Group Health and Safety

Minimum H&S Operational Delivery Requirements Manual

Contents

1. INTRODUCTION

This Minimum H&S Operational Controls Manual supports section 2.8 of the Group H&S Standard and documents the minimum control requirements to manage the Barclays identified hazards.

Unless otherwise stated, Business Units are accountable for ensuring that the controls set out in this manual are applied in their areas of operation. For the purposes of this document, the term Business Unit or BU must be taken to include functions and shared service.

The Minimum H&S Operational Controls Manual apply to all Barclays premises, offices, retail branches, sites, contractors, consultants working at all Barclays owned or leased sites. The requirements apply to any contractor's subcontractors, consultants, and agents and their personnel. All suppliers are responsible to ensure that its subcontractors, consultants and agents are made aware and comply with the minimum requirements.

Where any in-country local laws, regulations, codes of practice or subscribing Health and Safety Management System requirements are of a higher standard than these minimum operational control measures, then the higher standard is to be applied.

2. Hazard Specific Controls

2.1 Asbestos Containing Materials (ACMs) in Buildings

2.1.1 Each site or premises must identify any reasonably accessible or identifiable ACMs by means of an Asbestos survey (non- intrusive), which will be undertaken by a competent Asbestos surveyor.

2.1.2 Prior to acquisition or leasing of a site or premises, appropriate due diligence should be conducted to determine if any ACM existing in the building.

2.1.3 Where a building was constructed after a local permissible date for the use of ACM or a landlord can demonstrate that no Asbestos is present this must be recorded but no survey record is required.

2.1.4 Each survey must consist of samples being undertaken of suspected ACMs which are safe to access and their subsequent analysis. For landlord managed buildings, Asbestos records (or attestations where no Asbestos is present) should be requested from landlords.

2.1.5 If there is a potential for ACM's within the Barclays demise of a landlord managed building and no ACM records are present, an Asbestos survey must be completed. The survey must cover the areas under Barclays control and areas where there is a potential for Barclays staff to be exposed.

2.1.6 Following the Asbestos survey, a site/premises Asbestos Register must be created which identifies:

- Type of Asbestos;
- Material in which the Asbestos is contained;
- Extent – e.g. square metres and or volume identified;
- Condition of Asbestos, including photographs of the condition at the time of survey of identified ACM;
- Location of Asbestos; and
- Recommendations for Asbestos Management – e.g., can the ACM be left in situ as it is in good condition and poses no danger or risk of disturbance, or should the ACM be encapsulated, due to its condition or potential for disturbance and or damage, remove the ACMs, due to its poor condition and accessibility and potential for disturbance or simply monitor the ACMs identified.

2.1.7 Completed Asbestos surveys must be received and managed by an appropriate and competent management team to:

- Ensure completed surveys can be accessed by Contractors and Sub contractors;
- Create a management action plan to address any identified action points; and
- Monitor the action plan to ensure the actions are tracked and completed.

2.1.8 All surveys must be reviewed annually as a minimum to establish if the condition of ACMs identified by the Asbestos surveyor has deteriorated.

2.1.9 If there is any change to the condition of ACMs identified during the review, (e.g. deterioration or change in condition or other change) then steps has to be undertaken immediately to ensure that the Asbestos is made safe. A new survey must be undertaken by a competent Asbestos surveyor.

2.1.10 If deterioration of an ACM has occurred and the reviewer believes that Asbestos fibres have become liberated, appropriate action (e.g. temporary closure of an area) must be taken immediately to ensure the health of those persons who may come into contact with the damaged ACM.

2.1.11 Where projects works, remodelling and or any maintenance and or construction that involve intrusive work, a new intrusive survey will be undertaken, to identify any other potential ACMs before work commences.

2.1.12 Non Intrusive Survey – A survey to confirm or suspect the presence of readily accessible ACM. Readily accessible ACMs are those which do not require the removal of furniture or building fabric to sample and identify them. Areas expected to be surveyed but not sampled would be ACMs requiring working at height and ACMs located within working machinery, lifting equipment and live electrical circuits for example.

2.1.13 Intrusive Survey – A survey to confirm the presence of all ACMs within premises. This must include any areas not covered under a non-intrusive survey.

2.1.14 On completion of project works Asbestos surveys must be updated.

2.1.15 Following the completion of remedial works as indicated in the buildings Asbestos management plan, the Asbestos register for the building must be updated.

2.1.16 Asbestos must only be removed by approved Asbestos removal contractors.

2.1.17 Where Asbestos is removed and disposed of, appropriate records must be retained in line with Group Environmental Standards

2.1.18 Where a person is exposed to Asbestos fibres the incident must be investigated and a where identified a medical examination to be recommended.

2.1.19 A record of the investigation exposure and examination must be held with the individual's personnel files.

2.1.20 Where a person suspects they have been exposed to liberated Asbestos fibres, the person should inform a medical practitioner and ask for the incident to be noted on a personal medical record.

2.2 Compressed Gas Cylinders

2.2.1 Compressed gas cylinders contain gases under pressure. Leakage from cylinders can give rise to dangerous concentrations resulting in fire, explosion, oxygen depletion or toxic fumes. Other hazards include manual handling of cylinders and risk of injury from toppling cylinders.

2.2.2 Gas cylinders must be stored appropriately:

- Clearly marked with the chemical names and relevant hazard warning symbols;
- Upright and secure position to prevent the cylinder falling over;
- Close Valves and tighten caps when not in use;
- Cylinders are to be stored in areas that are ventilated and where practicable outside of the building;
- Secured to prevent unauthorised access to the cylinder;
- Protected from the elements;
- Incompatible gases must be appropriately segregated;
- Empty and full cylinders of the same gas stored apart;
- Cylinder storage areas must be clearly identified and 'No Smoking' signs be erected; and
- Never allow grease or oil to come in contact with regulator, cylinder or hose fittings.

2.2.3 All equipment used with gas cylinder (e.g. regulators, hoses, …) must be in good working condition and tested in line with manufactures recommendations and local legal requirements

2.2.4 Visual equipment checks and leak tests must be completed prior to use to ensure the integrity of the cylinder and associated equipment. Damaged equipment must (including regulators with broken glass) remove and secured from use until repaired or disposed.

2.2.5 Regulator must always be used to maintain the outlet pressure at a correct and uniform value.

2.2.6 Gas cylinders must only be moved using appropriate manual handling technique and or equipment:

- Cylinders must not be rolled or carried on their sides;
- When transported, cylinders must be strapped and upright; and
- Appropriate PPE must be worn when handling/moving/transporting cylinders.

