit to work.
- Carry out atmospheric testing before entering a confined space.
- Provide adequate and effective communication for those persons inside and out of the confined space.
- Provide appropriate first aid equipment and trained first aiders.
- Put in place suitable and sufficient emergency arrangements.
- Carry out training and assess the competency of all those involved in work within confined spaces.
- Provide, issue and maintain appropriate personal protective equipment (PPE) as specified by a competent person.
- Ensure that all other equipment used to enable safe work in confined spaces is appropriate to the work and is maintained.
- Carry out health checks and ensure persons working in confined spaces are physically and mentally capable of undertaking the tasks they are required to carry out.
- Review the policy at regular intervals and no later than the date specified in the footer of this document.

Key Documentation to comply with this Policy

[Confined Space Working internal audit pro-forma](#)

Construction (Design and Management) - CDM

Our work is often subject to the current edition of the Construction (Design & Management) Regulations. The purpose of the information below is to outline our arrangements for complying with our responsibilities as duty holders under CDM.

Client

The Client's responsibilities under CDM include:

- Assembling the project team and ensuring that roles, functions and responsibilities are clear and that there are arrangements between all the members of the team to communicate and co-operate effectively.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- Ensuring that health and safety standards are set and maintained on-site throughout the project.
- Providing the pre-construction information.
- Appointing a principal designer (where there is more than one contractor).
- Appointing a principal contractor (where there is more than one contractor).
- Ensuring duty holders comply with their duties under CDM 2015.
- Ensuring that the construction phase plan is prepared and maintained by the principal contractor.
- Notifying HSE of the project and confirming that they are aware of their duties (when the construction works lasts longer than 30 working days and has more than 20 workers working simultaneously at any point in the project or exceeds 500-person days).
- Ensuring that a health and safety file is produced by the principal designer (where there is more than one contractor).

The client may delegate some of these duties. However, they are ultimately responsible under CDM 2015.

CDM 2015 reinforces the ongoing nature of the clients' duty to ensure that health and safety standards are set and maintained on-site.

Domestic Clients

A domestic client is not required to carry out the duties placed on commercial clients. Where the project involves- Only one contractor- the client duties must be carried out by the contractor. The contractor must then carry out the client duties as well as the duties they already have a contractor for the project. In practice, this should involve doing little more than managing the work to ensure health and safety.

More than one contractor- the client duties must be carried out by the principal contractor as well as the duties they already have as principal contractor. If the domestic client has not appointed a principal contractor, then the duties of the client will be carried out by the contractor in control of the construction work.

In many situations, domestic clients wishing to extend, refurbish or demolish parts of their own property will, in the first instance, engage an architect or another designer to produce possible designs for them. It is also recognised that construction work does not always follow immediately after the design work is completed. If they so wish, a domestic client has the flexibility of agreeing (in writing) with their designer that the designer coordinates and manages the project, rather than this role automatically passing to the principal contractor.

Where no such agreement is made, then the principal contractor will automatically take over the project management responsibilities.

Principal Designer:

The Principal Designer responsibilities under CDM include:

- Provide the Client with advice and assistance to enable him to fulfil their duties.
- Assist the Client with notification of the project to the HSE (using form F10) and provide the Client and Principal Contractor with a copy.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- Ensure that Designers co-operate and take health and safety into account when preparing designs.
- Establish procedures to ensure communication and information flow between all duty holders.
- Identify what pre-construction information is needed and obtain and pass this to all persons that need to know.
- Produce the Pre-Construction Information and distribute to the project team.
- Advise the Client about the suitability of the Construction Phase Health and Safety Plan.
- Liaise with the Principal Contractor regarding changes to designs.
- Collect and keep up-to-date information for the Health and Safety File and ensure that the file is passed to the Client when the project is complete.

A principal designer's role when working on a project for a domestic client is no different from the role undertaken for a commercial client. They must still carry out the same duties to the extent necessary, given the risks involved in the project. The client can transfer their duties to the principal designer in the form of a written agreement.

Designer:

The Designer's responsibilities under CDM include:

- Understand and be aware of significant risks that construction workers can be exposed to and how these can arise from design decisions.
- Take account of risks which may occur during the use and maintenance of a construction.
- Have the right skills, knowledge and experience, and be adequately resourced to address the health and safety issues likely to be involved in the design.
- Check that clients are aware of their duties.
- Co-operate with others who have responsibilities, in particular, the principal designer.
- Take into account the general principles of prevention when carrying out design work.
- Provide information about the risks arising from their design.
- Co-ordinate their work with that of others, in order to improve the way in which risks are managed and controlled.

Principal/Sole Contractor:

Where TRIPLE STAR FIRE & SECURITY LIMITED is the Principal or Sole Contractor for a CDM project we shall:

- Receive pre-construction information from the Principal Designer and use this to develop a Construction Phase Health and Safety Plan, the relevant points of which will be communicated to all Contractors.
- Devote adequate time and resources to the management of health and safety.
- Ensure that a copy of form F10 is displayed on site.
- Check the competence of Contractors appointed to work on the project. This will include the examination of Contractors' risk assessments and method statements to ensure adequacy.
- Manage health and safety during the construction phase, ensuring co-operation between all Contractors and the incorporation of all Contractors' information on health and safety matters.
- Give reasonable directions to contractors, so far as is necessary, to enable us to carry out our duties as Principal Contractor.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- Work to the plan agreed at the tender award stage, except where circumstances require changes. When such changes are needed we will agree on these with the Client and/or Principal Designer before taking action.
- Advise the Principal Designer of any relevant health and safety matter that needs to be recorded.
- Ensure that suitable welfare facilities are provided throughout the project.
- Provide Contractors with information about training requirements for persons working on the project.
- Ensure that all persons working on the project attend Site induction before starting work.
- Ensure that site safety rules are complied with.
- Ensure that a Site Manager/Supervisor is on-site to consider the views of all workers.
- Ensure coordination of emergency procedures throughout the duration of the construction phase.
- Ensure coordination of shared equipment and facilities.
- Ensure site security by excluding all unauthorised persons.
- Collect information needed for the Health and Safety File and ensure that this is passed to the Principal Designer.

Contractors

Where TRIPLE STAR FIRE & SECURITY LIMITED is a Contractor on any construction project we shall:

- Provide the Principal Contractor (where more than one contractor) with any information he needs to develop the Construction Phase Health and Safety Plan and co-operate with him to ensure its implementation.
- Provide the Principal Contractor with details of any subcontractors we intend to use.
- Check that a Principal Designer has been appointed and the project notified to the HSE before starting work (where more than one contractor).
- Ensure that all persons working for us are suitably trained.
- Appoint a Supervisor to liaise with the Principal Contractor and supervise and monitor our work activities;
- Ensure that all persons working for us attend Site Induction before starting work.
- Provide persons working for us with any information they need in order to work safely and without putting their health at risk.
- Devote adequate time and resources to the management of health and safety on-site.
- Make adequate arrangements for the safety of our employees in any high-risk areas identified by the Principal Contractor.
- Comply with all reasonable directions from the Principal Contractor.
- Inform the Principal Contractor about any problems with the Construction Phase Health and Safety Plan or health and safety procedures.
- Provide the Principal Contractor with any information needed for the Health and Safety File.
- Inform the Principal Contractor about any accident or incident that caused, or could have caused, injury or damage.
- Provide the Principal Contractor with a Risk Assessment and Method Statement for the purpose of review and sharing with other contractors on site.

Notifiable and Non-Notifiable Projects

Construction work means the carrying out of any building, civil engineering or engineering construction work including

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

demolition.

CDM 2015 also now includes assembly and disassembly of structures such as marquees.

A project is notifiable if the construction work on a construction site is scheduled to—

- Last longer than 30 working days and have more than 20 workers working simultaneously at any point in the project. Or,
- Exceeds 500-person days.

CDM Project Documentation

The CDM Regulations 2015 require project documentation to be compiled for all notifiable and non- notifiable projects. This information is useful in ensuring the effective health and safety management of all projects.

The project documents which may be required are:

- Pre-construction Information.
- Construction Phase Plan.
- Health and Safety file.

Points to note which will decide which documents are necessary:

- Appointment of a 'Principal Designer' – The client is required to appoint a principal designer if there is more than one contractor involved in the project at any one time.
- Appointment of a 'Principal Contractor' – The client is required to appoint a principal contractor if there is more than one contractor involved in the project at any one time.
- Preparation of a health and safety file – This file is required for projects involving more than one contractor.
- Construction phase plan - This is one key change for contractors. CDM 2015 requires a plan to be prepared and implemented irrespective of whether the project is notifiable or not. This duty applies to contractors whether or not a principal contractor is appointed.

Pre-Construction Information

The Client has the main duty of providing pre-construction information. They must provide this information as soon as practicable.

Pre-construction information provides the health and safety information needed by:

- Designers and contractors to enable them to carry out their duties.
- Principal designers and principal contractors in planning, managing, monitoring, and coordinating the work of the project.

Pre-construction information provides a basis for the preparation of the construction phase plan. Some material may

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

also be relevant to the preparation of the health and safety file.

Pre-construction information is defined as information about the project that is already in the client's possession.

The information must:

- Be relevant to the project.
- Have an appropriate level of detail.
- Be proportionate given the health or safety risks involved.

When pre-construction information is complete, it must include proportionate information about:

- The project, such as the client brief and key dates of the construction phase.
- The planning and management of the project, such as the resources and time being allocated to each stage of the project and the arrangements to ensure there is cooperation between duty holders and that the work is coordinated.
- The health and safety hazards of the site, including design and construction hazards and how they will be addressed- asbestos, contaminated ground etc.
- Any relevant information in an existing health and safety file.

Construction Phase Plan

The Client must ensure a construction phase plan is developed before the construction phase begins. For projects involving more than one contractor, the Principal Contractor is responsible for drawing up the plan. For single contractor projects, it is the contractor who is responsible for ensuring that the plan is drawn up. In the main, it is the responsibility of the Principal Contractor to develop the construction phase health and safety plan which will evolve and develop through the course of the project as is essential for effective health and safety management.

The plan should provide a basis for safe construction and must clearly explain the actions needed to control key risks and provide details of good working practice. The plan also needs to incorporate, or refer to, any required procedures, safety rules and monitoring arrangements and must be tailored to the particular project. It is important that the plan is well-focused, clear and easy for contractors and others to understand – emphasising key points and avoiding irrelevant material.

The initial construction phase plan must be prepared before any work begins and should address later activities that will require careful planning. It may only be practical to address such activities in outline form before work starts, and most will require revision in the light of developments.

Principal contractors and other contractors have a particular role in both implementing and monitoring the plan to ensure that it works in practice. Monitoring arrangements will need to be discussed and agreed with the client as they form part of the management arrangements.

The purpose of monitoring is to ensure that the precautions described in the construction phase plan are appropriate and followed in practice. Where contractors do not work safely or comply with the plan, principal contractors must take appropriate action to deal with the risk.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Principal contractors are responsible for ensuring the health and safety of everyone on-site, including the client, anyone working for the client and workers of utility companies. All parties must co-operate with the principal contractor to enable them to comply with their duties.

The plan needs to be routinely reviewed, revised and refined by the principal contractor as the project develops.

Health and Safety File

The Client must ensure that the Principal Designer prepares the health and safety file for a project.

The health and safety file is a file appropriate to the characteristics of the project, containing relevant health and safety information to be taken into account during any subsequent project. The file is only required for projects involving more than one contractor.

The file must contain information about the current project that is likely to be needed to ensure health and safety during any subsequent work such as maintenance, cleaning, refurbishment or demolition.

When preparing the health and safety file, information on the following should be considered for inclusion:

- A brief description of the work carried out.
- Any hazards that have not been eliminated through the design and construction processes, and how they have been addressed (e.g. Surveys or other information concerning asbestos or contaminated land).
- Key structural principles (e.g. Bracing, sources of substantial stored energy – including pre- or post-tensioned members) and safe working loads for floors and roofs.
- Hazardous materials used (e.g. Lead paints and special coatings).
- Information regarding the removal or dismantling of installed plant and equipment (e.g. Any special arrangements for lifting such equipment).
- Health and safety information about the equipment provided for cleaning or maintaining the structure
- The nature, location and markings of significant services, including underground cables; gas supply equipment; fire-fighting services etc.
- Information and as-built drawings of the building, its plant and equipment (e.g. The means of safe access to and from service voids and fire doors).

There should be enough detail to allow the likely risks to be identified and addressed by those carrying out the work and be proportionate to those risks. The file should not include things that will be of no help when planning future construction work such as pre-construction information, the construction phase plan, contractual documents, method statements etc

Building Safety Act & CDM

As an organisation we will work to the standards proposed with the Building Safety Act. This Act makes reforms to give residents and homeowners more rights, powers, and protections – so homes across the country are safer. The Act creates three new bodies of management: the Building Safety Regulator, the National Regulator of Construction Products and the New Homes Ombudsman. We will work with these organisations, take on best practice and work

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

within the regulations at all times.

Dutyholders such as the Principal Designer and Principal Contractor under the Act will be required to manage building safety risks, with clear lines of responsibility during the design, construction and completion of all buildings, which ties in directly with our arrangements to manage CDM.

Accountable persons within our organisation must demonstrate that they have effective, proportionate measures in place to manage building safety risks in the higher-risk buildings for which they are responsible. Building safety risks will need to be considered from the initial design phase

Key Documentation to comply with this Policy

[Construction, Design and Management internal audit pro-forma](#)

Consultation and Communication with Employees

The aim of this communication and consultation policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work, and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974.
- Management of Health and Safety at Work Regulations 1999.
- Safety Representatives and Safety Committees Regulations 1977.
- Health and Safety Information for Employees Regulations 1989 (as amended).
- Health and Safety (Consultation with Employees) Regulations 1996.
- The Equality Act 2010.

To comply with the legislation and ensure that this policy is clearly understood throughout the company and that all activities are undertaken safely, in accordance with the risk assessment process, we will:

- Establish a Health and Safety Committee if at least two Appointed Safety Representatives request this, in writing. A committee shall be set up within three months of any written request; and
- Communicate and consult with our employees or their safety representatives to ensure that they fully understand the company's health and safety policies and procedures, as well as the information they require to carry out their duties safely;
- Ensure appropriate means of communication are used;
- Ensure that elected safety representatives and appointed safety representatives receive any necessary training to carry out their roles effectively;
- Meet the costs of any necessary training, including travel and subsistence costs;
- Ensure that representatives are given reasonable time off, with pay, to carry out their functions;
- Set up a safety committee if at least two appointed safety representatives request this, in writing. A safety committee shall be set up within three months of any written request;
- Ensure the membership of the Health and Safety Committee (if established) consists of management and

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

employee representatives and is chaired by a person with authority.

- Ensure that adequate resources are made available to fulfil the requirements of this policy; and
- Review and, where appropriate, revise this policy at regular intervals and no later than the date specified in the footer of this document.

Open Door Policy

Management at all levels is encouraged to adopt an open-door policy on any matter regarding Health and Safety. Employees are encouraged to voice concerns and to take positive actions to prevent unsafe acts or conditions occurring.

The telephone numbers of supervisors, contracts managers and directors are widely published and freely available, and employees are free to contact them at any time through the chain of command.

It is hoped that by senior management showing clear and visible commitment to Health and Safety, other employees will regard it with the same importance, thus creating a positive Safety ethos throughout the company.

Safety Alerts

Safety alerts are regularly issued on Health and Safety related topics. They are prepared with a view to keeping employees and subcontractors abreast of changes in Health and Safety legislation, changes in company policy or details of recent accident, incidents or HSE campaigns etc.

Training

All levels of training are used as a forum for discussing Health and Safety matters. On-site induction training and toolbox talks are used to convey the safety message on-site, while regular safety update training offers an ideal opportunity to exchange views.

Information

Employees are provided with such information as is necessary to enable full participation in health and safety consultation. Such information will be provided by the means most appropriate to the matters and circumstances concerned. These may include, but will not be limited to, the following:

- Conversations with individuals.
- Staff meetings/team meetings.
- Information displayed on notice boards.
- Letters attached to payslips/remittance slips.

We encourage all employees to take an active interest in health and safety matters and welcome positive suggestions for improvement. If employees would like to raise a matter for discussion, this should be brought to the attention of the Company Director.

Key Documentation to comply with this Policy

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Control of Substances Hazardous to Health (COSHH)

Some substances present, or used, in the workplace may be hazardous to health: these include chemicals, fumes, dust and bacteria. Repeated exposure to hazardous substances can be linked to serious diseases that may take years to develop.

Exposure to substances hazardous to health may be from contact with the skin or eyes, breathing in or swallowing. Punctured skin may also be a route for the substance into the body. Ill health can be prevented by introducing control measures to limit exposure. These measures should be checked periodically, to ensure that they remain effective.

To fulfil our responsibilities as outlined above, we will:


- Create a register of hazardous substances used or produced in any process (including closed systems).
- Use Safety Data Sheets (SDS) to identify risk control measures.
- Carry out specific risk assessments for all hazardous substances and relevant processes.
- Issue personal protective equipment where no other appropriate control measures are satisfactory.
- Carry out health surveillance or health monitoring, if appropriate.
- Ensure that no eating or drinking takes place near the areas where the hazardous substances are found. And,
- Provide information, instruction and training for employees whose activities involve the use of, or exposure to, hazardous substances.

Control measures









TRIPLE STAR FIRE & SECURITY LIMITED, in order to ensure compliance with the COSHH Regulations, and to safeguard its employees, must achieve certain standards with regard to control, relating to inhalation, ingestion, or absorption through the skin, with regard to employees coming into contact with any substance hazardous to health.

TRIPLE STAR FIRE & SECURITY LIMITED, will ensure that staff are trained in safe working methods, and that staff have been trained to recognise hazards and are aware of the latest Global Harmonised System Safety Labels.

The following table depicts the Global Harmonised System Safety Labels:

GHS Classifications		
Pictogram	Number	Hazard Class (CLP)
	GHS-01	Explosives Self-reactive substances and mixtures, types A, B Organic Peroxides, types A,B

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

	GHS-02	Flammable gases, aerosols, liquids or solids. Self-reactive substances and mixtures. Pyrophoric liquids and solids. Self-heating substances and mixtures. Substances and mixtures, which in contact with water emit flammable gasses. Organic peroxides.
	GHS-03	Oxidising gases, liquids and solids
	GHS-04	Compressed gases, liquids and solids. Liquefied gases. Refrigerated liquefied gases. Dissolved gases.
	GHS-05	Corrosive to metals. Skin corrosion. Severe eye damage.
	GHS-06	Acute toxicity (Cat 1-3)
	GHS-07	Acute toxicity (Cat 4). Skin and eye irritation. Skin sensitisation. Specific target organ toxicity. Respiratory tract irritation. Narcotic effects.
	GHS-08	Respiratory sensitisation. Germ cell mutagenicity. Carcinogenicity. Reproductive toxicity, specific target organ toxicity. Aspiration hazard.
	GHS-09	Hazardous to the aquatic environment

Monitoring workplace exposure

Regular monitoring must be undertaken with regard to ensuring that all control measures implemented are adequate and suitable for the purpose and that the correct procedures for the use of the control measures are strictly adhered to at all times.

Documented records must be formulated, with regard to all monitoring of control measures undertaken, stating procedures of use, location of where the monitoring was undertaken, and the names of the employees monitored.

Any inadequacies with regard to monitoring must be reported on an immediate basis, and they must be discussed with the Company Director, or the Contracted Health and Safety Consultant. Any required changes that may become necessary must be implemented on an immediate basis.

In the event of it not be possible to implement the required changes on an immediate basis, a complete prohibition on

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

the use of the substance must be considered.

Control of chemical and hazardous substances

All chemicals and hazardous substances that are used in processes and stored at TRIPLE STAR FIRE & SECURITY LIMITED operational sites are potentially dangerous. Extreme care and caution must be exercised by all employees when using or handling the same.

The required personal protective equipment and clothing issued, free of charge, by TRIPLE STAR FIRE & SECURITY LIMITED and signed for by the employee, must be worn at all times when using or handling all chemicals and hazardous substances. All employees must acquaint themselves with the relevant first aid precautions. All chemicals and hazardous substances must be suitably segregated, according to their compatibility, also to comply with the COSHH Regulations 2002, by making reference to the relevant, mandatory substance Safety Data Sheet (SDS) for each chemical or hazardous substance. These substance Safety Data Sheets are held by the Company Director. Should employees have any doubt, advice must be sought from the Company Director, or the Contracted Health and Safety Consultant.

Key Documentation to comply with this Policy

[COSHH internal audit pro-forma](#)

[Skin Protection assessment](#)

[COSHH Assessment template](#)

Coronavirus / Covid 19

TRIPLE STAR FIRE & SECURITY LIMITED recognise that Coronavirus / Covid 19 is a hazard that poses a significant risk to our workers and our industry has needed to react to control the cross contamination of this virus.

We have developed this policy so that all Employees (and sub-contractors working under our control) understand and respect how TRIPLE STAR FIRE & SECURITY LIMITED will manage and maintain Coronavirus / Covid 19 routinely as part of our work, this includes social distancing at work along with arrangements for travelling to and from work.

TRIPLE STAR FIRE & SECURITY LIMITED shall comply with the requirements of the "Site Operating Procedures" document issued by the Construction leadership Council & any additional requirements stipulated by the Principal Contractor on sites where we are contracted to work.

All Operatives will be required to attend a Covid-19 toolbox talk and specific company Covid-19 induction.

Training and Instruction

All TRIPLE STAR FIRE & SECURITY LIMITED Employees (and sub-contractors working under our control) will attend a Coronavirus / Covid 19 based toolbox talk which will be delivered by either the Works Supervisor or the Company

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Director.

Additional training may be provided by Principal Contractors in the form of site specific Covid 19 based induction for their site.

Risk Assessment and Method Statements

All TRIPLE STAR FIRE & SECURITY LIMITED Risk Assessments and Method statements will include details on how contact with Coronavirus / Covid 19 pathogens will be reduced to an acceptable level.

Where required, we will add any site-specific information as required by the Principal Contractor following a review of our document.

Resources

As Coronavirus / Covid 19 is an ever-changing situation, TRIPLE STAR FIRE & SECURITY LIMITED shall complete a daily check of the current status from the following sources

Covid 19: Guidance for employees, employers and businesses:

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

Site Operating Procedures: <https://www.constructionleadershipcouncil.co.uk/news/>

Following the identification of change in work practices, this will prompt a review of our risk assessments and method statements to ensure that they are in line with the latest guidance and instruction.

Stop the Job authority

In the event that any job cannot be completed safely, or if it is felt that other workers (Including co-workers, other workers on site, the Principal Contractor or Client) are not complying with site and company rules related to Coronavirus / Covid 19, they have full permission of TRIPLE STAR FIRE & SECURITY LIMITED to stop the job and report this to the Company Director.

We will support any person of this action in line with our whistleblowing policy

Display Screen Equipment

Display screen equipment' (DSE) is used to describe not only the visual display unit (VDU) of a computer but also the

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

other computer equipment and the workstation where it is used, i.e. the desk, work surface, chair, input devices, software, printer and document holder.

The risk posed to office staff using DSE shall be assessed and controlled in accordance with the Health & Safety (DSE) Regulations and the Management of Health & Safety at Work Regulations 1999. The aim of such assessments is to prevent work-related upper limb disorders (WRULD), lower back problems, eyestrain, stress and repetitive strain injury (RSI).

Any employee that works with DSE for more than two hours per day, when averaged over a four-week period, will be classed as a "DSE User". All "DSE Users" will be provided with an eyesight test by a competent person, free of charge.

Where an eyesight test identifies that a "DSE User" requires special corrective appliances to work with DSE, we will contribute to the cost of providing such appliances. If this applies to you, you should contact the Company Director for details.

All workstations should be subject to a DSE assessment, this should be carried out by a competent person, and the findings of the assessment shall be communicated to those affected.

All employees are encouraged to break up the time spent working with DSE by working away from the screen for 10 minutes after 60 minutes of continuous use and If any employee you experience visual difficulties, headaches or pains in the upper limbs or shoulders when working with DSE you should bring this to the attention of the Managing Director.

To ensure that the use of Display Screen Equipment (DSE) will be undertaken safely and that our policy will be clearly understood throughout the company, we will:

- Identify all users of DSE.
- Complete a detailed assessment of each workstation to ensure potential risks are identified, taking into account the equipment, furniture, the work environment and the work being done, as well as any special needs of our individual employees.
- Ensure that all our workstations meet the requirements of DSE guidance.
- Give all our DSE users the opportunity to plan their work so that there are breaks or periodic changes of activity.
- Ensure that DSE users are aware of the arrangements for eye and eyesight tests and arrangements for the provision of corrective appliances if special ones are required for DSE use.
- Provide health and safety training and information for all users of DSE equipment.
- Periodically assess accident records to identify any trends in DSE-related ill health and ensure that injuries are appropriately reported. And,
- Ensure that DSE users bring to our attention to any changes in their own medical conditions.

Key Documentation to comply with this Policy

[Display Screen Equipment internal audit pro-forma](#)

[DSE Assessment \(HSE\)](#)

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Driving Company Vehicles

Driving and road use is a significant element in many business activities and forms part of many employees' job roles. Road traffic legislation imposes specific requirements on employers in respect of vehicle maintenance and use. And under health and safety legislation, TRIPLE STAR FIRE & SECURITY LIMITED also has a responsibility to ensure the health and safety of their employees whilst driving.

To ensure the safety of drivers of company vehicles and others that could be affected by the use of vehicles, we will operate the following procedures:

- The Company Director is responsible for ensuring that all company vehicles are suitable for their intended purpose.
- All company vehicles will be serviced according to manufacturers' recommendations, and service logbooks will be maintained.
- The Company Director will ensure that, where required, vehicles hold a current MOT test certificate and are presented for testing as legally required.
- The driver is responsible for ensuring that a weekly vehicle check sheet is completed for each vehicle under their control.
- The Company Director is responsible for ensuring that company vehicles are driven only by persons holding a current, full licence for the type of vehicle and who has been authorised to do so.
- Before being allowed to drive a company vehicle, an employee will be required to present his/her driving licence for inspection. Thereafter, driving licences will be inspected annually.
- We do not expect employees to take risks when driving. Journeys should be planned in advance, allowing sufficient time to drive within speed limits and according to traffic conditions.
- Some prescription drugs and medicines carry a warning to persons taking them that they should not operate machinery or drive vehicles. Any driver prescribed such medication must inform the company immediately and must not drive until they have stopped taking the medication.
- Drivers are instructed to obey the Highway Code at all times.
- Drivers are instructed NOT to use a mobile phone while driving unless it is hands-free.
- The employee is responsible for paying any fines for driving or parking offences committed while he/she is in charge of a company vehicle.
- Any driver of a company vehicle must inform the company about any prosecution for a driving offence.
- Drivers are advised that on the morning following a night of excessive consumption of alcohol, their blood alcohol level may be above the legal limit. If a driver thinks that this is the case, he/she must not drive until they consider that their blood alcohol level is within the limit.

Driving a company vehicle without authorisation or one of the Directors or whilst under the influence of alcohol or illegal drugs are serious breaches of our health and safety rules. They will be considered as gross misconduct, which could lead to summary dismissal.

Key Documentation to comply with this Policy

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

[Driving Company Vehicles internal audit pro-forma](#)

[Pre-Journey vehicle Checklist](#)

Electrical Safety

Electricity has the potential to kill. This danger is increased because it cannot be seen. Electrocutation can also cause burns and shorting of conductors can cause fire or explosion.

We accept that we have duties under the current edition of the Electricity at Work Regulations to take precautions against the risk of death or personal injury from electricity in work activities. The following procedures, aimed at eliminating risk or reducing it to an acceptable level, will be adopted:

- All electrical equipment must be suitable for the purpose, i.e. the use to which it may be put and the environment it may be used.
- All electrical equipment shall have a satisfactory means to ensure the equipment can be isolated.
- All electrical work must be done by trained and competent persons.
- Every electrical system must be inspected and tested at regular intervals.
- All electrical equipment must be regularly examined to make sure it is safe by the equipment user.
- The exposed metalwork of all electrical equipment likely to become electrically charged must be earthed unless the equipment is: Supplied via an isolating transformer; or, Double insulated; or, only supplied power at an extra-low voltage or safety extra-low voltage.

Competence

Work on any electrical systems may only be undertaken by suitably trained and authorised persons. All works carried out, and the methodologies used will comply with the Electricity at Work Regulations and any amendments thereto. It is important to ensure that these basic regulations are adhered to in all cases without exception. The Director will ensure that all employees are aware of the EAW regulations and that all requirements are built into work practices.

All electricians will be qualified and will be competent in the task they are undertaking. Any other person working on electrical installations will be competent in the task they are undertaking and be under the instruction or someone who has the appropriate training and qualification.

Trainee electricians, for instance, working towards an NVQ, carrying out any electrical work will be competent in the task they are undertaking and be under the instruction or someone who has the appropriate training and qualification.

All electrical contractors carrying out electrical work must be able to demonstrate that they are qualified and are competent to carry out the task they are undertaking. In addition to this, their employer must be affiliated to either the NICEIC, NAPIT or the ECA.

Contractors working on high voltage system (systems above 1000 VAC or 1500 VDC) must hold an appropriate and current certificate showing competence on high voltage systems. Only persons who have received specific training on

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

high voltage systems may be authorised to work on systems above 1000 VAC or 1500 VDC.

Electrical Isolations

Work can only commence once adequate isolations of the power supply have been made. Where the point of isolation is not directly and continuously under control and within sight of the person carrying out the work steps should be taken to ensure the power supply is not inadvertently reconnected.

After any isolation is made the circuit will be tested with a voltage indicator that complies with the Electrical Test Equipment for Use by Electricians GS38. The tester will be tested on a known source to prove it is working correctly before and after the test is carried out on the isolated circuit.

The following is an absolute requirement

- Inform the user of the electrical system of the action to be taken and verify as far as possible the correct circuit has been identified
- Obtain an Electrical Permit where necessary.
- Padlock off isolator and apply a caution notice (either a completed yellow tag or a luggage label clearly identifying:
 - The system being isolated the reason for the isolation
 - The name of the person carrying out the isolation and their employer (EST or contractor company name) The date and time the isolation was made.
 - The padlock number.
- Where it is not possible to padlock off the isolator, a luggage tag displaying all the information required above must be attached to the distribution board, and the distribution board door must be locked following isolation. A caution notice should be clearly and securely attached to the door.
- Where it is not possible to lock off the isolator or lock the distribution board door suitable electrical tape should be firmly applied over the isolator and a luggage tag displaying all of the details required in above attached to the distribution board. A caution notice should be clearly and securely attached to the door.
- If there is any concern that an isolation cannot be left safe, a second worker must be positioned at the distribution board for the duration of the work until it is safe to re-energise.
- Once isolated confirm by use of GS38 approved tester or equivalent device that the circuit is dead proving the tester before and after on a live supply

Isolation of Portable appliances

- Wherever practicable, equipment should be unplugged before removing covers or starting work – the on/off switch should not be relied upon to isolate the equipment.
- If the isolation can only be obtained using a switch a test meter or approved voltage tester with insulated probes must be used to demonstrate that the switch has effectively isolated the equipment.

Live working

TRIPLE STAR FIRE & SECURITY LIMITED defines live work as: "Live work is working on or near a live conductor other

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

than one suitably covered with insulating material so as to prevent danger.”

Live electrical systems can cause death. No person may work on or near live conductors unless:

- It is not reasonably practicable for it to be dead; and
- Suitable and sufficient precautions are in place to prevent injury; and
- An electrical permit to work has been issued

Except where necessary for the purposes of diagnosis, testing and certification, live-work will be prohibited.

Where live work cannot be avoided; the following will apply:

- Only those employees who have been assessed as competent and authorised in writing will be allowed to work on live electrical systems;
- No person working alone will be allowed to work on live electrical systems;
- When working on a live electrical system, the operator must use a rubber mat, rubber gloves and insulated tools;
- A sign stating “danger: live electrical work” will be displayed whenever live electrical work is in progress;
- A person trained to give resuscitation must be present whenever live work is being conducted.

Electrical Lone Working

In general, and where the isolation procedures outlined above are followed, lone working does not increase the risk of harm. However, the following tasks are not permitted to be carried out alone and require electricians to work in pairs:

- Removing the distribution board covers to expose live parts regardless of duration
- Work within a high voltage sub-station
- Live work

New Installations

Detailed standards about the installation of new systems, including handover, commission and test certificates, should be included in work specifications. Sufficient socket outlets, suitably placed to accommodate both present and future equipment requirements must be provided.

All works must be carried out in accordance with the current edition of BS7671 IET Wiring Regulations and other relevant European standards.

On completion of works the installation shall be subjected to a full test as detailed in Guidance Note 3 of BS 7671 and the following test certificates issued:

- Type of Work Test Certificate.
- Small jobs on the part of a system Minor Works.
- Inspection of existing installation Full Periodic Inspection and Test New Installations Electrical Installations Certificate.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

All test certificates shall be either NICEIC or ECA approved.

Fixed Electrical Installations within company premises

Any modifications or extensions to the fixed electrical installations in our premises will be designed by a professionally qualified electrical engineer. To assist with this, persons purchasing equipment are responsible for obtaining from the manufacturer/supplier details of power requirements and for bringing these to the attention of the person designing the electrical system. All designs will comply with the current edition of the Institution of Engineering and Technology Regulations for Electrical Installation (IET Regulations).

Any maintenance work will be carried out by a competent person to the standard recommended by the current edition of the IET Regulations. Persons carrying out electrical maintenance work will be required to provide risk assessments for the tasks they will be carrying out.

Electrical switchgear and control equipment will be kept clean and free from obstruction at all times.

The fixed electrical installation will be inspected and tested at intervals of five years by a contractor approved by the National Inspection Council for Electrical Installation Contracting (NICEIC), The National Association of Professional Inspectors and Testers (NAPIT) or the Electrical Contractors Association (ECA).

Use of Extension Leads

Extension leads and multi-point adaptors are discouraged since their use introduces a safety hazard. Such expansion devices should never be used in conjunction with each other, i.e. only one expansion device may be used between the socket outlet and the equipment.

Selection and Procurement of electrical equipment

All tools purchased, whether new or second hand, for use on-site must be 110-volt or less with power supplied through an isolating centre tapped to earth if available. It is prohibited to introduce new 240-volt equipment unless there is no safer alternative available.

The safest available tool should always be selected for the task – it may be possible to eliminate the risk of electric shock from the equipment by selecting a battery-operated tool, and where this is not possible by using the lowest voltage equipment available.

Pre-Use Checks on electrical equipment

Users must check their electrical equipment for obvious defects before each use, including general computer equipment and portable electric tools.

Prior to use, the User should check:

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025






- Cables to ensure there are no defects in the insulation.
- Any extension leads, and multi-point adaptors are in good condition.
- The plug to ensure there are no loose parts and the join between plug and flex is in good condition.

Portable Appliances

Portable appliance testing of TRIPLE STAR FIRE & SECURITY LIMITED Electrical equipment shall be undertaken in accordance with the HSG guidance document HSG107.

- Where formal testing has been determined as a requirement, equipment should not be used if it does not display a current testing label. This is usually, but not always, displayed on the plug.
- User checks must be carried out before use.
- Equipment manufacturers maintenance and usage instructions must be followed.
- Battery-powered or 110 voltage tools with power supplied through an isolating centre tapped to earth should be used if practicable.
- An RCD or ELCB must be used with existing 240-volt equipment where there is no safer alternative. Such devices must be tested by operating the in-built test button every 3 months and inspected by a portable electrical tester every year as a minimum.
- The supply voltage to portable electric tools must be within the operating range marked on the tool.

Where TRIPLE STAR FIRE & SECURITY LIMITED are required to use portable appliances on-site, the following plugs and sockets in accordance with BS EN 60309

Rated Operating Voltage or frequency	Colour Code	
20 - 25 volts	Violet	
40 - 50 volts	White	
100 – 130 volts	Yellow	
200 – 250 volts	Blue	
380 – 480 volts	Red	

Industrial plugs and sockets are more robust than 13-amp type equipment manufactured in accordance with BS 1363. TRIPLE STAR FIRE & SECURITY LIMITED prohibit the use of this type of equipment (BS 1363 compliant) on construction site except within office accommodation, or where there is no alternative available. This will be subject to a separate risk assessment.

Key Documentation to comply with this Policy

[Electrical Safety internal audit pro-forma](#)

Fire Safety

Fire safety refers to precautions that are taken to:

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- Prevent or reduce the likelihood of a fire starting that could result in death, injury or property damage
- Alert inhabitants of a building if a fire starts
- Enable those that are threatened by fire to survive
- Reduce the damage caused by a fire.

Fire safety measures include those that are planned during the construction of a building or are implemented in structures that are already standing. The term includes the actions that occupants of the building have been trained to take in the event of, or to prevent, a fire.

Threats to fire safety are referred to as fire hazards. Fire hazards may include situations that increase the likelihood of a fire starting or those that may impede escape once a fire has started.

To ensure that all our activities are undertaken safely and that the risks from a fire are clearly understood throughout the company, we will:

- Carry out and record fire risk assessments for our operations
- Adopt a smoke-free policy.
- Prepare an emergency fire action plan taking into consideration employees and disabled people.
- Provide appropriate fire safety information and training for employees and others who may be affected.
- Carry out periodic fire drills.
- Maintain the fire safety measures identified by our fire risk assessments; and
- Record information and maintain records.

The responsible person to deal with fire safety within the companies premises will be named and be made known to the workforce. The responsible person will be suitably trained and competent to carry out the duties posed to them.

A Fire Risk Assessment will be completed on our premises and routinely reviewed in line with fire safety regulations. The Fire Risk Assessment will be readily available. Alongside the Risk Assessment we will record our fire safety arrangements in a clear and concise manner which will be made available to staff.

Site Fire and Emergency Procedures

Prior to the commencement of and project, potential emergency situations must be considered. These may include fires or bomb threats, but dependent on the project, may involve work within confined spaces, or how to rescue persons at height etc. The emergency response arrangements will differ from project to project, but in each case, emergency contingency plans should be considered at the planning stage.

Fire evacuation procedures will vary from site to site. These will be communicated within the site induction. When working on some premises, a copy of the existing fire procedures will be provided. The fire procedures in place for the site will be included within the Construction Phase Plan and displayed. In all cases employees must follow the instructions given.

Where such arrangements are in place, employees must sign in and out whenever they enter or leave a site. All employees must familiarise themselves with the site fire procedures and escape routes before commencing work.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

As a Principal or Sole Contractor

Whilst TRIPLE STAR FIRE & SECURITY LIMITED act as a Principal Contractor, we will ensure that the fire procedures relevant to the site are clearly communicated to employees, visitors and sub-contractors. These procedures will be reviewed as the work progresses, and any changes will be communicated to the relevant persons. Site fire and emergency procedures will align with the requirements of HSG168 as a minimum.

As a Contractor or Sub-Contractor

Fire evacuation procedures will vary from site to site.

Where the Client or Principal Contractor provides a Site Induction, All TRIPLE STAR FIRE & SECURITY LIMITED employees must attend. Where Clients provide copies of fire procedures. All TRIPLE STAR FIRE & SECURITY LIMITED Employees or Sub-Contractors are expected to read and understand the content in addition to following all verbal instructions given.

Where such arrangements are in place, employees and sub-contractors must sign in and out whenever they enter or leave a site.

If employees or sub-contractors are not informed about the fire procedures on a site, they must attempt to familiarise yourself with the site fire procedures and escape routes before commencing work. In the event of uncertainty, work must be suspended until each employee or sub-contractor is aware of the local site fire procedures and escape routes.

Fire and Emergency Action

Each site or workplace shall be assessed for the potential for fire or emergencies. Where assessments identify high risks, an action plan will be established at that site to deal with such situations.

Provision shall be made at each workplace for access on to sites of emergency and rescue service vehicles.

In the event of an emergency, the most senior person on site shall summon by telephone all necessary emergency and rescue services.

Provision shall be made for the emergency services to be met at the site entrance and directed to the site of the emergency.

All persons not required to assist in any rescue operation shall be removed from the area of the emergency.

Planned escape routes shall be identified at every temporary site accommodation, permanent building and any structure under construction. Appropriate signage in accordance with the Health and Safety (Signs and Signals) Regulations shall be provided to ensure all persons are directed to a place of safety.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Instructions in case of fire or emergency shall be included in all induction training.

Fire Prevention

Rubbish and combustible material shall be regularly cleared away to reduce the number of fire hazards within the premises or site.

Suitable fire extinguishers shall be positioned at workplaces and available to use in the event of a small fire.

In partially built premises and premises being refurbished, arrangements shall be made to ensure that the building can be evacuated safely. Such arrangements shall include providing ‘Fire Exit’ signs and means of raising the alarm.

Where appropriate, fire detection equipment shall be provided.

Hot works will be controlled by the use of a “Hot works permit”.

Key Documentation to comply with this Policy

[Fire Safety internal audit pro-forma](#)

[Fire Risk Assessment](#)

First Aid

It is important that employees who suffer an accident or ill health at work receive immediate attention and that there are procedures in place for the emergency services to be notified in serious cases. Fast action can save lives.

TRIPLE STAR FIRE & SECURITY LIMITED Shall:

- Assess the risk to complete a first aid assessment and provide the appropriate level of first aid provisions.
- Ensure there is a suitably stocked first aid box. This is to be checked by the First Aider on a regular basis.
- Ensure there is an appointed First Aider to take charge of arrangements. Their name and location of the first aid box are to be clearly displayed on the notice board and detailed within method statements and construction phase plans.
- Ensure details of the work premises, address and telephone numbers are clearly identified to advise the emergency services (if contacted).
- Have details available of local emergency services (telephone numbers, addresses).
- Ensure that all injuries sustained on-site (no matter how minor) are accurately recorded within the accident book.

First Aid Assessment

When completing a first aid assessment, it is important to assess the risk to determine the level of first aid cover

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

required. Offices are generally perceived as low risk and construction sites high risk.

Adequate cover and provision should be considered for the specific workplace and activities being undertaken. There may be a requirement for additional cover due to a peak in the workforce or shift work.

When undertaking a first aid assessment, the following should be considered:

- Are there specific risks such as hazardous substances, machinery or loads?
- Are there parts of the works with higher risks needing particular attention? - consider previous records of accidents.
- Are there suitable information, instruction and training procedures provided to operatives in regard to Mental Health Management?
- How many people are employed in the workplace? - this may fluctuate
- Are there in-experienced persons, or those with a disability or specific health problems? - these must be ascertained at induction
- Are the works spread over a large area, where first aid provision may be time-dependent?
- Is shift work involved?
- Is the workplace remote from emergency services?
- Are there: work experience, visitors, maintenance personnel or the public at the workplace to consider?

Blood Borne Viruses

There are many blood-borne viruses (BBV), all of which should be considered as risks to human health. However, they are a risk only if a virus enters the bloodstream of the recipient. BBV is transmitted from one person to another via unprotected sexual intercourse; blood-to-blood contact (e.g. injecting drug use); mother-to-baby transmission.

BBV is not spread through the air or by touch, nor is there any danger from handling objects that have been used by an infected person, or from sharing an office or washroom.

Aids (Acquired Immune Deficiency Syndrome)

AIDS can occur in individuals following infection by a virus known as Human Immunodeficiency Virus (HIV).

As a result of this infection, the body's normal defences against illness may break down. Where this occurs, an individual is open to infections which otherwise would not have occurred.

Not all individuals who become infected with the virus will necessarily develop AIDS.

Hepatitis

Hepatitis B virus (HBV) and Hepatitis C (HBC) virus are BBV that can cause liver disease.

Symptoms range from flu-like in mild cases through to severe liver damage.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

BBV can be transmitted where there is direct contact with blood or other bodily fluids (e.g. saliva, urine, stools, vomit, all of which have been visibly contaminated with blood) of infected individuals, particularly where the blood or bodily fluids can enter through an open wound.

The use by first aiders of the simple precautions listed below eliminates the risk of transmission:

- Cover all cuts, sores, chapped skin or other open wounds with a waterproof dressing.
- When giving first aid, wear disposable sterile surgical gloves.
- Wear disposable gloves when cleaning up spillages of blood or other bodily fluids with paper towels.
- Do not use your teeth when putting on/removing gloves.
- Pull off gloves so that they are inside out.
- Where practicable gloves and towels must be disposed of in a clinical waste bag and sent for incineration by a registered waste carrier.
- Hands must be washed with soap before and after applying dressings. Hands and other parts of the body must be washed immediately with soap and water after contact with blood, other bodily fluids and after removing gloves.

When spillages of blood or other bodily fluids (with the exception of urine) occur, these must be cleaned up immediately using paper towels using a solution of one-part bleach to ten parts water. NB. DO NOT use bleach on urine spillages. Use soap and water.

If lips, eyes, mouth, tongue or broken skin are in contact with blood or other bodily fluids, they must be washed with clean cold water, and medical advice sought.

Office First Aid

The First Aid at Work Regulations aim to provide suitable arrangements to enable injured employees to obtain first aid. TRIPLE STAR FIRE & SECURITY LIMITED recognise that prompt action can save lives or prevent the condition of an injured person from deteriorating. While office work is generally lower risk, adequate first aid cover is still required as accidents can happen at any time in any place.

The Office manager is responsible for assessing first aid requirements within the office environment. The Company Director is responsible for ensuring that sufficient trained First Aiders and/or Appointed Persons are employed.

Signs stating the names of the First Aiders/Appointed Persons and the locations of the first aid boxes will be displayed.

The First Aiders/Appointed Persons are responsible for ensuring that the contents of first aid boxes are checked regularly and topped up as required.

The following First Aid information will be available on notice boards throughout the office:

- Details of all First Aiders.
- Details of all appointed Persons.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- First Aid box locations.

All injuries, however minor, should be recorded in the Accident Book and reported through an incident report form.

Site First Aid Procedures

As a Principal or Sole Contractor

When TRIPLE STAR FIRE & SECURITY LIMITED is the Principal or Sole Contractor for a project or the only contractor on the project we shall:

- Assess the need for first aid at all stages of the project, taking into account the types of work to be conducted and any hazards requiring special first aid arrangements.
- Ensure that first aid arrangements are described in the construction phase health and safety plan or method statement for the activity.
- Arrange for sufficient trained first aiders to be present on-site whenever work is in progress or for any subcontractors to provide their own first aiders.
- Arrange for adequate first aid facilities to be available whenever persons are on site.
- During site induction, inform people how they can obtain first aid while working on-site.
- Display signs stating the names of first aiders and the locations of first aid facilities at suitable locations.
- Ensure that first aid facilities and equipment are maintained in a satisfactory condition.
- If the needs assessment has identified that first-aiders may have to manage life-threatening bleeding, employers should ensure the training provider includes this on an FAW course

As a Sub-Contractor

When TRIPLE STAR FIRE & SECURITY LIMITED is a Sub-Contractor for a project or the only contractor on the project we shall:

- Assess what types of first aid needed, taking into account the work to be conducted and any hazards requiring special first aid arrangements;
- Wherever possible, have access to first aiders and first aid facilities provided by the organisation controlling the site;
- Where it is not possible to have access to first aid arrangements provided by the organisation controlling a site, we will ensure that our team includes trained first aiders, with suitable equipment;
- Inform our workforce about the first arrangements on-site;
- Inform our workforce about the accident reporting arrangements.
- First aid arrangements will be included within the method statement or construction phase plan for the project or activity.
- If the needs assessment has identified that first-aiders may have to manage life-threatening bleeding, employers should ensure the training provider includes this on an FAW course

Number of First Aiders required on work premises:

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

From your risk assessment, what degree of hazard is associated with your work activities?	How many employees do you have?	What first aid personnel do you need?
Low hazard For example, offices, shops, libraries	Fewer than 25	At least one appointed person
	25-50	At least one appointed person
	More than 50	At least one first aider trained in first aid at work (FAW) for every 100 employed (or part thereof)
Higher hazard For example, light engineering and assembly work, food processing, warehousing, extensive work with dangerous machinery or sharp instruments, construction, chemical manufacture	Fewer than 5	At least one appointed person
	5-50	At least one first aider trained in EFAW or FAW depending on the type of injuries <u>that</u>
	More than 50	At least one first aider trained in FAW for every 50 employed (or part thereof)

Key Documentation to comply with this Policy

[First Aid internal audit pro-forma](#)

[First-aid needs assessment](#)

Hazard Reporting

TRIPLE STAR FIRE & SECURITY LIMITED operate a hazard reporting system the purposes of which are to:

- Promote our employees' interest and involvement in health and safety matters.
- Encourage employees to identify hazards and unsafe conditions in their work areas so that action can be taken to prevent incidents.
- Maintain written records of actions taken to eliminate hazards and unsafe conditions.
- Assist with the monitoring of the effectiveness of our procedures for managing health and safety.

Any employee who observes a hazard or unsafe condition that they are not able to take action to remove should record the details on a Hazard and dangerous environment report form. Forms should be handed to the Site Manager or Works Supervisor.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Where a Site Manager or Works Supervisor is able to take action to remove a hazard or unsafe condition, he/she will do so and will complete the Form, which will then be forwarded to the Company Director. Where a Site Manager / Supervisor is not able to take suitable action, the Form will be sent to the Company Director to provide detailed instruction on the actions to take to remove or control the hazard as required.

When suitable actions have been taken and the hazard or unsafe condition removed, the completed investigation form will be discussed with the originator, with a copy being kept by the Company Director.

Stop the job Authority

TRIPLE STAR FIRE & SECURITY LIMITED encourage all Employees to report any potentially unsafe work environment including dangerous equipment, behaviours, machines, devices or any activity that they feel puts the health, safety and welfare of others at risk.

Should any Employee feel that the work that they are undertaking or are about to start may be unsafe, the following process should be followed:

The employee must immediately report any potentially hazardous working environment or activity to a company Director.

Work will be stopped by all persons within the vicinity, and the Director must immediately investigate the report in the presence of the worker. The Director may delegate this to a Manager or Health and Safety Consultant should they not be available.

During the investigation, the Investigator must record as many details as possible regarding the refusal by completing the notice of Hazard and dangerous environment report form. If required, the contracted health and safety consultant should be contacted by the Investigator for further clarification. The collated information shall then be relayed back to the Company Director pending a decision on the actions to take to remedy the situation.

Where required, the employee may be assigned alternative duties/work. Should such action be unavailable, the Employee may be required to return home.

While the investigation is ongoing, the work/task shall not be recommenced by any person before a decision being made by the company Director concerning whether the level of risk is acceptable to the business. Any Workers required to undertake the work in the absence of the Employee who raised the original issue shall be provided with all of the information concerning the refusal to work, including a copy of the original hazard and dangerous environment report. Please note, work within this location will generally only be permitted to enable remedies to be complete.

If the Director does not consider the refusal to be based on reasonable grounds, this shall be explained to the Employee who raised the initial concern. A decision on whether this Employee shall return to this activity will be made in consultation with the Employee. If the employee is still not satisfied, the activity will be assigned to another worker.

Following completion of the investigation, the findings will be discussed with the originator.

Key Documentation to comply with this Policy

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

[Hazard and Dangerous Environment report form](#)

[Hazard and Dangerous Environment investigation report](#)

Host Employment

Working for host employers exposes you to a variety of risks and hazards that are beyond the direct control of our organisation.

To safeguard the safety of our employees whilst working on external sites, it is TRIPLE STAR FIRE & SECURITY LIMITED policy to:

1. Obtain full work brief assignment instructions prior to finalising contractual agreements;
2. Request & obtain Health and Safety information, policies, risk assessments, safe working guidance and practices from the host employer that is relevant to the activities at their premises and work to be undertaken by our Operatives;
3. Meet with the Host employer prior to our starting work to:
 - Establish rules and guidelines for our operations at their premises.
 - Obtain information on activities that may present a hazard to you and identify activities and actions that must be avoided.
 - Obtain information on emergency actions including fire, first aid and accident reporting arrangements.
 - Define the areas in which the work is to be carried out and any segregation arrangements.
 - Define areas that are not accessible during the course of work.
 - Agree on routes to and from the worksites and access to welfare facilities.
 - Obtain and review copies of all risk assessments relevant to the work being undertaken and areas of occupation.
 - Obtain and review copies of all safe working practices / method statements and safe working guidance to be adhered to.
 - Ensure site induction training, job training, instructions and notices and information to safeguard your health and safety is provided.
 - Obtain details of any special occupational qualifications or skills necessary to be held by you to carry out work safely and provide appropriate employees based upon this criterion.
 - Obtain details of the specific features of the jobs to be filled by those employees (in so far as those features are likely to affect their health and safety) and to provide appropriate employees based upon this criterion.
 - Obtain any other information, instruction, training, equipment or facility that could reasonably be expected to safeguard the health and safety of the temporary worker.
 - Stop working immediately if work appears unsafe, and establish that staff should report any concerns to a manager immediately.
 - Ensure, so far as is reasonably practicable, that you are provided with comprehensible and relevant information on the hazards and risks and preventative and protective measures.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Key Documentation to comply with this Policy

[Host Employment internal audit pro-forma](#)

Hot Work

Hot Work comprises work activities that involve the application or generation of heat during their execution. Such activities include cutting, welding, brazing, soldering and the use of blow-lamps.

Hot Work, in the main, is associated with the application of heat either directly to, or adjacent to plant, tanks, vessels, pipes etc., that contain or have contained any explosive, flammable or toxic substance. However, for completeness, due to the fire risks intrinsic to any Hot Work Activity, and the risk of personal injuries due to hot debris, toxic fumes etc.

Before any TRIPLE STAR FIRE & SECURITY LIMITED Employee or sub-contractor carries out any hot work, they must ensure that these activities have been adequately covered by the risk assessments for that task. These should be carried out by a suitably competent person(s). The Works Supervisor should have sufficient technical knowledge, training and practical experience of the Hot Work Processes and their associated hazards to supervise any hot work activity.

Hot Work should only be undertaken if alternatives have been discounted, i.e. mechanical fixing, sawing, adhesives etc.

If the Hot Work involves or produces substances hazardous to health, e.g. cleaning solvents, acids, welding fumes etc. then the work must include any additional control measures as necessary under the Control of Substances Hazardous to Health Regulations.

To control the risks associated with Hot Work operations, activities must be carried out in accordance with a Permit to Work.

All the control and preventative measures stipulated in the permit to work must be rigorously followed by the TRIPLE STAR FIRE & SECURITY LIMITED Employee or sub-contractor and the other members of the work party (where appropriate).

The work area should be made as safe as possible before the work starts, and all the prescribed preventative precautions must be taken whilst the work is in progress.

On completion of the hot work, the area must be made safe and properly cleared up.

The Works Supervisor must decide whether to re-visit the work area, after a suitable period of time (usually 30 minutes), to ensure that there are no signs of possible causes of fires. This should be stipulated as part of the procedure or permit if appropriate.

All TRIPLE STAR FIRE & SECURITY LIMITED Employee or sub-contractor shall adhere to the site rules regarding the management of hot work on all sites in accordance with the Principal Contractor's site rules.

Hot work in confined spaces

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Hot work within confined spaces must only be undertaken with a confined space entry certificate issued by the Site Manager or Agent.

Further information regarding confined space entry can be found within the ‘Confined Space Working’ section of this Health and Safety Policy and supporting arrangements.

Duties of the Works Supervisor during hot work

The Works Supervisor shall have sufficient technical knowledge, training and practical experience of the Hot Work Processes and their associated hazards to ensure that the work is undertaken in accordance with the associated Risk Assessment for the activity.

The Works Supervisor has the following duties:

- Ensure that the hazards associated with the hot work activity are assessed and the potential effect on the surrounding area and processes considered.
- To ensure that the appropriate documentation is issued to the TRIPLE STAR FIRE & SECURITY LIMITED Employee or sub-contractor and discussing the practicalities of the safety precautions and control measures required.
- Monitor that during the hot work activity, the work is carried out in line with the permit to work and sequence of works as detailed within the risk assessment and method statement.
- To ensure that on completion of the hot work the TRIPLE STAR FIRE & SECURITY LIMITED Employee or sub-contractor has left the area in a safe condition and to cancel the permit to work in accordance with site rules.

Our duties in relation to Employees or sub-contractors during hot work

The TRIPLE STAR FIRE & SECURITY LIMITED Employee or sub-contractor that is performing hot work shall be sufficiently trained and competent to perform hot work activities. Should the Employee or sub-contractor be undertaking the work as part of personal development, they should be under the strict supervision of a competent person to provide advice and support during the work.

The TRIPLE STAR FIRE & SECURITY LIMITED Employee or sub-contractor has the following duties:

1. Ensure that a hot work permit is issued and completed in accordance with the site permit to work procedure before commencing with hot work activities.
2. Discuss the safety precautions required with the Works Supervisor and other members of the work party (If applicable).
3. Sign for acceptance of the permit to confirm understanding of the requirements and the obligation to carry out the instructions correctly.
4. Work in compliance with the permit to work and the risk assessment and method statement for the activity.
5. Ensure that all barriers, screens or other protective measures are erected around the perimeter of the work area and any potential drop zones.
6. Confirm the communication and/or reporting procedures for emergency situations before commencing with hot work
7. Observe all fire precautions.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- 8. Comply with any monitoring required by the documentation.
- 9. Keep the Hot Work Area clean, tidy and free from any combustible materials.
- 10. Restrict the use and application of heat to the stated points of work.
- 11. Leave the area in a safe condition if the hot work is suspended. The permit will need to be formally extended or a new permit issued if the hot work is to continue on a different day.
- 12. Comply with any requirements laid down in the risk assessment and method statement and carry out a personal inspection after a specified period following the last application of heat.
- 13. On completion or cessation of the Hot Work, confirm that the Hot Work area is safe and free from any source of ignition or any signs of any smouldering materials, tidy up the work area, remove/replace any fire fighting equipment, if a permit was issued, sign it off and return it to the Permit Issuer.

Key Documentation to comply with this Policy

[Hot Work Management internal audit pro-forma](#)

Legionella

Legionnaires' disease is an uncommon form of pneumonia caused by the legionella bacterium. The majority of cases reported are as single (isolated) cases, but outbreaks can occur. All ages may be affected, but the disease mainly affects people over 50 years of age, and generally men more than women. Smokers and the immunocompromised are at a higher risk.

TRIPLE STAR FIRE & SECURITY LIMITED act as Duty Holder for all Company premises and bear overall responsibility for compliance with the control of legionella bacteria in premises where water is used, stored; and if there is a risk of creating and transmitting water droplets (Aerosols) which may be inhaled, causing a reasonably foreseeable risk of exposure to Legionella bacteria.

Legionella Risk Assessment

TRIPLE STAR FIRE & SECURITY LIMITED Shall ensure that a legionella risk assessment is undertaken on company premises where any of the following systems are installed:

- Cooling systems with cooling towers, evaporative condensers or dry/wet cooling systems.
- Hot and cold-water systems.
- Spa Pools.
- Plant and systems containing water that can create and increase the risk from legionella during operation or when being maintained.

Within Premises where TRIPLE STAR FIRE & SECURITY LIMITED are not acting as Duty Holder, the person/company in charge of the building and subsequent maintenance retains responsibility for the completion of a legionella risk assessment.

All Companies contracted to undertake any Legionella risk assessment shall be deemed competent in accordance

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

with theTRIPLE STAR FIRE & SECURITY LIMITED Sub-Contractor control policy prior to contracting work to the Competent Organisation.

Where the risk assessment shows that there is a reasonably foreseeable risk of exposure to legionella bacteria. The Company Director retains the responsibility for the implementation of control measures following the completion of the risk assessment (where applicable).

Findings from the risk assessment shall be communicated with Safety Representatives, Employees, Sub-Contractors and other building occupiers (Where applicable).

Conditions that promote the growth of Legionella Bacteria

Legionella bacteria may contaminate water systems where the temperature is between 20 and 45°C. It is uncommon to find any significant growth below 20°C. The bacteria do not survive for any lengthy period above 60°C. The optimum temperature growth is 37°C.

The presence of sediment, sludge, scale and organic material can act as a source of nutrients for Legionella bacteria. Commonly encountered organisms in water systems such as algae, amoebae and other bacteria may serve as a nutrient source for Legionella. The formation of a biofilm (slime) within a water system will also play an important role in harbouring and providing favourable conditions in which Legionella can proliferate.

The presence of water stagnation can also play a significant part in legionella growth. An example of this would be a building that has little to no use of its water systems within a school holiday or disused pipework that is still live.

If the conditions mentioned above are eliminated or controlled, the likelihood of legionella growth will be significantly reduced.

Design and Installation of new or refurbished building services

All domestic water systems new or refurbished installations shall comply with current water regulations and ACOP L8 / HSG 274 guidance. It is important to ensure that potential hazards are designed out where possible before installation.

Management of legionella

Where the legionella risk assessment identifies that there is a reasonably foreseeable risk, and it is reasonably practicable to prevent exposure or control the risk from exposure, TRIPLE STAR FIRE & SECURITY LIMITED shall appoint a competent person or persons to help undertake the measures needed to comply with the requirement within the Control of Substances Hazardous to Health Regulations (COSHH). This may be an internal employee or an external organisation depending on the level of risk identified during the risk assessment.

Where the assessment shows that there is a reasonably foreseeable risk of exposure to legionella bacteria, the use of water systems, parts of water systems or systems of work that lead to exposure must be avoided so far as is reasonably practicable. Where this is not reasonably practicable, a written scheme for controlling the risk from the

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

exposure that shall be developed by a competent person and shall be properly implemented and managed.

Where the risks are insignificant and are being properly managed, no further action may be required.

The written scheme shall specify measures to take to ensure that it remains effective.

The written scheme should include, as a minimum:

- An up-to-date plan showing the layout of the plant or water system, including parts temporarily out of use (a schematic diagram is sufficient).
- A description of the correct and safe operation of the system.
- The precautions to take.
- Checks to carry out to ensure the written scheme is effective and the frequency of such checks.
- The remedial action to take if the written scheme is shown to be not effective.

Where required, water quality testing shall be undertaken by a suitably qualified and competent service provider. All water quality testing shall be undertaken in accordance with HSG247 for both cooling systems and hot and cold water systems.

Review of Control Measures

Where additional precautions are deemed necessary, they shall be reviewed to ensure that they remain effective. Where required, this shall be contracted to a suitably qualified and competent organisation.

Record Keeping

In accordance with Legal reference document L8, records shall be maintained including details on the:

- Appointed person(s) for conducting the risk assessment, managing and implementing the written scheme.
- Significant findings from the risk assessment.
- Written scheme and evidence of its implementation.
- State of operation of the water system such as “in use” or “not in use” etc.
- Results of any monitoring inspection, test or check carried out and the dates.

All records shall be kept for a period of 2 years afterwards. Any monitoring inspection, test or check carried out, and the dates shall be kept for a period of 5 years (Minimum).

Key Documentation to comply with this Policy

[Legionella Management internal audit pro-forma](#)

Lifting Equipment

Lifting equipment is work equipment that is used for lifting or lowering loads. The term lifting equipment also covers

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

the accessories that anchor, fix or support the lifting equipment. Lifting equipment is used for a diverse range of tasks, and the equipment has developed over the years so it can perform the simplest of tasks through to extremely complex ones

Examples of lifting equipment include forklift truck, cherry picker (mobile elevated work platform), car transporter, mobile crane, gantry crane, building lift, tail lift, stairlift. Lifting accessories include man-riding cages, web or wire slings, eye bolts or shackles.

TRIPLE STAR FIRE & SECURITY LIMITED shall ensure that all lifting operations are subject to appropriate planning and that lifting equipment is suitable for its intended use, is maintained and tested regularly and used safely, we will:

- Prepare a register of all lifting equipment and accessories.
- Carry out risk assessments for the use of all our lifting equipment and accessories.
- Develop safe systems of work to include suitable lifting plans for all lifting operations, including routine ones.
- Create a detailed lifting plan for more complex lifting operations.
- Prepare and carry out planned preventative maintenance (ppm) regime to ensure that all our lifting equipment and accessories remain compliant with relevant statutory requirements and that all maintenance, tests and inspections are recorded.
- Make arrangements for the statutory testing and thorough examination of all lifting equipment and accessories by a competent person at required intervals and maintain records of such testing and examinations.
- Provide arrangements to have defective lifting equipment taken out of service.
- Provide the necessary information, instruction and training for employees who use lifting equipment and appoint them in writing.
- Provide adequate storage arrangements for lifting equipment and accessories.
- Make arrangements to check the fitness of personnel who operate lifting equipment.
- Ensure that all suppliers of hire equipment are competent contractors. And,
- Ensure that all the relevant maintenance, testing, inspection and thorough examination records of hired or leased equipment are maintained and checked.

Key Documentation to comply with this Policy

[Lifting Equipment internal audit pro-forma](#)

Lone Working

TRIPLE STAR FIRE & SECURITY LIMITED commit to ensuring that best practice methodologies and areas for consideration relating to any person(s) that are required to work along with planning such works to ensure that the activity is completed safely.

Lone and out-of-hours working poses a potential risk to those carrying out the activity, especially when issues such as emergencies, loss of communications and unexpected changes in circumstance take place.

When planned correctly, lone and out-of-hours working can be undertaken in a safe manner and is often the only

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

practical way to complete certain types of work.

For most circumstances, there are no specific legal duties on employers in relation to lone working. However, TRIPLE STAR FIRE & SECURITY LIMITED have a general duty under Section 2 of the Health and Safety at Work Act to provide and maintain safe working arrangements and ensure the safety of employees. Regulation 3 of the Management of Health and Safety at Work Regulations specifies the need to carry out a risk assessment of tasks to which their employees are exposed.

Lone working can is defined as:

Any work activity that is to be carried out in isolation from other workers by an individual or a small team. Typical operations carried out on sites which may necessitate lone working include: Site security/night watchmen, remote working, i.e. isolated works on road construction, and working outside of normal hours.

Additional control measures should be in place when managing individuals who may be working outside of audible range / line of sight of the rest of their working colleagues.

Out-of-hours working is defined as:

That generally considered being outside the normal working hours of a workplace where supervision and/or site activities are at a minimum or even non-existent. Such situations may include monitoring, surveying, testing and client-specific activities outside the contractual agreement between TRIPLE STAR FIRE & SECURITY LIMITED and the Client themselves. In such situations, it is imperative that, where TRIPLE STAR FIRE & SECURITY LIMITED is the Principal or Sole Contractor, an agreement has been reached in the planning stages as to how supervision and activities will be maintained.

Restrictions on Lone Working

The Company Director shall determine the restrictions on lone or out-of-hours working.

In some circumstances, the rules applicable to work in a particular location may not permit lone working. Wherever possible, the practice of lone working should be eliminated altogether.

For example, in certain circumstances, this may apply to elements of work associated with:

- Working over or near water.
- HV electrical work.
- Activities involving chemicals.
- Work at height.
- Confined Space entry and/or working.
- Working with some types of plant and equipment.
- Situations where the adequate provision of rest, hygiene and welfare facilities cannot be assured.
- The risk of violence from members of the public.
- Activities involving work on high hazard machinery (e.g. pneumatic / hydraulic presses, chippers, etc.).

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

In such cases, alternative methods of carrying out the work should be investigated, for example:

- Re-timing the work so that it can be undertaken when others will be present,
- Arranging for a second person to accompany the worker.

In all situations where such works are undertaken, the competence and fitness of the individual engaged in the activity must be confirmed.

The Contracted H&S Consultant will provide support as required.

The key to maximising personal safety and wellbeing wherever lone work is considered is through a suitable and sufficient risk assessment that addresses:

- Whether the work can be done safely by a single person.
- The required arrangements to ensure that the lone worker is at no more risk than employees working together.

Ensuring competency and fitness

It is essential that the worker identified to undertake the activity is competent and fit to do so. It is important that both the Works Supervisor and the Worker concerned appreciate the nature of the activity and the work involved.

The Works Supervisor must ensure the Risk Assessment and Method Statement for which the lone or out-of-hours work activity is to be undertaken is completed and reviewed to ensure that it is suitable and sufficient for the activity. They must take account of the individual, the location, the equipment and/or materials to be used and any emergency situation that could arise. s.

Work Supervisor must consider the following points during the risk assessment process (further guidance is available below):

- Remoteness and Isolation.
- Communications and personal alarms.
- Supervision and monitoring.
- Medical suitability.
- Emergency situations.
- Information and training.
- Out of hours controls.
- Management of change (activity, location etc.).

Communications and personal alarms

It should be ensured that appropriate communications are maintained with the lone worker, especially when continuing supervision is required. The lone worker should be equipped with a means of two-way communication, a pager or a personal alarm.

The system should enable the worker to raise an instant alarm or be located accurately if assistance is required.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Automatic warning devices, which operate if specific signals are not received periodically from the lone worker, are also available. It should be remembered that mobile phones have limitations such as restrictions of the work environment, battery life, signal strength and incapacity of the lone worker.

Supervision and monitoring

Although lone workers cannot be subject to constant supervision, there is a duty on the company to provide appropriate control of the work. The extent of supervision required depends on the risks involved and the ability of the lone worker to identify and handle health and safety issues. The higher the risk, the greater the level of supervision required.

Procedures must be in place to monitor lone workers and ensure they remain safe. This may include:

- Periodic visits from Supervisors observing people working alone.
- Contact between Supervisors and lone workers using either a telephone or radio. Contact arrangements should be documented as part of the risk assessment and should include communication protocols when commencing and finishing work and returning to base / home.

The use of signing-in/logging system is useful for monitoring the safety of lone workers. Signing-in can be used as part of a monitoring system at sites that are regularly patrolled by security staff outside normal hours. However, in such situations, there must be an agreement with the security staff about their monitoring role; it cannot be assumed that they will carry out this function.

Contingency plans specifying the action to be taken should a pre-arranged contact not be made, or an alarm device operated, should be included as part of the risk assessment.

Medical suitability

The Company Director shall consider whether the job imposes any extra demands on the lone worker's physical or mental stamina and if the lone worker suffers from any illness that might increase the task risks.

Both routine work and foreseeable emergencies may impose additional physical and mental burdens on the individual.

Emergency situations

The risk assessment should identify foreseeable events and emergency procedures should be established, and employees trained in them, consideration should be given on how to communicate if the operatives' first language is not English.

Lone workers should be capable of responding promptly and correctly to emergencies and should have access to adequate first-aid facilities (the risk assessment may indicate that lone workers need training in first aid). In addition, those persons designated to respond in such an event must be available at all times specified and must act promptly and in accordance with the agreed system.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Information and training

Sufficient training and information must be provided to a lone worker to enable him/her to identify hazards and take appropriate action to avoid them. She/he must be entitled to leave the workplace if there is serious and imminent danger. Training is particularly important where there is limited supervision to continuously guide and help in situations of uncertainty.

In addition to this guidance, the Health and Safety Executive document, Working Alone (INDG 73), can be used as a further source of information.

Out-of-hours

The main issue is the type and level of control measures that are necessary in order to maintain well-being when undertaking out of hours working. Should the risks be considered too high for out-of-hours working by third party individuals owing to lack of supervision, TRIPLE STAR FIRE & SECURITY LIMITED shall arrange for competent supervision to be provided and subsequent health and safety provisions to be made as necessary.

It is imperative that out-of-hours working is agreed in advance and that all hazards and risks in addition to those posed by lone working are identified. A Safe System of Work should be developed and include risk assessments and method statements, emergency procedures, site briefings (to include ‘no go areas’, etc.) and communications.

On contracts where out-of-hours working is likely owing to a client’s need to have 24-hour access to deal with emergencies, for example, the interface with project out-of-hours status should be agreed between all relevant parties and written down in the form of a Safe System of Work.

Key Documentation to comply with this Policy

Lone Working internal audit pro-forma

Manual Handling

Manual handling operations mean any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving of it) by hand or by bodily force. Many people hurt backs, arms, hands or feet lifting everyday loads, not just when the load is too heavy. Up to 2012, around a third of all over-three-day injuries reported to the Health and Safety Executive (HSE) and to local authorities were the result of manual handling activities.

Work-Related Upper Limb Disorders (WRULD’s) can happen in almost any workplace where people do repetitive manual handling activities or work in awkward postures for prolonged periods of time or as a result of one-off incidents.

Early symptoms may be temporary muscular aches and pains, but if such work is not properly managed, they can develop into chronic and disabling disorders. Cumulative damage can build up over time, causing pain and discomfort

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

in necks, backs, shoulders, arms, hands or fingers.

Most cases could be avoided by the provision of suitable and regularly maintained mechanical aids together with relevant training on using the equipment safely and manual handling.

To ensure that manual handling activities are undertaken safely and that safe system of work is clearly understood throughout the company, we will:

- Identify all manual handling operations and activities undertaken by our employees.
- Complete an initial appraisal of all operations to determine if a risk of injury to employees is present.
- Avoid, wherever possible, manual handling tasks where there is a risk of injury to employees.
- Complete a detailed assessment of each manual handling operation if the risk is unavoidable.
- Develop safe systems of work.
- Inform all employees involved in manual handling operations of any possible risks and how these can be avoided.
- Provide employees with sufficient information, instruction and training on approved, safe manual handling techniques to ensure their health and safety whilst undertaking tasks.
- Deliver appropriate training in the use of any mechanical aids employees are expected to use.
- Ensure appropriate health checks are made on the individuals performing the tasks, especially vulnerable people, and ensure that employees bring to our attention any changes in their own medical conditions. And,
- Periodically assess accident records to identify any trends in musculoskeletal injuries and ensure that serious injuries are appropriately reported.

Key Documentation to comply with this Policy

[Manual Handling internal audit pro-forma](#)

[Manual handling risk assessment](#)

Method Statements

TRIPLE STAR FIRE & SECURITY LIMITED’s intention is to prevent injuries and ill health to employees and others who are liable to be affected by our activities.

To do this, we recognise that we must adopt safe systems of work. Therefore, assessments will be carried out to identify risks (see Risk Assessment Procedure). Based on these, safe systems of work will be prepared and used.

The safe systems of work to be used on a particular site will be communicated to employees and Clients and/or Principal Contractors by the use of written Method Statements.

Where work is subcontracted, we will not allow the work to commence until we have received and approved a Method Statement from the subcontractor.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Each Method Statement will include, but will not be limited to, the following information:

- Name of site.
- Name of Client, Principal Designer, Principal Contractor and any subcontractors.
- Location of work.
- Details of work, including work sequence.
- Any special controls to be used
- Supervisory arrangements
- Competence of those carrying out the work.
- Emergency Procedures.
- First aid arrangements.
- Special personal protective equipment to be used.
- List of plant, equipment and authorised users.
- Hazards and associated risks.

Responsibilities

The Company Director is responsible for ensuring that RAMs documents are prepared for work carried out by TRIPLE STAR FIRE & SECURITY LIMITED.

The Company Director is responsible for obtaining and approving subcontractors' Method Statements.

Supervisors are responsible for bringing any significant findings of Method Statements to the attention of the persons concerned and for ensuring that procedures described in Method Statements are followed.

All employees and subcontractors are required to follow the Method Statements for the work they are carrying out.

Mobile Phones at work

The use of mobile phones by operatives on a construction site can be a significant distraction. People involved in telephone conversations or sending text messages etc. are at increased risk of injury on site as they are not fully observant of hazards within their environment.

The main risks of using phones on site are:

- Distraction to the machine and plant operators.
- Distraction to people working at height or climbing ladders.
- Lack of concentration when using safety equipment
- Distraction to people walking across the site.
- Lack of awareness of things happening around you.
- The danger of stepping out in front of a machine.
- Distracts the user from observing and adhering to a warning.

As a general rule, the use of mobile phones will therefore not be permitted on site, outside of the site office and

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

welfare facilities.

In low-risk areas away from traffic movements, plant and machinery and work at height, etc., Site Management may choose to designate safe areas where they deem it safe for persons to use phones. These ‘phone zones’ may only be formed if the Site Manager can demonstrate that a suitable risk assessment has been carried out.

Disciplinary action may be taken against persons using phones where they are putting themselves or others at risk.

Key Documentation to comply with this Policy

[Mobile Phones at Work internal audit pro-forma](#)

Monitor, Audit and Review

Performance monitoring is a proactive, as well as reactive, process that enables a business to monitor and measure its health and safety performance. Performance monitoring also measures the effectiveness of the safety management system, which is important to the business for several reasons, among them, financial, moral and legal. This policy and arrangements will be reviewed on at least an annual basis; the provision will also be made to undertake a review in the event of the introduction of new, or the amendment of existing legislation, codes of practice or guidance notes.

TRIPLE STAR FIRE & SECURITY LIMITED recognises the need for regular safety inspections and will ensure that these are undertaken and recorded. The Health and Safety at Work etc. Act 1974 requires that the Company Health and Safety Policy and its implementation be monitored and reviewed as necessary.

The Management of Health and Safety at Work Regulations 1999 require the monitoring and review of arrangements to achieve progressive improvement.

All employees are encouraged, and expected, to bring to the notice of the Director any areas where the Company Policy on Health, Safety and Welfare appears to be inadequate or requires clarification.

All accidents will be investigated to enable the company to learn from these experiences and put effective controls in place to prevent a reoccurrence.

Where external assistance is required, the Director shall liaise with external Health and Safety Advisors, the Health and Safety Executive, Building Employers Confederation and other professional bodies, and actively seek advice and information regarding changes in Health, Safety and Welfare legislation and new or revised working practices.

Expert advice will be sought and taken as and when necessary, through a full and thorough yearly audit and regular safety inspections carried out to examine, develop and improve health and safety controls, techniques and applications already in place.

Monitoring shall be carried out on a daily basis by the management team on regular site visits and formally by an

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

external Safety Advisor at regular intervals, dependant on the complexity of the project.

To ensure that all our work activities are undertaken with due regard for the health, safety and welfare of all our employees, it is of paramount importance that our policy on performance monitoring is clearly understood throughout the company. Consequently, we will:

- Review accident, incident and near-miss statistics and ensure remedial actions have been completed.
- Review results of regular health and safety inspections of the workplace and ensure that all agreed remedial actions have been completed, within agreed timescales.
- Review training records to ensure employees have been provided with adequate information, instruction and training to carry out their job roles.
- Ensure that an annual safety audit is undertaken which will be a detailed and analytical review of the management of health and safety across all the areas of the company.
- Set company objectives for the next 12 months. And,
- Review, and amend as necessary, our health and safety policy at regular intervals and no later than the date specified in the footer of this document.

Key Documentation to comply with this Policy

[Workplace inspection form](#)

[Site Inspection report](#)

[Management system audit form](#)

[H&S Policy Internal Audit pro-forma](#)

Non-English-Speaking Personnel

Employers are required under the Health and Safety at Work Act to provide their workforce with the information necessary to ensure, as far as reasonably practicable, their health and safety at work.

Non-English-speaking labour can comprise many occupations and trades - TRIPLE STAR FIRE & SECURITY LIMITED have split this into the following categories.

Specialist international contractors: Equipment is often procured internationally. Contracts will often require international installation teams. It is common for only a few members of the team to speak English.

Tradesmen: Trades, typically supply chain, may comprise non-English speaking operatives, e.g. electricians and dry liners.

Unskilled Labour: Non-English-speaking workers will often be employed in unskilled positions on site. In many cases, these individuals will be contracted to TRIPLE STAR FIRE & SECURITY LIMITED on a labour-only basis as well as our

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

supply chain. These will typically include security operatives and cleaners.

It is difficult to categorise the level of English language that individuals possess. This document concentrates on operatives who have very limited English, including those who do not understand written English and who would not understand the basic elements of a site induction. Although this may not put individuals in danger directly, it may lead to an accident on-site if a misunderstanding takes place.

Regulation 10 of the Management of Health and Safety at Work Regulations requires the provision of information for employees, which is comprehensible and relevant, i.e. capable of being understood by the person for whom it is intended. This is supported by an Approved Code of Practice, "Management of Health and Safety at Work", which states that:

- The information provided should be pitched appropriately, given the level of training, knowledge and experience of the employee.
- It should be provided in a form that takes account of any language difficulties or disabilities.

For employees with little or no understanding of English, or who cannot read English, TRIPLE STAR FIRE & SECURITY LIMITED may need to make special arrangements. providing translations, such as using interpreters, or replacing written notices with clearly understood symbols or diagrams.

On projects where TRIPLE STAR FIRE & SECURITY LIMITED utilise persons of non-English-Speaking background, the following mitigations shall be considered to reduce the level of risk to the individual and others on-site to an acceptable level:

- Using small manageable gangs with at least one supervisor who can act as interpreter. Ensure that the supervisor stays with the gang whilst working and is able to interpret/deliver inductions, toolbox talks, and routine instructions.
- Providing written safety instructions in native languages. The HSE provides various guidance in a variety of languages and free leaflets about health and safety
- Not allowing the lone working of non-English speaking workers.
- Using internationally recognised pictorial safety signage.
- Providing additional training and/or training time.
- Using translation services.
- Exploring organisations that can deliver training in various languages.
- Considering language training for long-term workers, particularly where such training could increase efficiency and understanding between Costain and its personnel.
- Providing training for managers and supervisors.

Other key pieces of legislation include:

- The Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Equality Act 2010

Using fair, objective and innovative employment practices, our aim is to ensure that all personnel working for

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

(including potential employees) or directly under the control of TRIPLE STAR FIRE & SECURITY LIMITED:

- Are treated fairly and with respect at all stages of their employment.
- Have the right to be free from harassment and bullying of any description, or any other form of unwanted behaviour, whether based on gender, marital status, age, sexual orientation, disability, religion, colour, nationality or race.
- Have an equal chance to contribute and to achieve their potential, irrespective of any defining feature that may give rise to unfair discrimination.
- Are not discriminated against.