2.2.7 Gas cylinders and storage tank must undergo hydrostatic testing in line with manufacturers' recommendations.

2.3 Confined Spaces - Minimum Controls

2.3.1 By definition, a confined space:

- Is a space large enough for an employee to enter fully and perform assigned work;
- Is not designed for continuous occupancy by the employee as it has restricted natural ventilation; and
- Has a limited or restricted means of entry or exit.

2.3.2 These spaces may include (but not limited to) underground vaults, tanks, inspection pits, vessels, silos, floor voids, ventilation ducts, drains and other similar areas.

2.3.3 A Permit To Work (PTW) is required for confined space entries where the space:

- Contains or has the potential to contain a hazardous atmosphere;
- Contains a material with the potential to engulf someone who enters the space;
- Has an internal configuration that might cause an entrant to be trapped or asphyxiated by inwardly converging walls or by a floor that slopes downward and tapers to a smaller cross section; and/or
- Contains any other recognized serious safety or health hazards.

2.3.4 Each site must be assessed to identify all confined spaces and maintain a register of all confined spaces identified.

2.3.5 All identified confined spaces must be clearly highlighted with hazard warning signage.

2.3.6 Any person/contractor who is to enter or manage a confined space entry must be trained, competent to carry out and manage this work.

2.3.7 Before entering a confined space a specific risk assessment and method statements must be completed. As a minimum these must consider:

- Isolating power sources, disconnect moving parts;
- Testing and monitoring of the atmosphere;
- If required, purging, flushing or washing the space;
- Respiratory or Breathing apparatus required;
- Communications - Supervisors and Confined Space Operatives – Radio, Mobile/Cell Phone;
- Barriers preventing objects from falling on entrant;
- Suitable and reliable means of raising alarm in the event of an emergency; and
- Emergency Rescue Procedures and required rescue and emergency equipment.

2.3.8 Persons who enter or manage confined space entry or are responsible for approving confined spaces permits-to-work, must have appropriate training in the risks relating to confined spaces, how to enter and control confined spaces and be competent to undertake a confined space entry.

2.4 Projects/Construction

2.4.1 Prior to Construction

- Identify key areas of health and safety that the project team will focus on.
- Ensure that the project will deliver an ergonomic, safe, secure and healthy workplace including lighting, air quality, welfare and car park safety.
- Ensure local external risk factors are considered including flooding, local wind effects, and radon.
- Where required notify all requisite H&S statutory authorities (health and safety, environmental, building control).
- Design out health and safety risks as far as possible and maintain a register of residual risks.
- Identify safety critical elements of the design e.g. fixtures and fittings, energised systems
- Provide the contractor with all necessary pre-construction information (PCI) including Asbestos. Undertake surveys where required to ensure PCI is comprehensive.
- Ensure that the design fully considers build, operational resilience, and maintenance access requirements.
- Ensure that only Barclays approved consultants and contractors are employed.
- Before any fit out or construction work commences on site, it is important that the following is undertaken:
    - A pre commencement meeting between the site FM and contractor/vendor is held on site to discuss the works, the method of undertaking and expected risks and control measures; and
    - Based on the meeting, a H&S plan is developed and shared with the site FM

2.4.2 During Construction

- Ensure that the formal project-specific construction health and safety plan is maintained throughout.
- Ensure that all contractors and visitors receive a safety induction prior to access onto site or are escorted.
- All contractors to operate robust method statement and risk assessment procedures.
- Operate robust Permit To Work (PTW) procedures for work on energised systems and high risk activities e.g. hot work.
- All managers and operatives to be competent to undertake their respective roles.
- Set a clear standard for personal protective equipment and enforce it.
- Provide adequate welfare facilities throughout the works.

2.4.3 Post Construction

- Commissioning of new equipment/technology must be comprehensive and to include end-user (occupier and FM) training.
- Ensure that the works are adequately complete (including all life-safety systems) and safe to occupy prior to handover.
- Record documentation to be provided promptly in the correct formats and loaded onto Barclays' systems.
- Ensure that all statutory authority and planning requirements have been formally closed out.
- Ensure that relevant risk assessments (e.g. Building, Fire, Water Quality, Asbestos and Radon Risk Assessments are updated).
- Drawing and O&M manuals to be concise and clear and to accurately record the final installation.
- Capture and publish any residual significant H&S risks.
- Capture and publish lessons learned relevant to future projects.

2.5 Control of Hazardous Energies

2.5.1 All tasks must be assessed to identify if they involve sources of hazardous energies.

- **Hazardous energy sources-** Sources including the electrical, mechanical, hydraulic, pneumatic, chemical, radiation, thermal, compressed air, steam, tension, energy stored in springs, and potential energy from suspended parts (gravity).
- **Installing, maintaining and operating equipment** - Processes including the erecting, installing, constructing, repairing, adjusting, inspecting, cleaning, and un-jamming of machinery.

2.5.2 Any potential release of energy must be prevented and equipment must be controlled so that it cannot be re-energised e.g.:

- Disconnecting motors from the equipment;
- Isolating electrical circuits;
- Closing isolation valves;
- Disconnecting equipment from energy sources; and
- Blocking the fluid flow in hydraulic, pneumatic, or steam systems with control valves or by capping or blanking the lines.

2.5.3 Also isolations must be controlled using Lockout/tag out (LOTO) practices and procedures to prevent accidently be re-energised by other persons not involved in the task.

2.6 Control of Substances Hazardous to Health

2.6.1 All sites must hold a central register of all chemicals and other products held on the premises. This must include, but not be limited to, any substance identified under the "Globally Harmonized System of Classification and Labelling of Chemicals" and those substances or products which are made by a process on site. The register must include:

- Storage location of the chemicals;
- Safety Data Sheets for the products; and
- Quantity of chemicals

2.6.2 Incompatible chemicals must (e.g. acids & alkalis) must be segregated.

2.6.3 When selecting and before using a chemical or other hazardous substance or conducting activities which create hazardous substances, the following hierarchy of controls must be taken into consideration to reduce the potential exposure and effects to the persons using the product and others in the vicinity who may also be impacted.

- Elimination
- Substitution
- Isolation
- Reduction (i.e. time of exposure/numbers of employees exposed)
- Enclosure (fully or partially)
- Housekeeping
- Information/instruction
- Personal Protective Equipment

2.6.4 Chemicals and other hazardous products must only be kept in suitable containers composed of appropriate materials with clear hazard warning signage. If it is required to decant chemicals or other hazardous substances from their original container for use, the receptacle must also be composed of appropriate materials with clear hazard warning signage.