Key Documentation to comply with this Policy

[Non-English-Speaking Personnel internal audit pro-forma](#)

Occupational Health & Mental Health

TRIPLE STAR FIRE & SECURITY LIMITED commit to ensuring the ongoing health of employees physical and mental wellbeing. This policy aims to ensure that no employee will be adversely effected by their duties and that support is available where required.

Fatigue Management

The Working Time Regulations 1998 (as amended) (WTR) lay down the minimum legal requirements on how to organise working time. Some workers in certain sectors, such as the aviation industry and mobile workers in road and sea transport, are currently exempt from WTR and are subject to specific legislation that relates to working time. TRIPLE STAR FIRE & SECURITY LIMITED shall attempt to plan work during standard daytime hours where practicable. According to HSG256, standard daytime hours are considered as “A work schedule involving an activity during the day, commonly for a period of eight hours between 7.00 am and 7.00 pm. There are usually two periods of work, one in the morning, the other in the afternoon, separated by a lunchtime break”.

Fatigue is the decline in mental and/or physical performance that results from prolonged exertion, lack of quality sleep or disruption of the internal body clock. The degree to which a worker is prone to fatigue is also related to the workload. For example, work that is machine paced, requires constant attention, complex or monotonous will increase the risk of fatigue

To ensure that all workers and sub-contractors can maintain an acceptable level of concentration

TRIPLE STAR FIRE & SECURITY LIMITED shall comply with the Working time directive. In general, the Working Time Regulations provide rights to:

- A limit of an average 48 hours a week on the hours a worker can be required to work, though individuals may choose to work longer by "opting out".
- Paid annual leave of 5.6 weeks' a year (Only applicable to PAYE Employees).

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- 11 consecutive hours' rest in any 24-hour period.
- A 20-minute rest break if the working day is longer than six hours.
- One day off each week.
- A limit on the normal working hours of night workers to an average eight hours in any 24-hour period, and an entitlement for night workers to receive regular health assessments.

There are special regulations for young workers, which restrict their working hours to 8 hours per day and 40 hours per week. The rest break is 30 minutes if their work lasts more than 4.5 hours. They are also entitled to two days off each week.

TRIPLE STAR FIRE & SECURITY LIMITED shall:

- Ensure that adequate opportunity is available for employees, contractors and visitors to rest sufficiently before commencing work.
- Monitor and control working hours, including overtime, to provide time arrangements that do not require excessive periods of time at work.
- Identify, develop and implement a fatigue management plan with control strategies to address fatigue-related risks within the workplace in consultation with the employees.
- Provide training to employees and contractors to develop a common understanding of fatigue management.
- Develop a culture of shared responsibility for fatigue management within the Company.
- Implement an appropriate employee assistance program to assist in managing fatigue.
- Promote a healthy lifestyle, both at work and at home.

Key Documentation to comply with this Policy

[Fatigue Management internal audit pro-forma](#)

Hand Arm Vibration

Hand-arm vibration (HAV) is vibration transmitted into the hands and arms when using hand-held, powered, work equipment. Excessive exposure to HAV can cause hand-arm vibration syndrome (HAVS) and carpal tunnel syndrome. HAVS affects nerves, blood vessels, muscles and the joints of the hand, wrist and arm: it includes vibration white finger, which can cause severe pain in the affected fingers. If ignored, HAVS can become disabling.

The Control of Vibration at Work Regulations have laid down key limits to vibration exposure. They are as follows:

- The exposure action value (EAV) for hand-arm vibration - a daily exposure of 2.5 m/s2
- The exposure limit value (ELV) for hand-arm vibration - a daily exposure of 5 m/s2.

These values represent a high risk above which employees should not be exposed.

To ensure that we prevent or reduce risks to health and safety from hand-arm vibration and that our policy will be clearly understood throughout the company, we will:

- Identify work processes, tasks, activities and machinery that could expose our employees to risks caused by hand-arm vibration;

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- Carry out an initial hand-arm vibration survey
- Ensure that the risks to employees from exposure to hand-arm vibration are assessed by a competent person, where we have identified a potential problem;
- Take the necessary action to reduce the exposure to hand-arm vibration that produces these risks, ensuring that the legal limits of hand-arm vibration exposure are not exceeded;
- Ensure that all work equipment provided is regularly maintained and tested under statutory requirements or manufacturers' instructions, where applicable, using competent contractors, where necessary;
- Provide suitable and sufficient information and training for employees;
- Provide employees with suitable hand-arm vibration protection (see the personal protective equipment policy) where vibration exposure cannot be reduced enough by the selection of low vibration equipment or through the use of engineering control techniques;
- Provide appropriate health surveillance where the risk assessment indicates that there is a risk to the health of employees; and
- Review, and amend as necessary, assessments on an annual basis, when a competent reviewer considers a change in circumstances in the workplace will affect hand-arm vibration exposure levels, when other significant changes or accidents occur or when we have any reason to believe the assessment is no longer valid.

Key Documentation to comply with this Policy

[Hand Arm Vibration internal audit pro-forma](#)

[Hand Arm Vibration Screening question](#)

[Hand Arm Vibration Annual Health assessment](#)

Health Surveillance

This procedure underpins the measures that managers and employees of TRIPLE STAR FIRE & SECURITY LIMITED need to take in the prevention of work-related ill health by implementing the appropriate control measures necessary to protect staff and effective health surveillance required where there is any residual risk to the employee's health and wellbeing.

Health surveillance is about putting in place systematic, regular and appropriate procedures to detect early signs of work-related ill health among workers who are exposed to certain health risks and acting on the results. Health surveillance information is particularly important where there is an identifiable disease or adverse health condition associated with the work, where there are valid techniques to detect indications of the disease or condition and a reasonable likelihood that this disease or condition might develop under the conditions at work.

This procedure applies to all employees.

TRIPLE STAR FIRE & SECURITY LIMITED's responsibility to provide health surveillance is specifically limited to employees; however, it is acknowledged that this causes some difficulties where Apprentices / trainees etc. may work jointly on projects and be exposed to the same risks; therefore the same provision should be extended to non-

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

employees.

Health surveillance is a term used for any activity which involves routinely seeking information about any employee’s state of health in relation to their work. The purpose of health surveillance is to:

- Detect adverse health conditions at an early stage.
- Check the effectiveness of the control measures in place.
- Provide feedback on the accuracy of the risk assessments.
- Identifying and protecting individuals at risk.

The means of determining when health surveillance is necessary is via risk assessment. The risk assessment process should identify if health surveillance is necessary, and this must be identified and recorded as a health risk control system.

Occupational health is a distinct branch of medicine concerned with how a worker’s health can affect his or her ability to do the job and how the work environment can affect an employee’s health and wellbeing.

Initial Employment

Where required, a pre-employment screening questionnaire may be issued to an Employee following an assessment of previous work undertaken by the Employee. The requirement to provide pre-employment screening will be at the discretion of TRIPLE STAR FIRE & SECURITY LIMITED and based on verbal discussions with the new Employee.

While the contents of pre-employment questionnaires are regarded as relevant aspects may need to be discussed with the nominated 3rd party specialist to ensure the safety of the individual concerned and to make necessary adaptations to the tasks/workplace.

Confidential information includes:

- Any occupational health questionnaire completed by the individual but excluding any information that the individual agreed at the time could be made available to specified members of TRIPLE STAR FIRE & SECURITY LIMITED , e.g. health surveillance and manual handling assessment forms submitted following discussion with Supervisors.
- Any other clinical information.
- Details of clinical examination.

Non-confidential information includes:

- Basic information relating to employment.
- Any history of reported exposure to specific hazards.
- Relevant information relating to types and dates of immunisation, diagnostic tests, an accident at work and environmental monitoring data.
- Health surveillance survey information provided following discussion with Supervisors or management.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Annual Health Surveillance Checks

Annual health surveillance checks shall be undertaken for the following:

- Display Screen Equipment Eye Screening Programmes
- General health surveillance questionnaires covering the following topics:
 - Skin condition
 - Lead exposure (Where Applicable)
 - Vibration including hand-arm vibration and whole-body vibration
 - Respiratory performance
 - Noise exposure
- Immunisation Programmes for the following staff as required
 - Cleaners and caretakers
 - Those staff who are required to travel abroad as part of their duties
 - First Aiders for hepatitis B injections.

The risk assessment programme is available to identify what the health risks are and to establish the relevant aspects of health management, including:

- Monitoring (sampling) to characterise levels of exposure to health hazards
- Specifications of safe and healthy working practices and environments,
- Identification of opportunities for improvement addressing diversity – young persons, pregnant women, female night workers, disabilities, etc.
- Specific risk assessment - addressing the specific requirements to manage health risks, for example, in workers who are not working on-site, e.g. those that visit foreign countries.

The health surveillance for stress management is managed by the Company Director with a holistic approach in supporting staff and offering them staff development in the areas of mentoring, coaching, mediation, etc. to actively promote positive wellbeing for all staff.

The Occupational Health Adviser writes to the employee and personnel, indicating whether the employee is fit for work with or without adjustments or additional follow up.

If the employee is fit for work with no adjustments or additional follow up, no further action is required. The Occupational Health Adviser sets the employee up into the health surveillance check process and will contact the employee when the next surveillance programme is scheduled.

If the employee is unfit to undertake the duties of their current role, the individual will be assessed by an Occupational health specialist where restrictions on duties will be advised depending on the severity of the conditions. The findings shall be shared with the employees via the Company Director

Record Keeping

A health record must be kept for all employees under health surveillance.

Records are important because they allow links to be made between exposure and any health effects. Health records, or a copy, should be kept in a suitable form for at least 40 years from the date of last entry because often there is a

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

long period between exposure and onset of ill health.

Employee details should include:

- Surname
- Forename(s)
- Gender
- Date of birth
- Permanent address, including postcode
- National Insurance number
- Date present employment started

Recorded details of each health surveillance check should include the:

- Date they were carried out and by whom
- Outcome of the test/check
- Decision made by the occupational health professional in terms of fitness for the task and any restrictions required. This should be factual and only relate to the employee's functional ability and fitness for specific work, with any advised restrictions.

The record should be kept in a format that it can be linked with other information (e.g., with any workplace exposure measurements).

Key Documentation to comply with this Policy

[Health Surveillance internal audit pro-forma](#)

[Hand Arm Vibration Screening question](#)

[Hand Arm Vibration Annual Health assessment](#)

- [Skin Condition annual assessment](#)Peak sound pressure of 135 dB(C)

[Lead Hazards assessment](#)

[Lead Health Surveillance](#)

[Respiratory annual health assessment](#)

[Noise annual Health assessment](#)

Noise at Work

Noise at work can cause temporary or permanent hearing loss. People often experience temporary deafness after leaving a noisy place, but usually, recover their hearing within a few hours. Permanent hearing damage can be caused

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

immediately by sudden, loud, explosive noises, for example, from guns or cartridge-operated machines, but hearing loss is usually gradual due to prolonged exposure to noise. People may only realise how deaf they have become when damage, caused over the years by noise, combines with hearing loss due to ageing. Hearing loss is not the only problem. People may develop tinnitus (ringing in the ears), a distressing condition that can lead to disturbed sleep.

The Control of Noise at Work Regulations have laid down key limits to noise exposure. These are:

Lower exposure action values:

- Daily or weekly exposure of 80 dB(A)

Upper exposure action values:

- Daily or weekly exposure of 85 dB(A)
- Peak sound pressure of 137 dB(C).

There are also levels of noise exposure which must not be exceeded. These are called exposure limit values:

- Daily or weekly exposure of 87 dB(A)
- Peak sound pressure of 140 dB(C)

To ensure that we prevent or reduce risks to health and safety from exposure to noise at work and that our policy will be clearly understood throughout the company, we will:

- Identify all operations within the business where there is a noise risk and who is likely to be affected;
- Carry out an initial noise survey;
- Ensure that the risks to employees from noise at work are assessed by a competent person, where we have identified a potential problem;
- Take the necessary action to reduce the noise exposure that produces these risks, ensuring that the legal limits of noise exposure are not exceeded;
- Provide employees with suitable hearing protection (see the personal protective equipment (PPE) policy) where noise exposure cannot be reduced enough by using noise control techniques;
- Provide our employees with adequate information, instruction and training in order to understand the noise risks that they may be exposed to and how to use noise control techniques and the hearing protection provided;
- Carry out health surveillance where the noise risk assessment has identified there is a risk to health; and
- Review, and amend as necessary, the noise risk assessment on an annual basis, when significant changes or accidents occur or when we have any reason to believe the assessment is no longer valid.

Key Documentation to comply with this Policy

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

[Noise at Work internal audit pro-forma](#)[Noise annual Health assessment](#)

Stress

Stress is defined as "the adverse reaction people have to excessive pressure or other types of demand placed upon them". Stress is not an illness in itself, but if prolonged or particularly intense, it can lead to increased problems with ill health, poor productivity and human error. There is a clear distinction between pressure, which can create a 'buzz' and be a motivational force, and stress, which can occur when this pressure becomes excessive. Workplace stress exists where people reasonably perceive that they cannot cope with what is being asked of them at work.

To ensure that all our work activities are undertaken with due regard for the health, safety and welfare of all our employees so far as is reasonably practicable and that our policy concerning stress is clearly understood throughout the company, we will;

- Regularly review productivity data, sickness absence records, staff turnover or other relevant information to find out whether there may be work-related stress issues;
- Undertake a detailed risk assessment to find out whether work-related stress is a problem;
- Provide information, training and support to managers on good management practices, and encourage the early referral of any employees who may benefit, to an occupational health service or employee assistance provider;
- Provide information to employees to increase their awareness of the causes and symptoms of stress, and the various areas of support available to them;
- Offer a confidential counselling service to managers and employees affected by work-related stress;
- Consider offering confidential counselling service to managers and employees affected by stress if caused by external factors;
- Provide return to work support for employees when returning from stress-related illness or any other enforced absence, and
- Monitor and review the effectiveness of this policy and any other measures we have in place to reduce stress and promote workplace health and safety.

Key Documentation to comply with this Policy

[Stress at Work internal audit pro-forma](#)

Occupied Premises

Where the TRIPLE STAR FIRE & SECURITY LIMITED is involved with work in occupied premises care will be taken for the Health and Safety of the Occupier whilst the work is in progress.

We will operate within the conditions of the Client's contract and liaise with the Occupier and advise them on the work to be carried out and an approximate time scale for the contracted works.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Company operatives will wear any security / ID card if required by the Client.

All TRIPLE STAR FIRE & SECURITY LIMITED operatives will be competent to undertake all tasks required in an occupied property and will adopt all emergency procedures put in place by the Client or Occupier.

During the work, the operatives will not leave any materials or debris where it may become a trip hazard.

All reasonable precautions will be taken to obviate the impact when carrying out dusty and noisy operations; at all times they will be carried out with care and consideration.

The operatives will ensure that the property is left tidy during the works, to reduce the risks of injury to the occupier and the general public. Barriers and screens will be utilised and occupants made aware of any changes to hazardous areas throughout the working day.

Particular emphasis will be placed upon:

- Fire evacuation routes.
- The position and location of fire fighting equipment.
- Emergency evacuation procedures.
- Special circumstances relating to the personnel working within or visiting the premises.
- Safety plans specific to the building or any part of the building.
- Maintaining fire compartmentation standards.
- Permit to work conditions.

Key Documentation to comply with this Policy

[Occupied Premises internal audit pro-forma](#)

Office work

Offices can be dangerous places. Therefore, it is extremely important that you work in accordance with our rules and procedures. The major causes of accidents in offices are:

- Slips, trips and falls.
- Manual handling.
- Electrical equipment.

Lighting

All office areas shall be fitted with Sufficient lighting (either natural or artificial), to enable tasks to be completed safely. Windows shall be regularly cleaned, and light fittings maintained at regular intervals.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Access and egress

Office areas shall be laid out in the most appropriate way ensuring that each person has sufficient space and that they are offered unobstructed passageways. Electrical cables shall be positioned where tripping hazards are avoided.

Material and other obstructions shall be kept clear of passageways, in particular cables and stationery boxes, which can cause trips and falls. If it is necessary to leave material in accesses for short periods, make sure there is alternative access and identify the obstruction to highlight the danger.

Display Screen Equipment

Please refer to the Display Screen Equipment section of this policy.

Electrical equipment

All Operatives shall ensure that they:

- Never tamper with electrical equipment or attempt to make repairs.
- Report electrical faults to the Managing Director immediately, so timely repairs can be carried out by a competent person.
- Always ensure that covers and doors protecting electrical apparatus remain securely in place. Keep trailing electrical cables to a minimum to avoid creating tripping hazards. If cables have to cross passageways or traffic routes, cover them with a cable ramp to avoid tripping.
- Do not enter a switch room or substation unless authorised to do so. If you do have occasion to enter, read carefully the information displayed.
- Always check equipment and cables for loose connections and exposed wiring before use and report any damage at the soonest opportunity.
- Do not overload circuits – check that the supply can safely deliver the electrical load required.

Seating

Suitable seats shall be provided for sedentary workers, and seats for typists and display screen users shall be fully adjustable to ensure comfortable postures. Footrests will be provided where necessary.

Welfare and First Aid

Sufficient first aid equipment under the control of a trained first aider or appointed person shall be provided at each office. Adequate washing and toilet facilities shall be provided, and there shall be means provided for making hot drinks and taking refreshments. A reasonable temperature of 16°C shall be maintained, as a minimum throughout the working day.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Lifting and Carrying

Lifting and carrying heavy or awkward objects shall be avoided where possible. Loads shall be broken down to the smallest unit practicable for carrying. Steps or hop-ups shall be provided for access to high-level shelves, etc.

Contractors and Visitors

If contractors and visitors enter the offices and seem uncertain about correct procedures, refer them to the Company Director.

If contractors or visitors are observed acting unsafely, report it to the Company Director or Supervisor accordingly.

Key Documentation to comply with this Policy

[Office Work internal audit pro-forma](#)

Permit to Work

TRIPLE STAR FIRE & SECURITY LIMITED has identified that certain high-risk activities require additional controls to ensure that dangerous situations are avoided. For any such high-risk activity, a Permit to Work must be obtained from the Site Manager. It is the responsibility of the person engaging contractors to work on the premises to advise the contractor about types of work for which a Permit to Work will be required.

Types of work that require a permit to work

A permit to work is required for the following activities:

- Hot Work
- Confined Space Entry
- Electrical Work
- Work at Height / Roof Work
- Permit to Dig

Persons undertaking any of the above will not be allowed to commence work until they are in possession of a signed permit appropriate to the type of work.

Hot work

- Oxy-acetylene or oxy-propane cutting.
- All types of welding.
- Brazing/soldering.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- Propane or butane gas/aerosol torches.
- Any grinding equipment in areas where highly flammable liquids or vapours may be present.
- Use of electrically powered hammers, drills, saws and lights and pneumatic drills/hammers where highly flammable liquids or vapours may be present;
- Any other operation that produces heat, sparks or flames where there is a risk of fire or explosion.

Entry into Confined Spaces

A confined space entry permit is required for work in any vat, tower, tank, flue, pipe, duct, pit or similar place, open or closed, where there is likely to be one of 5 specified risks present, or made present during the course of work:

- Serious injury to any person at work arising from a fire or explosion.
- The loss of consciousness of any person at work arising from an increase in body temperature.
- The loss of consciousness or asphyxiation of any person at work arising from gas, fume, vapour or the lack of oxygen.
- The drowning of any person at work arising from an increase in the level of a liquid. Or,
- He asphyxiation of any person at work arising from a free-flowing solid or the inability to reach a respirable environment due to entrapment by a free-flowing solid.

Electrical Works

All work on electrical installations is subject to control by a Permit to Work, irrespective of the voltage concerned. All work must be carried out by a:

- Professional, qualified electrical engineer.
- Contractor approved by the national inspection council for electrical installation contracting (NIC EIC) or equivalent.
- Member of the Electrical Contractor’s Association (ECA).

Work at height

A Work at Height Permit is required for the following:

- Roof access, roof work or work on a fragile roof.
- Window cleaning above the ground floor.
- Any construction or maintenance work where there is a risk of injury from falling.
- Working above plant, processes, persons or vehicles.

Permit to Dig

Permits to Dig must be reviewed before the commencement of work, when not closed out daily, to ensure that they are valid and up to date.

The works and application of the permit controls must be monitored at all times. The Works Supervisor in charge of

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

the excavation should retain a copy of the permit and must remain at the excavation area at all times whilst work is ongoing. Should they have to leave the area, work must stop.

If there is a significant deviation from the situation on-site or the necessary precautions and controls recorded in the permit, cessation of work must be immediate, and the permit reviewed and re-issued as necessary.

Once the work is complete, the permit shall be signed off in accordance with site/Principal Contractor procedures.

Key Documentation to comply with this Policy

[Permit to Work internal audit pro-forma](#)

Personal Protective Equipment (PPE)

The need to wear or use personal protective equipment shall be assessed at each workplace or site, and for each particular activity. Where it is not reasonably practicable to control exposure to hazards by any other means, TRIPLE STAR FIRE & SECURITY LIMITED will provide suitable PPE free of charge.

TRIPLE STAR FIRE & SECURITY LIMITED will determine where, when, and what PPE needs to be used when we conduct risk assessments. We will also identify any standards that apply to the PPE that Operatives will need to use.

Items of PPE will be selected to be compatible and, wherever possible, you will be consulted during the selection process. Where the protection of TRIPLE STAR FIRE & SECURITY LIMITED’s Operatives’ health relies on the use of respiratory protective equipment (RPE) with a tight fitting face mask, TRIPLE STAR FIRE & SECURITY LIMITED will arrange for a face-fit test to be carried out by a competent person.

If any Company Operative is required to use PPE, we will ensure that you are instructed in its use, maintenance and storage and, where necessary, that you are provided with written information. You will also be told how you can obtain replacements. PPE damaged through natural wear and tear will be replaced free of charge. All PPE provided shall be stored within the provided PPE kit bag and stored within lockers (Head Office or on-site) or in the company vehicle when not in use.

TRIPLE STAR FIRE & SECURITY LIMITED provides to its workers any necessary protective clothing and equipment. This must be worn at all appropriate times. Failure to comply will lead to disciplinary action and ultimately could result in dismissal.

Areas that require specific PPE, for example, Hearing Protection, will be clearly marked with appropriate warning signage in accordance with the Health and Safety (Signs and Signals) regulations on display in a prominent location.

TRIPLE STAR FIRE & SECURITY LIMITED identifies PPE as a last line of defence and actively looks to reduce the risk to employees through assessing the hazards present and implementing control measures to eliminate the risk where possible.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

To ensure that the use of PPE will be undertaken safely and that our policy will be clearly understood throughout the company, we will:

- Identify all operations and activities that may require the provision of PPE;
- Avoid, wherever possible, the requirement for PPE by introducing other risk control measures;
- Ensure our risk assessments identify the need for PPE as a control measure, where relevant, and that they take into consideration fit, comfort and compatibility with other items of PPE used simultaneously;
- Train all employees in the risks presented by their work activities and how these can be controlled by using PPE in the correct manner;
- Arrange for adequate accommodation for the correct storage of PPE;
- Implement steps for the correct maintenance, cleaning and repair of PPE, according to manufacturers' instructions;
- Implement a fault reporting system for employees to report broken or damaged PPE;
- Replace PPE provided as necessary and at no cost to the employee;
- Monitor the use of PPE in the workplace to ensure it is being worn correctly as outlined in the risk assessment process; and
- Review, and amend as necessary, risk assessments on an annual basis, when significant changes or accidents occur or when we have any reason to believe the assessment is no longer valid.

Key Documentation to comply with this Policy

[PPE issue record](#)

[PPE internal audit pro-forma](#)

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Protection of the Public

TRIPLE STAR FIRE & SECURITY LIMITED acknowledge and accept our duty under Section 3 of the Health and Safety at Work Act and other subordinate regulations to take reasonably practicable or practicable steps to ensure the health and safety of persons who are not in our employ, such as members of the public.

TRIPLE STAR FIRE & SECURITY LIMITED shall:

- Plan, provide and maintain suitable perimeters and barriers at locations where it is necessary to separate the public and others from work, based on risk assessment principles.
- Ensure access is controlled, based on risk assessment principles. We will ensure specific hazards and risks are controlled.
- Discuss with the client and take appropriate precautions where there are selected groups or persons that may require special attention such as Vulnerable persons such as children, those with impaired mobility or the Elderly.

Where reasonably practicable occupied premises will be fully or partially evacuated. The decision on evacuation will be made at the planning stage based on:

- The nature of the premises;
- Who will be around;
- The extent and nature of the works;
- The risks to occupants;
- The time to complete the works;
- The significance of any risks associated with the evacuation;
- The cost of the evacuation, including the costs of alternative arrangements.

Key Documentation to comply with this Policy

[Protection of the Public internal audit pro-forma](#)

Risk Assessment

A risk assessment is a careful examination of what, in our work and environment, could cause harm to people. It enables us to determine whether we have taken enough precautions or should do more to prevent harm. It is an important step in protecting workers and our businesses, as well as complying with the law. Risk assessments help us focus on the risks that really matter in our workplaces: the ones with the potential to cause harm. In many instances, straightforward measures can readily control risks.

TRIPLE STAR FIRE & SECURITY LIMITED recognise that the purpose of risk assessment is to identify significant hazards in order to ensure that risks are eliminated or reduced to the lowest reasonably practicable level (where more stringent duties are not enforced).

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Any task or operation shall be subject to a risk assessment being undertaken before works commence. Where a foreseeable risk is identified, the Site Manager must ensure that a more formal risk assessment is undertaken, and the results of that assessment recorded.

Our target is to:

- Identify significant hazards to health and safety;
- Identify all persons at risk from the hazards identified;
- Ensure that controls are sufficient to reduce risks to acceptable levels;
- Where necessary to ensure that risks are controlled adequately, action further controls;
- Review risk assessments periodically, if the task has changed, following an accident or incident or there is any reason to suspect that an assessment is no longer valid;
- Record an individual risk assessment for each young person (16 -18 years of age) employed;
- Record an individual risk assessment for an Expectant Mother. An initial assessment will be recorded when we are informed. This will be reviewed monthly throughout the pregnancy and any period while she is breastfeeding after return to work;
- Not allow any work to start, on a CDM project where we are the Principal Contractor until we have approved risk assessments for the work;
- Obtain and approve risk assessments from sub-contractors engaged in working on our behalf before allowing work to commence;
- Obtain and approve risk assessments from contractors engaged in working on our premises before allowing work to commence.

Risk Assessments are communicated to all staff, contractors and affected persons completing the various tasks associated with the works. Risk Assessments will be communicated by various means (Electronically, verbally and on display). During communication, managers are to ensure that the risk assessments are understood by everyone and should consider the different forms of communication required based on the individual.

Risk Assessments are made available for staff to access and review and are urged to raise any concerns with their direct manager or supervisor. These records are retained for a maximum of 5 years or for however long they remain relevant to the business. The assessments are routinely reviewed

Key Documentation to comply with this Policy

[Risk Assessment internal audit pro-forma](#)

[Return to work risk assessment](#)

[Expectant Mother risk assessment](#)

[Young Person risk assessment](#)

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Scaffolding and Temporary Works

General requirements for scaffolding

Scaffolds for use on a project will conform to the requirements of the Work at Height Regulations and BS EN 12810 (System Scaffolding) or BS EN 12811 (Tube and Fitting).

Prior to any scaffold being erected on a public footpath or highway, Local Authority approval must be granted. All operatives erecting or altering scaffolds must be competent and hold a current CISRS card. Throughout the erection and dismantling process, all Operatives shall conform with the requirements of SG4.

Scaffold operatives must wear a safety harness whilst erecting or dismantling scaffolds. Where practicable, scaffolding operatives must work within a "Scaffolders Safe Zone" which is created by means of a single guardrail and fully boarded working platform. Whilst working in unprotected areas, scaffold operatives must attach their harness lanyard to a suitable anchorage point.

A method statement will be developed identifying loading capacities, erection sequence, methods of gaining access to steelwork or remote places and handover arrangements must be produced prior to the erection of scaffolds in accordance with SG7 as a minimum.

In accordance with the Work at Height Regulations, Schedule 2, While a scaffold is not available for use, including during its assembly, dismantling or alteration, it shall be marked with general warning signs in accordance with the Health and Safety (Safety Signs and Signals) Regulations 1996(1) and be suitably delineated by physical means preventing access to the danger zone.

In accordance with the Work at Height Regulations, all scaffolds used for construction work, and above 2 meters in height, must be inspected by a competent person:

- Prior to use.
- At a period not exceeding 7 days.
- After significant modification.
- Following periods of adverse weather such as high winds.

All scaffolding inspections shall contain the minimum information as required by the Work at height regulations, Schedule 7.

All completed Scaffolding inspection reports must:

- Be provided to the Client within 24 hours of completing the inspection.
- Remain at the site where the inspection was carried out until the construction work is completed; and
- Readily available for a period of 3 months after the completion of the project.

Completion and handover

Despite not being a legal requirement, upon completion of the scaffold erection, a final inspection will be undertaken to ensure the scaffold structure is in compliance with the relevant standards and codes of practice.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

A certificate of completion shall be issued after the inspection (if satisfactory) in accordance with SG35.

Scaffold Maintenance

Once the scaffold has been handed over and accepted by the customer/contractor, routine checks must be made.

- Access to the Working platform should be prevented by removing ladders, fitting preventive guards to ladders, locking staircases etc.
- Scaffolding structures should be visually inspected by the user prior to use.
- A statutory inspection shall be undertaken in accordance with the work at height regulations.

Scaffold Design

Basic Scaffold structures do not require design drawings if they are compliant TG20:21 Compliant. A TG20:21 Compliance sheet (Or equivalent) shall be provided to demonstrate that the scaffolding structure is TG20:21 compliant and does not need strength and stability calculations.

In Accordance with Work at Height Regulations, Schedule 3, Part 2:

Strength and stability calculations for scaffolding shall be carried out unless:

- a. a note of the calculations, covering the structural arrangements contemplated, is available; or
- b. it is assembled in conformity with a generally recognised standard configuration (TG20:21).

Using a scaffold is prohibited until it has been certified as fit for use and all inspections in accordance with the work at height regulations have been completed and recorded.

Scaffolding Inspections

All Scaffolds that are used for construction work and where a person can fall more than 2 meters shall be inspected:

- Prior to use.
- At periods not exceeding 7 days.
- After significant modification/alteration.
- After being exposed to conditions likely to cause deterioration(Weather).

In addition to this, TRIPLE STAR FIRE & SECURITY LIMITED shall ensure scaffolding inspections are undertaken following issues such as collisions with vehicles or plant which may affect the structural stability of the scaffold.

Scaffolding must be inspected by a competent person with the following certification:

Non-Scaffolding professionals performing an inspection

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- Basic Scaffolding Inspection training (TG20 compliant scaffolding structures).
- Advanced Scaffold Inspection Training (Complex and Design scaffolding structures).

To be eligible, applicants need to have extensive scaffolding industry experience and have held a CISRS Basic Scaffold Inspection Record Card for a minimum of 2 years

Scaffolding professionals performing an inspection

CISRS Scaffolders and Advanced cardholders are competent to inspect scaffold structures up to the grade of the card they hold, provided their employer can demonstrate they have the necessary knowledge and experience to perform the inspection.

Recording of Scaffolding inspections

All scaffolding inspections shall be undertaken in accordance with the Work at height regulations, Regulation 12. Upon completion of a statutory inspection, the inspector shall:

- Before the end of the working period within which the inspection is completed, prepare a report containing the particulars set out in Schedule 7. And,
- Within 24 hours of completing the inspection, provide the report or a copy thereof to the person on whose behalf the inspection was carried out.

All scaffolding inspection reports shall be retained on-site until the construction work is completed and retained within the possession of the Principal Contractor for a period of 3 months following completion of the construction work.

Temporary works

Temporary Works is any temporary arrangement required to construct the permanent works or used to support the permanent works during its construction and/or until it becomes self-supporting, it also includes any temporary arrangement required for construction activities/access during maintenance of existing facilities.

This definition applies to all temporary works, including formwork for concrete construction, falsework, erection schemes, cofferdams, structural refurbishments and jacking, facade retention schemes, demolition, temporary structures (including temporary bridges), dewatering, ground support (including sheet piling and other forms of support scheme), open-cut slopes, hoarding and fencing.

Temporary works also include piling platforms, crane foundations and platforms to support mobile elevating work platforms (MEWPs), self-loading lorries and large forklift trucks or telehandlers and site roads for heavy plant.

Scaffolding, tower cranes, edge protection and hoists are covered by this procedure and other specific policies.

Note should be made that permanent works in an incomplete state (i.e. where permanent continuity is incomplete, or elements are not fully tied to a stable core) may be classified as Temporary Works. Use of permanent works to

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

support temporary loading may also be considered temporary works.

The requirements for temporary works shall be identified at tender stage, including that appropriate construction methods are identified, and resources allocated.

When tendering for works, details of any temporary works responsibilities shall be clearly defined by the Client or Principal Contractor so that TRIPLE STAR FIRE & SECURITY LIMITED plan accordingly and identify any additional design support required as part of the works.

All practicable steps must be taken by the Works Supervisor to, where necessary, prevent danger to any person, to ensure that any new or existing structure does not collapse if, due to the carrying out of construction work, it

- May become unstable.
- Has a temporary state of weakness or instability.

Any buttress, temporary support or temporary structure must:

- Be of such design and installed and maintained in such a manner that it will withstand any foreseeable loads which may be imposed on it. And,
- Only be used for the purposes for which it was designed and installed and is maintained.

In addition to this, the loading of any structure which renders it unsafe to any person is strictly prohibited within the company.

Temporary works if acting as Principal or Sole Contractor

The Company Director is responsible for all temporary works and for ensuring the competency of all persons involved with the installation and management of all temporary works. They will be given the designation of Designated Individual (DI)

A Temporary Works Co-ordinator (TWC) and a Temporary Works Supervisor (TWS) will be appointed by the Company Director in consultation. These appointments shall be in writing and acceptances recorded.

An 'Engineered Solution' in Temporary Works can be either a standard solution or a bespoke design. A bespoke design is anything outside of the standard, i.e., non-standard, but does not mean it's a complex design. These incorporate as Design Check categories and come with various different measures for each one

- Design Check Category 0 - Standard Solution
- Design Check Category 1 - Simple
- Design Check Category 2 - More Complex / Involved
- Design Check Category 3 - Complex / Innovative

Depending on the complexity of the design, different control measures and competencies will be required on site. Before erection commences, the temporary works design should be checked for:

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- Design concept
- Strength and structural adequacy (including foundations and lateral stability)
- Compliance with the design brief.

Equipment manufacturers' instructions must be followed in the selection and use of temporary support. In all but the simplest situations a design, including calculations, will be needed for the temporary works. In more complex works the design will also need to be checked by an independent party

The TWC shall establish a temporary works register for all temporary works being undertaken. It should contain a list of all identified temporary works items associated with the project. It is an active document that should be kept up to date by a competent person. BS 5975 has various recommendations of what to include on a Temporary Works Register

The TWC shall prepare a design brief for each item of temporary works and issue to the Temporary Works Designer (TWD)

During the preparation of a temporary works design, the TWD should assess the risks associated with his design.

The TWD shall pass the completed design to the Temporary Works Design Checker (TWDC) and advise them of the risks.

The TWDC shall check the design if the design is approved, it shall be forwarded to the TWC. If it is not approved or if there are queries it shall be returned to the TWD to resolve.

Once the temporary works design has been approved, the TWC shall brief the contents to the contract team and the TWS and advise which items of temporary works require a Temporary Works Permit.

- Only basic temporary work schemes will be exempt from the Temporary Works Permit Scheme.
- Complex temporary works shall be subjected to independent inspections. The independent inspectors will sign the permit to load in addition to the TWC and TWS.

The TWC shall maintain a register of Temporary Works permits

The TWS shall prepare a method statement, risk assessment, and if appropriate an operations plan detailing the installation, use and dismantling of the temporary works item. This shall include any specific risks identified by TWD.

- Where the temporary works are to be installed by a subcontractor, the TWS must ensure the method has been produced and reviewed by the TWC for acceptability.

The TWS shall ensure the details contained in the method statement / operations plan are implemented and shall monitor the installation process and check that the item complies with the design.

The TWS shall sign the 'erection check' section of the Temporary Works Permit.

The TWS shall monitor the design during the construction phase and carry out inspections as required.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

The TWC will arrange an additional independent inspection of the works. The Inspector and TWC will agree on a suitable inspection regime with sufficient time allowed to complete a thorough and complete inspection. The Inspector, TWS and TWC will sign the 'Permit to Load' section of the Temporary Works Permit.

The temporary Works must be checked regularly during its use. A Weekly Inspection Report, Batter Inspection Report and Hoarding Inspection sheet are available to record this.

The TWC shall determine when the temporary works are no longer required and advise the TWS by returning the signed off 'Permit to Dismantle' section of the Temporary Works Permit.

The TWS shall ensure the temporary works are dismantled in accordance with the agreed sequence / method statement to ensure it is done safely and without damage to the permanent works.

Following the works, the TWC shall feedback to the TWD and the contract team on the performance of the TWD

Temporary works when acting as a contractor or Sub Contractor

TRIPLE STAR FIRE & SECURITY LIMITED Will work in accordance with all Principal Contractor temporary works procedures on-site throughout projects where we act as contractor &/or sub-contractor

Key Documentation to comply with this Policy

[Scaffolding & Temporary Works internal audit pro-forma](#)

[Scaffolding inspection report](#)

[Scaffolding handover certificate](#)

[CAP 609 - 2016 edition](#)

Traffic Management

All vehicle and plant movement on-site is controlled in order to reduce the risk to pedestrians. Where possible, the movement of vehicles will be segregated from pedestrians to eliminate the risk of serious injury resulting from a collision

An assessment of the site will be carried out to determine the safest methods of access and movement within the site. Traffic routes and speed restrictions will be put in place along with access routes for vehicles and pedestrians; these will be included within the Construction Phase Plan for the project.

A suitable traffic Management plan will be prepared and enforced on all sites that have vehicular traffic access. This plan will include details of any traffic routes, one-way systems, turn around points, wash down areas, access for

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

emergency vehicles etc. It will also show prescribed pedestrian walkways or out of bounds or restricted areas. This plan must be brought to the attention of all on-site operatives or site visitors during site induction training and displayed as appropriate. The plan must be amended as necessary to reflect any changes in site conditions.

Highways

Operatives working on the highway should be trained and certificated in compliance with the New Roads and Street Works Act.

All work areas on or adjacent to the highway shall be properly signed in accordance with Chapter 8 of the Road Traffic Signs Manual - Traffic Safety Measures for Road Works.

At the approach to every such work area, a “ROAD NARROWS AHEAD” sign, indicating the appropriate position of the obstruction shall be positioned midway between the roadworks ahead sign and the working area.

Where the road width is reduced by the working area to less than 5.5m, traffic shall be controlled with STOP/GO boards or temporary traffic lights as appropriate. Appropriate advance warning signs shall be provided at the approaches to these controls.

In situations where pavements are obstructed by the works, pedestrians shall be diverted to an alternative route by pedestrian direction signs. Working areas in roads and pavements shall be protected by substantial barriers.

The working area on roads shall be protected with traffic cones, and all plant, material and equipment shall be positioned inside the coned-off area. All barriers and signs shall be supplemented by lamps during the hours of darkness.

All operatives on roadworks of any kind should wear high visibility protective clothing manufactured in accordance with BS EN 471.

Consultation with the Traffic Police and Local Highway Authority will take place before traffic flow is restricted by any means.

Key Documentation to comply with this Policy

[Traffic Management internal audit pro-forma](#)

Underground and Overhead Services

Service strikes occur when the management of service locations and then control over the exposed services themselves fail. The associated risk of such failures can be catastrophic in terms of human wellbeing, plant and property condition, contract targets and business relationships.

The Electricity at Work Regulations place an obligation on-site management to ensure that before and during any

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

operations or works involving electrical services all "practicable steps" are taken to prevent danger to employees from any live electric cable or apparatus which is liable to be a source of such danger. Similar care should be taken in relation to all services that may give rise to danger.

Prior to any works that will involve digging operations; the **TRIPLE STAR FIRE & SECURITY LIMITED** shall ensure that all available service information is consulted. Further checks will be made to ensure that comparison is then made against the site, its existing features, known service indicators and any other aspects such as proximity hazards (building, trees, overhead cables, etc.).

All high voltage cable routes **must be hand dug** where practicable.

Establishing an underground service location

A C.A.T. (cable avoidance tool) scan shall always be used prior to breaking ground and mark on the ground in the area of the proposed excavation the location of any identified services.

Service providers will be consulted by TRIPLE STAR FIRE & SECURITY LIMITED &/or the Principal Contractor depending on the nature of the contract and up to date drawings of any services in the area of the proposed excavation (remembering that these drawings can be inaccurate) obtained. If necessary, arrangements should be made for the service provider to visit sites and confirm the accuracy of the drawing.

Prior to establishing a system of work for managing underground services, the following actions should be taken:

- A careful check must be made on all underground services drawings prior to the start of a contract to pinpoint areas where there are services. These should be provided either in or with the pre-construction Health and Safety Plan. If they are not, they should be obtained from the utility provider or service owners.
- Confirmation of the location of services should be obtained in writing from the appropriate authority before starting work. If an unsatisfactory reply is received to this letter, then a follow-up request should be made. Where the utility company places disclaimers upon any information it provides, a letter should be sent to the utility company requesting confirmation of accuracy.
- Wherever possible electricity cables and other services should be made "dead" by the service owner prior to commencing work in their vicinity. Where this is not possible, a safe system of work should be developed by utilising the hierarchy of risk control to reduce the level of risk to an acceptable level.
- Prior to machine digging, all underground services should be positively located by digging trial holes by hand. Picks or other sharp instruments should not be used. The use of underground cable detectors is strongly recommended but should be used by a competent person and only as a guide to where hand digging should take place. Remember, services are often to be found at surprisingly shallow depths.

Permit to dig

Permits to Dig must be reviewed before the commencement of work, when not closed out daily, to ensure that they are valid and up to date.

The works and application of the permit controls must be monitored at all times. The Works Supervisor in charge of the excavation should retain a copy of the permit and must remain at the excavation area at all times whilst work is

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

ongoing. Should they have to leave the area, work must stop.

If there is a significant deviation from the situation on-site or the necessary precautions and controls recorded in the permit, cessation of work must be immediate, and the permit reviewed and re-issued as necessary.

Once the work is complete, the permit shall be signed off in accordance with site/Principal Contractor procedures.

Selection of locators and signal generators

The correct selection of locators and signal generators is essential for providing the appropriate equipment, given the site underground service conditions and those who are to use the location equipment.

Single-frequency locators and signal generators may be acceptable for ground workers undertaking excavations in areas that have previously been swept. Engineers undertaking initial underground services location sweeps may require more complex multi-frequency locators and signal generators.

Due to a large amount of location equipment available, TRIPLE STAR FIRE & SECURITY LIMITED will seek guidance from equipment manufacturers on the selection of the appropriate equipment.

To enable operatives (this includes all who use locators and signal generators) to use location equipment to its full potential, only training providers that can demonstrate competence in the use of the equipment and training delivery should be engaged.

Training providers must provide proof that trainers have undertaken a suitable training course for the equipment. This is normally a course undertaken by an equipment manufacturer with a nationally recognised training certificate. The minimum course content should be:

- Theory of radio detection of underground services
- Hazards of underground services
- Underground service location plans
- Use of the locator in passive mode
- Use of the locator in active mode (all direct and induction connection techniques)
- Use of sondes and “line trace” equipment
- Practical elements of the above until delegates can use the equipment confidently and correctly

Some training providers will provide additional information on hand/mechanical digging techniques, permit systems and alternative excavation methods.

The following table provides guidance for excavation techniques that could be used during excavation operations.

Low-Risk Locations	
Use of excavator to excavate the ground.	Acceptable but not within 500 mm (1 metre where possible) in any direction of a known service, unless temporary protection provided – see

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

	later section.
Use of excavator, fitted with a pecker, to break out a hard surface to dig a trial hole.	Acceptable but not within 500mm (1 metre where possible) of the line of a known service. Vibration issues.
Use of excavator to remove broken out hard surface/PQ.	Acceptable by dragging away to side with a toothless bucket if the service is at a safe depth, i.e. at least 300mm below the bottom of the hard surface material.
Use of excavator to remove soil from an excavation.	Acceptable, but not if another known service is within 1 metre in any direction unless: <ul style="list-style-type: none"> The other service has been exposed for its full length in the area being excavated and; Robust physical protection is provided to prevent any damage to the other service by the excavator bucket or arm. Parallel working should be used where possible as the first preference.
Medium Risk Locations	
Use of the "prove and dig".	Acceptable when: <ul style="list-style-type: none"> Hand dig slit trench across the line of service(s). Hand dig to a spade's blade depth X width of the bucket of an excavator. Remove half a spade's blade depth using a toothless bucket of an excavator. Repeat above until within 0.5 m of service. Do not use any excavator bucket within 0.5m of the service(s). Re-scan with CAT as work progresses (every 200mm)
The use of mechanically powered hand tools.	NOT Acceptable
The use of rock-wheels or floor-saws for cutting into slabs over services.	Acceptable but not within 0.5m of the line of an unexposed service without measures to prevent cutting too deep, i.e. depth restrictor chains.
High-Risk Locations	
Careful hand digging techniques, spade or shovel, no fork or pick.	Acceptable
Removal of arisings by small, non-mechanical hand-tools.	Acceptable
The use of proprietary air digging tool (removes soil with a high-velocity jet of air).	Acceptable only if MBW soil pick is used – Do not use soil picks fitted with metallic lances. Not effective when used on non-porous materials.
All Risk Areas - Services are covered by a concrete slab or similar, more than 300mm below the bottom of hard surface material	

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

The rock-wheeling of slabs over services.	Acceptable with measures to prevent cutting too deep, i.e. depth restrictor chains, but only where the service has been exposed and; <ul style="list-style-type: none"> It is either at a safe depth, i.e. at least 300mm below the bottom of the hard surface material; Or the service is protected from damage along the length of the cut by a metal plate.
Use of excavator to remove broken out a hard surface.	Each case MUST be treated on its own merits and as per the Risk Assessment/Method Statement. Use only as a Last resort : work only by carefully lifting and removing broken surface blocks with a toothless bucket if: <ul style="list-style-type: none"> It is impracticable to protect the service from damage by a metal plate. The service owner can provide assurances that there are no projections from the pipe. A "safe" block size of the surface to be broken out is specified. The depth of cover of the service is continuously monitored.
Services are encased in concrete	
Use of expanding chemical grout or hydraulic.	Acceptable together with initial drilling required, but only after radar detection of the position of the service and it has been made dead/purged.
Use of small mechanically powered hand-tools within 0.5m of a High-Risk area.	Not acceptable - Unless no other technique is available and only then after a detailed review. Divert new service away from encased service or run new feeders/pipelines. Consider CDM regulations.

Overhead power cables

At the earliest opportunity, the electricity supplier must be consulted - since it may be possible for power to be diverted - and as much time as possible allowed for this work to be done. If overhead power cannot be diverted and lines made dead, then precautions, depending on the nature of work at the site, must be taken, supported by a site-specific risk assessment and where high-risk situations are identified, via the risk assessment, a Permit to Work.

There must be no unrestricted work within 6m horizontally of the outer conductor. Access to areas within 6m of overhead cables must be restricted using fencing. Access shall be restricted by either fencing required by the works or barriers in accordance with HSE Guidance. (Note: GS6 - Avoidance of Danger from Overhead Electric Power Lines).

Crossing beneath overhead lines

GS6 identifies the detail of necessary crossing point safety clearance distances according to the voltage of the line. However, each crossing point should be assessed on an individual span basis, and lower limit exclusion zones may need to be put in force within the site.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

At all crossing points “goalposts” of suitable construction should be erected. The permitted crossbar height and distance from the conductor can be advised following consultation with the service provider. Access beneath the overhead line should be restricted so as only to allow crossing at specified locations, controlled by the goalposts.

No works within 6 meters of a live overhead power cable are permitted without a suitable and sufficient risk assessment and permit to work.

Key Documentation to comply with this Policy

[Underground and Overhead services internal audit pro-forma](#)

Vibration

Hand Arm Vibration Syndrome (HAVS)

HAV is vibration transmitted from work equipment or processes into workers hands and arms. HAV exposure at work can arise from the use of hand-held power tools (such as grinders, hammer drills breakers and scabblers), hand-guided machinery (such as lawnmowers and wacker plates) and hand-fed machines (such as pedestal grinders). Regular and frequent exposure to HAV can lead to several kinds of injury to the hands and arms including impaired blood circulation and damage to the nerves and muscles (collectively referred to as Hand Arm Vibration Syndrome [HAVS]). Occasional exposure is less likely to cause ill health.

Signs and symptoms of HAVS include:

- Fingers becoming blanched and numb when exposed to the cold. As blood circulation returns to normal, fingers throb and become red and painful.
- Reduced sense of touch and temperature.
- Numbness and tingling in the fingers.
- Joint pain, loss of grip strength and stiffness.
- Loss of manual dexterity.

Exposure to HAV can also result in compressed nerves in the wrist leading to pain and stiffness – this is known as Carpal Tunnel Syndrome

Whole Body Vibration

Whole Body Vibration is experienced when vibration from a vehicle that a person is sitting or standing on is transmitted to the torso through the buttocks or feet. It commonly arises from the use of mobile plant such as dumpers, excavators or rough terrain forklift trucks when operating over rough and uneven surfaces resulting in large shocks and jolts.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

The most common health problem is back pain caused by degeneration in the spinal vertebrae or degeneration of the discs resulting in compression and pain.

Legal requirements

Under the Control of Vibration at Work Regulations, TRIPLE STAR FIRE & SECURITY LIMITED have a duty to:

Hand Arm Vibration and Whole-Body Vibration:

- Assess vibration risks to health & safety. Eliminate vibration risk at source or reduce to lowest reasonably practicable level.
- Implement suitable control measures.
- Provide information, instruction & training for workers on vibration risks & control measures.

Hand Arm Vibration Specific:

- Conduct specific HAV Risk Assessments. Calculate the total daily exposure level for each worker
- Take immediate action to reduce exposure if ELV of 5 m/s² A(8) or 400 points is reached.
- Produce an action plan to reduce exposure to as low a level as reasonably practicable if the EAV of 2.5 m/s² A(8) or 100 points is likely to be exceeded.
- Provide Health Surveillance as appropriate.
- Keep health records for employees under health surveillance.

Whole-Body Vibration specific:

- Make a reasonable estimate of the extent of employee's exposure and a comparison with the Exposure Action Value and Exposure Limit Value levels. Unlike Hand Arm Vibration, it is not necessary to measure workers exposure to Whole Body Vibration, providing that the control measures identified in the risk assessment have been implemented.
- Take immediate action to reduce exposure if Exposure Limit Value of 1.15 m/s² A(8) is reached.
- Produce an action plan to reduce exposure to as low a level as reasonably practicable if the EAV of 0.5 m/s² A(8) is likely to be exceeded

The Control of Vibration

If the use of handheld vibrating tools cannot be avoided, the following actions/ controls should be taken/ implemented:

- Consider alternative equipment that emits lower vibration levels, e.g. the use of retarder and power washers instead of scabbling.
- Always select the lowest vibration tool for the job which is suitable and can do the work efficiently.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- Limit the use of high vibration tools where possible. Consider job rotation to reduce each individual's exposure times. Several short periods of exposure are preferable to long continuous periods of exposure.
- Ensure appropriate maintenance programmes are in place for the tools themselves and any associated consumables.
- If the use of handheld vibrating equipment is required in cold, wet conditions, measures must be put in place to ensure that the body core temperature is maintained. If this is allowed to drop the body will stop sending blood to the extremities including the hands. Where possible, provide screening or shelter for outdoor workers in these conditions and ensure that workers take regular breaks and have hot drinks and warm food.
- There is no PPE which will control exposure to HAV (anti-vibration gloves are unproven) although suitable gloves that help keep hands warm and help to maintain good blood circulation should be selected for workers who use vibratory equipment.

Where the elimination of exposure to Whole Body Vibration cannot be achieved, the following should be considered:

- Selecting machinery with the lowest vibration levels. Machinery which has a high vibration potential should be replaced by an alternative wherever practicable.
- Selecting a vehicle of the appropriate size, power and capacity for the work and the terrain.
- Selecting work equipment of appropriate ergonomic design, i.e. the choice of vehicle can be an important means of reducing exposure to vibration, through:
 - The difference in vibration emissions of the vehicle itself (although this needs to be considered alongside choosing the most appropriate vehicle for the task).
 - Visibility should be such that the machine can be operated without stretching and twisting.
 - It should be easy to get in and out of the machine by using handholds and footholds so that the temptation to climb or jump is minimised.
 - Access to manually loaded areas should be unimpeded by the machinery structure and involve minimal lifting.
 - If the machine cab is the sole workplace of the machine operator, including break time, it should have sufficient space and facilities for rest periods.
- As far as possible, adapting the vehicle to the individual, e.g. seats should provide good support and be adjusted to suit the height and weight of the driver.
- Ensuring that tyres are inflated to the correct pressure for the terrain. Replace solid tyres before they reach their wear limits.
- Ensuring that vehicles (including their seats and suspension) are subject to a regular maintenance regime.
- Designing the layout of sites to reduce the need to transport materials, thereby reducing the Whole-Body Vibration exposure of drivers/operators.
- Limiting the duration of exposure by implementing job rotation (where possible) and ensuring that work schedules include adequate rest periods.
- Protecting employees from the cold and damp - cold exposure may accelerate the onset or worsen the severity of back pain. Suitable warm and (if appropriate) waterproof PPE should be provided.

Particular care must be taken if young persons are employed as their bones and muscles will not have fully developed. In addition, avoid high levels of vibration or prolonged exposure to older employees, workers with existing neck or back problems and pregnant women.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Calculating exposure to vibration

When vibrating tools and equipment are used, a vibration risk assessment will be undertaken, and exposure will be estimated before work commences the individual vibration exposure monitor form.

If the employee is exposed to vibration from more than one tool or work process during a typical day, you will need to collect information on vibration magnitude and trigger time for each one.

The exposure points level for each worker must be kept under constant review:

The ELV of 5 m/s² A(8) or 400 points must not be exceeded. If it is, immediate action must be taken to reduce their exposure to below the Limit Value, e.g. review Risk Assessment and control measures.

If the EAV of 2.5 m/s² A(8) or 100 points is likely to be exceeded, an action plan must be in place which details a programme of controls to reduce exposure to as low a level as is reasonably practicable.

- All actions taken to reduce exposure must be documented and thereby available for review if requested by the Health and Safety Executive.
- Health surveillance must be provided for all workers who exceed the ELV or EAV.

Whole-body Vibration Health Monitoring

Health surveillance for Whole Body Vibration is not appropriate since no methods currently exist for the detection of changes in workers’ backs which can reliably indicate the early onset of low back pain which is specifically related to workplace factors.

However, it is recommended that a ‘health monitoring’ system is established. Health monitoring is an informal, non-statutory system for reporting, monitoring and investigation of symptoms of low back pain. Under the regime, workers are encouraged to make early reports of low back pain which they believe may be caused or made worse by work (it is important to note that back problems may have been caused by other activities in previous jobs or by non-work activities but could be aggravated by WBV).

All such reports of back pain can then be investigated and acted upon as appropriate, i.e. review risk assessment and control measures to reduce exposure or refer to an occupational health professional.
In particular, workers identified as being at high.

Reporting of vibration related injuries and diseases

Hand Arm Vibration Syndrome and Carpal Tunnel Syndrome are both reportable diseases under RIDDOR.

Prior to reporting to the Health and Safety Executive, the following conditions must be met:

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- The individual’s current job role involves the work activity associated with that disease as listed in Schedule 3 of the Regulations.
- A formal diagnosis must have been received in writing from a Doctor.

All reporting shall be undertaken in accordance with the TRIPLE STAR FIRE & SECURITY LIMITED accident and incident reporting procedure contained within this document.

Key Documentation to comply with this Policy

[Vibration at Work internal audit pro-forma](#)

[Initial vibration exposure assessment](#)

[Annual vibration exposure assessment](#)

[Vibration exposure calculator](#)

Violence at work

TRIPLE STAR FIRE & SECURITY LIMITED operate a zero-tolerance approach to violence at work. Violence, both actual physical violence and verbal threats or behaving in a threatening manner, are considered negative to the working environment and will result in disciplinary action. Repeat offences or serious incidents are considered gross misconduct which can result in dismissal.

All employees are encouraged to report, and grievances, disputes or issues to either the site or contracts manager. The grievance procedure will then be followed to ensure a satisfactory resolution.

Key Documentation to comply with this Policy

[Violence at work internal audit pro-forma](#)

Visitors

The following rules are designed to control all visitors to our premises, including contractors engaged in working on the premises. For health, safety and security reasons, it is important that visitors should not be permitted to wander freely around the premises. In the event of a fire it is imperative that we know who was in the building at the time and that all persons can be accounted for. We will do this by maintaining a record of the name, time of arrival and departure and whereabouts of all visitors.

Any person receiving a visitor should ensure that:

- The visitor enters their details in the 'Visitors' Record Book' on arrival and signs out on departure.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- The visitor remains in the reception area until they are collected by their host.
- Any incident involving a visitor is reported to the Managing Director without delay. Injuries should be recorded in the Accident Book.
- The visitor reads and complies with the Fire Procedures.

Key Documentation to comply with this Policy

[Visitors internal audit pro-forma](#)

Welfare Provisions

TRIPLE STAR FIRE & SECURITY LIMITED shall ensure that adequate welfare facilities are provided to reflect the site, size, number of employees and nature of the work to be carried out.

The importance of welfare facilities will be considered at the tender stage of the project, and facilities will be installed as close to the start date as possible and remain in place through the duration of the project, in compliance with the Construction (Design and Management) Regulations.

Office Accommodation

There shall be provided on-site, where ever possible, a suitable office situated as near as is reasonably practicable to any area of operations, for the purpose of keeping site documents, drawings, works records, etc.

Washing Facilities

We will provide or ensure the availability of suitable and sufficient units for employees to wash. Facilities shall include where practicable, warm running water and sufficient quantities of hand cleanser, soap and towels (or electric hand drier).

Sanitary Conveniences

All sites shall be provided with suitable and sufficient toilet or toilets for the use of all employees, situated as near as is practicable from any area of operation. Portable toilets will only be used if mains water or drainage is unavailable or for very short duration works.

Rest and Food Preparation areas

All sites shall be provided with a suitable unit for the use of employees to take breaks, refreshments, meals, and shelter from bad weather and for the deposit and secure storage of personal clothing and belongings. The unit shall be adequate for the number of employees on-site as identified in the pre-start assessment of requirements.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

First aid provisions

Unless dictated otherwise by a first aids needs assessment, At least one first aid kit will be available at each workplace to suit the number of employees present. The First Aid box shall be kept in the Site Office and be prominently displayed. So far as is reasonably practicable, a suitably trained First Aider shall be available at each workplace.

Welfare cleanliness and hygiene

All office accommodation, toilets, mess and rest facilities, shall be kept clean and swept out and all rubbish, etc., removed at least once every day. Access to all site accommodation and units shall be kept clear of obstructions.

Key Documentation to comply with this Policy

[Welfare Provisions internal audit pro-forma](#)


[Welfare provision inspection](#)

Workplace Signage




Signs, signals and symbols in the workplace are an important tool for informing workers and others who may be present of the hazards nearby, the precautions to be taken and the actions to be followed in the event of an emergency. Such signs, signals and symbols are not limited to graphical images; they may also include verbal or acoustic signals, for example, fire alarms, as well as other devices such as tape or barriers warning of hazardous areas or enclosures.

The Health and Safety (Safety Signs and Signals) Regulations were introduced to encourage standardisation of safety signs at work across the European Union, and they apply to all places and activities where people are employed. The regulations require employers to provide specific safety signs, hand signals or verbal communications whenever there is a risk that cannot be avoided or controlled by other means. There is no need to provide a sign where it would not help to reduce the risk or where the risk is not significant.

There are 4 basic categories of Safety Signage:

	Prohibition Signs are red in colour and indicate that certain behaviours are prohibited or must be stopped immediately. The sign is a red circle with a bar running through it on a white background. This symbolises STOP. An example is a No Smoking sign.
	Warning Signs are yellow in colour and give warning or notice of a hazard. The sign is a black outlined triangle filled with yellow. The symbol or text is always black. This

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

	symbolises CAUTION. An example is a hazard sign on a chemical bottle.
	Mandatory Signs are blue in colour and indicate that a specific course of action is required. The sign is a blue circle with white symbols or text. This symbolises that you MUST do something. An example is an Ear Protection sign.
	Safe Condition Signs are green in colour and provide information about safe conditions. These signs are rectangular or square in shape and are always green with white symbols or text. An example would be a first aid sign.

To ensure that the provision and use of safety signs and signals will be undertaken as appropriate and that our policy will be clearly understood throughout the company, we will:

- Carry out a detailed risk assessment to determine what safety signage is required.
- Display statutory notices in the workplace.
- Ensure other suitable and sufficient graphic signs are provided and maintained within the workplace.
- Ensure that the correct hand signals and verbal communications are used appropriately.
- Provide employees with adequate information, instruction and training on signage.
- Maintain and replace signage when necessary.
- Ensure that adequate resources are made available to fulfil the requirements of this policy. And,
- Review the policy at regular intervals and no later than the date specified in the footer of this document.

To fulfil our responsibilities as outlined above, we will:

- Ensure our relevant risk assessments have identified the need for safety signs as part of our control measures;
- Ensure signage identified in the risk assessments is displayed in prominent positions;
- Provide employees with sufficient information, instruction and training to ensure that they fully understand the meaning of signs and signals and recognise the colour coding of signage used in the workplace; and
- Regularly inspect signage to ensure it is in good condition and replace signs when necessary.

Key Documentation to comply with this Policy

[Workplace Signage internal audit pro-forma](#)

Work at height

The aim of this policy is to ensure that working at height is suitably controlled in order to effectively managed along

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

with actively improving our health and safety arrangements and to comply with relevant legislation.

Any place is classified as "At Height" if any person could be injured by falling from it, even if it is at, or below ground level.

"Work" is inclusive of moving around at a place of work (except for by a staircase in a permanent workplace), but not travelling to or from a place of work.

The Work at Height Regulations 2005 (As Amended 2007) apply to all work at height where there is a risk of a fall, liable to cause personal injury. They place duties onto employers, the self-employed, and any person who controls the work of other persons (e.g. Facilities Managers or building owners who may contract other persons to work at height), to the extent that they control the work.

Employees or persons working under someone else's control, Regulation 14 states that you must:

- Report any safety hazards your employer or the person controlling:
- Correctly use all equipment provided (inclusive of safety devices), strictly adhere to any training and instructions (unless you estimate that it would be unsafe to do so, in which case, seek further instructions before continuing):

The Work at Height Regulations 2005 cover the following requirements:

Schedule 1: Existing places of work and means of access for work at height.

Schedule 2: Collective fall prevention (e.g. guard rails and toe boards).

Schedule 3: Working platforms.

Schedule 4: Collective fall arrest (e.g. nets, airbags, etc.).

Schedule 5: Personal fall protection (e.g. work restraints, work positioning, fall arrest and rope access).

Schedule 6: Ladders and step ladders.

Schedule 7: Inspection reports (for working platforms in construction only).

Schedule 8: Revocations.

Use of System Scaffolds and Mobile Towers

To ensure overall compliance with the Work at height regulations 2005 regarding the use of ladders and step ladders, TRIPLE STAR FIRE & SECURITY LIMITED will:

- Follow the hierarchy of control measures determined within the Work at Height Regulations 2005 when planning any work at height.
 - Avoid work at height where possible
 - Use work equipment or other measures to prevent falls collectively where work at height cannot be avoided
 - Where the risk of a fall cannot be eliminated, use work equipment or other measures to minimise the distance and consequences of a fall
- Carry out a risk assessment for all work at height and prepare method statements.
- Organise and plan work at height, so it is carried out safely.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- Ensure that system scaffold and tower scaffolds are erected, altered, moved and dismantled by competent persons and in accordance with the manufacturer's instructions.
- Make sure system scaffold and mobile towers are placed on a firm, level ground with the locked castors or base plates properly supported.
- Check the safe working height by referring to the instruction manual and never go above those recommended by the manufacturer.
- Install stabilisers or outriggers when advised to do so in the instruction manual.
- Provide a safe way to get to and from the work platform, e.g. On the inside of the tower by an appropriately designed built-in ladder.
- Provide a safe working platform with suitable edge protection and toe boards.
- Carry out inspections of system scaffold and mobile towers after assembly in any position, after any event liable to have affected its stability, and at suitable intervals depending on frequency and conditions of use- usually every 7 days.
- Carry out pre-use checks by trained and competent persons if system scaffold and mobile towers have been moved, and guard rails or other components have had to be removed to enable the tower to be moved past an obstruction.
- Stop work if an inspection shows it is not safe to continue and put right any faults.
- Record the results of inspections and keep until the next inspection is recorded.
- Erect barriers at ground level to prevent people from walking into the tower or work area. Minimise the storage of materials and equipment on the working platform and remove or board over access ladders to prevent unauthorised access if scaffold towers are to remain in position unattended.
- Provide competent supervision for work at height, reflecting the degree of risk in the particular operation.
- Carry out supervisory checks and monitor that safe systems of work are being adhered to.

Use of Mobile Elevating Work Platforms (MEWPs)

All TRIPLE STAR FIRE & SECURITY LIMITED Staff that are required to operate a MEWP will hold a valid IPAF – Powered Access Licence.

Licence categories required will be:

- 3a – For Scissor Lifts
- 3b – For Boom Lifts

MEWPs will only be used in accordance with the training given by IPAF Instructors. Prior to use TRIPLE STAR FIRE & SECURITY LIMITED. Staff will check the following:

- Ground Conditions / presence of weak structures drains, manholes, kerbs etc.
- Wind Speed - MEWP will not be used if wind speeds are gusting above 28mph (checks will be conducted using an anemometer)
- Anchor Points – All Harness Anchor Points will be checked prior to use, only designated anchor points will be used.
- Emergency Lowering Mechanism is working.
- Means of Communication – Staff working in the platform will have a means of communication (radio/ mobile phone) to summon assistance if they encounter a problem whilst elevated.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Harness and Work Restraint (1.1m fixed lanyard) will be used at all times when operating a Boom Lift. The client's safety rules will be obeyed when working in a scissor lift.

MEWPs are subject to a 6 Monthly LOLER inspection. If Hired equipment is used, a copy of the LOLER certificate will be obtained from the hiring company prior to use.

MEWPs will only be used for lifting personnel and work equipment such as tools. They will not be used to lift or manoeuvre equipment or materials at height.

Please check company Risk Assessment thoroughly and make sure you're aware of the dangers of this work at height equipment.

Use of Ladders and Step Ladders

To ensure overall compliance with the Work at height regulations 2005 regarding the use of ladders and step ladders, TRIPLE STAR FIRE & SECURITY LIMITED will:

- Follow the hierarchy of measures determined within the Work at Height Regulations 2005 when planning any work at height.
 - Avoid work at height where possible
 - Use work equipment or other measures to prevent falls where work at height cannot be avoided
- Where the risk of a fall cannot be eliminated, use work equipment or other measures to minimise the distance and consequences of a fall should one occur
- Carry out risk assessments for all work at height and ensure that suitable and sufficient control measures are in place to protect all site personnel and any other person affected.
- Prioritise ladders as the last choice when selecting means of access or place of work. Only use if more suitable work equipment is not reasonably practicable due to the low risk and short duration of work (between 15 and 30 minutes depending on the activity), or for low-risk work.
- Provide the correct type of ladder- class 1 industrial or EN131 and ensure that they are strong enough for the task and regularly inspected.
- Only use ladders in good condition with feet firmly attached, good tread, clean rungs, undamaged stiles and secure fastenings when extended.
- Make sure ladders are used on firm level ground, properly secured and set at the correct length and angle for the work.
- Ensure persons carrying out activities involving ladders are aware to ensure that three points of contact are maintained with the ladder at all times, stay centrally within the stiles of the ladder and carry tools in a bag or holster to leave both hands free.
- Ensure that persons carrying out work involving ladders are aware not to overload the ladder, over-reach or use the top three rungs of a ladder or the top two steps of a stepladder.
- Carry out training and adequately assess all personnel planning, supervising and carrying out work involving ladders, steps, and staging to ensure that they are fit, adequately trained and competent to carry out that work.
- Ensure that ladders, steps and staging are erected, altered, moved and dismantled by competent persons and in accordance with the manufacturers' instructions.
- Only use podium steps whilst brakes are applied.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- Make sure staging is set on a firm base with only one working platform and that barriers, guard rails and toe boards are provided.
- Only use podium steps and staging that is completely stable and provide a safe means of access to the working platform.
- Individually mark ladders, podium steps and staging to uniquely identify them and carry out regular inspections.
- Provide competent supervision for work at height, reflecting the degree of risk and personnel involved in the particular operation.
- Carry out supervisory checks and monitor that safe systems of work are being adhered to.

Working over or near water

To fulfil our responsibilities in respect of working on or near water, **TRIPLE STAR FIRE & SECURITY LIMITED** will:

- Follow the hierarchy of measures detailed within the Work at Height Regulations 2005 when planning any work at height.
 - Avoid work at height where possible
 - Use work equipment or other measures to prevent falls collectively where work at height cannot be avoided
 - Where the risk of a fall cannot be eliminated, use work equipment or other measures to minimise the distance and consequences of a fall should one occur
- Carry out risk assessments for all work over or near water and develop written method statements.
- Carry out work only when weather conditions do not endanger the health and safety of workers.
- Organise the site to ensure that all practical measures are implemented to reduce the risk of persons accidentally entering the water.
- Select, provide and ensure that the correct equipment is used for the job.
- Carry out training and assess all employees planning, supervising and carrying out work over or near water to ensure that they are adequately trained and competent.
- Provide competent supervision for work over or near water, reflecting the degree of risk.
- Display warning notices near to all edges.
- Provide employees with suitable personal protective equipment.
- Provide suitable and sufficient rescue equipment and competent persons. Develop emergency rescue plans and carry out emergency rescue drills.
- Carry out pre-use checks and maintenance in accordance with manufacturer's instructions and servicing of buoyancy equipment. Provide appropriate, dry storage arrangements.
- Provide adequate lighting as required.
- Carry out supervisory checks and monitor that safe systems of work are being adhered to.
- Ensure the availability of a sufficient number of qualified first aid personnel.
- Make arrangements to check the fitness of employees.

Working on roofs

In accordance with TRIPLE STAR FIRE & SECURITY LIMITED's work at height policy, all work at height will be suitably planned and during the planning phase of all work at height, any roofs with open leading edges will be identified and controlled accordingly.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

Where possible work at height will be avoided and the following steps will be considered when determining the controls for working on roofs in accordance with the HSE published guidance document INDG 284 (Working on Roofs).

- Avoidance of risk – The use telescopic pole with camera attachment or binoculars from a safe position on an adjacent building or structure to carry out a visual inspection.
- Fixed fall prevention – Using parapet walls with a minimum height of 950mm, edge protection (In accordance with BS EN 13774), Use of a MEWP or a work-restraint system.
- Fall protection – The provision of safety nets, air or bean bags, crash decking or fall arrest harnesses.

A safe means of access and egress shall be in place prior to working on any roof. The type of access will be determined during the planning phase of the activity and will take into consideration arrangements to deal with an emergency scenario such as an accident or incident.

TRIPLE STAR FIRE & SECURITY LIMITED shall take necessary steps to determine the strength of the roof structure to ensure that it is structurally sound and capable of taking the weight of additional persons and materials as part of the work scope. Important factors to consider are:

- The thickness of the roof material.
- The span between supports.
- Sheet profile.
- The type, number, position and quality of fixings.
- The design of the supporting structure (Perlins etc.) And,
- The age and overall condition of the roof.

Where fragile surfaces or open edges that are not protected have been identified at a distance of 2 meters or less away from the working area, these shall be protected, and suitable physical barriers installed to prevent unauthorised access onto the fragile surface. Boundaries may be determined when establishing 'safe areas' at the workplace and all access and egress routes. Boundaries should be:

- At least 2 meters from the nearest fragile material or open edge.
- Protected by a physical barrier to prevent persons from accessing the prohibited area. The physical barrier need not comply with BS EN 13774 but shall be more robust than painted lines or bunting.
- Supervised accordingly to ensure that all persons using the work area or thoroughfare are complying with the limits set to ensure a safe working environment.

Where gaps have been identified in the roof structure, they should be covered with a material that is fixed into a position which is also sturdy enough to take the weight of a person and any potential equipment or materials the person may be carrying. If this is not possible, edge protection around the gap should be provided.

When working on roofs, TRIPLE STAR FIRE & SECURITY LIMITED will ensure that unauthorised access to the roof is prevented. This will be assessed on a case by case basis, although the following common methods will be exercised where practicable:

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- Removal of access ladders or blocking using a ladder guard.
- Fitting of lockable access doors onto staircase access/egress routes.

Key Documentation to comply with this Policy

[Work at height internal audit pro-forma](#)

[Harness inspection record](#)

[MEWP reception and Inspection record](#)

[Safety Netting checklist](#)

[Working over or near to water checklist](#)

[Ladder and Step ladder inspection](#)

[Scaffolding inspection checklist](#)

Work equipment

Work equipment includes all machines, equipment and tools used by employees in the course of their work, whether owned by TRIPLE STAR FIRE & SECURITY LIMITED or obtained on loan or hire.

We accept our duties under the current edition of the Provision and Use of Work Equipment Regulations (PUWER) and will take all reasonably practicable steps to ensure that the work equipment that you use is suitable for its intended purpose and will not put your health and safety at risk.

Work equipment shall be selected taking into account the conditions under which it will be used and the risks to which it may expose the operator of the equipment and anyone that may be affected by the way in which it is used. The selection of work equipment will take account of the following:

- Work equipment to be suitable for the task and workplace conditions.
- Work equipment to be adequately maintained.
- Work equipment to be inspected at regular intervals.
- Specific risks associated with certain activities to be identified and reduced.
- Information and instructions to be given to the users.
- Protection from a dangerous part of the machinery.
- Protection against specified hazards.
- Protection against high or very low temperatures.
- Safe starting and stop controls on machinery.
- Isolation from sources of energy.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- Stability of work equipment.
- Adequate lighting.
- Safe maintenance operations.
- Any markings referring to health and safety must be clearly visible.
- Work equipment to have appropriate warnings or warning devices.
- No employees carried on work equipment unless it is suitable for carrying persons and incorporates features for reducing risks to persons.
- Risks from overturning work equipment whilst riding are minimised, e.g. Roll over protection and restraint belts.
- Risk of overturning of forklifts to be specifically assessed and reduced.
- Protection to employees from self-propelled and remote-controlled equipment.
- Protection to employees from drive shafts.

Note: Although covered by PUWER, items of work equipment such as cranes and scaffolding are covered in other pieces of legislation. Compliance with these more specific pieces of legislation, therefore, takes precedence, e.g. Cranes – LOLER and BS7121, Scaffolding (Work at Height Regulations 2005).

Where specific hazards are identified, use of equipment will be restricted to those employees given the task of using it. You will be provided with any information, instruction and training that you need to use work equipment safely.

The Company Director is responsible for ensuring that work equipment is inspected at suitable intervals and maintained and that suitable records are kept. This includes ensuring that any statutory examinations are completed on time. Where the need for maintenance is identified, the work will be subcontracted to an approved supplier.

The Company Director and Works Supervisor are responsible for ensuring that machines and equipment are operated only by persons who have been authorised to do so and who are sufficiently trained and competent in the use of the equipment. We are also responsible for withdrawing damaged equipment from use until it has been repaired or replaced.

Employees and Sub-Contractors are responsible for using machines and equipment in accordance with training provided. Any machine fitted with a guard to prevent contact with moving parts must not be operated with the guard removed or disabled. Machines must not be adjusted when they are running unless the manufacturer has made specific provision for such adjustment.

To ensure that all work equipment provided is fit for purpose and that all necessary inspection and maintenance records are kept up to date, we will:

- Ensure any new equipment purchased after January 1st 2023 is clearly labelled with a UK Conformity Assessed marking. This is abbreviated to a 'UKCA' marking;
- Ensure existing is clearly labelled with a conformité européenne (French for European conformity) marking, where appropriate. This is abbreviated to a 'CE' marking;
- Install equipment and ensure that it is located and used so as to minimise the risk to operators and others;
- Identify all the equipment available for use;
- Assess the risks created from the use of work equipment and eliminate or control them, where practicable;
- Develop safe systems of work;

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

- Provide the necessary information, instruction and training for employees who use work equipment and, where necessary, appoint them in writing;
- Ensure that all work equipment provided is regularly maintained and tested under statutory requirements or manufacturers' instructions, where applicable, using competent contractors where necessary;
- Communicate, to all employees, instructions for the reporting of defects and faults and ensure that they are adhered to and that any faulty equipment is removed from use and replaced as soon as possible; and
- Periodically assess accident records to identify any trends in work equipment accidents and ensure that serious injuries are appropriately reported.

UKCA Marking of equipment

The categories of equipment that require a UKCA Mark to be applied are:

Aerosols	Ecodesign	Electromagnetic compatibility
Equipment for potentially explosive atmospheres (UKEX)	Equipment for use outdoors	Gas Appliances
Lifts	Low voltage electrical equipment	Machinery
Measuring container bottles	Measuring Instruments	Non-Automatic weighing instruments
Personal Protective Equipment (PPE)	Pyrotechnics	Pressure Equipment
Radio Equipment	Recreational Craft & Personal Watercraft	Simple Pressure Vessels
Toys		

Some products are covered by the UKCA marking but have some special rules. These include:

Cableways	Civil Explosives	Construction Products
Energy Using Products	Hazardous Substances (RoHS)	Marine Equipment
Medical Devices	Rail Interoperability	Transportable Pressure Equipment

Where products that have special rules are procured, the Company Director will review the relevant .gov website to establish the special rules for that equipment. This can be obtained here: <https://www.gov.uk/guidance/using-the-ukca-marking>

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

The hiring of plant and equipment

TRIPLE STAR FIRE & SECURITY LIMITED shall obtain all relevant health and safety and operating instructions, e.g. erection instructions for tower scaffolds, and noise and vibration information for handheld drills etc.

Users of the equipment should not assume the equipment has been provided complete - ensure all components are provided with the equipment. Carry out a check of the equipment before it is used. The equipment should have been inspected and tagged by the hiring company but do not assume this to be the case and check for obvious defects.

Once on hire equipment (and users) are the responsibility of site management, carry out frequent checks to ensure the equipment is being used properly by competent persons.

Ensure that persons using the equipment are trained and competent and have been briefed on the importance of reporting defects to their supervisor immediately.

Privately owned equipment

Privately owned equipment used for work is legally regarded as work equipment and must conform to the same rules. Any persons requesting the use of personal equipment shall seek permission from the Company Director prior to use. Acceptance of the use of privately owned equipment shall be determined on a case-by-case basis at the discretion of the Company Director.

Key Documentation to comply with this Policy

[Work Equipment internal audit pro-forma](#)

[Plant reception and inspection report](#)

Young Persons (Including Trainees and Work Experience)

Trainee and work experience programmes represent a significant step in preparing young people and children, under the minimum school leaving age (MSLA), for adult and working life. Not only do they introduce them to the workplace, but they also provide an opportunity to foster an early understanding of the importance of health and safety, and to influence the attitudes of the future workforce.

Young people may be more at risk to their health and safety at work due to lack of experience, lack of awareness of hazards within the workplace or immaturity.

A Young person is defined as "An employee or work placement student who has not attained the age of eighteen".

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

A Child is defined as “A person who is not over the compulsory school leaving age (16)”.

The Health and Safety at Work etc. Act 1974 requires employers to ensure the health and safety of all employees at work and anyone else who may be adversely affected by the employer’s undertaking, so far as is reasonably practicable.

The Management of Health and Safety at Work Regulations 1999 require employers to assess the work-related risk of all their employees and require a specific assessment of risks to young persons. Usually the measures taken to protect the workforce should be sufficient to protect young persons; however, where this is not the case additional measures should be determined and implemented before the young person commences work. In extreme cases this may mean prohibiting young persons from certain work activities.

A young person has the right to expect that the employer has undertaken a suitable risk assessment. Employers must also provide the young person or the parents or guardians of children in employment with comprehensive and relevant health and safety information on the risk assessment and associated preventative and protective measures.

Under the Health and Safety at Work etc. Act 1974, employees have a responsibility for their own health and safety, and this needs to be significantly emphasised to young persons as they are relatively immature and more likely to make decisions without being aware of the possible consequences.

The Management of Health and Safety at Work Regulations 1999 require employers to take the following factors into account when undertaking a young person’s risk assessment:

- Their inexperience and immaturity
- Their lack of awareness of risks to their health and safety
- The fitting out and layout of their workstation and workplace
- The nature, degree and duration of any exposure to biological, chemical or physical agents
- The form, range, use and handling of work equipment
- The way in which processes and activities are organised
- Any health and safety training given or intended to be given
- Risks associated with certain specified agents, processes and work activities

To fulfil our responsibilities as outlined above, we will:

- Inform our insurance company of our intention to run trainee and work experience placements;
- Identify how many trainee and work experience students we have in our workplace;
- Identify all tasks, operations and activities undertaken by our trainees and work experience students;
- Complete a detailed assessment of each task or operation if the risk is unavoidable;
- Inform parents, guardians or others responsible for trainees and work experience students below MSLA, of key findings of risk assessments and the control measures we have taken;
- Provide trainees and work experience students with sufficient information, instruction and training to ensure their health and safety whilst undertaking tasks;
- Provide suitable levels of supervision;
- Liaise closely with the training organisation or work experience organiser to ensure their satisfaction with our

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

management of health and safety; and

- Periodically assess accident records to identify any trends in accidents relating to trainees or work experience students and ensure that serious injuries are appropriately reported.