2.6.5 Persons expected to use or work with substances listed on the central register must be provided with access to training on their safe use.

2.7 Corporate events

2.7.1 Corporate Events include those organized by Barclays Events, Roadshows and Hospitality teams, Volunteering Events and events planned by Barclays members of staff.

2.7.2 Events must be planned and organized to ensure the health and safety of employees, contractors and members of the public and any other persons attending the event.

2.7.3 All events must be suitably and sufficiently risk assessed and documented. The event organiser must ensure a risk assessment is completed by Barclays or a third party and approved via the "Group Events Escalation Matrix".

2.7.4 Based on Risk Rating – Limited – Self Sign Off. Major – Line Manager, Critical – Regional H&S Team.

2.8 Demolition

2.8.1 Demolition is defined as the deliberate pulling down, destruction or taking apart of a structure, or a substantial part of the structure, which includes dismantling for reassembly or re-use.

2.8.2 All Demolition work must be subject to a Permit to Work (PTW).

2.8.3 The Contractor appointed to demolish/dismantle the structure, will develop and produce a detailed method statement,

2.8.4 A Pre Demolition Survey and demolition plan must be completed by a competent person and must include:

- Appropriate drawings, surveys and specifications detailing the structure and materials to be encountered;
- In the absence of any existing surveys, drawings or specifications for the structure, a survey to report on any hazardous materials (e.g. Asbestos)must be completed;
- Documented safe method of demolition;
- Control measures to protect persons in the vicinity of the demolition; and
- Emergency Procedures.

2.8.5 Demolition processes carried out near roads, footpaths, access ways and all other areas open to staff, visitors and members of the public, precautions will be taken to protect the health and safety of the public, and at the very least be completely fenced, to prevent unauthorised access.

2.8.6 Arrangements are to be written down in the method statement before the work begins, including, identifying the sequence required to prevent accidental collapse of the structure or building

2.8.7 Site Premises/Safety Arrangements for demolition - Establishing exclusion zones which are clearly signed.

2.8.8 Mandatory PPE sign must be in place for areas where work is conducted and PPE wearing must be enforced.

2.8.9 Suitable arrangements must be made for the removal & disposal of debris containing hazardous substances using competent/approved contractors. A record of the disposal must be retained.

2.9 Driving at work

2.9.1 Only persons with a valid driving licence for the jurisdiction they are driving in is allowed to drive. The license must also be valid for the type of vehicle they are driving.

2.9.2 It is the responsibility of the driver to:

- Check the road-worthiness of their vehicle before driving;
- Follow all local policies and requirements laid out in regional driver safety procedures;
- Know and follow local road traffic regulations and driving licence conditions; and
- Ensure they have valid insurance for driving on 'business'.

2.9.3 Seat belts must be worn by all passengers where available.

2.9.4 Drivers must not use mobile phones unless the vehicle is stationary.

2.10 Excavations

2.10.1 Excavation work is the removal of soil or rock from a site to form an open face, hole or cavity using tools, machinery. Potential hazards to be controlled include:

- Utility strikes on the initial excavation;
- Collapse of the excavation;
- Impact on other structures;
- Falling or dislodging material; and
- Persons/plant/equipment falling into the excavations.

2.10.2 Before starting the excavation, relevant available site information must be obtained and provided to contractors e.g.

- Historical Ground conditions and the location of underground structures, water courses and or drainage; and
- Existing utility services (Gas, Water, Electricity, Telecoms and Fibre Optics).

2.10.3 All excavations must be risk assessed. In addition to that any excavation deeper than 60cm or using mechanical excavators is subject to a Permit To Work (PTW) before work commences. The PTW must be supported by a task specific risk assessment and method statement which considers:

- Emergency situations;
- Impact on other structures – Scaffold footings, Building foundations or walls in the vicinity;
- Location of underground Cables and Other Utilities;
- Further controls in the absence of Utility drawings e.g. Use of Utility Locating devices;
- Emergency Excavation - Plans cannot be obtained, work is to be carried out as if live services are in area; and
- Use of Insulated tools when hand digging near electric cables.

2.10.4 Appropriate control measure must be in place and the following controls should be considered for all excavations:

- Using suitable insulated hand tools in or near identified or suspected services/utilities;
- Preventing collapse, by shoring the excavation sides;
- Preventing falls into the trench by anyone in the vicinity (including those not involved in the excavation);
- Substantial barriers must be used and if left unattended well lit and where possible covered;
- Exclusion of vehicles from the proximity of the excavation to prevent hazards from exhaust gasses or potential trench collapse);
- Excavations will also be inspected after an event that may have affected the strength, stability, or after a fall of rock or earth, or earth tremor; and
- Suitable PPE.

2.11 Explosive Materials & Substances

2.11.1 Consider elimination of risks by substitution with non-flammable liquids or gases. If this is not possible the following control measures should be applied:

2.11.2 Explosive Materials & Substances must be stored in closed tanks, or containers constructed to an appropriate national or international standard.

2.11.3 Liquids stored above ground should have a means to contain leaks and prevent any spillages.

2.11.4 Fuel and liquid storage tanks should be provided with secondary containment, a leak detection system and integrity testing at a minimum 5 yearly intervals.

2.11.5 Storage areas should be adequately separated from site boundaries, occupied buildings, process areas, fixed sources of ignition and other dangerous substances.

2.11.6 The separation should be sufficient to allow people to escape from a fire at the store and should also be sufficient to protect the store from fires that may occur elsewhere including on the boundary. The separation should prevent or delay the spread of fire allowing sufficient time for emergency procedures to be mobilised.

2.11.7 Outdoors, adequate separation can be achieved by an appropriate distance or by using a fire-resisting wall.

2.11.8 Incompatible dangerous substances should be segregated or adequately separated to minimise the risk of interaction.

2.11.9 Good ventilation should be provided in areas where flammable liquids or gases are stored to ensure that any gases or vapours given off from a spill, leak or release are rapidly dispersed. Storage areas should preferably be located in well-ventilated positions, in the open air. If within a building, adequate natural or mechanical ventilation to the outside of the building should be provided

2.11.10 Contents of tanks, vessels and containers, should be clearly identified with appropriate signage so that employees or others are aware of their contents and hazards. Similar considerations apply to cupboards, compounds and storerooms.

2.11.11 Flammable liquids and gases should be carried in closed vessels or conveyed in a totally closed system.

2.11.12 Activities, including dispensing or decanting should not be carried out in a storage area where this would create a risk of fire involving the stored materials.