Key Documentation to comply with this Policy

[Young Person Internal Audit pro-forma](#)

[Young Persons Risk Assessment](#)

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	Apr 12, 2025

TRIPLE STAR FIRE & SECURITY LIMITED

Alcohol, Drugs &
Substance Misuse
Policy

Approved by: Daren Pool

Job Role: Managing Director

Signed: *Daren Pool*

Date:

This policy must be reviewed by the following date: 12/04/2025

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Alcohol, Drugs & Substance Misuse

The consumption of alcohol is an accepted part of social life and is usually a personal matter. However, the subject of alcohol, drugs and substance misuse and how these stimulants can impair the performance, safety and interpersonal work relations is a matter for employers.

To ensure that alcohol, drugs and substance misuse is managed within the workplace, that activities are undertaken safely and that our policy will be clearly understood throughout the company, we will:

- Effectively communicate our strategy on alcohol, drugs, and substance misuse in the workplace.
- Train supervisors and managers to identify employees they suspect of misusing alcohol, drugs, and substances.
- Facilitate proactive testing for all required substances by a third-party testing provider to take place at their request.
- Develop a system for dealing with employees who are experiencing problems with alcohol, drug, and substance misuse.
- Provide employees with adequate information, instruction, and training to enable them to perform their work safely.
- Ensure that sufficient resources are made available to fulfil the requirements of this strategy; and
- Policies will be reviewed at regular intervals no later than the date specified in the footer of this document.

To fulfil our responsibilities as outlined above, TRIPLE STAR FIRE & SECURITY LIMITED will:

- Make our alcohol, drugs, and substance misuse strategy widely available in the workplace and ensure that all staff are taken through it at induction.
- Take preventative measures to ensure employees do not attend work under the influence of alcohol and/or drugs, including providing clear instruction / training on our rules and expectations of all employees.
- Identify and deliver appropriate training for managers and supervisors on alcohol, drugs and substance misuse awareness and the actions to take if an employee is suspected of misuse.
- Ensure that all personnel make themselves available for testing when required to do so by either internal request or as determined by the Principal Contractor.
- Ensure that where there is reasonable cause for suspicion all required employees will make themselves available for testing by a third party testing provider.
- Ensure that managers and supervisors carry out a detailed investigation on each individual case as they occur by taking account of the person involved, the type of work being performed, and the risk created by individuals being affected by alcohol, drug and/or substance misuse and that they complete a risk assessment if appropriate; and
- Periodically assess accident records to identify any trends where alcohol, drugs or substance misuse may be a contributory factor and ensure that serious injuries are appropriately reported.
- Manage all testing results and investigation findings confidentially. Support all returning personnel following a policy violation or substance abuse treatment as part of their return-to-duty process including retraining, supervision, and assistance in adhering to any increased testing processes.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Key Documentation to comply with this Policy:

[Alcohol, Drugs and Substance Misuse internal audit pro-forma](#)

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

TRIPLE STAR FIRE & SECURITY LIMITED

Anti-Bribery, Corruption & Competition Policy

Approved by: Daren Pool

Job Role: Managing Director

Signed: *Daren Pool*

Date:

This policy must be reviewed by the following date: 12/04/2025

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

General Statement of intent: Anti-Bribery, Corruption & Competition

It is the Policy of the TRIPLE STAR FIRE & SECURITY LIMITED to ensure that our business is conducted in accordance with competition law and the Bribery Act 2010 while operating in an ethical, professional, fair, honest, and open manner.

TRIPLE STAR FIRE & SECURITY LIMITED has a zero-tolerance approach to all forms of bribery and corruption which include:

- The direct or indirect promise, offering or authorisation of anything of value.
- The offer or receipt of any kickback, loan, fee, reward, or other advantage.
- The giving of aid, donations or voting designed to exert improper influence.
- Payments for lavish or inappropriate entertainment or travel.
- Favours including offers of employment.
- Facilitation payments.
- Inflated commissions.
- Fake consultancy agreements.

TRIPLE STAR FIRE & SECURITY LIMITED opposes all forms of bribery, corruption and anti competitive behaviour, large as well as small, whether initiated by corrupt officials or corrupt companies or individuals, and whether it takes place in the public or private sector, in the UK or abroad.

To adhere to the policy, we will:

- Ensure all Company personnel are provided with training on the TRIPLE STAR FIRE & SECURITY LIMITED Company Policy on anti-bribery and corruption so they can recognise the signs and take steps to avoid it.
- Encourage employees, subcontractors, and business partners to report any suspicions of bribery and/or corruption through formal 'whistle blowing' channels or more informally through our Company 'open door' policy which enables any individuals to discuss any concerns they may have with senior management in a confidential environment.
- Understand how bribery may occur during the TRIPLE STAR FIRE & SECURITY LIMITED operations and the impacts this could have, implementing appropriate control measures as necessary to prevent occurrence.
- Use appropriate disciplinary and other sanctions for violations of the policy and/or laws against bribery and corruption.
- Constantly monitor and regularly review this Anti-Bribery and Corruption Policy to ensure its continuing suitability.
- Undertake monitoring of employee expenses records to ascertain any anomalies which may fall into the scope of this Policy.
- Provide copies of this Anti-Bribery and Corruption Policy Statement to all employees.

Failure to comply with this policy may result in disciplinary action, including dismissal or appropriate sanctions, in addition to civil and criminal charges.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

We will ensure that suitable and sufficient procedures are implemented to prevent bribery in line with the 6 principles..

- Proportionality
- Top-Level Commitment
- Risk Assessment
- Due Diligence
- Communication
- Monitoring and Review

Additionally, we will ensure that we do not take part in any of the following anti-competitive behaviour:

- Joint selling or purchasing with competitors.
- Price fixing with retailers or suppliers.
- Keeping an exclusivity period in period of over 5 years.

Additionally, we will take all necessary steps to ensure that we are compliant with the requirements of the Competition and Markets Authority (CMA) and will implement best practice wherever possible.

Control of Fraud

As an organisation, we will do everything reasonably practicable to prevent fraud and malpractice within our operations. We will regularly evaluate our approach to identifying the fraud risks within our business and what our customers can potentially be exposed to. We will endeavor to

- Regularly risk assess the business and evaluate our fraud prevention procedures, improving them where possible
- Appoint competent individuals to constantly monitor the fraud control procedures within the business
- Give information, instruction and training to staff at all levels on the prevention of fraud and malpractice
- Put the needs of the customers and the business ahead of the needs of the individual
- Ensure that customers and staff at all levels can an effective and efficient means of reporting fraud (or suspected fraud) within the business
- Communicate this policy with customers and staff at all levels
- Seek external competent advice as and when required.

If you are unsure on any of our Fraud prevention procedures, then please contact a senior person within the business.

Third Party Payments

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Third-party payments may include but are not limited to political contributions, charitable donations and sponsorship. TRIPLE STAR FIRE & SECURITY LIMITED does not make contributions or donations to political organisations or independent candidates, nor does it incur any political expenditure. We respect the right of individual personnel to make personal contributions, provided they are not made in any way to obtain advantage in a business transaction. Any charitable donations or sponsorship are given according to Company policy and care must be taken to ensure such donations are never used to gain improper influence.

Facilitation Payments

Facilitation payments are prohibited under any and all circumstances. These are any payments, usually small cash payments made to low-level officials, as a bribe to secure or expedite the performance of a routine or necessary action or level of service. TRIPLE STAR FIRE & SECURITY LIMITED personnel and Business Partners should report, via the appropriate communications channel, any instance where a facilitation payment is alleged to have been paid on the Company's behalf.

- Colleagues or personnel from the Third Party are in attendance;
- The Third Party does not pay for any associated accommodation or (more than trivial) travel expenses;
- The entertainment or hospitality and/or acceptance of it could not be interpreted as a reward, inducement or encouragement for a favour or preferential treatment;
- The frequency of hospitality or entertainment invitations from a Third Party is not excessive i.e., an individual colleague should not accept hospitality or entertainment invitations from the same Third Party more than once or twice in any financial year;
- It is proportionate in the context of the business relationship.

In addition, colleagues should always consider if the Third Party's behaviour and reputation is in line with TRIPLE STAR FIRE & SECURITY LIMITED values, prior to accepting any invitations for hospitality or entertainment.

Travel Expenses

In certain circumstances, third parties may offer to pay for travel and / or accommodation where no hospitality or entertainment is being provided. This could arise, for example, in the context of business meetings or conferences overseas. If the travel and accommodation is necessary for the purpose of obtaining or seeking clear business benefits for TRIPLE STAR FIRE & SECURITY LIMITED, it is acceptable to allow a supplier or conference host to pay as long as the travel and accommodation is not lavish (e.g luxury hotels or first class travel) and there are no grounds to suggest any intention to induce or reward inappropriate conduct.

Failure to comply with this policy may result in disciplinary action, including dismissal or appropriate sanctions, in addition to civil and criminal charges. It is the responsibility of all management levels to ensure that those reporting to them understand and comply with this policy.

Anti-Competitive Behaviour

Additionally, we will ensure that we do not take part in any of the following anti-competitive behaviour:

- Keeping an exclusivity period of over 5 years.
- Joint selling or purchasing with competitors.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

- Price fixing with retailers or suppliers.

Sign Off & Approval

Approved by: Daren Pool

Job Role: Managing Director

Signed: *Daren Pool*

Date:

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

TRIPLE STAR FIRE & SECURITY LIMITED

Anti-Facilitation Of Tax Evasion Policy

Approved by: Daren Pool

Job Role: Managing Director

Signed: *Daren Pool*

Date:

This policy must be reviewed by the following date: 12/04/2025

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Anti-Facilitation Of Tax Evasion Policy

TRIPLE STAR FIRE & SECURITY LIMITED conduct all of our business in an honest and ethical manner. We take a zero-tolerance approach to facilitation of tax evasion, whether under UK law or under the law of any foreign country. We are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate and implementing and enforcing effective systems to counter tax evasion facilitation. We will uphold all laws relevant to countering tax evasion, including the Criminal Finances Act 2017. We are committed to the following principles:

- We will carry out business fairly, honestly and openly.
- We will not provide services or sell to parties where we know or suspect that the services or the items sold will be misused or abused by a customer for the purposes of fraudulent tax evasion.
- We will not buy services or goods from any supplier where we know or reasonably suspect them not to be properly declaring their income and any relevant tax and duties in connection with those activities.
- Any colleague found to be in breach of these principles will face disciplinary action up to and including dismissal.
- No colleague will suffer demotion, penalty, or other adverse consequence for refusing to engage in the sale or purchase of services and goods where they reasonably suspect or know tax evasion to be taking place. Our clear policy is not to engage in transactions where tax evasion is present or suspected to be present, even if it may result in us losing business.
- We expect our agents and others who represent us also to commit to these principles.
- We are committed to a programme to counter the risk of our being involved in the facilitation of tax evasion.

What is Tax Evasion Facilitation?

Tax evasion means the offence of cheating the public revenue or fraudulently evading UK tax, and is a criminal offence. The offence requires an element of fraud, which means there must be deliberate action, or omission with dishonest intent.

Foreign tax evasion means evading tax in a foreign country, provided that conduct is an offence in that country and would be a criminal offence if committed in the UK. As with tax evasion, the element of fraud means there must be deliberate action, or omission with dishonest intent.

Tax evasion facilitation means being knowingly concerned in, or taking steps with a view to, the fraudulent evasion of tax (whether UK tax or tax in a foreign country) by another person, or aiding, abetting, counselling or procuring the commission of that offence. Tax evasion facilitation is a criminal offence, where it is done deliberately and dishonestly.

Under the Criminal Finances Act 2017, a separate criminal offence is automatically committed by a corporate entity or partnership where the tax evasion is facilitated by a person acting in the capacity of an "associated person" to that body. For the offence to be made out, the associated person must deliberately and dishonestly take action to facilitate the tax evasion by the taxpayer. If the associated person accidentally, ignorantly, or negligently facilitates the tax evasion, then the corporate offence will not have been committed. The company does not have to have deliberately or dishonestly facilitated the tax evasion itself; the fact that the associated person has done so creates the liability for the company.

Tax evasion is not the same as tax avoidance or tax planning. Tax evasion involves deliberate and dishonest conduct.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Tax avoidance is not illegal and involves taking steps, within the law, to minimise tax payable (or maximise tax reliefs).

In this policy, all references to tax include national insurance contributions.

Who must comply with this policy?

This policy applies to all persons working for TRIPLE STAR FIRE & SECURITY LIMITED or on our behalf in any capacity, including employees at all levels, directors, managers, agency workers, seconded workers, interns, agents, contractors, external consultants, third-party representatives and business partners, sponsors, or any other person associated with us, wherever located.

What You Must Not Do

It is not acceptable for you (or someone on your behalf) to:

- engage in any form of facilitating tax evasion or foreign tax evasion;
- aid, abet, counsel or procure the commission of a tax evasion offence or foreign tax evasion offence by another person;
- fail to report promptly any request or demand from any third party to facilitate the fraudulent evasion of tax (whether UK tax or tax in a foreign country), or any suspected fraudulent evasion of tax (whether UK tax or tax in a foreign country) by another person, in accordance with this policy;
- engage in any other activity that might lead to a breach of this policy; or
- threaten or retaliate against another individual who has refused to commit a tax evasion offence or a foreign tax evasion offence or who has raised concerns under this policy.

Your Responsibilities

You must ensure that you read, understand and comply with this policy.

The prevention, detection and reporting of tax evasion and foreign tax evasion are the responsibility of all those working for us or under our control. You are required to avoid any activity that might lead to, or suggest, a breach of this policy.

You must notify the Company Secretary as soon as possible if you believe or suspect that a conflict with this policy has occurred, or may occur in the future. For example, if an employee or supplier asks to be paid into an offshore bank account, without good reason, or a supplier asks to be paid in cash, indicating that this will mean the payment is not subject to VAT. Further “red flags” that may indicate potential tax evasion or foreign tax evasion is set out below.

Risk Assessment

It is important that we only work with business partners and Joint Venture Partners who we believe will not engage in tax evasion or its facilitation. Before entering into a Joint Venture, due diligence should be conducted. A risk assessment will be conducted first to determine the appropriate level of due diligence.

Proportionality of risk based preventative procedures

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

TRIPLE STAR FIRE & SECURITY LIMITED recognise that reasonable procedures will be proportionate to the risk a relevant body faces of persons associated with it committing tax evasion facilitation offences. This will depend on the nature, scale and complexity of the relevant body's activities. We recognise that the reasonableness of prevention procedures should take account of the level of control and supervision we are able to exercise over a particular person acting on our behalf, and the proximity of the person to the relevant body. The new offences do not require relevant bodies to undertake excessively burdensome procedures in order to eradicate all risk, but they do demand more than mere lip-service to preventing the criminal facilitation of tax evasion.

Potential Risk Scenarios

The following is a list of possible scenarios that may arise during the course our activities which may raise concerns related to tax evasion or foreign tax evasion. The list is not intended to be exhaustive and is for illustrative purposes only. If you encounter any of these red flags while working for us, you must report them promptly to the Company Director or using the procedure set out in the Whistleblowing Policy:

- A third party has made or intends to make a false statement relating to tax, has failed to disclose income or gains to, or to register with, HMRC (or the equivalent authority in any relevant non-UK jurisdiction), has delivered or intends to deliver a false document relating to tax, or has set up or intends to set up a structure to try to hide income, gains or assets from a tax authority.
- A third party has deliberately failed to register for VAT (or the equivalent tax in any relevant non-UK jurisdiction) or failed to account for VAT.
- A third-party requests payment in cash and/or refuses to sign a formal commission or fee agreement, or to provide an invoice or receipt for a payment made.
- A third party working for TRIPLE STAR FIRE & SECURITY LIMITED as an employee asks to be treated as a self-employed contractor, but without any material changes to their working conditions.
- A supplier or other subcontractor is paid gross when they should have been paid net, under a scheme such as the Construction Industry Scheme.
- A third-party request that payment is made to a country or geographic location different from where the third party resides or conducts business.
- A third party to whom TRIPLE STAR FIRE & SECURITY LIMITED have provided services requests that their invoice is addressed to a different entity, where services were not provided to such entity directly.
- A third party to whom we have provided services asks us to change the description of services rendered on an invoice in a way that seems designed to obscure the nature of the services provided.
- A third party invoice appears to be non-standard or customised.
- A third party insists on the use of side letters or refuses to put terms agreed in writing or asks for contracts or other documentation to be backdated.
- Being invoiced for a commission or fee payment that appears too large or too small, given the service stated to have been provided.
- A third party requests or requires the use of an agent, intermediary, consultant, distributor or supplier that is not typically used by or known to us.

Top level commitment

Daren Pool has overall responsibility for ensuring this policy complies with TRIPLE STAR FIRE & SECURITY LIMITED legal and ethical obligations. Daren Pool has overall responsibility for ensuring that all persons who work for or on

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

behalf of TRIPLE STAR FIRE & SECURITY LIMITED comply with the policy.

Managers have primary and day-to-day responsibility for implementing this policy, ensuring that all employees are given adequate and regular training on it, monitoring its use and effectiveness, dealing with any queries about it, and auditing internal control systems and procedures to ensure they are effective in preventing the facilitation of tax evasion.

Managers at all levels are responsible for ensuring those reporting to them understand and comply with this policy. Comments on the policy and suggestions on ways in which it might be improved are welcome. Comments, suggestions and queries should be addressed to the Company Director.

Due diligence

TRIPLE STAR FIRE & SECURITY LIMITED due diligence checks include the following:

- Making it a condition of doing business with us that they will act diligently to account for any taxes owed.
- Undertaking additional checks on their ownership structure or on where their business is managed.
- Asking them to prove they are registered for tax.
- When we buy or sell goods or products, undertaking appropriate checks to ensure that tax has been paid.
- Any other procedures we consider to be reasonable.

Communication & Training

An explanation of this policy forms part of the induction process for all individuals who work for us, and training will be provided on it periodically. Our zero-tolerance approach to tax evasion and foreign tax evasion will be communicated to all suppliers, contractors and business partners at the outset of our business relationship with them and as appropriate after that.

Monitoring and review

TRIPLE STAR FIRE & SECURITY LIMITED are committed to establishing and maintaining an effective system for monitoring compliance with this policy.

Monitoring of Business Partners risk scenarios - Colleagues should look out for risk scenarios. Any such instances should be reported immediately. Higher risk Business Partners will be reviewed for compliance periodically and lower risk Business Partners will be reviewed not less than every 3 years. We will carry out appropriate periodic audits. Due diligence gathered will be sampled during audits. TRIPLE STAR FIRE & SECURITY LIMITED will keep a record of all their Business Partners and any due diligence conducted.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025



Accredited.com
Health & Safety Support

Certificate of Services

Acknowledges that

TRIPLE STAR FIRE & SECURITY LIMITED

Have competent H&S support
from be Accredited

Start Date

24/02/2024

Expiry Date

12/04/2025

Signed

Daren Pool

Daren Pool

Signed

Michael Devitt

Michael Devitt: Health & Safety Director, be Accredited

be Accredited is a trading name of
Faction Health & Safety Group Ltd
www.beaccredited.com | www.rams-app.co.uk



Accredited.com
Health & Safety Support

RAMs
Managing Safety

Company CV

MICHAEL DEVITT, DIRECTOR OF HEALTH AND SAFETY

Established health and safety professional with vast experience within multiple industries including oil and gas (Onshore and Offshore), construction, manufacturing and aerospace.

CMIOSH, OSHCR [View OSHCR Profile](#)

NEBOSH National Diploma

TOP-SET Senior Accident Investigation; Reporting and Root Cause Analysis Certification

NVQ L3 Scaffolding & Advanced Scaffolding Inspection

JOSH WRIGHT, HEALTH & SAFETY LEAD

[Verify NEBOSH Qualification Here](#) Full Name: Joshua Wright - Date: 06 October 2021 - Master Log: 00607264/1249242

Grad-IOSH

Level 6 NVQ Diploma in Occupational Health and Safety

NEBOSH General Certificate, NEBOSH Working with Wellbeing, IOSH CDM Awareness,

IOSH Managing Safely, IEMA Environmental Skills for Managers, ISO 9001:2015 – Quality

Management Systems Awareness, Temporary Works Coordinator, DSE Risk Assessor

ANDREW CHAPMAN, HEALTH & SAFETY ADVISOR

[Verify NEBOSH Qualification Here](#) Full Name: Andrew Chapman - Date: 13 May 2019 - Master Log: 00449704/1086460

NEBOSH General Certificate, IOSH Managing Safely in Construction, Risk Assessor,

COSHH Awareness, Electrical Safety Awareness, Fire Safety Awareness, Manual Handling

Awareness, City & Guilds Level 2 Fibre Optic Cabling.

DAN ROCHE, PRODUCT ADVISOR

MEng Chemical Engineering, Fit Test Operator Training, PAT Testing, IOSH Managing Safely, IOSH CDM Awareness.

HEALTH & SAFETY SUPPORT

All IOSH Managing Safely Certified

PHIL BROWN

DAN BARBER

MARC LONSDALE

KADIE IRVING

DANIELLE SHAW

Support Expiry Date

12/04/2025

Offices & Contact:

YBN, Delta Bank Road, Gateshead, NE11 9DJ

Tel: 0800 254 5911 | Email: admin@beaccredited.com

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TRIPLE STAR FIRE & SECURITY LIMITED

Corporate Social

Responsibility Policy

Approved by: Daren Pool

Job Role: Managing Director

Signed: *Daren Pool*

Date:

This policy must be reviewed by the following date: 12/04/2025

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Corporate Social Responsibility Policy Purpose

The purpose of our Corporate Social Responsibility policy is to demonstrate TRIPLE STAR FIRE & SECURITY LIMITED's responsibility towards the environments that we work in and the values and ethics that we commit to as a responsible organisation.

Policy Scope

This policy applies to all employees, sub-contractors, agents or subsidiaries of TRIPLE STAR FIRE & SECURITY LIMITED. If you represent our company in any way, this policy is applicable to how you conduct yourself.

Who must comply with this policy?

This policy applies to all persons working for TRIPLE STAR FIRE & SECURITY LIMITED or on our behalf in any capacity, including employees at all levels, directors, managers, agency workers, seconded workers, interns, agents, contractors, external consultants, third-party representatives and business partners, sponsors, or any other person associated with us, wherever located.

Compliance

Legal

TRIPLE STAR FIRE & SECURITY LIMITED will:

- Respect and comply with all relevant statutes/legislation applicable to us.
- Implement, monitor and review our own internal policies and procedures.
- Keep all partnerships and collaborations open and transparent.

Ethics

Our behaviour will always be respectful with increased focus on integrity and human rights. To do this, we will promote:

- Safety and fairness in all decision-making made by the company.
- Respect towards all other people, including other businesses.
- Anti Bribery and Anti Corruption practices per our internal policy.

Our Corporate Social Responsibility

Environment

The earth's natural environment must be protected. Keeping the planet's environment clean and unpolluted provides short, medium and long-term benefit to all. TRIPLE STAR FIRE & SECURITY LIMITED will ensure that best practices are followed as a minimum relating to waste generation and disposal. We will recycle all waste where it is possible that the waste materials can be recycled.

Protecting People

We will take steps to ensure that our company does not:

- Risk the health and safety of any person.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

- Harm the lives of local and indigenous people.
- Discriminate against any person in any capacity. We support diversity and inclusion.

Human Rights

TRIPLE STAR FIRE & SECURITY LIMITED is committed to protecting Human Rights. We are a committed equal opportunity employer and will comply with all legislation and guidance related to Human Rights. We will not directly or indirectly breach any rules or regulations concerning human rights.

Proactive demonstration

Donations and aid

Where budget is available, we will make donations and aid with the main aims to facilitate in the management and organisation of community events and assistance to those in need.

Volunteering

We actively encourage all employees to volunteer to both internally and externally organised events. Where employees highlight that they are actively volunteering within an externally organised event, TRIPLE STAR FIRE & SECURITY LIMITED may consider sponsorship opportunities and sharing details of the event with other interested parties.

Preserving the environment

Notwithstanding our legal commitments and responsibilities, TRIPLE STAR FIRE & SECURITY LIMITED is committed to proactively protecting the environment. Examples of how we do this include:

- Recycling
- Managing and reducing carbon emissions
- Using environmentally friendly materials and substances

Supporting the Community

Where notified, TRIPLE STAR FIRE & SECURITY LIMITED may support community investment, educational and sporting programmes. Additionally, support may be offered to nonprofit organisations to promote cultural and economic communities and landmarks.

Learning & Continuous Improvement

TRIPLE STAR FIRE & SECURITY LIMITED is committed to the [United Nations Compact](#). We will actively promote ourselves as a responsible and socially mature organisation.

In line with our commitment to continuous improvement, we will make changes to how we operate to maintain and regularly improve our performance in relation to our corporate social responsibility.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

TRIPLE STAR FIRE & SECURITY
LIMITED

Data Protection &
Cyber Security Policy

Approved by: Daren Pool

Job Role:

Signed: *Daren Pool*

Date:

This policy must be reviewed by the following date: 12/04/2025

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Cyber Security

TRIPLE STAR FIRE & SECURITY LIMITED shall protect restricted, confidential or sensitive data from loss to avoid reputation damage and to avoid adversely impacting our clients. The protection of data in scope is a critical business requirement, yet flexibility to access data and work effectively is also critical.

It is not anticipated that this technology control can effectively deal with the malicious theft scenario, or that it will reliably detect all data. Its primary objective is user awareness and to avoid accidental loss scenarios. This policy outlines the requirements for data leakage prevention, a focus for the policy and a rationale.

If you believe you have been subject to a breach, this must be reported to the company DPO as soon as possible. Ensure that a suitable level of information is given to the DPO so that they may respond appropriately.

Reports should be made to

Personal Data

Personal data is defined by the Data protection Act 2018 as data which relates to a living individual who can be identified from that data or from that data and other information which is in the possession of, or is likely to come into the possession of, the data controller, and includes any expression of opinion about the individual and any indication of the intentions of the data controller or any other person in respect of the individual.

In accordance with the Data protection Act 2018, TRIPLE STAR FIRE & SECURITY LIMITED shall ensure that Personal Data shall be:

- Processed fairly and lawfully.
- Obtained only for specified and lawful purposes and shall not be processed in any manner which is incompatible with those purposes.
- Adequate, relevant and not excessive with respect to the purposes for which it is processed.
- Accurate and, where appropriate, kept up to date.
- Kept for no longer than is necessary for light of the purposes(s) for which it is processed.
- Processed in accordance with the rights of data subjects under the Data Protection Act 2018.
- Protected against unauthorised or unlawful processing, accidental loss, destruction or damage through appropriate technical and organisational measures. And,
- Kept secure to prevent the transfer to a country or territory outside of the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

In accordance with the Data protection Act 2018, TRIPLE STAR FIRE & SECURITY LIMITED commit to ensuring that all data subjects have the right to:

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

- Access a copy of their personal data held by the Company by means of a Subject Access Request.
- Object to any processing of their personal data that is likely to cause (or that is causing) damage or distress.
- Prevent processing for direct marketing purposes.
- Object to decisions being taken by automated means (where such decisions will have a significant effect on the data subject) and to be informed when any such decision is taken (in which case the data subject has the right to require the data controller (by written notice) to reconsider the decision.
- Have inaccurate personal data rectified, blocked, erased or destroyed when requested.
- Claim compensation for damage caused by the Company's breach of the Act.

Data protection procedures

It is our duty to comply with all aspects of the General Data Protection Regulations (GDPR). TRIPLE STAR FIRE & SECURITY LIMITED shall ensure that all of its employees, agents, contractors, or other parties working on behalf of the Company comply with the following when working with personal, sensitive or data relating to other Clients or Customers:

- All emails containing data must be encrypted.
- Data shall only be transmitted over secure networks with a firewall installed – transmission over unsecured networks is not permitted in any circumstances.
- Data may not be transmitted over a wireless network if there is a wired alternative that is reasonably practicable
- Data contained in the body of an email, whether sent or received, should be copied from the body of that email and stored securely. The email itself should be deleted. All temporary files associated therewith should also be deleted.
- Where Personal data is to be transferred in hardcopy form, it should be passed directly to the recipient or posted using a track and trace service with a signature required from the named recipient.
- No personal data may be shared informally, and if an employee, agent, sub-contractor, or other party working on behalf of the Company requires access to any personal data that they do not already have access to, such access should be formally requested
- Data must be handled with care at all times and should not be left unattended or on view to unauthorised employees, agents, sub-contractors or other parties at any time.
- If data is being viewed on a computer screen and the computer in question is to be left unattended for any period of time, the user must lock the computer and screen before leaving it.
- Any unwanted copies of data (i.e. printouts or electronic duplicates) that are no longer needed should be disposed of securely. Hardcopies should be shredded, and electronic copies should be deleted.
- No data should be stored on any mobile device (including, but not limited to, laptops, tablets and smartphones), whether such device belongs to the Company or otherwise.
- All personal data stored electronically should be backed up and encrypted.
- We will ensure suitable and sufficient arrangements for the protection of our IT Data Security. This includes implementing firewalls as well as virus scanning on our company devices. Any employee that is unsure of how to safely use their equipment is required to raise this with their manager
- Company devices (Laptops for example) will be password protected. The passwords will be changed at regular intervals
- Staff will be inducted how to use company equipment and introduced to the businesses Data Protection and Cyber Security Policy and Procedures. Staff will have the opportunity to raise any questions regarding these

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

procedures during the induction and during their ongoing employment

- Regular training will take place with staff (At least annually) to refresh their knowledge on Data Protection and Cyber Security procedures

Password Management

- All passwords used to protect personal data should be changed regularly and should not use words or phrases that can be easily guessed or otherwise compromised.
- All passwords must contain a combination of uppercase and lowercase letters, numbers, and symbols.
- Under no circumstances should any passwords be written down or shared between any employees, agents, contractors, or other parties working on behalf of the Company, irrespective of seniority or department. If a password is forgotten, it must be reset using the applicable method.

Organisational Measures

TRIPLE STAR FIRE & SECURITY LIMITED Have appointed as its Data Protection Officer with the specific responsibility of overseeing data protection and ensuring compliance with this Policy and the Data protection Act 2018.

The Data Protection Officer shall ensure that:

- All employees, agents, contractors, or other parties working on behalf of the Company are made fully aware of both their individual responsibilities and the Company's responsibilities under the Act and under this Policy and shall be provided with a copy of this Policy.
- Only employees, agents, sub-contractors, or other parties working on behalf of the Company that need access to and use of personal data in order to carry out their assigned duties correctly shall have access to personal data held by the Company.
- All employees, agents, contractors, or other parties working on behalf of the Company handling personal data will be appropriately trained to do so.
- All employees, agents, contractors, or other parties working on behalf of the Company handling personal data will be appropriately supervised.
- Methods of collecting, holding and processing personal data shall be regularly evaluated and reviewed.
- The Performance of those employees, agents, contractors, or other parties working on behalf of the Company handling personal data shall be regularly evaluated and reviewed.
- All employees, agents, contractors, or other parties working on behalf of the Company handling personal data will be bound to do so in accordance with the principles of the Act and this Policy by contract.

Access to personal data (Subject access request)

Any Person that TRIPLE STAR FIRE & SECURITY LIMITED hold personal data about may make a subject access

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

request at any time to find out more about the information that TRIPLE STAR FIRE & SECURITY LIMITED hold about them.

Subject access requests should be made in writing and addressed to the company director and should be clearly identified as a subject access request.

The subject access request must make it clear whether it is the person themselves that is making the request or whether it is a person acting on his or her behalf. In either case, proof of identity must be provided. If the subject access request is made on another's behalf, the individual making the request must provide clear evidence of their authorised capacity to act on behalf of the data subject.

Upon the receipt of the Subject access request, TRIPLE STAR FIRE & SECURITY LIMITED shall have a maximum period of 40 calendar days within which to respond fully, although an acknowledgement should be received within 10 working days.

The following information will be provided with:

- Whether or not the Company holds any personal data on the Person requesting the Subject access request.
- A description of any personal data held on the person.
- Details of what that personal data is used for.
- Details of how to access personal data and how to keep it up to date.
- Details of any third-party organisations that personal data is passed to. And,
- Details of any technical terminology or codes.

Notification to the information commissioner's office

As a data controller, the TRIPLE STAR FIRE & SECURITY LIMITED is required to notify the Information Commissioner's Office that it is processing personal data.

Data controllers must renew their notification with the Information Commissioner's Office on an annual basis. Failure to notify constitutes a criminal offence.

Any changes to the register must be notified to the Information Commissioner's Office within 28 days of taking place. The Data Protection Officer shall be responsible for notifying and updating the Information Commissioner's Office.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

TRIPLE STAR FIRE & SECURITY LIMITED

Environmental

Management System

(EMS)

Approved by: Daren Pool

Job Role: Managing Director

Signed: *Daren Pool*

Date:

This policy must be reviewed by the following date: 12/04/2025

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Table of Contents

General Statement of Intent: Environmental.....	3
Introduction.....	4
Definitions.....	5
Our Company.....	6
Organisational Context.....	6
Relevant Interested Parties.....	6
Management System Scope.....	8
Management System Processes.....	8
Leadership & Governance.....	9
Leadership & Commitment.....	9
Environmental Policy.....	10
Roles & Responsibilities.....	10
Management System Planning.....	11
Addressing Risk & Opportunities.....	11
EMS Objectives.....	14
Support.....	15
Resources.....	15
Competence.....	16
Awareness.....	16
Communication Support.....	17
General.....	17
Internal Communication.....	17
External Communication.....	17
Documented Information.....	18
Operation.....	19
Operation Planning & Control.....	19
Environmental Emergency Situations.....	20
Performance Evaluation.....	20
Monitoring, Measurement, Analysis & Evaluation.....	20
Internal Audit.....	21
Management Review.....	21
Improvement.....	23
General.....	23
Non-Conformity & Corrective Actions.....	23
Improvement.....	24

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

General Statement of Intent: Environmental

We are committed to reducing our impact on the environment. We strive to reduce our environmental impact by:

- Continually monitoring legislative changes and developments and make changes to our policy and practice to ensure compliance.
- Ensure the responsible use of energy (in our case, principally electricity) throughout our business by conserving energy wherever possible, monitoring and improving energy consumption and efficiency on a regular basis, and encouraging best practice within our company and by our business associates.
- Conserve natural resources by reusing and recycling packaging and stationary materials, purchasing recycled materials where appropriate, and using recyclable packaging and other materials wherever possible.
- Be a responsible member of the local business community and its immediate area in the way that we impact on the environment that we share, and to act promptly and effectively to correct any problems or incidents that might affect the environment or the health or safety of our staff, of our business neighbours or of the inhabitants of the area.
- Use products that we know to be safe to use, energy-efficient in operation, protective of the environment, and that can be reused, recycled or disposed of safely.
- Make all employees aware of this policy and their responsibilities for environmental issues.
- Undertake regular and comprehensive self-assessments of our compliance with this policy and report to the management meeting.
- Review and update this policy on an annual basis, or more frequently if required.

In practical terms:

- Non-essential electrical equipment will be switched off whenever possible.
- In particular, the office lights will be turned off overnight, and over weekends.
- Office heating will be turned down to acceptable and staff-agreed levels.
- All procurement of goods or services should consider the environmental impact of the product purchased, its packaging and delivery method. Where it is sensible, we will use second-user or recycled equipment.
- We will actively look for practical public transport alternatives for any trip.
- We will aim to share lifts whenever two or more staff are visiting the same site and have a similar route or part of the journey.
- We will attempt to reduce travel in general by careful planning of meetings with clients and travelling to sites in groups.
- All Paper, Plastics and Glass consumed within the office will be recycled, separately from other refuse. All confidential paper matter will be shredded before recycling.

Approved by: Daren Pool

Job Role: Managing Director

Signed: *Daren Pool*

Date:

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Introduction

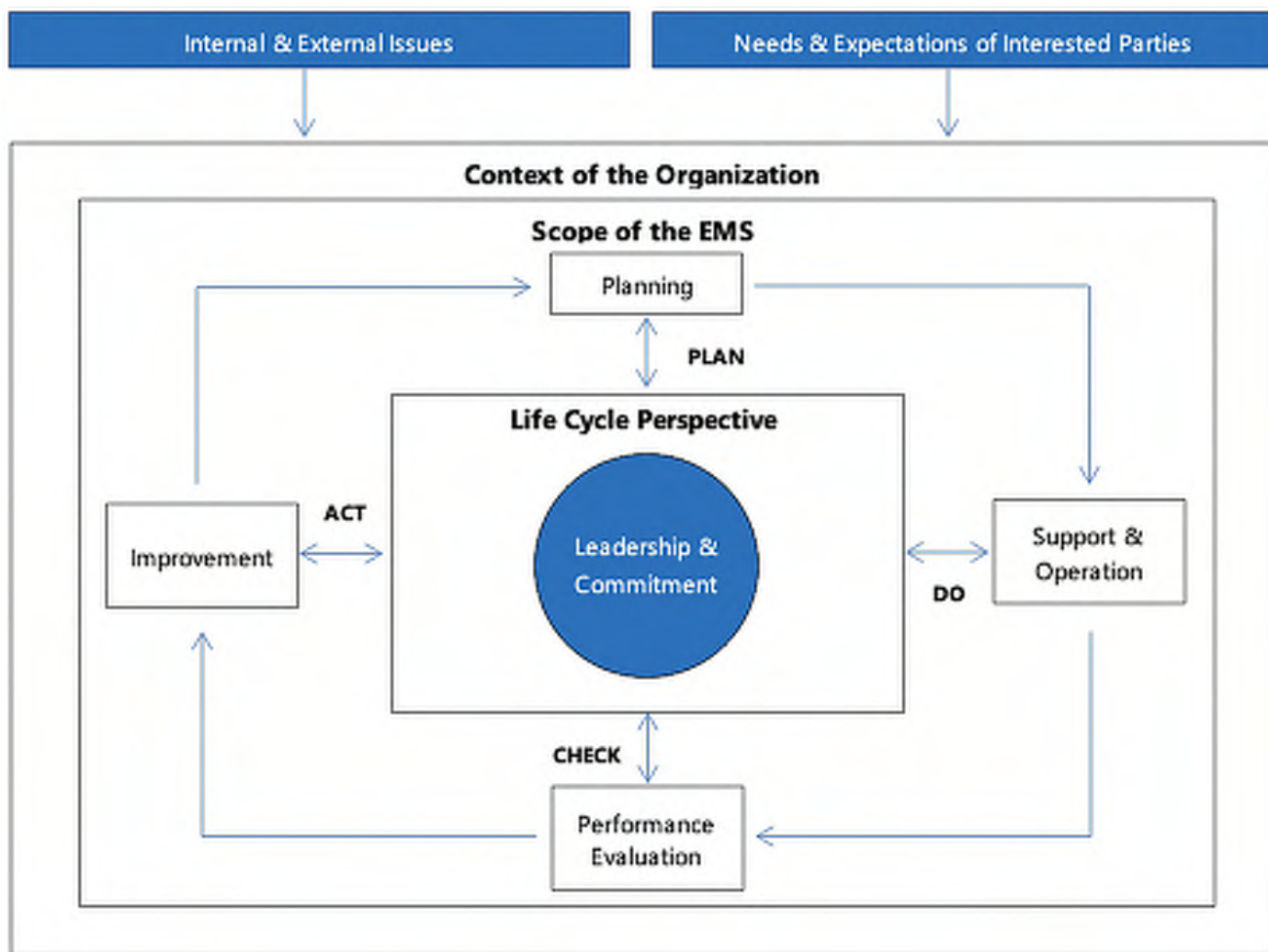
TRIPLE STAR FIRE & SECURITY LIMITED has developed and implemented this Environmental Management System (EMS) which uses ISO 14001 as a framework with the overall aim and objective of improving how we manage environmental factors and to better satisfy the needs and expectations of our customers, stakeholders and interested parties.

When implemented correctly, this EMS shall:

- 1. Further enhance our environmental performance by protecting the environment and reducing our environmental impact.
- 2. Ensure compliance with our obligations concerning any potential effect of environmental conditions. And,
- 3. Control how we set and achieve environmental objectives.

The below figure depicts the methodology used for the development of our EMS. We utilise the plan, do, check and act process approach, to implement and deliver management system objectives, stakeholder requirements and environmental compliance.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025



This EMS manual is used to familiarise our customers, interested parties, or individuals with the controls that have been implemented and to assure them that the integrity of our EMS is maintained and is focused on meeting its intended outcomes.

This manual also describes the structure and interactions of our EMS, delineates authorities, inter relationships and responsibilities of personnel who operate within the boundaries of our Environmental Management System.