2.11.13 Loading and unloading facilities should be designed, located and operated to avoid or minimise the risks of fire and explosions at either the transfer facility or the storage installation. The facility should include measures to minimise the risks of leaks, spills and overfilling plant and equipment.

2.11.14 Small quantities of flammable liquids, gasses, or aerosol (maximum total 5 litres) in closed containers can be stored in work areas in a suitably placed cupboard which is of fire-resisting structure and is designed to retain spills. The cupboard must be clearly marked as containing flammable materials.

2.11.15 Adequate security arrangements are provided to prevent unauthorised access to dangerous substances and associated storage equipment.

2.11.16 Storage facilities must be maintained in a safe condition. They should be subject to an appropriate inspection programme to establish that they remain fit for purpose.

2.12 Fire - General

2.12.1 Fire Prevention – fire risk assessment must evaluate and determine if the following precaution and controls are adequate, in relation to fire prevention, looking specifically at:

- Combustible Materials and Flammable Materials;
- Fire stopping (ceilings, floors, walls);
- Fire doors; and
- Arson.

2.12.2 Fire Detection –premises will have as a minimum:

- Automatic Fire detection (the minimum is a battery operated smoke or heat detector); and
- Automatic Fire Alarm which must be maintained and inspected.

2.12.3 Fire Suppression

- As a minimum all premises will have fire extinguishers readily available strategically located to protect from specific hazards.
- Commercial cooking systems must be protected by an automatic suppression system.
- CER rooms and server rooms must be equipped with a pre-action suppression system.

2.12.4 A maintenance regime must be in place for fire prevention, detection and suppression systems and equipment.

2.12.5 Fire Evacuation

- Each site/premises must have fire plan of the building, in the form of a map, detailing all temporary and permanent escape routes and exits and correct location of fire fighting equipment.
- As a minimum an annual fire evacuation drill is to be completed at all sites and premises (if an unplanned evacuation takes place, this can be considered as the evacuation drill).
- Fire evacuation drills should be assessed for correct system operation and plan execution and opportunities for improvement.
- Suitable and unimpeded means of escape must be maintained which allow all employees to evacuate the area/building safely:
    - All sites must have a minimum of 2 separate means of escape;
    - Where it is not possible to have 2 means of escape, the risk must be mitigated by alternative means and approved via the Dispensations, Waivers and Breach process (DWB); and
    - Storage shall not be allowed in any escape route stairs.
- Arrangements must be recorded for evacuating disabled persons:
    - Personal emergency evacuation plans (PEEPS) must be recorded for persons permanently or temporarily assigned to a site;
    - Consideration must also be given for the evacuation of disabled customers and visitors not assigned to a site.

- Suitable and sufficient evacuation signage must be in place, with clearly visible (and, where practicable, illuminated) fire exit signs directing persons to the escape routes, refuges, fire exit and ultimately a place of safety (evacuation rendezvous point) away from the building
- Fire Action Signs, advising persons what to do in the event of a fire must be posted in prominent positions, normally next to alarm activation points.
- Emergency lighting must be provided on all escape routes which is in working order including external lighting at the final point of exit from the building.
- NO keys should be required to open doors on fire exit routes whilst the building is manned. Final exit doors should open easily, immediately and, wherever practicable, "in the direction of escape", i.e. outwards into a place of safety outside the building. Sliding or revolving doors must not be used for exits specifically intended as fire exits. All fire doors, signage, lighting and other fire related equipment must be inspected at a minimum annually and maintained in accordance with manufacturer's specifications and local legislative requirements.

2.12.6 Fire Evacuation Roles

- A suitable number of Fire & Evacuation Marshalls must be appointed to ensure that during periods of holiday, including planned and unplanned absences, sufficient numbers of fire marshals are always available. Minimum numbers of fire marshals required will be determined by the Regional CRES H&S Teams and the fire risk assessment. Training must be provided for local fire coordinators and fire marshal commensurate with the tasks they will undertake.

2.12.7 Fire Equipment, Operations & Maintenance

- A register of all fire fighting equipment, including extinguishers, blankets, hoses etc, must be kept and instructions for operations must be available must be available to explain their use, operation and maintenance of any such equipment
- A planned preventative maintenance regime must be in place for fire equipment
- Documented processes must be in place for working in areas with gas fire suppression systems to prevent the risk of asphyxiation. Fire suppression systems must be operated in 'Manual' mode whilst work is undertaken in the area they cover.
- All hot works require a permit to work. Hot works are any processes that require or can generate a source of ignition when flammable material is present or can be a fire hazard regardless of the presence of flammable material in the workplace. Common hot work processes are welding, soldering, cutting and brazing.
- Where works require the impairment of a fire life and safety system alternative control measures must be identified and implemented.
- No impairment must be carried out on any of the fire life and safety systems unless it is first approved by the authorising person in the function with control of the area and CRES.
- Where impairment of fire life and safety systems are expected to last longer than 8 hours and the building has a total value in excess of £20 million, Barclays Group insurers must be informed.

2.13 Fire - Risk Assessment

2.13.1 All premises and sites will have a fire risk assessment (FRA) which has been undertaken by a Competent Fire Risk Assessor.

2.13.2 FRA must cover all areas under Barclays control and common areas in multi tenanted and landlord managed buildings, to ensure safe egress of Barclays colleagues in the case of emergency.

2.13.3 In multi tenanted sites joint fire arrangements must be agreed with the Landlord and other tenants.

2.13.4 As a minimum a fire risk assessment must follow the following steps and record all current & further control measures required:

i. Identify fire Hazards
   - Sources of Ignition
   - Sources of fuel
   - Sources of Oxygen

ii. Identify people at risk
   - People in and around the premises; and
   - People especially at risk e.g. persons with disabilities or restricted mobility.

iii. Evaluate, Remove, Reduce and Protect from Risk
   - Evaluate the risk of a fire occurring;
   - Evaluate the risk to people from fire;
   - Identify controls to remove or reduce fire hazards; and
   - Identify controls to remove or reduce risks to people
     - ❖ Detection and warning
     - ❖ Fire fighting equipment

- ❖ Escape routes
- ❖ Emergency lighting
- ❖ Signs and notices, maintenance
- ❖ Training

iv. Record, plan, inform, instruct and train

- Record the assessment findings including all controls required to reduce the risk of harm to people;
- Prepare an emergency plan including location of fire-fighting and detection equipment and escape routes; and
- Create personal evacuation plans for people especially at risk (consider customers in branches).

2.13.5 Fire risk assessments must be readily accessible at sites and recorded in such a way that required control measures can be read and understood by local staff.

2.13.6 Fire risk assessments must be reviewed every 12 months as a minimum to check if all control measures identified in the risk assessment remain in place and are still effective. Annual Fire risk assessments reviews may be completed by a nominated local member of staff to identify if there has been a change in the building layout, or if identified controls are not in place or it is considered that the assessment may be insufficient.

2.13.7 Where a review identifies a change in the building layout, identified controls are not in place or it is considered that the assessment may be ineffective, a new risk assessment must be completed by a competent Fire Risk Assessor.

2.13.8 Fire risk assessments must also be reviewed by a competent Fire Risk Assessor following a fire or significant near miss relating to fire.

2.14 First Aid

2.14.1 Sufficient numbers of staff must be nominated and appointed as first aiders for each site in accordance with the assessed needs of the location. Sufficient numbers must include cover during periods of holiday, including planned and unplanned absences,

2.14.2 Minimum numbers of first aiders required per site will be determined by the Regional CRES H&S Teams but must, as minimum meet legal requirements. The methodology used to define numbers of first aiders and the required numbers of first aiders must be documented.

2.14.3 When assessing first aid needs, the following must be considered:

- Nature of the work and workplace hazards and risks;
- Size of the workplace;
- History of accidents;
- Needs of travelling, remote and lone workers;
- Work patterns;
- Distribution of the workforce;
- Remoteness of the site from emergency medical services;
- Employees working on shared or multi-occupied sites;
- Annual leave and other absences of first-aiders and appointed persons; and
- One first-aid provision for non-employees.

2.14.4 A Qualified First Aider is someone who has attended a suitable first aid course in accordance with local legal requirements or internationally recognised standard, such as Red Cross, St. Johns Ambulance, or equivalent.

2.14.5 An Appointed Person is a person who has been appointed to take responsibility for maintaining first aid equipment and contacting the emergency services.

2.14.6 A reliable means of summoning a First Aider in emergencies must be developed in each location, and be communicated to all staff.

2.14.7 Notices and signs indicating the location of First Aiders/facilities must be provided in readily accessible places.

2.14.8 First aid materials must be available and First Aid Boxes should contain sufficient quantities of suitable first aid materials identified by risk assessment and nothing else. Minimum recommended content is:

- Individually wrapped sterile plasters (of assorted sizes), appropriate to the type;
- Of work (you can provide hypoallergenic plasters if necessary);
- Sterile eye pads;
- Individually wrapped triangular bandages, preferably sterile;
- Safety pins;
- Large, individually wrapped, sterile, unmedicated wound dressings;
- Medium-sized, individually wrapped, sterile, unmedicated wound dressings; and
- Disposable gloves

2.14.9 Where a site decides to provide defibrillator in the workplace, staff must be appointed as responders and be appropriately trained.

2.15 Food Safety

2.15.1 Each catering provider and outlet must have a plan in place to systematically manage potential food borne hazards (microbiological, chemical, physical)which covers all areas of their operations where hazards may be introduced e.g.

- Purchase/Delivery
- Storage
- Preparation & Handling
- Cold Serve/Display
- Defrosting
- Cooking
- Cooling/Freezing
- Reheating
- Hot/Cold Display
- Transport & Distribution
- Physical/Chemical Contamination
- Food Allergies

2.15.2 Catering providers must undertake regular HACCP food hygiene audits (minimum annually) and provide the results to Barclays.

2.15.3 Medical examination should be done for food handlers including pantry personal.

2.15.4 Where staff prepare food for others as part of charity or team events, outside of catering contracts, they should ensure their staff have appropriate food hygiene training and ensure appropriate risk assessment are in place.

2.16 Indoor Air Quality (IAQ)

2.16.1 Workplaces must be adequately ventilated by either natural ventilation or, where necessary mechanical ventilation.

2.16.2 Mechanical ventilation systems must be regularly maintained and kept clean.

2.16.3 Where staff report symptoms believed to be caused by IAQ an investigation must be undertaken by the local FM team:

- Establish the ventilation system to make sure it is operating properly (e.g., the right mix of fresh air, proper distribution, filtration systems are working, etc.);
- Identify possible causes (e.g. external pollution, source of a chemical, renovations, mould, etc);
- Rule out common causes of the symptoms such as noise, thermal comfort, humidity, ergonomics, lighting, etc; and
- Conduct an indoor air quality survey by a competent indoor air quality professional to pin-point work sources and causes

2.16.4 Indoor air quality surveys must be completed at occupied sites and premises in areas where high pollution warnings are issued by public authorities.

2.17 Ionising Radiation

2.17.1 Potential sources of ionising radiation in the Barclays work environment include (but are not limited to) security x-ray machines and naturally occurring radon gas.

2.17.2 Security X-ray Machines

- The function operating the machines must undertake an assessment of the machine

- Training for all users must be to the manufactures and any specific local legislation
- Leak tests are to be carried out in line with local legislation or every 12 months.
- A maintenance programme is to be put in place, according to the manufacturers guidelines
- Where there is a risk of significant exposure arising from unauthorised or malicious operation, equipment should be fitted with locking-off arrangements to prevent its uncontrolled use;

2.17.3 Radon Gas

- Where properties are deemed to be in a high risk area based on geological radon survey mapping, a radon assessment must be completed for the building to determine if radon levels are within safe working limits
- Where radon is found to be present above 400 Bq/m3, control measures are required to reduce the level of exposure to within acceptable limits.

2.18 Lifting Equipment

2.18.1 Lifting equipment is any work equipment for lifting and lowering loads or persons, and includes any accessories used in doing so (such as attachments to support, fix or anchor the equipment). Examples of lifting equipment include (but are not limited to):

- Building cleaning cradle and its suspension equipment
- Overhead cranes and their supporting runways
- Mobile Cranes
- Mobile Elevated Work Platforms (MEWPs)
- Vehicle tail lifts and cranes fitted to vehicles
- Goods lifts
- Passenger lifts
- Escalators
- Tele-handlers and fork lifts
- Lifting accessories e.g. fibre or rope slings, chains (single or multiple leg),hooks, eyebolts, spreader

2.18.2 All lifts, lifting equipment, escalators and lifting accessories must have regular detailed examination and testing in line with local legal test and inspection requirements.

2.18.3 For landlord managed buildings, maintenance records of the lifting equipment should be requested from landlords.

2.18.4 Detailed examination and testing of any lift, escalator and lifting equipment must be completed by a competent person, i.e. insurance engineer or other approved person, to detect any defects which are, or might become, dangerous, and for the competent person to report them to the building owner, operator and or landlord agent so that appropriate remedial action can be taken

2.18.5 In the absence of legal minimum testing frequencies, thorough examination and testing of lifts and lifting equipment must be completed as a minimum annually.