Definitions

This document does not introduce any new definitions but rather relies on the following:

- Terms typically used in standards and regulations as they relate to our EMS or services. And
- Standard business terminology, and terms and vocabulary commonly used in our industry.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Our Company

Organisational Context

TRIPLE STAR FIRE & SECURITY LIMITED is committed to defining our position in the marketplace and understanding how relevant factors arising from internal and external issues influence our strategic direction, our organizational context, or the ability of our EMS to achieve its intended outcomes. Such issues include factors that are capable of being affected by, or capable of affecting our organization. Broadly, these issues are defined as:

1. **Internal Issues:** conditions related to our organizational activities, products, services, strategic direction, culture, people, knowledge, processes and systems. Using SWOT analysis provides our organization with framework for reviewing and evaluating our strategies, and the position and direction of our organization, business propositions and other ideas.
2. **External Issues:** conditions related to cultural, social, political, legal, regulatory, financial, technological, economic, competition at local, national or international levels. Using PESTLE analysis provides our organization with framework for measuring our market and growth potential according to external political, economic, social, technological, legal and environmental factors.
3. **Environmental Issues:** Conditions related to climate, air quality water quality, land use, natural resource availability or biodiversity that can either affect our organization's purpose, or be affected by our environmental aspects and impacts, which TRIPLE STAR FIRE & SECURITY LIMITED must manage.

Although we acknowledge that ISO 14001 does not require our organizational context to be maintained as documented information, we maintain and retain; in addition to this document, the following documented information that describes our organizational context.

1. SWOT Analysis Templates for Internal Issues
2. PESTLE Analysis Templates for external issues;
3. Environmental Aspects & Impacts Registers for environmental issues;
4. Business plans, strategy documents, operational procedures;
5. Analysis of technology and competitors;
6. Technical reports from experts and/or consultants;
7. Minutes of meetings, process maps and reports, etc

Where required, TRIPLE STAR FIRE & SECURITY LIMITED collates and assesses information about these influential factors to ensure that a continual understanding of the relevance of each factor is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our business during management review meetings, the results of which are conveyed via minutes and business planning documents.

The output from this activity is evident as an input to determining the scope of our EMS and its processes, as well as, the consideration of risks and opportunities that may affect our EMS, and the resulting actions that we take to address them.

Relevant Interested Parties

TRIPLE STAR FIRE & SECURITY LIMITED recognizes that we have a unique set of interested parties whose needs and

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

expectations (requirements) change and develop over time. Only a limited set of requirements are relevant to our EMS, and which are considered and managed as a compliance obligation. The criteria for our compliance obligations include the following parameters.

All:

- Relevant legal requirements.
- Corporate requirements imposed by upper levels of our Company. And,
- Relevant requirements of relevant interested parties that our organization decides to comply with, these may either be contractual (customers) or voluntary (environmental commitments).



By asking 'how the interested party (or their requirements) might affect our ability to achieve the intended outcomes of our environmental management system?' we are able to determine and document the relevant interested party requirements.

Although not specifically required by ISO 14001, we maintain an Interested Party Matrix that aligns a list of relevant interested parties to their corresponding needs and expectations; with an indication of which of these has been accepted as a compliance obligation. Such needs and expectations, and whether they are critical to the success of our EMS, broadly include the examples shown in the table below.

Interested Party	Requirements	EMS Critical	Compliance Obligation
Customers	Supply of services to specification	Yes	Contractual
Employees	Safe working Environment	Yes	Legal
	Continued Employment	No	Not Applicable
Regulatory	Compliance with the law and regulatory reporting	Yes	Legal
Community	Social Responsibility	Yes	Voluntary

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

The outputs from this process are typically used to inform the following sections and processes of the EMS:

1. Management system scope.
2. Management system processes.
3. Actions to address risk and opportunities that affect the EMS.
4. Environmental aspect and impacts.
5. Compliance obligations.
6. Communications.

Management System Scope

TRIPLE STAR FIRE & SECURITY LIMITED has assessed and established the scope of our EMS so we can implement our objectives and overall Environmental Policy General Statement of Intent.

Based on the nature of our work, we have varying levels of influence and control which may restrict us from being able to implement this EMS in full on a particular site. We are committed to implementing this EMS in full on all Workplaces that are under our control.

The functional and organisational boundaries for different work locations are summarised below:

Type of Workplace	Functional Boundary	Organisational Boundary	Can we Control or Influence?
Workplaces under our control	All work activities that are performed and managed by our Employees or Sub-Contractors	Complete Organisational Control	Yes, we can control and influence these activities
Workplaces not under our control	Work activities that TRIPLE STAR FIRE & SECURITY LIMITED perform in workplaces that we are not directly in control of	Working to our own risk assessments but not involved in direct management or running of workplace	We can influence these workplaces by conforming with Management Systems and local site rules

This EMS covers all activities and services undertaken by TRIPLE STAR FIRE & SECURITY LIMITED as we are able to either control or influence these depending on the Type of Workplace as described above.

Despite there being no legal requirement to keep an EMS manual, we do so to help demonstrate compliance with Environmental Management to our Employees, Customers and for External auditing purposes.

Management System Processes

Our Processes are designed taking in to consideration the continual improvement principles of:

- Plan.
- Do.
- Check.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

- Act.

So that we can achieve our objectives, TRIPLE STAR FIRE & SECURITY LIMITED has implemented this EMS; which is founded on robust management principles that are integrated with routine/daily management activities that TRIPLE STAR FIRE & SECURITY LIMITED controls.

To summarise, the processes determined within our EMS are developed to address the following:

1. Supplier, manufacturer, internal and external issues.
2. Material, resource and energy usage.
3. Waste and emissions generation.
4. Design, operation, production and logistics.
5. Activities, products, and services.
6. Customers and end-users.

We will perform an annual review of these processes to determine the strengths of our approach and also identify any potential areas for improvement. The annual review will be supported by regular proactive monitoring by all, the records of which may not always be recorded.

Where available, TRIPLE STAR FIRE & SECURITY LIMITED will use trends and statistical data related to non-conformities, environmental aspects, obligations, targets, objectives and corrective actions, as well as, monitoring and measurement results, audit results and compliance data, to ensure that objective, and responsible management decisions are made.

Leadership & Governance

Leadership & Commitment

The Company Director/s provide positive leadership for the implementation and maintenance of this EMS. This positive leadership encompasses the development and implementation of:

- Business strategy.
- Policies.
- Objectives & Targets.
- Project-specific plans.

This includes defining the relevant responsibilities, accountability, authority and methods of communication to ensure effective and safe performance.

The Policies that are either developed or ratified by the Company Director are communicated to all Stakeholders within the company in order to:

1. Create and sustain shared values of fairness and ethical behavior.
2. Establish a culture of trust and integrity.
3. Encourage commitment to environmental issues.
4. Provide people with the required resources, training and authority to act with accountability.
5. Inspire, encourage and recognize people's contribution.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

In addition, our corporate policies, objectives and targets are communicated and deployed throughout the business via individual, team and department performance objectives which are established and discussed during performance reviews.

Environmental Policy

The environmental policy general statement of intent is our direction and framework for establishing key corporate level performance measures, as well as related objectives and targets.

available to all interested parties on a case by case basis.

The Managing Director ensures that our corporate policies are established and documented, and that the policies are In addition to this, the Managing Director has overall responsibility for defining, documenting, implementing and document, as part of the management review programme or at a frequency determined by:

reviewing our environmental policy in consultation with the management teams and other personnel, or their representatives. The policy is reviewed at least at regular intervals no later than the date in the footer of this

- Changes in organisational context.
- Changing needs and expectations of relevant interested parties.
- Environmental aspects that are presented through the planning process.
- Compliance obligations that are presented through the planning process.

Our environmental policy is communicated to all employees at all levels throughout the company via training, regular internal communications and reinforcement during performance reviews. Employee understanding of our policies and objectives is determined during any methods deemed appropriate.

TRIPLE STAR FIRE & SECURITY LIMITED is committed to transparent in relation to communication, maintaining integrity in relation to serving our customers, fairness and concern for all employees and any sub-contractors (if used) and responsibility to the communities within which we operate. Our vision is to exceed customer expectations for environmental, safety, sustainability, cost, delivery and value.

Roles & Responsibilities

The following general roles and responsibilities are determined and implemented throughout the company:

Managing Director

The Managing Director is responsible for:

1. Development and approval of the EMS and General Statement of Intent for environmental management
2. Effective implementation and ongoing operation of the Environmental Management System.
3. Ensuring resources are available for to obtain or update specialised skills to manage and reduce our environmental impacts that arise from our work.
4. Allocating resources to ensure that continual improvements can be achieved.
5. Ensuring that the EMS remains effective, suitable and adequate.

Managers & Supervisors

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

All Managers & Supervisors demonstrate their commitment to the development and improvement of the EMS through the provision of necessary resources, through their proactive involvement in continual improvement activities. Emphasis is placed on improving both the effectiveness and efficiency of key system processes.

All Managers & Supervisors are responsible for the execution of the plan and the implementation of this EMS manual.

Employees & Sub-Contractors

All employees are responsible for actioning our policies and procedures applicable to the processes that they perform. Personnel responsible for service quality have the authority to stop the job so that they can correct environmental related issues. Employees are motivated and empowered to identify and report any known or potential problems, and to recommend solutions to aid subsequent risk management and corrective action activities.

Management System Planning

Addressing Risk & Opportunities

General

We recognise for this EMS to be successfully implemented and executed, we must consider and manage the risks and opportunities relating to our stakeholders, and our external and internal context. This process uses the information collected during context and strategy evaluations (via SWOT & PESTLE analysis) and stakeholder and interested party analysis.

Using Risk & Opportunity Registers, responsible managers consider relevant risks and opportunities in order to help determine any necessary action that ensures our EMS meets its intended outcomes; manages external environmental conditions and achieves continual improvement.



Once the significant or material risks and opportunities are identified from the activities that we undertake, TRIPLE STAR FIRE & SECURITY LIMITED plans actions to avoid or mitigate perceived risks, or to take advantage of opportunities. Action is taken in a variety of ways using our EMS system processes via management reviews, setting objectives, targets and policies, operational control or emergency preparedness planning, supplier evaluation, and other appropriate processes.

The Managing Director is responsible for incorporating risk based thinking in to our organization's culture. This includes the establishment of risk management procedures and processes to ensure the effective risk and opportunity management principles are undertaken throughout the lifecycle of our EMS, our services, and activities by:

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

1. Providing sufficient resources to carry out risk and opportunity management activities.
2. Assigning responsibilities and authorities for risk and opportunity management activities.
3. Reviewing information and results from audits and risk and opportunity management activities.

Environmental Aspects

TRIPLE STAR FIRE & SECURITY LIMITED identifies relevant environmental aspects and their subsequent impacts that pertain to our business operations, obligations and customer requirements. If the Environmental aspects and impacts are recorded, it will be done so within an *Environmental Aspects & Impacts Register*. For each identified aspect, the operating conditions, environmental impacts and perceived significance are summarized without the need to provide an exhaustive list of all activities where there may be some generic and specialist impacts.

Within the *Environmental Aspects & Impacts Register*, an assessment of the potential environmental impact of each aspect is assessed and recorded, along with related targets and objectives. A scoring system is used to identify the significance of each environmental aspect with regards to relevant current and past activities, products, services and planned or new system or process developments.

The scoring process allows consideration of normal, abnormal and emergency operating conditions where applicable. The risks and opportunities encountered during the life cycle of our environmental aspects are considered when determining the significance of each impact.

The subsequent output from this identification process takes account of the severity of pertinent environmental aspects and our organization's ability to influence them, in order to determine key issues and requirements that pose adverse or beneficial effects in a prioritized way to:

1. Ensure that the EMS can achieve its intended outcomes.
2. Prevent or reduce undesired effects.
3. Achieve continual improvement.

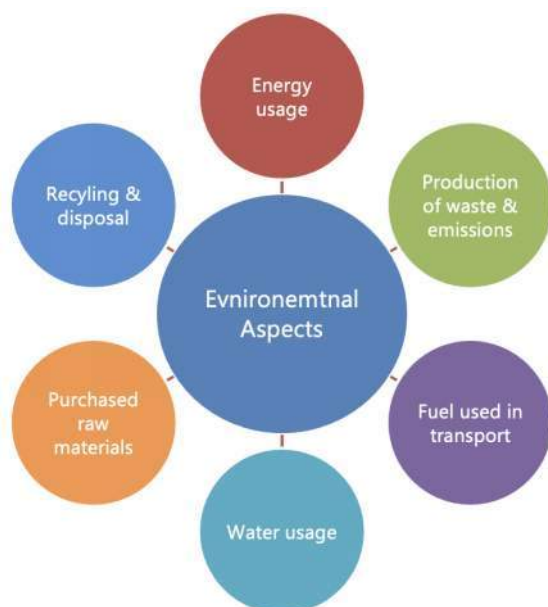
Environmental aspects that we address include those:

1. With significant environmental impacts.
2. That affects compliance with our obligations.
3. Which are priority issues for the organization (e.g. which affect strategy, policy or objectives).

Environmental aspects which pose a significant impact are subject to risk management, corrective action, and monitoring and measurement as appropriate. The EMS is structured to identify and manage these aspects in order to control or limit potential impacts and risks that may affect our organization or EMS conformity.

The significance of our company's aspects is reviewed as required, including proposals for new processes, services or developments and environmental aspects arising are also considered and assessed for significance. New aspects are added to the Environmental Aspects & Impacts Register as necessary and operational control is altered accordingly.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025



Compliance Obligations

We review relevant environmental legislation directly related to our known environmental aspects and impacts using the NET-Regs service www.netregs.gov.uk which is a service provided by the UK Environment Agency. Legal and compliance obligations are reviewed on a regular basis with assistance from the automatic emails received from NET-Regs whenever legislation is updated or is newly published.

When recorded, all relevant legislation and other requirements applicable to our environmental aspects and impacts are compiled into a *Register of Compliance Obligations*. The introduction of new legislation and changes to current legislation is principally monitored through the following sources of information:

- NETRegs service www.netregs.gov.uk
- Recycling <https://wrap.org.uk/>
- Environment www.environment-agency.gov.uk
- Environment and Health & Safety www.cedrec.com/home/index.htm
- Legislation updates: www.legislationupdateservice.co.uk
- Sustainability and Environmental <https://www.iema.net/about-us>

We also use guidance provided by the Environment Agency that breaks down the requirements of common legislation: <https://www.gov.uk/government/organisations/environment-agency/services-information>.

Planning Action

Our EMS is planned and implemented in order to meet our corporate objectives. The planning process involves establishing and communicating our corporate policies, objectives and associated operational procedures.

This document establishes our overall plan for establishing, maintaining and improving our EMS. Any changes are conducted in a controlled manner to ensure that no unintended threats affect the EMS and are documented using the *Risk & Opportunity Register*.

Whenever management system changes are planned, we will ensure that all personnel are made aware of any changes which affect them, and that subsequent monitoring is undertaken to ensure that EMS changes are effectively

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

implemented and that they do not adversely impact other processes.

All identified significant environmental aspects, and associated risks and opportunities that need to be addressed are used to prioritize action our action planning in order to manage and mitigate these aspects. In order to manage the risks associated with any change, they must be identified and assessed. These types of change may be:

1. Planned or unplanned.
2. Sudden or gradual.
3. Temporary or permanent.

The change process applies to the following activities or items which may foreseeably undergo change:

1. Plant and equipment.
2. Materials used, their composition and properties.
3. By-products/wastes generated.
4. Drawings and engineered processes.
5. Operating and maintenance procedures.
6. Emergency procedures or changes to business resilience.
7. Electronic system software.
8. Organizational structures and responsibilities.
9. Personnel changes, training or competency requirements.
10. Individual roles and responsibilities.
11. Regulatory and statutory requirements.
12. Activities, products and services.

The management review makes recommendations to ensure that risks and opportunities that could affect the intended outcomes of our EMS are taken into account and planned for via the most appropriate business processes.

EMS Objectives

Environmental Objectives

TRIPLE STAR FIRE & SECURITY LIMITED sets out our objectives and targets and this information can be found within the General Statement of Intent: Environmental. Improvements in environmental performance are generally incremental and proportionate to the size of our company and the activities that we undertake.

The Objectives and Targets that we set will:

- Be consistent with our existing policies and context.
- Contribute to the prevention of incidents and reduce their impact(s).
- Eliminate (where possible) or reduce pollution.
- Provide a basis for continual improvement.

Planning Actions to Achieve Environmental Objectives

When setting objectives and targets, we will ensure that they are consistent with the needs and expectations of our interested parties, and with our corporate targets and policies. In addition, technological options, financial, operational and business requirements are considered.

Progress will be regularly reviewed routinely and incorporates any proposed developments for modified activities,

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

products or services.

KPIs and objectives for our organization include the following aspects:

- Energy and carbon reduction.
- Potable water reduction.
- Land development and refurbishments (including Biodiversity).
- Pollution prevention and waste management.
- Sustainable procurement.
- Commuting and business travel.
- Environmental Management System.

Support Resources

Resources at TRIPLE STAR FIRE & SECURITY LIMITED include human resources and specialized skills, infrastructure, technology, work environment and financial resources and include the requirements for the establishment, implementation, maintenance and continual improvement of the EMS.

Resource allocation is undertaken in consideration of the capability and constraints on existing internal resources, as well as needs related to supplier or interested party expectations. Resources and resource allocation are assessed during management reviews and include the following as required:

- People.
- Infrastructure.
- Work environment.
- Information.
- Suppliers and partners.
- Natural and financial resources.

Environmental impacts present at our facilities or which exist intrinsically within our equipment and process, or maintenance programmes, include:

- Transportation and material handling.
- Equipment management, maintenance and repair.
- General Facilities maintenance and repair.

As a business, we have a general responsibility for managing and mitigating the use of natural resources (non-renewable electricity, natural gas, and water) which is identified and managed as a significant environmental aspect, and to ensure that our operations remain compliant with relevant parts of:

- Our corporate policies and objectives;
- EMS management plans;
- Local Authority conditions;
- Compliance obligations and other requirements:
 - The Climate Change Act.
 - The Energy Performance of Buildings (England and Wales) Regulations.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

- The Renewable Heat Incentive Scheme Regulations.
- Water Resources Act.
- Health and Safety at Work Act 1974
- Building Regulations.
- BREEAM.
- COSHH Regulations.
- CRC Energy Efficiency Commitment Scheme.
- Climate Change Levy Regulations.

The operation and maintenance of plant and equipment that have the potential to impact EHQMS performance, as defined through risk analysis, is maintained, inspected and tested to ensure it meets design descriptions and specifications. Documentation for critical processes, plant, and equipment is retained and made available, and includes as applicable:

- Codes of Practice and relevant legislation.
- Risk Assessments.
- Operating procedures and operating criteria.
- Engineering drawings, specifications and engineering standards.
- Maintenance, inspection and testing strategies.
- The characteristics of the product or materials essential for safe and proper use.

Competence

Competency needs are identified within the company training procedure. Core competencies for roles are located within Job Descriptions.

To ensure competence of our personnel, job descriptions have been prepared identifying the qualifications, experience and responsibilities that are required for each position that affects product and system conformity. Qualifications include desired requirements for education, skills and experience. Appropriate qualifications, along with the provision of any required training, provide the competence required for each position.

All employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of our policies and objectives. The company operates a formal system to ensure that all employees within the company are adequately trained to enable them to perform their assigned duties.

Where required; competency training and monitoring is conducted in-house, although for more specialist skills, external courses are arranged. The effectiveness of training is evaluated and recorded. The company induction includes an introduction to our policies and objectives.

Awareness

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of our policies and objectives. The company operates a formal system to ensure that all employees within the organization are adequately trained to enable them to perform their assigned duties.

Where required; awareness training and monitoring is conducted in-house, although for more specialist skills, external seminars or courses are arranged. The effectiveness of awareness training is evaluated and recorded. The company induction includes an introduction to our organization's policy statements and objectives.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Communication Support

General

TRIPLE STAR FIRE & SECURITY LIMITED communicates information internally regarding our EMS and its effectiveness, through documented training, Proactive monitoring such as inspections, general walkabouts and continual improvement processes.

Internal Communication

Communications regarding how employees contribute to the achievement of objectives are also conveyed and reinforced during employee performance reviews. Issues about our EMS that may be communicated internally include:

- Day-to-day operations and general awareness.
- Environmental policy.
- Information on achieving objectives and targets.
- Risk and opportunities.

Top management and their direct reports are responsible for communicating the corporate policies as well as the importance of meeting customer, statutory and regulatory requirements to employees within their respective departments. They ensure the environmental policy is understood and applied to the daily work of the organization through the establishment of measurable goals and objectives. Internal communication occurs on an on-going basis and is achieved through various mechanisms as appropriate:

- Regular meetings and briefings.
- Training sessions and training material.
- Display boards, memorandums, letters.
- Website, e-mails.
- Product and process performance data analysis and audit results.
- Targets, objectives, scorecards, KPIs, management system manual and procedures.
- Corrective action and non-conformance reports.
- Minutes of ad-hoc and scheduled meetings.

External Communication

Communications regarding how employees contribute to the achievement of objectives are also conveyed and reinforced during employee performance reviews.

TRIPLE STAR FIRE & SECURITY LIMITED determines the need to communicate information externally to our interested parties regarding the effectiveness of our EMS. In most instances, external interested parties (such as customers, neighboring communities, etc.) are the main driving force for our organization to implement our EMS. The various processes or means of external communication may include as appropriate:

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Interested Parties	Needs & Expectations	Possible Communication	methods	of
Customers	Price, Value, Quality	Emails, Publications, Questionnaires, Telephone calls		
Owners & Shareholders	Profitability & Growth	Annual reports		
Suppliers	Beneficial relationships	Emails, Publications, Questionnaires, Telephone calls		
Regulatory & Statutory	Compliance & Reporting	Regulatory verbal inspection/audits	Compliance discussion	Reports, during

All external communications must be authorised before being released. Where required, advice appropriate to the context of the communication may be sought concerning the content and dissemination of certain external communications.

Internet - Information on our EMS, the identified significant environmental aspects and an overview of the sustainability related activities are communicated externally to interested parties via our website.

Enquiries - TRIPLE STAR FIRE & SECURITY LIMITED is subject to both the Freedom of Information Act and Environmental Information Regulations both of which require a response to external requests for information within specific timescales.

Responses to external communications are recorded if they are transmitted by email or letter. In each case the response is retained and controlled per the requirements for documented information.

Documented Information

Management System Documents

TRIPLE STAR FIRE & SECURITY LIMITED applies the following criteria to all types of documented information so we can assess whether the information is required for demonstrating the effectiveness of our EMS and whether it should be formally controlled.

1. Communicates a message internally or externally.
2. Provides evidence of conformity with our EMS.
3. Provides knowledge sharing.

Should any of the above criteria be met TRIPLE STAR FIRE & SECURITY LIMITED will ensure that it is retained and/or maintained as a form of documented information.

Creating & Updating

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

When documented information is created, TRIPLE STAR FIRE & SECURITY LIMITED will ensure that it remains legible and clearly described. All Documented Information is subject to inspection to ensure that it is adequate and suitable.

Access to Documented Information

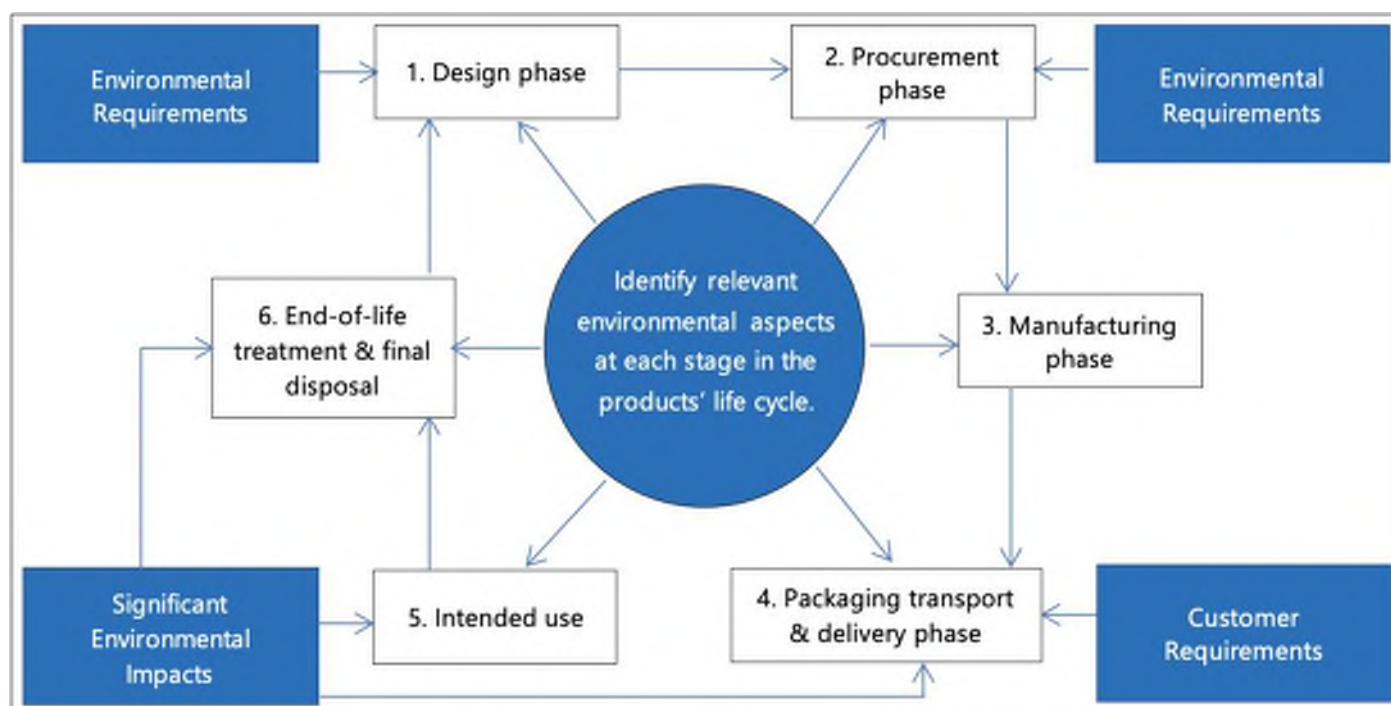
TRIPLE STAR FIRE & SECURITY LIMITED employees have access to standard forms and templates. In particular, access to CITB GE7 forms that are publicly available here: <https://www.citb.co.uk/standards-and-delivering-training/health-and-safety-publications-and-support-materials/ge700-companion-content/checklists-and-forms/>

Operation

Operation Planning & Control

TRIPLE STAR FIRE & SECURITY LIMITED considers the environmental impact and requirements that can be controlled and influenced during each phase of the lifecycle. These include phases:

1. Design.
2. Procurement.
3. Manufacturing.
4. Packaging, transport and delivery.
5. Intended use.
6. End of life and disposal.



Where required, we will seek environmental management procedures from those involved in our out-sourced process including those undertaken by contractors. The controls identified do not absolve us of the responsibility to conform

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

to client, statutory and regulatory requirements but instead they enhance our capacity to manage our supply chain effectively.

Where applicable a life cycle approach is taken within the operational controls so that the environmental impacts at each stage can be controlled or influenced.

TRIPLE STAR FIRE & SECURITY LIMITED cannot control or influence all of the activities of each outsourced process. Only those where TRIPLE STAR FIRE & SECURITY LIMITED has responsibility for conforming to environmental requirements, in accordance with our aspects, impacts and compliance obligations, are controlled or influenced.

Environmental Emergency Situations

TRIPLE STAR FIRE & SECURITY LIMITED has identified the following emergency situations that may be applicable to how we operate which may lead to an undesired environmental impact or safety related risk.

1. Flood, fire, natural disaster.
2. Accident, incident, near miss, dangerous occurrence.
3. Release of chemical substance to drains.

As part of this, TRIPLE STAR FIRE & SECURITY LIMITED will address the following on sites under our control:

1. Identification of potential and actual accidents and emergency situations.
2. Proper response to emergencies and prevention or mitigation of serious environmental impacts.
3. Provisions for periodic reviews and revisions of the procedures.
4. Such reviews are always initiated after the occurrence of such events.
5. Periodic drills to test the effectiveness of emergency preparedness and response procedures.

Records of environmental incidents, near-misses and non-conformities with EMS procedures are documented. In the event of an incident, non-conformity, or near miss, members of staff involved or those witnessing the incident are responsible for reporting the event to the Company Director who is responsible for ensuring that an investigation is carried out to establish the root cause.

Performance Evaluation

Monitoring, Measurement, Analysis & Evaluation

General

TRIPLE STAR FIRE & SECURITY LIMITED applies adequate methods for determining which aspects of the EMS and its processes are to be monitored, measured and evaluated. The frequency and method that the processes are monitored, measured and evaluated is determined by:

1. Statutory and regulatory requirements.
2. Customer feedback and specification requirements.
3. Process and EMS requirements.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

4. Process performance and audit results.
5. Level of risk and types of control measure.
6. Trends in non-conformities or corrective actions.
7. Criticality for product conformity.

Where applicable, test and inspection records are retained as documented information for a minimum of three years. This documented information includes details of the final inspection authority to confirm that all critical parameters were in accordance with established requirements and specifications.

The frequency of monitoring and measuring activities as well as the types of tools and devices we use to provide evidence of valid measurements to verify specified tolerances and measurement ranges will be determined on a case by case basis. The frequency of cleaning, maintenance and calibration is considered based on the risks associated with the failure of the device upon the process and its output.

Where necessary, to ensure the validity of results, measuring and monitoring equipment is:

1. Calibrated or verified at specified intervals, or before use.
2. Calibrated against measurement standards traceable to appropriate measurement standards.
3. Software used for monitoring and measurement is validated using defined parameters before use.
4. Protected from damage and deterioration during handling, maintenance and storage.
5. Safeguarded from adjustments that would invalidate the measurement result.
6. Identified to enable the unit's calibration status to be determined.
7. Safeguarded from use when a unit is found to be out of calibration and the results re-validated.
8. Adjusted or re-adjusted as necessary.

Evaluation of Compliance

Conformance with legislation is regularly reviewed and evidence of evaluation is maintained through the review process. Besides monitoring and measurement of operational activities, we periodically evaluate our compliance with all applicable legal requirements, obligations including other requirements to which we subscribe.

In most cases, monitoring and measurement is an on-going process intended to collect data required by legal and other requirements. The evaluation of compliance compares the data collected over a period in comparison with our stated obligations and legal requirements.

Internal Audit

General

Internal Audits or reviews are critical inputs that help us determine how effective the EMS is in relation to how we work. Internal audits are undertaken regularly throughout the year and focus on specific environmental topics such as waste management etc.

Management Review

General

To ensure the continuing suitability, adequacy and effectiveness of our EMS in meeting our strategies, TRIPLE STAR

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

FIRE & SECURITY LIMITED conducts formal management review meetings at regular intervals. The requirements for conducting management review are defined and communicated.

Inputs

Data from conformance and performance measurements that are gathered at key environmental data points from various processes and activities is the core input into the Management Review of the EMS. Subsequent reported recommendations for improvement are based on the evaluation of such measurements.

Performance is primarily assured through the deployment of objectives, and through the review of our demonstrated ability to achieve desired results. The management review evaluates the need for change and to establish actions to improve our EMS, its processes and resource needs. The management review i considers the following:

1. The suitability of our EMS policies.
2. The impact of changes in compliance obligations.
3. The management of risk and opportunity.
4. EMS objectives, targets and performance indicators.
5. Changing expectations and requirements of relevant interested parties.
6. Changes in the products or organizational activities.
7. Changes to the organizational structure or change management effectiveness.
8. Communication and feedback from stakeholders.
9. Workplace, environmental, and health and safety monitoring.
10. The status of non-conformities and corrective actions.
11. Performance statistics, including summaries of safety statistics and environmental monitoring results.
12. Findings of completed audits and reviews.
13. Follow up on actions from previous management reviews.
14. Recommendations and opportunities for improving the effectiveness of the EMS.

Conformance is primarily assured through internal audits and demonstrated through a review of audit results and our demonstrated ability to detect, correct and to prevent problems. Performance is primarily assured through the deployment of objectives, and through the review of our demonstrated ability to achieve desired results.

Outputs

The primary outputs of management review meetings are management actions that are taken to make changes or improvements to our quality management system. During management review meetings, appropriate actions to be taken regarding the following issues are determined:

1. Improvement of the effectiveness of the EMS and its processes.
2. Improvement of product related to customer requirements.
3. Opportunities and risks.
4. Significant environmental aspects.
5. Resource needs.

The primary outputs of management review meetings are the actions necessary to make changes or improvements to our EMS.

Relevant outputs from the management reviews are made available for communication and consultation throughout

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

the company.

Improvement

General

A range of performance evaluation tools are used to make recommendations for improvement and to achieve the intended outcomes for the EMS.

In order to determine and select opportunities for improvement or to implement any necessary actions to meet the requirements of customers and relevant interested parties, or to enhance customer satisfaction, TRIPLE STAR FIRE & SECURITY LIMITED drives improvement via the analysis of relevant data. The data inputs for the improvement process include:

- 1. Risk and opportunity evaluations.
- 2. Assessment of the changing needs and expectations of interested parties.
- 3. The conformity of existing products and services.
- 4. The effectiveness of our EMS.
- 5. Supplier performance.
- 6. Environmental performance.
- 7. Reducing adverse environmental impacts.
- 8. Increasing beneficial impacts and opportunities.
- 9. Levels of customer satisfaction, including complaints and feedback.
- 10. Internal and external audit results.
- 11. Corrective action and non-conformance rates.
- 12. Data from process and product characteristics and their trends.

TRIPLE STAR FIRE & SECURITY LIMITED also ensures that opportunities for improvement from daily feedback on operational performance are evaluated as required.

Non-Conformity & Corrective Actions

All reported non-conformities are investigated to that corrective action can be identified.

Where necessary, other competent parties are consulted to identify the root cause and plan appropriate action.

The non-conformance will be recorded together with any agreed corrective action.

Our EMS is continually improved using evidence of non-conformity, customer dissatisfaction or process weakness. Since problems may already exist, they require immediate correction and possible additional action aimed at eliminating or reducing the likelihood of its re-occurrence.

TRIPLE STAR FIRE & SECURITY LIMITED will take steps to eliminate non-conformances where possible using the following requirements:

- 1. Reviewing non-conformities, including customer complaints and product returns.
- 2. Determining the causes of product non-conformities and process deficiencies.
- 3. Evaluating the need for action to ensure that non-conformities do not recur.
- 4. Determining and implementing action needed.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

5. Recording and reviewing the results of actions taken.

The resulting corrective actions are reviewed for effectiveness and are reported to determine if changes to the EMS are required, or whether any new risks or opportunities need to be considered during planning. Documented information concerning the nature of any non-conformances and their resulting corrective actions is retained.

The corrective actions are considered effective if the specific problem was corrected and data indicates that the same or similar problems have not re-occurred. Results of data analysis and subsequent recommendations are presented to top management for review.

Improvement

TRIPLE STAR FIRE & SECURITY LIMITED continually improves the effectiveness of this EMS through the application of policies, objectives and feedback. The overall effectiveness of continual improvement program, including corrective actions taken, as well as the overall progress towards achieving corporate level improvement objectives, is assessed through our management review process.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

TRIPLE STAR FIRE & SECURITY LIMITED

Equal Opportunities & Anti Bullying Policy

Approved by: Daren Pool

Job Role: Managing Director

Signed: *Daren Pool*

Date:

This policy must be reviewed by the following date: 12/04/2025

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Table of Contents

General statement of intent: Equality and Diversity.....	3
Policy Statement.....	5
Policy Objectives.....	5
Designated Officer Details.....	5
Discrimination.....	5
Definition of Discrimination.....	5
Types of Discrimination & Unfair Treatment	6
Direct discrimination.....	6
Indirect discrimination.....	6
Bullying	6
Harassment.....	6
Victimisation.....	6
Unlawful reasons for discrimination.....	6
Gender.....	7
Age.....	7
Disability.....	7
Ethnicity.....	7
Sexual orientation.....	7
Religion or other beliefs.....	7
Recruitment.....	7
Reasonable adjustments.....	8
Responsibility for the implementation of this policy	8
Grievance Procedure.....	8
Informal procedure	8
Formal procedure.....	9
Written statement.....	9
Grievance meeting	9
Outcome of meeting	9
Appeal.....	10
Records and confidentiality.....	10
Employees engaging in discriminatory conduct.....	10
Disciplinary procedure.....	10
Informal discussion.....	11
Meeting.....	11
Meeting outcome.....	11
Types of disciplinary action.....	12
First Formal Warning.....	12
Final Formal Warning.....	12

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Dismissal /Other types of disciplinary action.....12

Dismissal Without Notice.....12

Advice on support and discrimination.....13

Policy Summary.....13

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

General statement of intent: Equality, Diversity & Anti-Bullying

TRIPLE STAR FIRE & SECURITY LIMITED is committed to eliminating discrimination and encouraging diversity amongst our workforce so that each employee feels respected and able to perform to the best of their abilities.

We acknowledge and promote the differences between individuals and values a diverse contribution of skills, abilities and experience.

To that end, the purpose of this policy is to provide equality and fairness for all in our employment and business operations, and not to discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion, or age.

We oppose all forms of unlawful and unfair discrimination.

It is our policy to ensure that all members of the public, business partners, and all employees, whether part-time, full-time, or temporary, will be treated fairly and with respect.

Selection for employment, promotion, training, or any other benefit will be based on aptitude and ability. All employees will be helped and encouraged to develop their full potential, and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

The Director commits to:

- Creating an environment in which individual differences and the contributions of all our staff are recognised and valued.
- Providing employees with a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- To make training, development, and progression opportunities available to all staff.
- Recognise that equality in all aspects of our activity is good management practise and makes sound business sense.
- Review all our employment practices and operational procedures to ensure fairness.
- Ensure that the practice observes as far as possible all relevant codes of practice and complies with its obligations under current regulations and legislation.
- Taking all required steps to eliminate all workplace bullying

Breaches of our equality policy will be regarded as misconduct and could lead to disciplinary proceedings.

Approved by: Daren Pool

Job Role: Managing Director

Signed: *Daren Pool*

Date:

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Policy Statement

TRIPLE STAR FIRE & SECURITY LIMITED is committed to achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

The aim of this policy is to:

- Remove unfair and discriminatory practices within the Company and to encourage full contribution from its diverse community. TRIPLE STAR FIRE & SECURITY LIMITED is committed to actively opposing all forms of discrimination.
- Ensure employees are provided with a working environment that promotes dignity and respect to all. No form of intimidation, discrimination, bullying or harassment will be tolerated.

TRIPLE STAR FIRE & SECURITY LIMITED also aims to provide a service that does not discriminate against its clients and customers in the means by which they can access the services and goods supplied by the Company. The Company believes that all employees and clients are entitled to be treated with respect and dignity.

Policy Objectives

To prevent, reduce and stop all forms of unlawful discrimination in line with the Equality Act 2010.

To ensure that recruitment, promotion, training, development, assessment, benefits, pay, terms and conditions of employment, redundancy and dismissals are determined on the basis of capability, qualifications, experience, skills and productivity.

Designated Officer Details

Name:

Job Role:

Contact Details: Tel: 07984530357, Email:

Discrimination

Definition of Discrimination

Discrimination is unequal or differential treatment which leads to one person being treated more or less favourably than others are, or would be, treated in the same or similar circumstances on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Types of Discrimination & Unfair Treatment

Direct discrimination

This occurs when a person or a policy intentionally treats a person less favourably than another on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

Indirect discrimination

This is the application of a policy, criterion or practise which the employer applies to all employees, but which is such that:

- It is detrimental to a considerably larger proportion of people from the group that the person the employer is applying it to represents;
- The employer cannot justify the need for the application of the policy on a neutral basis; and
- The person to whom the employer is applying it suffers detriment from the application of the policy.

Example: A requirement that all employees must be 6ft tall if that requirement is not justified by the position would indirectly discriminate against employees with an oriental ethnic origin, as they are less likely to be able to fulfil this requirement.

Bullying

This occurs when unwanted behaviour from another person or group is either:

- Offensive, intimidating, malicious or insulting.
- An abuse or misuse of power that undermines, humiliates or causes physical or emotional harm to a person or group of persons.

Harassment

This occurs when a person is subjected to unwanted conduct that has the purpose or effect of violating their dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

Victimisation

This occurs when a person is treated less favourably because they have brought or intend to bring proceedings, or they have given or intend to give evidence.

Unlawful reasons for discrimination

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Gender

It is not permissible to treat a person less favourably on the grounds of sex, marital status, civil partnership, pregnancy or maternity, gender reassignment or transgender status. This applies to men, women and those undergoing or intending to undergo gender reassignment. Sexual harassment of men and women can be found to constitute sex discrimination.

Example: Asking a woman during an interview if she is planning to have any (more) children constitutes discrimination on the ground of gender.

Age

It is not permissible to treat a person less favourably because of their age. This applies to people of all ages. This does not currently apply to the calculation of redundancy payments.

Disability

It is not permissible to treat a disabled person less favourably than a non-disabled person. Reasonable adjustments must be made to give the disabled person as much access to any services and the ability to be employed, trained, or promoted as a non-disabled person.

Ethnicity

It is not permissible to treat a person less favourably because of their race, the colour of their skin, their nationality or their ethnic origin.

Sexual orientation

It is not permissible to treat a person less favourably because of their sexual orientation. For example, an employer cannot refuse to employ a person because they are homosexual, heterosexual or bisexual.

Religion or other beliefs

It is not permissible to treat a person less favourably because of their religious beliefs or their religion or their lack of any religion or belief.

Recruitment

Under the Equality Act 2010, positive action in recruitment and promotion applies as of 6 April 2011. 'Positive action' means the steps that the Company can take to encourage people from groups with different needs or with a past record of disadvantage or low participation, to apply for positions within the Company.

If the Company chooses to utilise positive action in recruitment, this will not be used to treat people with a protected characteristic more favourably. It will be used only in tie-break situations when there are two candidates of equal merit applying for the same position.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

When a position is being recruited an advertisement will then be placed in the local press or other suitable trade magazine stating that the company is an equal opportunities employer.

Reasonable adjustments

TRIPLE STAR FIRE & SECURITY LIMITED has a duty to make reasonable adjustments to facilitate the employment of a disabled person. These may include:

- Making adjustments to the premises.
- Re-allocating come, or all of a disabled employee’s duties.
- Transferring a disabled employee to a role better suited to their disability.
- Relocating a disabled employee to a more suitable office.
- Providing a disabled employee paid leave for medical treatment or rehabilitation.
- Providing training or mentoring for a disabled employee.
- Supplying or modifying equipment, instruction and training manuals for disabled employees, or
- Any other adjustments that the Company considers reasonable and necessary provided such adjustments are within the financial means of the Company.

If an employee has a disability and feels that any such adjustments could be made by the Company, they should contact the Designated Officer.

Responsibility for the implementation of this policy

All employees, subcontractors and agents of TRIPLE STAR FIRE & SECURITY LIMITED are required to act in a way that does not subject any other employees or clients to direct or indirect discrimination, harassment or victimisation on the grounds of their race, sex, pregnancy or maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

The co-operation of all employees is essential for the success of this Policy. Senior employees are expected to follow this Policy and to try to ensure that all employees, subcontractors and agents do the same.

Employees may be held independently and individually liable for their discriminatory acts by the Company and in some circumstances an Employment Tribunal may order them to pay compensation to the person who has suffered as a result of discriminatory acts.

TRIPLE STAR FIRE & SECURITY LIMITED takes responsibility for achieving the objectives of this Policy, and endeavours to ensure compliance with relevant legislation and Codes of Practice.

Grievance Procedure

Informal procedure

If an employee feels that they have suffered bullying, direct or indirect discrimination, they are encouraged to attempt to raise and solve the issue informally before commencing the formal procedures detailed below.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Informal steps that may be taken by the employee include talking to their Supervisor about the issue or talking directly to any individual whom the employee feels is responsible for the discrimination. This can be done verbally or by letter and can be with the accompaniment of a colleague or trade union representative.

Where the informal procedure is used, both parties should keep a written record of the meeting, including what was discussed and any proposed action.

If the employee feels unable to deal with the issue informally, or if informal steps have failed to solve the problem, the employee should raise the matter according to the formal procedure detailed below.

Formal procedure

Written statement

Formal Grievances should be detailed in writing and submitted to the Designated Officer without unreasonable delay. The Grievance should contain the actions or policy that the employee believes is discriminatory and all relevant facts surrounding the action or policy, including any relevant dates, names and witnesses. The employee should indicate what they feel the Company should do and any other suggestions or information that they believe will assist in resolving the issue

Where the Grievance concerns the Designated Officer, it should be submitted instead to the direct line/works supervisor or such other person of equal or greater seniority.

Grievance meeting

The employee will then be invited to a formal meeting to discuss the Grievance. The formal meeting will be held without unreasonable delay, and, usually no longer than 5 working days after submission of the grievance in writing.

The meeting must not take place if the appropriate manager has not had a reasonable opportunity to consider their response to the information.

TRIPLE STAR FIRE & SECURITY LIMITED shall establish the facts by collecting documents, identifying any relevant people to interview and taking statements before memories start to fade. Any requests for anonymity and confidentiality should be taken seriously.

The employee may, following a reasonable request, be accompanied by a colleague, a suitably certified trade union representative or an official employed by a trade union. The companion may not, however, answer questions on behalf of the employee.

The employee's chosen companion will be able to address the meeting to put or sum up the employee's case as well as confer with the employee during the meeting. They may not, however, answer questions on the employee's behalf, address the meeting if the employee does not wish them to do so or prevent the Company from explaining their case.

The appropriate manager, employee and their companion shall make every effort to attend the meeting.

If possible, the employee should explain how they think the Grievance could be resolved.

If a full investigation of the matter is required, the meeting should be adjourned to a later date before a decision is taken about how to deal with the employee's Grievance.

Outcome of meeting

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Following the meeting, and investigation, and without unreasonable delay, the appropriate manager shall set out in writing the action they intend to be taken in order to resolve the Grievance (if appropriate).

TRIPLE STAR FIRE & SECURITY LIMITED shall also inform the employee in writing of their right to appeal if they are not satisfied with the action taken.

Any action taken shall be monitored and reviewed, as appropriate, to ensure it effectively deals with the issue.

Appeal

If the employee is dissatisfied with the decision, they have the right to raise an appeal by submitting a written request to the Designated Officer, which should include the grounds for appeal. The appeal request must be submitted within 5 working days of the employee receiving the confirmation as to the outcome of the Grievance meeting.

TRIPLE STAR FIRE & SECURITY LIMITED will invite the appellant employee to another meeting to discuss their appeal, to be held within a reasonable time of receiving the request for an appeal, at a time and place which shall be notified to the employee in advance. The appeal will be dealt with impartially and, wherever possible, will be chaired by a manager who has not previously been involved in the case and is of increased seniority to the one who dealt with the original Grievance

The employee has the statutory right to be accompanied at the appeal meeting. The outcome of the appeal meeting shall be communicated to the employee in writing within 5 working days. Decisions made at this point are final, and the Grievance procedure is concluded.

Records and confidentiality

TRIPLE STAR FIRE & SECURITY LIMITED shall be responsible for taking notes of the proceedings of each meeting during the Grievance procedure. Copies of meeting notes will be provided to the employee.

All Grievances will be handled with as high a degree of confidentiality as is practicable, with special consideration for the often sensitive nature of grievances falling under this Policy.

Confidential records of the Grievance will be kept in the employee's personnel file in accordance with Data Protection legislation.

Employees engaging in discriminatory conduct

Behaviour or actions found to be contrary to this Policy and the general spirit of the laws on which it is based will be considered to be serious disciplinary matters. In the most severe of cases, the employee responsible may face dismissal. Any such employees will have the right to appeal against such a summary dismissal by following the Companies grievance procedure.

Discrimination leads to an unpleasant and non-productive work environment. No employee has the right to discriminate against another. If an employee is executing Company policy that may be indirectly discriminatory, the Company will not normally hold the employee responsible for any negative effects of that policy. Employees should inform the Designated Officer if they become aware of any discriminatory effects that a policy may have.

If a grievance is received by the Company that cites the actions of an employee have been discriminatory against another member of staff, the Company will deal with the breach of policy through the Disciplinary Procedure.

Disciplinary procedure

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Informal discussion

If it is decided that there is a disciplinary case to answer TRIPLE STAR FIRE & SECURITY LIMITED will provide the employee with a written notice informing them that this constitutes the first stage of the Formal Disciplinary Procedure and as such outline:

- The alleged misconduct and any possible consequences.
- Details as to the time and venue of the disciplinary meeting.
- Notice of the employee's statutory right to be accompanied if the meeting could result in a formal warning, the confirmation of a warning or the taking of some other disciplinary action. (This statutory right can be exercised once the employee has made a reasonable request to be accompanied).

The employee's chosen companion will be able to address the meeting to put or sum up the employee's case as well as confer with the employee during the meeting. They may not, however, answer questions on the employee's behalf, address the meeting if the employee does not wish them to do so or prevent the Company from explaining their case. The companion can be a fellow employee, trade union representative or an official employed by a trade union.

The meeting will be scheduled in order to give the employee a reasonable time to prepare for the meeting.

TRIPLE STAR FIRE & SECURITY LIMITED will establish the facts before the meeting by collecting documents, identifying any relevant people to interview and taking statements before memories start to fade. Any requests for anonymity and confidentiality will be taken seriously.

Where the Company or an employee intends to call relevant witnesses, they should give advance notice to the other party that they intend to do this. It may also be appropriate to provide copies of written evidence including any witness statements.

If the employee is unable to attend the disciplinary meeting at the agreed time, the Company shall offer an alternative reasonable time and date. If the employee repeatedly fails to attend rearranged meetings, the Company, taking into consideration any reasons and concluding that such failure is without good cause, is free to decide upon the matter using the evidence available. TRIPLE STAR FIRE & SECURITY LIMITED will inform the employee about such a decision in writing.

A record of this written notice will be disregarded after 12 months, subject to satisfactory conduct.

Meeting

TRIPLE STAR FIRE & SECURITY LIMITED will explain the complaint against the employee and go through any relevant evidence.

The employee will then be given the opportunity to present their own evidence, answer any allegations, ask questions and call relevant witnesses.

If TRIPLE STAR FIRE & SECURITY LIMITED is unable to attend the meeting, such a delay should be conveyed to the employee at the earliest opportunity, and a reasonable alternative should be provided to the employee.

Where possible, a manager who did not carry out the investigation will attend the meeting.

Meeting outcome

If TRIPLE STAR FIRE & SECURITY LIMITED finds there has been no misconduct, the employee will be informed of this

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

in writing.

Types of disciplinary action

First Formal Warning

If misconduct is confirmed, TRIPLE STAR FIRE & SECURITY LIMITED will issue a written warning setting out the complaint and stating that further misconduct will result in a final written warning. This letter will include details as to the improvement required, time-scales for such improvement and details of any help that will be made available. A record of this warning shall be kept for 12 months and shall be disregarded thereafter subject to satisfactory conduct.

Final Formal Warning

If the misconduct is sufficiently serious or there has been further misconduct since a previous formal warning TRIPLE STAR FIRE & SECURITY LIMITED may issue a final written warning. This will give details of the complaint and nature of the misconduct, the improvement required, the time-scale for such improvement and details of any help available. It will also warn that failure to improve may lead to dismissal or some other contractual penalty, e.g. demotion. A copy of this written warning will be kept on file and will be disregarded for disciplinary purposes after 12 months subject to satisfactory conduct.

Dismissal /Other types of disciplinary action

If there has been further misconduct since a final written warning TRIPLE STAR FIRE & SECURITY LIMITED may dismiss the employee or take some other action short of dismissals such as demotion or disciplinary suspension. The employee will be provided with, in writing, the reasons for dismissal/or other action, the date on which the employment will terminate (if dismissed), and their right to appeal, as soon as reasonably practicable. The dismissal decision should only be taken by a manager who has the authority to do so.

Dismissal Without Notice

If TRIPLE STAR FIRE & SECURITY LIMITED finds that there has been gross misconduct, the Company may call for dismissal without notice, the Company will follow a fair disciplinary procedure before taking any decision to dismiss without notice, and this will be confirmed in writing.

An appeal against disciplinary action

Employees have the right to appeal against any formal disciplinary action. An appeal should be made in writing within 5 working days of the disciplinary decision.

The employee must inform the Company as to the grounds for appeal in writing and may be accompanied to the appeal meeting.

TRIPLE STAR FIRE & SECURITY LIMITED will hear the appeal without unreasonable delay and where possible, the appeal will be dealt with by a manager, preferably more senior, not previously involved in the case. However, where this is not practicable, the same manager may handle both the disciplinary and the appeal meetings, and he/she will act as impartially as possible.

The outcome of the appeal will be confirmed in writing within 5 working days of the meeting. Decisions made at this

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

stage will be final, and there is no further right of internal appeal.

Advice on support and discrimination

Employees may contact their employee or trade union representative if access to such an individual is possible.

Other contacts include:

Equality and Human Rights Commission

Manchester Arndale House The Arndale Centre Manchester M4 3AQ	London Third Floor, Windsor House 50 Victoria Street London SW1H 0TL
Cardiff Companies House, 1st Floor Crown Way, Cardiff Wales CF10 5BT	Glasgow 1st Floor 100 Bothwell Street Glasgow G2 8DU

Helpline Telephone Numbers:

England: 0845 604 6610
Wales: 0845 604 8810
Scotland: 0845 604 5510
Website: www.equalityhumanrights.com

Citizens Advice Bureau

Citizens Advice, 3rd Floor North, 200 Aldersgate Street, London, EC1A 4HD
Website: www.citizensadvice.org.uk

Community Legal Services Direct

Telephone: 0845 345 4 345
Website: www.communitylegaladvice.org.uk

Policy Summary

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

We seek to apply this Policy in the recruitment, selection, training, appraisal, development and promotion of all employees. The Company offers goods and services in a fashion that complies with the spirit of this Policy.

This Policy does not form a part of any employment contract with any employee, and its contents are not to be regarded by any person as implied, collateral or express terms to any contract made with the Company.

The Company reserves the right to amend and update this Policy at any time.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

TRIPLE STAR FIRE & SECURITY LIMITED

Modern Slavery &
Illegal Workers Policy

Approved by: Daren Pool

Job Role: Managing Director

Signed: *Daren Pool*

Date:

This policy must be reviewed by the following date: 12/04/2025

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Introduction

This Modern Slavery and Illegal Workers Policy relates to actions and activities during the current year and shall be reviewed on or before 12/04/2025.

The statement sets out TRIPLE STAR FIRE & SECURITY LIMITED's commitment to compliance with the Modern Slavery Act 2015 and our commitment to preventing slavery, human trafficking and illegal workers in our business activities. This policy also details the steps we have put in place with the aim of ensuring that there is no slavery, human trafficking or illegal workers in our own business and supply chains. We all have a duty to be alert to risks, however small. Staff are expected to report their concerns and management to act upon them.

Organisational Structure and supply chains

This statement covers the business activities of TRIPLE STAR FIRE & SECURITY LIMITED which are as follows:

Design, supply, install, maintain fire and security systems and equipment.

The Company currently operates in the following countries:

- United Kingdom

Training

To ensure a good understanding of the risks of modern slavery, human trafficking and illegal workers in our business and supply chains, the Company requires all employees to attend a short training presentation where the company modern slavery training presentation is delivered within the first 2 months of employment.

Policy

TRIPLE STAR FIRE & SECURITY LIMITED is committed to ensuring that there is no modern slavery, human trafficking or illegal workers in our business or our supply chains. This Statement affirms our intention to act ethically in our business relationships.

Illegal Workers

TRIPLE STAR FIRE & SECURITY LIMITED carry out appropriate VISA, Passport and DOB checks to ensure all current and potential employees are entitled to work in the UK in accordance with Sections 15 to 25 of the Immigration, Asylum & Nationality Act 2006. Should a non-EU resident apply to work with us, as identified by pre-employment screening questions, a copy of their work visa and passport would be required. All necessary checks would then be made to ensure the person had the right to work in the UK and they have no immigration restrictions that prevent them from doing the work in question.

All documentation used by TRIPLE STAR FIRE & SECURITY LIMITED to verify the right to work of any current or potential employee shall comply with guidance on [preventing illegal working](#) issued by the Home Office.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Should a potential employees’ right to work in the UK be on a temporary basis, additional checks will be carried out to ensure that their documents have been renewed prior to them commencing employment to prevent a situation where their working rights would expire during their period of employment.

All related verified documentation is retained for a minimum of 2 years after the individual has ceased employment with TRIPLE STAR FIRE & SECURITY LIMITED.

Due Diligence Processes for Slavery and Human Trafficking

TRIPLE STAR FIRE & SECURITY LIMITED undertakes due diligence when considering taking on new suppliers, and regularly reviews its existing suppliers. The Company’s due diligence process includes the building of long-standing relationships with suppliers and making clear our expectations of business partners, evaluating the modern slavery and human trafficking risks of each new supplier &/or invoking sanctions against suppliers that fail to improve their performance in line with an action plan provided by us, including the termination of the business relationship.

Employers are required under the Health and Safety at Work Act to provide their workforce with the information necessary to ensure, as far as reasonably practicable, their health and safety at work.

Non-English Speaking Personnel

Non-English-speaking labour can comprise many occupations and trades - TRIPLE STAR FIRE & SECURITY LIMITED have split this into the following categories.

Specialist international contractors: Equipment is often procured internationally. Contracts will often require international installation teams. It is common for only a few members of the team to speak English.

Tradesmen: Trades, typically supply chain, may comprise non-English speaking operatives, e.g. electricians and dry liners.

Unskilled Labour: Non-English-speaking workers will often be employed in unskilled positions on site. In many cases, these individuals will be contracted to TRIPLE STAR FIRE & SECURITY LIMITED on a labour-only basis as well as our supply chain. These will typically include security operatives and cleaners.

It is difficult to categorise the level of English language that individuals possess. This document concentrates on operatives who have very limited English, including those who do not understand written English and who would not understand the basic elements of a site induction. Although this may not put individuals in danger directly, it may lead to an accident on-site if a misunderstanding takes place.

Regulation 10 of the Management of Health and Safety at Work Regulations requires the provision of information for employees, which is comprehensible and relevant, i.e. capable of being understood by the person for whom it is intended. This is supported by an Approved Code of Practice, “Management of Health and Safety at Work”, which states that:

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

- The information provided should be pitched appropriately, given the level of training, knowledge and experience of the employee.
- It should be provided in a form that takes account of any language difficulties or disabilities.

For employees with little or no understanding of English, or who cannot read English, TRIPLE STAR FIRE & SECURITY LIMITED may need to make special arrangements. providing translations, such as using interpreters, or replacing written notices with clearly

Policy Review

This Modern Slavery and Illegal Workers Policy will be reviewed at regular intervals, updated as necessary and no later than the date in the footer of this document. The Company Director endorses this policy statement and is fully committed to its implementation.

Sign Off & Approval

Approved by: Daren Pool

Job Role: Managing Director

Signed: *Daren Pool*

Date:

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

TRIPLE STAR FIRE & SECURITY LIMITED

Quality Management System (QMS)

Approved by: Daren Pool

Job Role: Managing Director

Signed: *Daren Pool*

Date:

This policy must be reviewed by the following date: 12/04/2025

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Table of Contents

General Statement of Intent: Quality.....	3
Introduction.....	5
Definitions.....	6
Our Company.....	6
Organisational Context.....	6
Relevant Interested Parties.....	7
Management System Scope.....	7
Management System Processes.....	8
Leadership & Governance.....	9
Leadership & Commitment.....	9
Customer Focus.....	10
Quality Policy.....	10
Roles & Responsibilities.....	10
Management System Planning.....	11
Addressing Risk & Opportunities.....	11
QMS Objectives.....	12
Support.....	14
Resources.....	14
Competence.....	16
Awareness.....	16
Communication Support.....	17
General.....	17
Internal Communication.....	17
External Communication.....	17
Documented Information.....	18
Operation.....	19
Operation Planning & Control.....	19
Customer Requirements.....	19
Customer Communication.....	19
Design & Development.....	20
Control of Suppliers & External Processes.....	22
Production & Service Provision.....	23
Performance Evaluation.....	25
Monitoring, Measurement, Analysis & Evaluation.....	25
Internal Audit.....	26
Management Review.....	26

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Improvement.....27

 General.....27

 Non-Conformity & Corrective Actions.....28

 Improvement.....28

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

General Statement of Intent: Quality

TRIPLE STAR FIRE & SECURITY LIMITED is committed to providing quality services and products for all of its projects regardless of the nature or size and to meeting the needs of all its customers by continually enhancing, reviewing & continuously improving our quality systems with the intention of providing our clients with the quality of service they expect from a professional organisation.

With this in mind, it is our policy to work towards the realisation of the following objectives:

- To provide a professional service.
- Total client satisfaction measured using pre-determined Key Performance Indicators.
- To be recognised by our clients as a professional organisation providing a quality service, therefore increasing the potential for further market development.
- The communication and implementation of the quality policy, system and procedures at all levels of the organisation.
- Develop and maintain a culture that is self-critical, honest and transparent.
- Maintain an adequately resourced Quality Assurance system that enables us to evaluate our strengths and weaknesses accurately and to respond to them accordingly.
- Review our Quality Management system through an effective internal audit and management review process.

The company quality statement will be reviewed on an annual basis.

It is the intention of the Directors that the policies and procedures outlined and detailed within this policy are implemented on every project; adequate resources will, therefore, be made available to ensure this is achieved.

I believe strongly that responsibility for quality assurance lies closest to the point of actual delivery - Therefore all personnel are responsible for ensuring compliance with the requirements of the Quality System which will be formally monitored by all members of Management and Supervision.

Approved by: Daren Pool

Job Role: Managing Director

Signed: *Daren Pool*

Date:

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

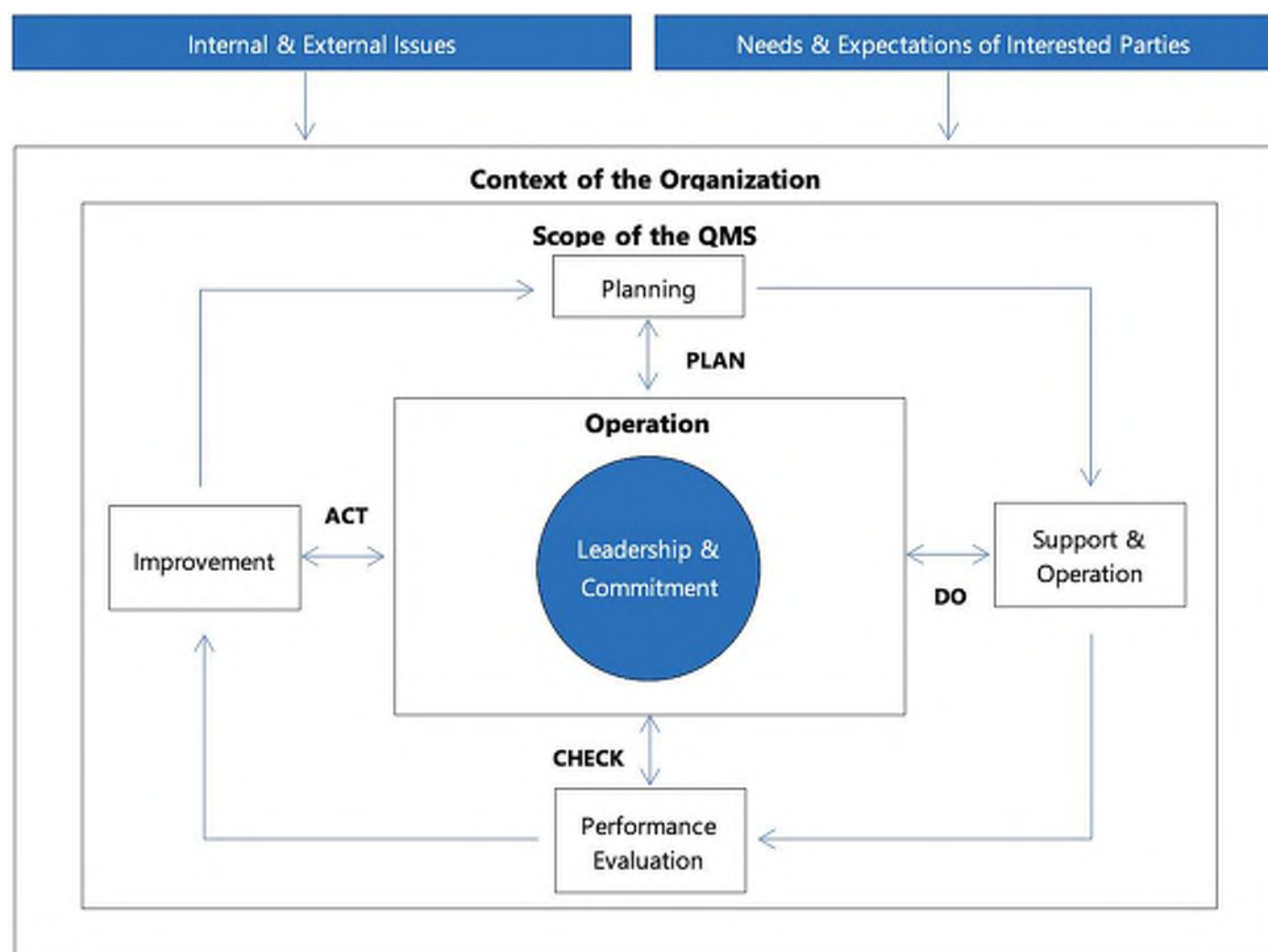
Introduction

TRIPLE STAR FIRE & SECURITY LIMITED has developed and implemented this Quality Management System (QMS) which uses ISO 9001 as a framework with the overall aim and objective of improving how we manage quality factors and to better satisfy the needs and expectations of our customers, stakeholders and interested parties.

When implemented correctly, this QMS shall:

1. Familiarise our customers, interested parties and other individuals with the controls that have been implemented in relation to quality management.
2. Assure all customers, interested parties and other individuals that the integrity of our QMS is maintained and focused on meeting its objectives.

The below figure depicts the methodology used for the development of our QMS. We utilise the plan, do, check and act process approach, to implement and deliver management system objectives, stakeholder requirements and environmental compliance.



Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

This manual also describes the structure and interactions of our QMS, delineates authorities, inter relationships and responsibilities of personnel who operate within the boundaries of our Quality Management System.

Definitions

This document does not introduce any new definitions but rather relies on the following:

- Definitions typically used by our customers, stakeholders or marketplace.
- Terms typically used in standards and regulations as they relate to our QMS or products.
- Standard business terminology.
- Terms and vocabulary commonly used in quality and trade practices.

Our Company

Organisational Context

TRIPLE STAR FIRE & SECURITY LIMITED is committed to defining our position in the marketplace and understanding how relevant factors arising from internal and external issues influence our strategic direction, our organisational context, or the ability of our QMS to achieve its intended outcomes. Such issues include factors that are capable of being affected by, or capable of affecting our organization. Broadly, these issues are defined as:

1. **Internal Issues:** conditions related to our company activities, products, services, strategic direction, culture, people, knowledge, processes and systems. Using SWOT analysis provides our organization with framework for reviewing and evaluating our strategies, and the position and direction of our organization, business propositions and other ideas.
2. **External Issues:** conditions related to cultural, social, political, legal, regulatory, financial, technological, economic, competition at local, national or international levels. Using PESTLE analysis provides our organization with framework for measuring our market and growth potential according to external political, economic, social, technological, legal and environmental factors.

Although we acknowledge that ISO 9001 does not require our organizational context to be maintained as documented information, we maintain and retain; in addition to this document, the following documented information that describes our organizational context.

1. Context & Strategy Analysis underpins our policies and provides a pathway to achieve future targets.
2. SWOT Analysis Templates for Internal Issues.
3. PESTLE Analysis Templates for external issues.
4. Business plans, strategy documents, operational procedures.
5. Analysis of technology and competitors.
6. Technical reports from experts and/or consultants.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

7. Minutes of meetings, process maps and reports, etc

Where required, TRIPLE STAR FIRE & SECURITY LIMITED collates and assesses information about these influential factors to ensure that a continual understanding of the relevance of each factor is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our business during management review meetings, the results of which are conveyed via minutes and business planning documents.

The output from this activity is evident as an input to determining the scope of our QMS and its processes, as well as, the consideration of risks and opportunities that may affect our QMS, and the resulting actions that we take to address them.

Relevant Interested Parties

TRIPLE STAR FIRE & SECURITY LIMITED recognizes that we have a unique set of interested parties whose needs and expectations (requirements) change and develop over time. Only a limited set of requirements are relevant to our QMS, and which are considered and managed as a Company operation purpose.

Although not specifically required, we maintain an Interested Party Matrix that aligns a list of relevant interested parties to their corresponding needs and expectations; with an indication of which of these has been accepted as a compliance obligation. Such needs and expectations, and whether they are critical to the success of our QMS, broadly include the examples shown in the table below.

Interested Parties	Requirements
Customers	Price and Value
Distributors	Quality, Price and Logistics
Owners/Shareholders	Profitability, Growth and Reputation
Employees	Shared Values & Security
Suppliers	Mutually Beneficial Relationships
Regulatory & Statutory	Compliance & Reporting

To ensure that our services continue to meet all relevant requirements, we identify and assess the potential impact of any relevant needs and expectations that may be elicited from interested parties.

Management System Scope

TRIPLE STAR FIRE & SECURITY LIMITED has assessed and established the scope of out QMS so we can implement our objectives and overall Quality Policy General Statement of Intent.

This QMS covers all activities and services undertaken by TRIPLE STAR FIRE & SECURITY LIMITED as we are able to either control or influence the standard of quality in relation to these activities and services.

Despite there being no legal requirement to keep an QMS manual, we do so to help demonstrate control of Quality

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Management to our Employees, Customers and for External auditing purposes.

Management System Processes

TRIPLE STAR FIRE & SECURITY LIMITED has implemented a QMS that exists as part of a larger strategy which encompasses Health, Safety and Environmental Management which also benefits from additional manuals, procedures, policies and objectives.

To achieve this TRIPLE STAR FIRE & SECURITY LIMITED has adopted the process approach advocated by ISO 9001 for Quality Management and determining and achieving our desired outputs.

The key process groups are as follows:

1. Management & Review.
2. Operation & Production.
3. Support & Assurance

These process groups are supported using tools such as objectives, templates, diagrammes, specification documents and schedules.

It is understood that defining, implementing and documenting our QMS is only the first step towards fully implementing the requirements of the system. The overall effectiveness of each process and the respective output is measured and evaluated as required.

The monitoring of Key Performance Indicators (KPI's) which are linked to our objectives, is used to measure and communicate performance.

We will perform an annual review of these processes to determine the strengths of our approach and also identify any potential areas for improvement. The annual review will be supported by regular proactive monitoring by all, the records of which may not always be recorded.

Where available, TRIPLE STAR FIRE & SECURITY LIMITED will use trends and statistical data related to non-conformities, obligations, targets, objectives and corrective actions, as well as, monitoring and measurement results, audit results and compliance data, to ensure that objective, and responsible management decisions are made.

Where we identify any outsourced process which has the opportunity to influence conformity with any stated requirements, TRIPLE STAR FIRE & SECURITY LIMITED identifies and assesses control criteria such as the competence of personnel, inspections, procision of conformity certificates adherence to specification and job specific files etc.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025



Leadership & Governance

Leadership & Commitment

The Company Director/s provide positive leadership for the implementation and maintenance of this QMS. This positive leadership encompasses the development and implementation of:

- Business strategy.
- Policies.
- Objectives & Targets.
- Project-specific plans.

This includes defining the relevant responsibilities, accountability, authority and methods of communication to ensure effective and safe performance.

The Policies that are either developed or ratified by the Company Director are communicated to all Stakeholders within the company in order to:

1. Create and sustain shared values of fairness and ethical behavior.
2. Establish a culture of trust and integrity.
3. Encourage commitment to quality-related issues.
4. Provide people with the required resources, training and authority to act with accountability.
5. Inspire, encourage and recognize people's contribution.

In addition, our corporate policies, objectives and targets are communicated and deployed throughout the business via individual, team and department performance objectives which are established and discussed during performance reviews.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Customer Focus

TRIPLE STAR FIRE & SECURITY LIMITED strives to identify any current, prospective and future customer needs to meet their requirements and to exceed any expectations where possible.

Customer satisfaction will be maintained by setting objectives concerning customer satisfaction. We shall ensure that customer requirements are understood, converted into internal requirements and communicated to appropriate personnel within the company.

Customer complaints, suggestions and feedback are continually monitored and measured to identify opportunities for improvement.

Quality Policy

The quality policy general statement of intent is our direction and framework for establishing key corporate level performance measures, as well as related objectives and targets.

The Managing Director ensures that our corporate policies are established and documented, and that the policies are available to all interested parties on a case by case basis.

In addition to this, the Managing Director has overall responsibility for defining, documenting, implementing and reviewing our quality policy in consultation with the management teams and other personnel, or their representatives. This policy will be reviewed at regular intervals and no later than the date specified in the footer of this document as part of the management review programme or at a frequency determined by changes in:

- Organisational context.
- Needs and expectations of relevant interested parties.
- Risk & Opportunities within the company.

Our quality policy is communicated to all employees at all levels throughout the company via training, regular internal communications and reinforcement during performance reviews. Employee understanding of our policies and objectives is determined during any methods deemed appropriate.

TRIPLE STAR FIRE & SECURITY LIMITED is committed to transparent in relation to communication, maintaining integrity in relation to serving our customers, fairness and concern for all employees and any sub-contractors (if used) and responsibility to the communities within which we operate. Our vision is to exceed customer expectations for quality, environmental, safety, sustainability, cost, delivery and value.

Roles & Responsibilities

The following general roles and responsibilities are determined and implemented throughout the company:

Managing Director

The Managing Director is responsible for:

1. Development and approval of the QMS and General Statement of Intent for quality management

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

- 2. Effective implementation and ongoing operation of the Quality Management System.
- 3. Ensuring resources are available for to obtain or update specialised skills to manage and reduce non- confirmances that arise from our work.
- 4. Allocating resources to ensure that continual improvements can be achieved.
- 5. Ensuring that the QMS remains effective, suitable and adequate.

Managers & Supervisors

All Managers & Supervisors demonstrate their commitment to the development and improvement of the QMS through the provision of necessary resources, through their proactive involvement in continual improvement activities. Emphasis is placed on improving both the effectiveness and efficiency of key system processes.

All Managers & Supervisors are responsible for the execution of the plan and the implementation of this QMS manual.

Employees & Sub-Contractors

All employees are responsible for actioning our policies and procedures applicable to the processes that they perform. Personnel responsible for service quality have the authority to stop the job so that they can correct environmental related issues. Employees are motivated and empowered to identify and report any known or potential problems, and to recommend solutions to aid subsequent risk management and corrective action activities.

Management System Planning

Addressing Risk & Opportunities

General

We recognise for this QMS to be successfully implemented and executed, we must consider and manage the risks and opportunities relating to our stakeholders, and our external and internal context. This process uses the information collected during context and strategy evaluations (via SWOT & PESTLE analysis) and stakeholder and interested party analysis.

Using Risk & Opportunity Registers, responsible managers consider relevant risks and opportunities in order to help determine any necessary action that ensures our QMS meets its intended outcomes; manages external environmental conditions and achieves continual improvement.

Once the significant or material risks and opportunities are identified from the activities that we undertake, TRIPLE STAR FIRE & SECURITY LIMITED plans actions to avoid or mitigate perceived risks, or to take advantage of opportunities. Action is taken in a variety of ways using our QMS system processes via management reviews, setting objectives, targets and policies, operational control or emergency preparedness planning, supplier evaluation, and other appropriate processes.

The Managing Director is responsible for incorporating risk based thinking in to our organization's culture. This includes the establishment of risk management procedures and processes to ensure the effective risk and opportunity management principles are undertaken throughout the lifecycle of our QMS, our services, and activities by:

- 1. Providing sufficient resources to carry out risk and opportunity management activities.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

- 2. Assigning responsibilities and authorities for risk and opportunity management activities.
- 3. Reviewing information and results from audits and risk and opportunity management activities.

The scope of our risks and opportunities is communicated to all required stakeholders and captured with the following hierarchy:

Business Hierarchy Level	Risk or Opportunity Type
Strategic	Budgets & Profitability
Programme	Performance & Efficiency
Department	Resources & Targets
Process	Evaluation & Assurance

Establishing the above hierarchy for capturing risks and opportunities ensures that we are able to manage each at the appropriate level within the company.

TRIPLE STAR FIRE & SECURITY LIMITED has developed an "acceptable" level of risk to the company. Opportunity has an element of risk and we will assess by considering the following factors:

- 1. Risk Management philosophy and tolerance for failure.
- 2. Capacity to add additional risk or means to mitigate the risk.
- 3. Our objectives, business plans and respective stakeholder demands.
- 4. Evolving Industry and Market conditions.



QMS Objectives

Quality Objectives

TRIPLE STAR FIRE & SECURITY LIMITED sets out our objectives and targets and this information can be found within the General Statement of Intent: Quality. Improvements in quality-related performance are generally incremental and proportionate to the size of our company and the activities that we undertake.

The Objectives and Targets that we set will:

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

- Be consistent with our existing policies and context.
- Contribute to the prevention of incidents and reduce their impact(s).
- Eliminate (where possible) Non-Conformances.
- Provide a basis for continual improvement.

To determine whether our objectives are being met, the following aspects are considered:

- Turnover & Profitability.
- Sales Targets & Efficiency.
- Staffing.
- Rejected and Rework in relation to quality.
- Customer retention.

Planning for change

When setting objectives and targets, we will ensure that they are consistent with the needs and expectations of our interested parties, and with our corporate targets and policies. In addition, technological options, financial, operational and business requirements are considered.

Progress will be reviewed routinely and incorporates any proposed developments for modified activities, products or services.

Wherever management system changes are planned, TRIPLE STAR FIRE & SECURITY LIMITED ensure that all personnel that might be affected by the change are informed and made aware of the changes.

All risks and opportunities that require resource are used to prioritise action planning so they can be managed, mitigated or eliminated. Examples of changes that need to be managed include:

- Planned or Unplanned.
- Sudden or Gradual.
- Temporary or Permanent.

The risks associated with each change are assessed and considered. The change process applies to the following activities or factors which may foreseeably change:

- Plant and equipment.
- Materials used, their composition and properties.
- Drawings and engineered processes.
- Operating and maintenance procedures.
- Emergency procedures or changes to business resilience.
- Electronic system software.
- Organizational structures and responsibilities.
- Personnel changes, training or competency requirements.
- Individual roles and responsibilities.
- Regulatory and statutory requirements.
- Activities, products and services.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

The management review process, change control process, and the internal audit process ensure that the integrity of our QMS is maintained when significant changes affect key processes. The management review makes recommendations to ensure that risks and opportunities that could affect the intended outcomes of our QMS are taken into account and planned for via the most appropriate business processes.

Support

Resources

Resources at TRIPLE STAR FIRE & SECURITY LIMITED include human resources and specialized skills, infrastructure, technology, work environment and financial resources and include the requirements for the establishment, implementation, maintenance and continual improvement of the QMS.

Resource allocation is undertaken in consideration of the capability and constraints on existing internal resources, as well as needs related to supplier or interested party expectations. Resources and resource allocation are assessed during management reviews and include the following as required:

- People.
- Infrastructure.
- Work environment.
- Information.
- Suppliers and partners.
- Natural and financial resources.

People

To ensure competence of our personnel, job descriptions have been prepared which identify the qualifications, experience and responsibilities that are required for each position that affects product and QMS conformity. Qualifications include desired requirements for education, skills and experience. Appropriate qualifications, along with the provision of any required training, provide the competence required for each position.

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence. The results of training are then evaluated to determine if it was effective.

Infrastructure

TRIPLE STAR FIRE & SECURITY LIMITED is responsible for planning, providing and maintaining the resources needed to achieve product and process conformance, including buildings, workspace and associated utilities; process equipment (hardware and software); and supporting services (such as internal transportation and material handling systems and communications systems). Equipment maintenance programmes on the following will be maintained:

- Transportation and material handling.
- Equipment management, maintenance and repair.
- Process and production equipment management, maintenance and repair.
- Facilities management, maintenance and repair.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

The Managing Director is responsible for managing the company's facilities in accordance with the following:

1. Quality policies.
2. Quality management plans.
3. Statutory and other requirements:
 - a. The Climate Change Act.
 - b. The Energy Performance of Buildings (England and Wales) Regulations.
 - c. The Renewable Heat Incentive Scheme Regulations.
 - d. Water Resources Act.
 - e. Building Regulations.
 - f. BREEAM.
 - g. CRC Energy Efficiency Commitment Scheme.
 - h. Climate Change Levy Regulations.

Operational Environment

TRIPLE STAR FIRE & SECURITY LIMITED will ensure that all premises under our control comply with all relevant health and safety regulations. Regular inspections are complete and we are committed to providing:

- A place of work that is safe, including all equipment and methods of work.
- Training, instruction, information and supervision for employees.
- A means of safe handling, storage, use and transportation of equipment, materials and chemicals.
- Safe working environment with good lighting, ventilation, safe passageways, stairs and corridors.

Where the work environment or the impact of personnel are determined to result in risk to products, processes or environment, then risk control measures are defined, documented and implemented. The effectiveness of risk control measures is periodically assessed.