2.18.6 In addition to thorough examination and testing a planned preventative maintenance programme must also be in place for all mechanical/hydraulic lifting equipment.

**NB - Examination and testing should not be confused with preventive maintenance, although they have some elements in common. Preventive maintenance usually involves replacing worn or damaged parts, topping up fluid levels and making routine adjustments to ensure risks are avoided. Thorough examination and testing acts as a check that maintenance is being carried out properly, but is not intended to replace it.*

2.18.7 All lifting accessories must also undergo a visual inspection before use.

2.18.8 Any lifting equipment or accessories identified as damaged or fails a test or examination must not be used and must be secured from use until disposed or repaired.

2.19 Lifting Operations - Fixed Cranes, Mobile Cranes and Vehicle Mounted Lifting Arms

2.19.1 All operations involving fixed cranes, mobile cranes or vehicle mounted lifting arms require a lifting plan undertaken by a competent person, ,

2.19.2 Lifting plans must include:

- Factors considered in the selection of the correct type of lifting equipment for the task;
- Location of the crane;
- Ground conditions – suitability, underground cavity's or weaknesses including drainage that may collapse;
- Methods of communication during lifts e.g., most suitable, such as radios and or hand signals;
- Suitable lifting route, to avoid collision with any persons, objects or overhead power lines;
- Prevention of people from entering the lifting area and not riding on a load that is being lifted;
- Actions in the case of adverse weather conditions; and
- Emergency procedures.

2.19.3 Personnel involved in lifting operation(s) must be able to demonstrate competence for the role they undertake through suitable training and experience.

2.19.4 Where cranes or vehicle mounted lifting arms have outriggers to prevent overbalancing, they must be deployed in line with manufacturers recommendations before use.

2.19.5 All lifting operations require a Permit To Work.

2.20 Lone Working / Out of Hours

2.20.1 A lone worker is an employee who performs an activity that is carried out in isolation from other workers without close or direct supervision. Such staff may be exposed to risk because there is no-one to assist them and so a risk assessment is required to identify arrangements to ensure the lone worker is no more at risk than employees working together

2.20.2 Control measures must include either:

- A buddy system: A second person is assigned to work with the first, because the job cannot be done safely alone; or
- Communications e.g. telephones and walkie-talkies.

2.20.3 Sites where work is allowed outside of normal working must have procedures which considers :

- Permissible work activity;
- Access arrangements;
- Communication arrangements; and
- Basic amenities like operational air-condition, packed drinking water should be available for lone workers, lone workers must communicate to site FM/Engg to keep basic amenities available for lone worker.

2.21 Machinery Guarding

2.21.1 Machinery and tools must be protected by fixed guards (e.g. secured with screws or nuts and bolts) to enclose the dangerous parts, whenever practical.

2.21.2 Where fixed guards are not practical, use other methods, e.g. interlock the guard so that the machine cannot start before the guard is closed and cannot be opened while the machine is still moving. In some cases, trip systems such as photoelectric devices, pressure-sensitive mats or automatic guards may be used if other guards are not practical.

2.21.3 Where guards cannot give full protection, use jigs, holders, push sticks etc if it is practical to do so.

2.21.4 Control any remaining risk by providing the operator with the necessary information, instruction, training, supervision and appropriate safety equipment.

2.21.5 When maintaining machinery the equipment must be de-energised isolated and locked in a safe state to prevent it being reenergised before the maintenance or repair is complete. Only the technician undertaking the maintenance should have the ability to 'un-lock' and reenergise the equipment (Lock Out/Tag Out).

2.22 Manual Handling

2.22.1 Manual Handling refers to tasks that require individuals to lift/ lower/ push or pull or support loads.

2.22.2 The individual completing the manual handling task must consider whether it is possible to:

- Avoid Manual Handling Operations; and
- Use mechanical lifting aids as an alternative to manual handling.

2.22.3 Where manual handling is unavoidable the task must be risk assessed to identify appropriate control measures and must consider the following:

- Task – whether the activity involves twisting, stooping, bending, excessive travel, pushing, pulling or precise positioning of the load, sudden movement;
- Individual – where a person has identified that when performing the task they would be put at additional risk due to individual factors e.g. disability, health conditions, injuries or pregnancy, an individual manual handling risk Assessment should be completed to identify any additional control measures required in order to undertake the task, in addition to the existing controls identified in the tasks risk assessment;
- Load - The size, shape and weight of the item to be moved; and
- Environment – whether the route has any restrictions risks e.g. stairs, uneven, slippery or unstable floors, poor lighting, and gusty winds.

2.22.4 Common and repetitive tasks can have a generic manual handling risk assessment.

2.22.5 Complex moves will require a record of the assessment.

2.23 Noise

2.23.1 Areas with the potential for excessive noise (> 80dB(A)) must undergo a noise risk assessment to establish the level of noise and identify suitable control measures.

2.23.2 In areas where noise levels are shown to exceed 80dB(A) suitable hazard warning signage must be posted and personal hearing protection must be worn at all times.

2.24 Non-Ionising Radiation (NIR)

2.24.1 Non-ionising radiation is the term given to radiation in the part of the electromagnetic spectrum where there is insufficient energy to cause ionization. It includes electric and magnetic fields, radio waves, microwaves, infrared, ultraviolet, and visible radiation.

2.24.2 The site specific risk assessment must identify sources of non-ionising radiation that will or maybe encountered at any particular site, and suitable control measures be put in place for example;

2.24.3 Microwave ovens

- Microwaves ovens must be regularly cleaned and checked for damage to the casing or the seals.
- Where the microwave oven or seals are found to be damaged the microwave oven must be removed from operation until tested and repaired or replaced.

2.24.4 Communication Equipment (e.g. Telecoms Antenna, Radio Masts, Point to Point Microwaves)

- The risk of exposure to NIR from Communication Equipment is associated with equipment that transmits.
- The providers of telecommunications equipment must provide safety information relating to the equipment including safe distances and procedures for working in the vicinity of the equipment.
- Exclusion zones must be identified by the owners of the equipment with appropriate signage to warn people of areas where the level may exceed limits prescribed by the International Commission on Non-Ionizing Radiation Protection
- Procedures must be provided by the owner of the equipment on how organise a 'shut-down' should persons be required to work inside the exclusion zone.