Monitoring and Measurement Tools

TRIPLE STAR FIRE & SECURITY LIMITED have identified the monitoring and measurement activities that need to be undertaken within the company. The frequency of maintenance, cleaning and calibration etc. Will align with the manufacturer's instructions unless an inspection report requires more frequent maintenance and inspection.

Where necessary, to ensure the validity of results, measuring and monitoring equipment is:

- Calibrated or verified at specified intervals, or before use.
- Calibrated against measurement standards traceable to appropriate measurement standards.
- Software used for monitoring and measurement is validated using defined parameters before use.
- Protected from damage and deterioration during handling, maintenance and storage.
- Safeguarded from adjustments that would invalidate the measurement result.
- Identified to enable the unit's calibration status to be determined.
- Safeguarded from use when a unit is found to be out of calibration and the results re-validated.
- Adjusted and re-adjusted as necessary.

Company Knowledge

TRIPLE STAR FIRE & SECURITY LIMITED recognise that company knowledge is a valuable resource that supports the management of quality within our company.

We actively encourage all people to apply their knowledge to work and help TRIPLE STAR FIRE & SECURITY LIMITED to

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

improve systems and processes.

Examples of company knowledge include:

1. Documented information regarding a process or service.
2. Previous specifications & work instructions.
3. The experience of skilled people.
4. Knowledge of relevant technologies & infrastructure.

Sources of internal knowledge also include our intellectual property; knowledge gained from experience and coaching; lessons learnt from failures and successes; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services.

Sources of external knowledge often include other ISO standards; research papers; webinars from conferences; or knowledge gathered from customers, stakeholders or other external parties. TRIPLE STAR FIRE & SECURITY LIMITED determines and reviews internal and external sources of knowledge, such as:

- Lessons learnt from non-conformities, corrective actions, and the results of improvement.
- Gathering knowledge from customers, suppliers and partners, bench marking against competitors.
- Capturing knowledge existing within the organization, e.g. through mentoring/succession planning.
- Sharing knowledge with relevant interested parties to ensure sustainability of the organization.
- Knowledge from conferences, attending trade fairs, networking seminars, or other external events.

Competence

Competency needs are identified within the company training procedure. Core competencies for roles are located within Job Descriptions.

To ensure competence of our personnel, job descriptions have been prepared identifying the qualifications, experience and responsibilities that are required for each position that affects product and system conformity. Qualifications include desired requirements for education, skills and experience. Appropriate qualifications, along with the provision of any required training, provide the competence required for each position.

All employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of our policies and objectives. The company operates a formal system to ensure that all employees within the company are adequately trained to enable them to perform their assigned duties.

Where required; competency training and monitoring is conducted in-house, although for more specialist skills, external courses are arranged. The effectiveness of training is evaluated and recorded. The company induction includes an introduction to our policies and objectives.

Awareness

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of our policies and objectives. The company operates a formal system to ensure that all employees within the organization are adequately trained to enable them to perform their assigned duties.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Where required; awareness training and monitoring is conducted in-house, although for more specialist skills, external seminars or courses are arranged. The effectiveness of awareness training is evaluated and recorded. The company induction includes an introduction to our organization's policy statements and objectives.

Communication Support

General

TRIPLE STAR FIRE & SECURITY LIMITED communicates information internally regarding our QMS and its effectiveness, through documented training, Proactive monitoring such as inspections, general walkabouts and continual improvement processes.

Internal Communication

Communications regarding how employees contribute to the achievement of objectives are also conveyed and reinforced during employee performance reviews. Issues about our QMS that may be communicated internally include:

- Day-to-day operations and general awareness.
- Environmental policy.
- Information on achieving objectives and targets.
- Risk and opportunities.

Top management and their direct reports are responsible for communicating the corporate policies as well as the importance of meeting customer, statutory and regulatory requirements to employees within their respective departments. They ensure the quality policy is understood and applied to the daily work of the organization through the establishment of measurable goals and objectives. Internal communication occurs on an on-going basis and is achieved through various mechanisms as appropriate:

- Regular meetings and briefings.
- Training sessions and training material.
- Display boards, memorandums, letters.
- Website, e-mails.
- Product and process performance data analysis and audit results.
- Targets, objectives, scorecards, KPIs, management system manual and procedures.
- Corrective action and non-conformance reports.
- Minutes of ad-hoc and scheduled meetings.

External Communication

Communications regarding how employees contribute to the achievement of objectives are also conveyed and reinforced during employee performance reviews. Issues about our QMS that may be communicated internally include:

TRIPLE STAR FIRE & SECURITY LIMITED determines the need to communicate information externally to our interested

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

parties regarding the effectiveness of our QMS. In most instances, external interested parties (such as customers, neighboring communities, etc.) are the main driving force for our organization to implement our QMS. The various processes or means of external communication may include as appropriate:

Interested Parties	Needs & Expectations	Possible methods of Communication
Customers	Price, Value, Quality	Emails, Publications, Questionnaires, Telephone calls
Owners & Shareholders	Profitability & Growth	Annual reports
Suppliers	Beneficial relationships	Emails, Publications, Questionnaires, Telephone calls
Regulatory & Statutory	Compliance & Reporting	Regulatory Compliance Reports, verbal discussion during inspection/audits

All external communications must be authorised before being released. Where required, advice appropriate to the context of the communication may be sought concerning the content and dissemination of certain external communications.

Internet - Information on our QMS, the identified significant environmental aspects and an overview of the sustainability related activities are communicated externally to interested parties via our website.

Enquiries - TRIPLE STAR FIRE & SECURITY LIMITED is subject to both the Freedom of Information Act which requires a response to external requests for information within specific timescales.

Responses to external communications are recorded if they are transmitted by email or letter. In each case the response is retained and controlled per the requirements for documented information.

Documented Information

Management System Documents

TRIPLE STAR FIRE & SECURITY LIMITED applies the following criteria to all types of documented information so we can assess whether the information is required for demonstrating the effectiveness of our QMS and whether it should be formally controlled.

1. Communicates a message internally or externally.
2. Provides evidence of conformity with our QMS.
3. Provides knowledge sharing.

Should any of the above criteria be met TRIPLE STAR FIRE & SECURITY LIMITED will ensure that it is retained and/or maintained as a form of documented information.

Creating & Updating

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

When documented information is created, TRIPLE STAR FIRE & SECURITY LIMITED will ensure that it remains legible and clearly described. All Documented Information is subject to inspection to ensure that it is adequate and suitable.

Controlling Documented Information

Where required, documented information will be retained.

TRIPLE STAR FIRE & SECURITY LIMITED has access to various standard templates and forms that are utilised to ensure that we meet the quality management standards and objectives that we set. These may be internal (Created by TRIPLE STAR FIRE & SECURITY LIMITED) or external (Created by a trade industry body or other).

Operation

Operation Planning & Control

TRIPLE STAR FIRE & SECURITY LIMITED considers the environmental impact and requirements that can be controlled and influenced during each phase of the lifecycle. These include phases:

- Objectives and requirements for the product or service.
- Verification, validation, monitoring, inspection and test requirements.
- Documented information to demonstrate conformity.
- Related life risks and opportunities.
- Documented information to demonstrate conformity.
- Necessary resources; or outsourced processes and their controls.
- Criteria for process performance and product/service acceptance.
- Potential consequences and mitigation to change affecting input requirements.
- Resources necessary to support the ongoing operation and maintenance of the product.

Customer Requirements

Customer Communication

In accordance with our commitment to exceed our customer’s expectations, effective customer communication has been identified as an essential element of delivering customer satisfaction. Appropriate handling of customer communication helps to reduce customer dissatisfaction and, in many cases, turn a dissatisfying scenario into a satisfying experience.

Customer communication occurs through the following formats, events and processes:

- Brochures, specifications or technical data sheets relating to our products and services.
- Enquiries, quotations and order forms, invoices and credit notes.
- Confirmation of authorised orders and amended orders.
- Delivery notes and certificates of conformity.
- E-mails, letters and general correspondence.
- When customer property is handled or controlled.
- Customer feedback and complaints management process.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Determining Requirements

Appropriate requirements are developed to ensure that TRIPLE STAR FIRE & SECURITY LIMITED satisfies the needs and expectations across the socio-technical environment including those of our customers, stakeholders or relevant interested parties. We ensure that customer requirements are clearly articulated and that their requirements are captured and understood before the acceptance of an order. Customer requirements include the following:

- Previous customer requirements which pertain to current parts being ordered.
- Statutory and regulatory obligations related to the product's lifecycle.
- Other non-customer specified performance requirements.
- Any additional requirements determined by your organization.
- Requirements not stated by the customer but which are necessary for specified or intended use.

Review of Requirements

Before committing to the customer, we will confirm our capability to supply the service to a level that aligns or exceeds the client's expectations.

Pre-acceptance reviews are undertaken to ensure that:

- Requirements are defined and are appropriate.
- Requirements are defined for delivery and post-delivery activities such as product or support.
- Requirements not stated by the customer but which are necessary for intended use are appropriate.
- Any additional requirements determined by us are appropriate.
- Contract or order requirements differing from those previously expressed are resolved.
- Our Company can meet the defined requirements.
- Documented information is retained and maintained showing the results of the review.

Customer requirements are confirmed before acceptance by the exchange of contracts, purchase orders via appropriate electronic or hard copy formats.

Change in Requirements

All relevant documented information; relating to changes in product or service requirements, are authorised and amended where necessary, and that all relevant personnel are made aware of the documented changes in requirements.

Design & Development

General

Design and development planning ensures that risk management activities are conducted during the design and development process by identifying the inter-relationship(s) between appropriate risk management activities, and design and development activities, as well as the resources needed, including the appropriate expertise required to ensure sufficient coverage of potential concerns

The design and development process is carried out under controlled conditions; all activities are planned and all outputs are documented. Design and development activities targeted at controlling risk and mitigating adverse impacts are supported by documented information.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

All designs are reviewed at appropriate stages and, where applicable, are validated. The design and development output is verified before it is released to production. The design and development output is verified before it is released for production.

Our design and development practice incorporates appropriate review activities where required, including; reviews of relevant standards and codes of practice, peer review, creator self-review, or independent review as appropriate.

Planning

At the start of the design process TRIPLE STAR FIRE & SECURITY LIMITED reviews the available requirements and specifications, and identifies the key stages of the design process. Design and development stages including company, task sequence, mandatory steps, significant stages and methods of configuration control are established. Where appropriate, we will consider and implement the following activities:

- Assigning responsibilities and authorities for the design and development process.
- Determining and scheduling required design review meetings.
- Verification and validation activities appropriate to each stage.
- Determining the nature, duration and complexity of the design and development activities.
- Identification of internal and external resources.
- Determining the need to control interfaces between personnel involved.
- Identification of multi-disciplinary interfaces whose input is required.
- Determining the need for involvement of customers and users in the process.
- Determining the requirements for subsequent provision of products and services.
- Determining the level of control expected by customers and other relevant interested parties.
- Determining the documented information needed to demonstrate that requirements have been met.

Inputs

Design inputs such as customer data, drawings, specifications, standards, regulations, obligations, and quality requirements, etc. are checked to confirm they are adequate and unambiguous. Any conflicting or ambiguous requirements are discussed and resolved with the originator and the outcome retained as documented information. We also consider the following:

- Functional and performance requirements.
- Information derived from previous, similar designs.
- Statutory and regulatory requirements.
- Commitments to implement any standards or codes practice.
- Consequences of failure due to the nature of the products or services.

Outputs

The outputs of the design and development process may be retained as documented information and expressed in terms of requirements, calculations, analysis, or other means that can be verified against input requirements. The resulting outputs satisfy the design requirements, provide adequate information on production and service operations, make reference to acceptance criteria and specify characteristics essential for safe and proper use of the product.

Changes

Changes made during or after the design and development requirements are identified and may be retained as documented information. Any changes are reviewed, verified, validated and approved. The review of design development changes includes evaluating the adverse effects of those changes upon constituent products already

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

delivered. Where a design change results from changes in a risk control measure, any current risk assessments are reviewed and updated as necessary.

Control of Suppliers & External Processes

General

The purchasing process is essential to our ability to provide our customers with products and services that meet their requirements. We ensure that all purchased products or services that are incorporated in to our final products; conform to our specified requirements.

The type and extent of control applied to our suppliers and the purchased product is dependent upon the effect that the outsourced product or service may have on our final product or service. The following considerations are taken into to account by:

- Ensuring that we understand the capabilities and competencies of potential outsourcing suppliers.
- Ensuring that we clearly communicate the roles and responsibilities of the outsourcing supplier.
- Defining the quality requirements for the outsourced process, activity, or product.
- Establishing upfront the criteria for and review of deliverables, frequency of inspections and audits.
- Selecting and qualifying appropriate outsourcing suppliers.

Potential suppliers are evaluated using the Supplier Evaluation Form and are added to the Approved Supplier list after successful evaluation. Suppliers are evaluated and selected based on their ability to supply products or services in accordance with specified quality requirements to ensure that our operations remain compliant with our:

- Quality Policy.
- Quality Management Plan(s).
- Statutory, legal and other requirements.
- Risk and opportunities.

Additionally, other internal resources may be called on to assist as required.

Purchasing Controls

TRIPLE STAR FIRE & SECURITY LIMITED ensures that externally provided processes, products and services do not adversely affect our ability to consistently deliver conforming products and services to our customers. Where appropriate, quality control measures are applied to outsourced processes and purchased products. These controls are documented within the purchasing information and clearly communicated to the supplier.

Supplier performance and capability are monitored and assessed through performance data analysis, and inspection and/or verification of the purchased product or outsourced process. Suppliers who demonstrate inadequate audit and delivery performance are required to implement corrective actions.

Poor performing suppliers are replaced, and the Approved Supplier list is updated. The frequency of supplier contract reviews varies depending on their performance and the criticality of the products supplied but the interval between each review is no more than 12 months.

The type and extent of control required for purchased products depends on the effect of the purchased product on the subsequent realization of the end product. To ensure that all purchase order requirements are met prior to the material being released for use, purchased items and delivery notes are checked against the purchase order to confirm that the identity and quantity are correct. Activities to verify conformance to requirements may include:

- Obtaining evidence of quality conformance from the supplier in the form of inspection documentation,

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

certificates of conformity, test reports and/or record of statistical process control.

- Inspection and audit at supplier's facilities.
- Review and acceptance of required documentation.
- Inspection of product upon receipt.
- Verifying test report data against applicable specifications.
- Periodic third party testing may be performed on materials to verify the accuracy of supplied test reports.

Production & Service Provision

Control of Production & Service Provision

In order to control the planning, administrative support and implementation of work, our policy is to describe the work methods, the controls applied and the records required. The process control activities are quality related, with many aspects that also relate to quality control. The following controlled conditions are applied where applicable:

- Quality control checks are performed using the appropriate measuring equipment.
- Handling, storage and transportation.
- Evidence of completed inspections.
- Detailed process work instructions and specifications for all products.
- Criteria for workmanship, competence and plant maintenance.

In cases where special processes are employed where the results of which cannot be easily checked, including any processes where deficiencies become apparent only after the product is in use. Validation demonstrates the ability of these processes to achieve planned results by:

- Defining qualification criteria and approval of special processes before use.
- Defining criteria for review and approval of the processes.
- Approval of equipment and qualification of personnel.
- Use of specific methods and procedures.
- Requirements for records.
- Revalidation.

Identification & Traceability

So that we can preserve the conformance of products to customer requirements during internal processing and delivery, we ensure that all equipment is identifiable at all times:

- Stored equipment and materials are identified as to type, description and inspection status.
- Unacceptable items are identified as such and are removed from the normal work flow.
- All enquiries are identified with a unique estimate number, allocated on receipt.
- Subsequent orders are identified by contract number.

Preservation

Steps are taken to ensure that all products and materials are handled and stored appropriately at all stages of the development cycle to prevent damage or deterioration. Products and materials are stored in designated storage areas with appropriate control of inbound receipts and outbound releases. Products in storage are periodically assessed to detect deterioration. All packaging is sufficient to ensure product quality while in storage and during delivery to the customer:

- Components and products are handled and stored in a manner that prevents damage or deterioration, pending

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

use or delivery.

- Each department ensures controls are implemented to prevent mixing conforming and non-conforming materials.
- Packing ensures specified or original manufacturing packaging is utilized.
- All products are suitably packed to prevent deterioration or damage during storage and delivery.

Post-delivery Activities

TRIPLE STAR FIRE & SECURITY LIMITED determines customer requirements before accepting an order/contract. Customer requirements include the following:

- Previous customer requirements which pertain to current part numbers being ordered.
- Requirements not stated by the customer but necessary for specified use or intended use.
- Statutory and regulatory requirements related to the product.
- Requirements required for delivery and post-delivery activities such as product support.
- Any additional requirements determined by TRIPLE STAR FIRE & SECURITY LIMITED.

Control of Changes

Changes to the design and development requirements are identified and may be recorded. Any changes are reviewed, verified, validated and approved. The review of design development changes includes evaluating the effects of those changes upon constituent products already delivered. All results relating to the review of changes are retained as documented information.

Release of Services

When using sampling inspection as a means of product acceptance, we ensure that the inspection plan is based on sample size and method of inspection that will yield statistically valid results. The plan precludes the acceptance of lots whose samples have known non-conformities. When required, the plan is submitted for customer approval.

Measurement and acceptance criteria that are necessary for product acceptance are retained as documented information; subsequent acceptance records form the production documentation evidence which includes the following information:

- Criteria for acceptance and rejection.
- Locations in the process sequence where measurement and testing operations were performed.
- Types of measurement instruments used, including any instructions associated with their use.
- Test records showing actual test results where required by the specification or acceptance test plan.
- Documented information is retained to indicate the person authorizing the release of the product. Product release and service delivery does not proceed until all the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority, and where applicable by the customer.

Control or Non-Conforming Outputs

Where possible we will attempt to detect, control and rectify any aspect of an output that does not conform as quickly and efficiently as possible. Where necessary, any product or service output that does not conform to requirements is properly identified and controlled to prevent unintended use or delivery. The non-conformity is analysed and the cause(s) are investigated.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Improvement actions are implemented to ensure the non-conformance does not reoccur. Once the non-conforming outputs are corrected, the outputs are then verified for conformity against requirements. Documented information concerning the nature of any non-conformances, the resolving authority, and the resulting corrective actions is retained. Where necessary, details concerning any authorized concessions are documented as evidence of acceptance.

Performance Evaluation

Monitoring, Measurement, Analysis & Evaluation

General

TRIPLE STAR FIRE & SECURITY LIMITED applies adequate methods for determining which aspects of the QMS and its processes are to be monitored, measured and evaluated. The frequency and method that the processes are monitored, measured and evaluated is determined by:

1. Statutory and regulatory requirements.
2. Customer feedback and specification requirements.
3. Process and QMS requirements.
4. Process performance and audit results.
5. Level of risk and types of control measure.
6. Trends in non-conformities or corrective actions.
7. Criticality for product conformity.

All monitoring, measuring and evaluation outputs are documented and analysed to determine process effectiveness and to ensure their effectiveness in achieving in-tolerance results, and to identify opportunities for improvement.

- In-process checks relate to both quality control and productivity checks.
- Provision is made for the identification and resolution of non-conformances.
- The emphasis is to prevent any problems which might affect customer satisfaction.
- In-process checks are performed and documented.
- Where specific inspection points are required these are identified at the contract planning phase.

Where applicable, test and inspection records are retained as documented information for a minimum of three years. This documented information includes details of the final inspection authority to confirm that all critical parameters were per established requirements and specifications. Additionally, product samples are stored for a minimum of five years.

Customer Satisfaction

Customer complaints, whether received in writing, verbally or electronically through using the Customer Feedback Form is immediately forwarded to appropriate person for action. If the problem cannot be resolved, the complaint is escalated to the Director for resolution.

Analysis & Evaluation

In order to identify opportunities for improvement. We, as appropriate, collect and review data using appropriate statistical and non-statistical techniques to determine the suitability and effectiveness of key quality management system processes using data points that are applicable to their area(s) of responsibility. At a minimum, data is

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

reviewed to assess achievement of the corporate level objectives and customer requirements

A process is effective if the desired results are measurably achieved. Effectiveness is measured in terms of product quality, process performance, process accuracy, delivery schedule performance, cost and budgetary performance; employee performance against established objectives and levels of customer satisfaction. In order to identify strengths, weaknesses, threats and opportunities within our management system, TRIPLE STAR FIRE & SECURITY LIMITED monitors and reviews trends using the following data points:

- Characteristics of processes, products and their trends.
- Conformity to product, customer, and legal requirements.
- Customer satisfaction and perception data.
- Supplier and external provider performance data.
- Results of actions taken to address risks and opportunities.
- Effective implementation of integrated management system planning.
- Improvement opportunities identified during internal audits and management reviews.

Internal Audit

General

Internal Audits or reviews are critical inputs that help us determine how effective the QMS is in relation to how we work. Internal audits are undertaken regularly throughout the year and focus on specific environmental topics such as waste management etc.

Management Review

General

To ensure the continuing suitability, adequacy and effectiveness of our QMS in meeting our strategies, TRIPLE STAR FIRE & SECURITY LIMITED conducts formal management review meetings at regular intervals. The requirements for conducting management review are defined and communicated.

Inputs

Data from conformance and performance measurements that are gathered at key environmental data points from various processes and activities is the core input into the Management Review of the QMS. Subsequent reported recommendations for improvement are based on the evaluation of such measurements.

Performance is primarily assured through the deployment of objectives, and through the review of our demonstrated ability to achieve desired results. The management review evaluates the need for change and to establish actions to improve our QMS, its processes and resource needs. The management review considers the following:

1. The suitability of our QMS policies.
2. The impact of changes in compliance obligations.
3. The management of risk and opportunity.
4. QMS objectives, targets and performance indicators.
5. Changing expectations and requirements of relevant interested parties.
6. Changes in the products or organizational activities.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

7. Changes to the organizational structure or change management effectiveness.
8. Communication and feedback from stakeholders.
9. Workplace, environmental, and health and safety monitoring.
10. The status of non-conformities and corrective actions.
11. Performance statistics, including summaries of safety statistics and environmental monitoring results.
12. Findings of completed audits and reviews.
13. Follow up on actions from previous management reviews.
14. Recommendations and opportunities for improving the effectiveness of the QMS.

Conformance is primarily assured through internal audits and demonstrated through a review of audit results and our demonstrated ability to detect, correct and to prevent problems. Performance is primarily assured through the deployment of objectives, and through the review of our demonstrated ability to achieve desired results.

Outputs

The primary outputs of management review meetings are management actions that are taken to make changes or improvements to our quality management system. During management review meetings, appropriate actions to be taken regarding the following issues are determined:

1. Improvement of the effectiveness of the QMS and its processes.
2. Improvement of product related to customer requirements.
3. Opportunities and risks.
4. Significant environmental aspects.
5. Resource needs.

The primary outputs of management review meetings are the actions necessary to make changes or improvements to our QMS.

Relevant outputs from the management reviews are made available for communication and consultation throughout the company.

Improvement

General

A range of performance evaluation tools are used to make recommendations for improvement and to achieve the intended outcomes for the QMS.

In order to determine and select opportunities for improvement or to implement any necessary actions to meet the requirements of customers and relevant interested parties, or to enhance customer satisfaction, TRIPLE STAR FIRE & SECURITY LIMITED drives improvement via the analysis of relevant data. The data inputs for the improvement process include:

1. Risk and opportunity evaluations.
2. Assessment of the changing needs and expectations of interested parties.
3. The conformity of existing products and services.
4. The effectiveness of our QMS.
5. Supplier performance.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

6. Environmental performance.
7. Reducing adverse environmental impacts.
8. Increasing beneficial impacts and opportunities.
9. Levels of customer satisfaction, including complaints and feedback.
10. Internal and external audit results.
11. Corrective action and non-conformance rates.
12. Data from process and product characteristics and their trends.

TRIPLE STAR FIRE & SECURITY LIMITED also ensures that opportunities for improvement from daily feedback on operational performance are evaluated as required.

Non-Conformity & Corrective Actions

All reported non-conformities are investigated to that corrective action can be identified.

Where necessary, other competent parties are consulted to identify the root cause and plan appropriate action.

The non-conformance will be recorded together with any agreed corrective action.

Our QMS is continually improved using evidence of non-conformity, customer dissatisfaction or process weakness. Since problems may already exist, they require immediate correction and possible additional action aimed at eliminating or reducing the likelihood of its re-occurrence.

TRIPLE STAR FIRE & SECURITY LIMITED will take steps to eliminate non-conformances where possible using the following requirements:

1. Reviewing non-conformities, including customer complaints and product returns.
2. Determining the causes of product non-conformities and process deficiencies.
3. Evaluating the need for action to ensure that non-conformities do not recur.
4. Determining and implementing action needed.
5. Recording and reviewing the results of actions taken.

The resulting corrective actions are reviewed for effectiveness and are reported to determine if changes to the QMS are required, or whether any new risks or opportunities need to be considered during planning. Documented information concerning the nature of any non-conformances and their resulting corrective actions is retained.

The corrective actions are considered effective if the specific problem was corrected and data indicates that the same or similar problems have not re-occurred. Results of data analysis and subsequent recommendations are presented to top management for review.

Improvement

TRIPLE STAR FIRE & SECURITY LIMITED continually improves the effectiveness of this QMS through the application of policies, objectives and feedback. The overall effectiveness of the continual improvement program, including corrective actions taken, as well as the overall progress towards achieving corporate level improvement objectives, is assessed through our management review process.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

TRIPLE STAR FIRE & SECURITY LIMITED

Recruitment, Training and Competence Policy

Approved by: Daren Pool

Job Role: Managing Director

Signed: *Daren Pool*

Date:

This policy must be reviewed by the following date: 12/04/2025

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Recruitment

When a position becomes vacant, or a new position is to be established, (either temporary or permanent) the TRIPLE STAR FIRE & SECURITY LIMITED. Company Director must ensure that the following documentation is completed and authorised where necessary before any recruitment activities begin.

- Job description detailing key activities.
- Person specification detailing experience, qualifications and any special skills required.

An advertisement will then be placed in the local press or other suitable trade magazine stating that the company is an equal opportunities employer. Such advertisements will avoid any bias in respect of race, age, sex, marital status or disability in accordance with the Commission for Racial Equality (CRE) code of practice.

Consideration will be given to placing job advertisements in specific publications as advised by relevant bodies. Applications for job-sharing will be considered where it is reasonable for such a job to be shared by two people or more.

Where CV's are a requirement for shortlisting, these will be reviewed by the Company Director.

TRIPLE STAR FIRE & SECURITY LIMITED will give full and fair consideration to all applicants for employment. Interviews shall be conducted by the Company Director, where a specific skill or aptitude is required any testing must be carried out prior to any offer of employment. Those involved in the selection process will ensure that there is no unfair discrimination and that shortlisting, and selection criteria are relevant to the post under consideration.

All personnel involved in the interview process must have received training or be suitably experienced in the interview process. If in doubt, advice should be obtained from the Company Director.

Training and Competence

TRIPLE STAR FIRE & SECURITY LIMITED aims to communicate all health and safety information to employees to ensure that they are aware of the hazards within the workplace and to maintain a safe working environment. Safety training will be provided where necessary to enable employees to carry out work safely.

TRIPLE STAR FIRE & SECURITY LIMITED endeavour to:

- Identify the training needs of employees.
- Provide employees with health and safety training where necessary.
- Employ competent personnel and ensure to the best of its abilities that all work is carried out safely.
- Ensure that all employees and subcontractors receive induction training prior to commencing work on-site.
- Ensure that all employees and subcontractors receive regular toolbox talks and health & safety briefings to communicate information and maintain focus on health and safety at work.
- Maintain records of induction training and toolbox talks.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

- Review and monitor performance.

We recognise that as well as being a legal requirement, the provision of suitable and sufficient training and instruction is an essential part of ensuring that you know how to work safely and avoid risks to your health. The purpose of this procedure is to outline the arrangements we operate to ensure that you are provided with such training.

All new starters will receive a company induction on their first day. This will cover, but will not be limited to, the following:

- Fire and Emergency procedures.
- First Aid arrangements.
- Welfare arrangements.
- Arrangements for consulting employees on Health and Safety.
- Arrangements for raising Health and Safety concerns.
- Accident and Incident reporting.
- Our Health and Safety rules.

Following Induction, employees will receive instructions regarding the tasks that they will be required to perform. At this stage, a skills evaluation will be carried out and, where appropriate, training needs identified. Where training needs are identified a training programme will be agreed on.

Performance evaluation

This is the process during which the progress, performance results and sometimes personality of an employee are evaluated by his immediate superior. All 'permanent' employees are to be formally appraised on an annual basis with any training needs identified as being specific to the company's business objectives.

The employee appraisal form must be given to the employee at least fourteen days before the scheduled appraisal and instructed to submit the completed document to their immediate superior seven days before the appraisal interview.

Before the appraisal, the manager should obtain a copy of the job description (where available), and the employee's personnel file, which may contain pertinent information to the process.

During the interview, the manager conducting the interview must record his findings on the prescribed document, which is then signed by both parties. It must be remembered that the interview is a two-way process in which both parties must actively participate in talking and listening.

Objectives should be agreed for the forthcoming period, which may be used as performance indicators at the next appraisal interview.

Once completed, the appraisal forms must be returned to Human Resources for record-keeping purposes.

Any training needs identified are then reviewed at the next available management meeting or quality management review

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

meeting and the individual's training plan is modified accordingly.

Key Documentation to comply with this Policy.

Recruitment, Training and Competence internal audit pro-forma

Induction training record

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

TRIPLE STAR FIRE & SECURITY LIMITED

Sub-Contractor and Supply Chain Selection Policy

Approved by: Daren Pool

Job Role: Managing Director

Signed: *Daren Pool*

Date:

This policy must be reviewed by the following date: 12/04/2025

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Sub-Contractor Selection

TRIPLE STAR FIRE & SECURITY LIMITED may utilise sub-contractor labour on an as-required basis to perform specialist activities or for labour only support during periods of increased workload.

All Sub-Contractors are required to be:

- Competent to carry out the work for which they may be engaged;
- Provided with all the information they require to plan for the health, safety and welfare of their employees and anyone that could be affected by their work;
- Able to carry out any work in a manner that protects the health and safety of all who may be affected by the work.

Subcontractors are selected according to our subcontractor requirements and pre-works questionnaire. We require relevant health and safety documentation, including training certificates, policies and insurances, along with project specific risk assessments and method statements for each contract awarded. The supplied documents will be reviewed to assess the competence of the subcontractor, along with ongoing monitoring processes (Labour only Sub-Contractors are excluded from providing Operational documentation).

Employees of subcontractors shall be trained and competent for any task that they are to undertake. Proof of their having received suitable safety training shall be provided to site management, before being allowed to start work.

The Company Director is responsible for approving subcontractors.

Subcontractors are responsible for providing risk assessments and method statements for the work for which they are engaged. Where work involves the use of hazardous substances, COSHH assessments must be accompanied by suppliers' safety data sheets (SDS), and copies of any atmospheric monitoring carried out as required by any COSHH assessment must also be supplied.

Subcontractors are responsible for providing evidence that persons working for them are suitably qualified and have received health and safety training.

When required to do so, subcontractors must release their employees to attend Site Induction and Toolbox Talks. The subcontractor is also responsible for ensuring that all persons under his control are aware of the following:

- Site Fire Procedures.
- Site First Aid Arrangements.
- Site Rules.
- Welfare Arrangements.

Subcontractors must ensure that all equipment used when working on behalf of the company is fit for the intended purpose and in a good state of repair and that persons that will use it have received suitable training. Where equipment is subject to statutory inspection, copies of the most recent examination certificates must be provided. This applies to equipment owned by the subcontractor and equipment obtained on hire.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Where a subcontractor will be using highly flammable liquids, liquefied petroleum gasses (LPG) or compressed gas cylinders they are responsible for providing safe storage for these when they are not in use.

Subcontractors are responsible for providing, maintaining and enforcing the use of any personal protective equipment (PPE) needed by persons working for them, however our policy is also inline with the Personal Protective Equipment (PPE) at Work (Amendment) Regulations 2022 and extends to limb (b) workers.

Where the use of specialist equipment such as harnesses, fall arrest equipment and self-contained breathing apparatus is required, the subcontractor is responsible for providing copies of training certificates for all persons that will use such equipment.

Unless agreed in writing beforehand, subcontractors are responsible for ensuring that persons working for them have access to suitable first aid arrangements.

Unless agreed in writing beforehand, subcontractors are responsible for making arrangements for the safe disposal of any waste arising from their work, in accordance with current legislative requirements.

A post-contract assessment will also be carried out on completion of each project for the purpose of reviewing and improving both our own, and subcontractor's performance. Subcontractors performing badly on the grounds of health and safety, quality, communication or delivery will be notified of a need for improvement. Recommendations for removing from our approved list may be made depending on the extent of the issues identified.

Key Documentation to comply with this Policy

Sub-Contractor selection internal audit pro-forma

Pre-Works Sub-Contractor questionnaire

Post-Works Subcontractor assessment

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

TRIPLE STAR FIRE & SECURITY LIMITED

Waste Management Policy

Approved by: Daren Pool

Job Role: Managing Director

Signed: *Daren Pool*

Date:

This policy must be reviewed by the following date: 12/04/2025

Waste Management

We are actively committed to reducing our environmental impacts through effective waste management across all of our operations. In order for us to meet this commitment we require all employees (including sub contractors and suppliers) to comply with our Waste Management Policy and our associated procedures on waste management

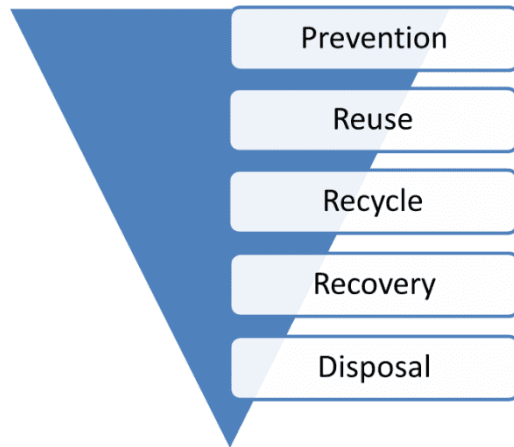
The aim of this policy is to ensure that we as a business;

- Remain compliant with all relevant waste legislation
- Aim to reduce the amount of waste generated and the associated environmental impacts
- Ensure sustainable, healthy business practices
- To provide clearly defined roles and responsibilities to identify and co-ordinate each activity within the waste management chain.
- Provide facilities to ensure the safe handling, segregation and storage of waste on all sites
- Enhance our reuse and recycling opportunities
- Appoint competent person(s) to provide waste management services
- Minimise waste, improve recycling rates and reducing disposal to landfill
- Complete regular waste audits and inspections in order to promote improvement
- Provide information, instruction and training to all staff, sub contractors and suppliers

This policy applies to all sites within our operations. All directors and heads of departments are accountable to the Managing Director for the implementation of this Policy in their respective functions

Waste Management Hierarchy

The following waste management hierarchy denotes the steps that we will take to minimise waste and reduce our environmental impact.



Waste Management Operations

A material is considered to be waste when the producer or holder discards it, intends to discard it, or is required to discard it.

The Management Team will ensure procedures and waste management processes are in place as applicable to the waste streams generated by the business. All management will be given information, instruction and training in order to be competent to fulfill this duty.

Further Waste Management procedures include

- Waste must be prevented or minimised wherever possible and is to be stored, carried, processed or disposed of in accordance with the principles set out within this policy
- Waste awaiting disposal must be stored in compliant and suitable containers and locations
- Waste must be securely sealed to prevent accidental spillage or leakage
- All contractors removing waste must be competent and qualified to complete their duties
- Audits of waste will be carried out throughout the year and improvement sought

wherever possible

- Ensure that no toxic, noxious or offensive substance is discharged into the atmosphere, waterways or land.
- Where appropriate instigate a formal hazard identification and risk assessment for the activities under their control and ensure safe systems of work are developed
- All operatives, sub-contractors and suppliers are to be made familiar with and implement this policy.
- Waste areas kept secure and not accessible to unauthorised persons
- Ensure COSHH assessments are made available to all operatives to improve knowledge of accident release and disposal considerations of potentially hazardous substances
- Each waste collection must be recorded when the collection occurs, on a waste transfer note (for non-hazardous waste) or a waste consignment note (for hazardous waste). These notes are a legal record of the waste transfer.
- Transfer Notes must be retained for a minimum of 2 years, and Consignment Notes a minimum of 3 years. These must be retained in a designated file and made available for review on request.

If any doubts arise as to the correct method for conducting such checks, or about the legitimacy of a particular waste contractor, contact the Company Director for clarification.

TRIPLE STAR FIRE & SECURITY LIMITED

Whistleblowing Policy

Approved by: Daren Pool

Job Role: Managing Director

Signed: *Daren Pool*

Date:

This policy must be reviewed by the following date: 12/04/2025

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

Whistleblowing Policy

TRIPLE STAR FIRE & SECURITY LIMITED is committed to conducting our business with honesty and integrity, and we expect all staff to maintain high standards following our policies and procedures. However, we recognise that there is a risk of things going wrong from time to time, or of unknowingly harbouring illegal or unethical conduct. A culture of openness and accountability is essential to prevent such situations occurring or to address them when they do occur. The aims of this policy are to:

- Encourage staff to report suspected wrongdoing as soon as possible in the knowledge that their concerns will be taken seriously and investigated as appropriate and that their confidentiality will be respected.
- Provide staff with guidance as to how to raise those concerns. And,
- Reassure staff that they should be able to raise genuine concerns without fear of reprisals, even if they turn out to be mistaken.

This policy applies to everyone who carries out work for the firm in the UK, including:

- Partners
- Employees
- Contractors and sub-contractors
- Agency staff
- Consultants
- Work experience or other trainees

What is whistleblowing?

Whistleblowing is the disclosure of information which relates to suspected wrongdoing (generally a breach of a legal, statutory, or regulatory requirement or unethical, immoral behaviour). This may include:

- Violation of a legal requirement - e.g., health and safety obligations owed by the firm or an individual.
- General malpractice - such as immoral, illegal, or unethical conduct.
- Gross misconduct.
- Potential breach of the requirements in, or made under, The Pensions Act 2004, Proceeds of Crime Act 2002, or Bribery Act 2010.

If you have any genuine concerns related to any of the above, you should report it under this policy.

Protected disclosures

An individual making a “protected disclosure” is given statutory protection from victimisation under the Public Interest Disclosure Act 1998 (PIDA), provided the disclosure is in the public interest.

A “protected disclosure” is any disclosure of information which - in the reasonable belief of the individual making the disclosure - tends to show that one or more of the following has been committed, is being committed or is likely to be committed. The disclosure must be made following certain conditions - these conditions are less demanding if the disclosure is made internally:

- A criminal offence.

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025

- A failure to comply with any legal obligation.
- A miscarriage of justice.
- The putting of someone’s health or safety in danger.
- Damage to the environment.
- Deliberate concealment of information relating to any of the above.

It is immaterial whether the information is confidential and whether the incident occurred, occurs or would occur in the UK or elsewhere and whether the law applying to it is that of the UK or any other country or territory. A legal obligation can include a contractual or other civil obligation as well as an obligation under criminal law.

Specific instances of wrongdoing as described above under “What is whistleblowing”, for example breaches of codes of conduct of professional institutions, do not constitute a protected disclosure. You should seek advice if unsure on this point. (See ‘Where can I get independent advice?’ below).

Raising a whistleblowing concern

All whistleblowing disclosures will be treated as confidential and will be reported accordingly.

Please contact the company Director Daren Pool directly in person or by email for any issue to be reported.

You should make it clear that you are making your disclosure within the terms of our whistleblowing policy. This will ensure that we take the necessary action to investigate the disclosure and to protect the whistle-blower’s identity.

We will aim to keep you informed of the progress of the investigation and its likely timescale. However, sometimes the need for confidentiality may prevent us from giving you specific details of the investigation or any disciplinary action taken as a result.

You should treat any information about the investigation as confidential. While we cannot always guarantee the outcome you are seeking, we will try to deal with your concern fairly and in an appropriate way. By using this policy, you can help us to achieve this.

Confidentiality

We hope that staff will feel able to voice concerns openly under this policy. However, if you want to raise your concern confidentially, we will make every effort to keep your identity secret. If it is necessary for anyone investigating your concern to know your identity, we will discuss this with you.

We do not encourage staff to raise concerns anonymously. Proper investigation may be more difficult or impossible if we cannot obtain further information from you. It is also more challenging to establish whether any allegations are credible. If you are concerned about possible reprisals if your identity is revealed, you should come forward to the Company Director and appropriate measures can be taken to preserve confidentiality. Anonymous concerns will nevertheless be taken seriously and investigated as thoroughly as possible. TRIPLE STAR FIRE & SECURITY LIMITED is not accountable for maintaining anonymity where you have told others of the alleged issue.

Protection and support for Whistle-blowers

Company Name:	TRIPLE STAR FIRE & SECURITY LIMITED
Approved By:	Daren Pool
Review Date:	12/04/2025