2.24.5 Lasers

- Only Class 1 or 2 lasers may be used for demonstration, display or entertainment.
- Any laser > Class 2 that is to be used on site or the premises must be subject to a formal risk assessment to determine that the laser in question is, appropriate, suitable for the job, and does not pose unnecessary risks to the user and or others..
- When operating laser pointers, users must ensure that they follow the manufacturer's safety instructions, use them in a safe manner and do not expose themselves or others to the beam.

2.25 Permit To Work (PTW)

2.25.1 Permits to work systems must be defined and implemented to effectively control and coordinate activities that involves high risks and prevent serious harm.

2.25.2 Activities that require specific Permits to Work:

- Asbestos removal;
- Confined Spaces;
- Excavations;
- Fire System Impairment;
- Work involving hazardous energies (including High and Low Voltage Electrical Works; Pressure Systems; Work on Lifts);
- Hot Works;
- Lifting operations;
- Working at Height; and
- General Work (eg: removal/replacement of glass doors, Repair and Minor construction works etc which are not covered under Safe System of work).

2.25.3 Access controls must be in place for working in restricted hazardous areas (e.g. lift motor rooms, Electrical & Plant Rooms, unprotected roof areas/skylights).

2.25.4 A task specific risk assessment and method statement must be provided for each activity requiring a permit.

2.25.5 Persons issuing permits must be competent and had training in the requirements and risks associated with the hazard the permit is designed to control.

2.25.6 Permits must be displayed in the area where the hazardous activity is taking place.

2.26 Personal Protective Equipment (PPE)

2.26.1 PPE should only be relied upon where it has not been possible to eliminate or control a hazard by other means. PPE may be used as an additional control measure.

2.26.2 Required PPE activity must be identified as part of task specific risk assessments, and included in the method statement.

2.26.3 PPE must be inspected to ensure it is not damaged and remains in suitable condition to protect the individual using the equipment.

2.26.4 Suitable storage must be provided for PPE to prevent damage or contamination.

2.27 Personal Portable Electrical Appliances

2.27.1 Portable electrical appliances are equipment connected to an electrical supply by a lead and plug and not permanently hard- wired to the electric system.

2.27.2 All portable electrical equipment must be clearly marked to demonstrate compliance with local safety standards (e.g. UL, CE, EMC, FCC and CSA)

2.27.3 Before using a portable electrical appliance it is the user's responsibility to complete basic visual checks of the equipment before being connected to the power source.

2.27.4 The user must check for:

- Damage to the lead including fraying, cuts or heavy scuffing, e.g. from floor box covers;
- Damage to the plug, e.g. to the cover or bent pins;
- Tape applied to the lead to join leads together;
- Coloured wires visible where the lead joins the plug (the cable is not being gripped where it enters the plug);
- Damage to the outer cover of the equipment itself, including loose parts or screws;
- Signs of overheating, such as burn marks or staining on the plug, lead or piece of equipment;
- Equipment that has been used or stored in unsuitable conditions, such as wet or dusty environments or where water spills are possible;
- Cables trapped under furniture or in floor boxes; and
- Equipment is not daisy chained (extension cord plugged into another extension cord).

2.27.5 Only electrical items approved by the FM team may be used on Barclay's sites.

2.27.6 Personal mobile phone chargers may be used within Barclays premises as long as they are not damaged, frayed or there is sign of cuts or heaving scuffing. The charger must have a mark of compliance with local safety standards, such as CE or UL.

2.27.7 Damaged equipment must not be used and must be removed and secured from operation until either disposed or repaired.

2.27.8 Only qualified electrical technicians are permitted to carry out repairs on electrical equipment.

2.28 Pressure Vessels and Systems

2.28.1 A pressure Vessel and systems including pipe work or a vessel comprising and protective devices operating at a pressure greater than 0.5 bar.

2.28.2 Examples of pressure vessels and systems include:

- Boilers and steam heating systems;
- Pressurised piping;
- Compressed air systems and compressors;
- Pressure cookers;
- Certain Coffee making equipment;
- Heat exchangers and refrigeration plant; and
- Valves, steam traps and filters.

2.28.3 The Pressure equipment must be maintained in good repair and the type and frequency of maintenance for the system should be assessed and a suitable maintenance programme.

2.28.4 Thorough examinations to identify faults or weaknesses before they could lead to an uncontrolled release of fluids/gases under pressure should be carried out in line with national regulations, insurance schemes of examination or, in the absence of either, every at least every 12 month.

2.28.5 Pressure systems and vessels must only be maintained, tested and examined by competent persons who have had suitable training in the hazards relating to pressure systems, effective control measures and have suitable knowledge of the of the type of equipment to be maintained/examined.

2.28.6 Records of all maintenance and examinations must be kept and readily available on request.

2.28.7 A Permit To Work (PTW) is required for work on pressure vessels and systems, to prevent fluids/gases being released in an uncontrolled manner where:

- There is a potential for a release of pressure in the course of the task;
- The work system or vessel needs to be isolated to prevent a pressure release in the course of the task; or
- The system or vessel needs to be de-energised before the task can be completed.

2.28.8 Where work on pressure vessels of systems requires isolation a lock out/tag out (LOTO) procedure must be used to prevent accidental re-pressurisation of the vessel or system.

2.29 Safe Systems of Work

2.29.1 All maintenance and project activities must be supported by a task specific risk assessment and method statement (MS) and the starting point for the completion of a method statement must be a completed task specific Risk Assessment.

2.29.2 The risk assessment must have been undertaken prior to the completion of the method statement to identify the hazards, risks and required control measures to be included in the method statement.

2.29.3 The risk assessment must detail the required control measures to eliminate or mitigate hazards.

2.29.4 Risk Assessments and method statements may be generic for repeated tasks, however the location and environment the task is to be completed in should be considered before the task begins.

2.29.5 Before work a task commences, operatives must be familiar with the associated risk assessment, method statement and required control measures.

2.29.6 The requirement for a method statement can be applicable to:

- A specific task within a maintenance schedule for a project;
- An overall element of a maintenance activity or project; and
- A process element of a maintenance or project activity.

2.29.7 The essential purpose of a method statement is to enable the personnel carrying out the work to:

- Complete their tasks in a safe manner;
- Understand the controls to reduce risks from hazards associated with their work; and
- Implement the controls in force to reduce exposure to injury, ill health and/or damage or incidents.

2.29.8 A method statement is the record of how the task will be completed and must include the controls measures relating to the works as detailed in the risk assessment. The Method Statement, as a minimum, should contain:

- A step by step outline of how the job will be undertaken;
- Details of resources (tools, fire extinguishers etc.) and manpower required;
- Expected duration of works, persons responsible on site and contact details;
- Any isolations required (electrics, smoke heads, alarms etc.);
- Specific P.P.E required;
- Permits required;
- Waste disposal considerations; and
- Emergency arrangements.

2.29.9 Works will only commence following issue of permits and communication of risk assessment and method statement (RAMS) and permit requirements and EHS induction to all on site.

2.29.10 RAMS (and any permits if issued)and evidence of communication of same are kept on site for duration of works.

2.29.11 Once commenced, works are supervised and undertaken as per RAMS & permit requirements & Housekeeping is maintained at all times.

It is the duty of the responsible person for ensuring that works are being undertaken in accordance with the Barclays Minimum HS Operational Delivery Requirement Manual and Barclays HS Standard.

2.29.12 Once completed, the permit is closed out by the permit issuer and RA/MS & permit are kept as a record in the site HSE file.

2.30 Travel Safety

2.30.1 Travel safety requirements and advice can be found in the Group Security and Travel intranet pages:

- Security Link: http://teams.barclays.intranet/sites/protectivesecurity/SitePages/Travel%20Security.aspx
- Travel Link: https://www.travelingforbarclays.com/security-and-medical-info/

2.31 Use of Mobile Elevating Work Platforms (MEWP)

2.31.1 MEWPS include all powered access working at height equipment e.g., Boom Lifts, Scissor Lifts, Cherry Pickers, etc.

2.31.2 A minimum '2 person' rule must apply for all MEWP operations; at least one person on the ground with means of communication between the 2 persons.

2.31.3 All MEWP operators must be able to demonstrate competence through suitable training and experience for the specific make and model of MEWP they are using.

2.31.4 Daily visual checks, regular inspections and servicing schedules must be established in accordance with the manufacturer's instructions and the risks associated with each MEWP.

2.31.5 Where a MEWP is found to have a defect it must be isolated from use until repaired or replaced.

2.31.6 All MEWPs must have minimum annual thorough examinations by a competent person in line the 'Lifting Equipment' requirements.

2.31.7 Operators are to report defects or problems. Reported problems should be put right quickly and the MEWP taken out of service if the item is safety critical.

2.31.8 Where MEWPS have outriggers to prevent overbalancing they must be deployed be for use.

2.31.9 MEWPS must only be moved to a new position in the 'lowered' state.

2.31.10 All MEWP operations require a Permit to Work.

2.31.11 When a MEWP is being used it must be isolated from unauthorised use.

2.31.12 Emergency procedures to rescue persons from the elevated work platform must be in place.

2.32 Use of Portable Tools & Equipment

2.32.1 People must be competent to use the tools and equipment for the work they undertake. Competence must be defined locally and include training, knowledge, experience and skill in line with the level of risk.

2.32.2 Users must check the condition of all tools and equipment for damage prior to starting work.

2.32.3 Tool or equipment must be the correct tool for the job and suitable for work to be carried out.

2.32.4 All damaged tools and equipment must be clearly identified as defective, removed and secured from operation until repaired or disposed.

2.32.5 Tools and equipment must only be repaired by competent persons authorised and qualified to do so.

2.33 Water Hygiene & Water Systems including Cooling Towers (Legionella Management)

2.33.1 Open water systems must be maintained to prevent the growth and the spread of water-borne bacteria including Legionella.

2.33.2 Common sources of bacterial growth and subsequent human infection if not properly maintained and managed include wet cooling towers (evaporative condensers), domestic hot and cold water systems, spa baths, fountains and other open water systems capable of creating a spray or harbouring bacteria.

2.33.3 Regions must define the safe operating parameters required to control bacterial growth in each water systems (e.g. max/min water temperature, microbiological count limits, concentrations of biocides).

2.33.4 Standard operating procedures, controls and test and inspection regimes must be defined for the management of each type of water system to prevent growth of bacteria in systems and maintain the system within the defined control parameters.

2.33.5 Emergency procedures must be recorded on how to manage and treat the system should it go outside of parameters.

2.33.6 Water hygiene risk assessments must be completed where legally required.

2.33.7 Records of all maintenance, testing and inspection must be kept.

2.34 Work at Height

2.34.1 'Work in any place from which a person could fall a distance from a higher level to a lower level liable to cause personal injury'. This can include (but is not limited to):

- Ladder work, mobile elevated work platforms (MEWP), tower scaffolds, kick stool;
- Flat or pitched roofs with no edge protection or barriers;
- Fragile surfaces e.g..skylights, Perspex roof, Asbestos profiled roofing; and
- An opening in a floor, hole in the ground, pit or chamber.

2.34.2 Risks involved with work at height must be assessed before commencing activities and must consider:

- The work activity, equipment to be used and duration of the task;
- Location where the work activity is due to take place, i.e. presence of hazards such as overhead power lines, open excavations, underground services etc;
- Working environment, e.g. adverse weather conditions, lighting;
- Condition and stability of existing work surfaces e.g. Fragile surfaces;
- Actions in the case of emergency and rescue techniques;
- Can the need to work at height can be eliminated;
- Controls to prevent falling in accordance with the 'Hierarchy of Controls' (2.34.8);
- Overhead services or equipment (e.g. electric cables, lighting, radio/telephone antenna); and
- Potential of falling objects during the activity.

2.34.3 All personnel required to work at height must be trained and competent; the level of training will depend on the complexity of the control measures implemented.

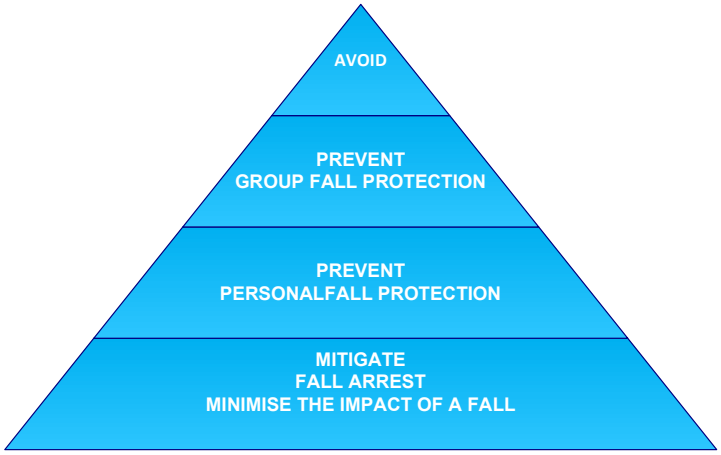
2.34.4 A Permit To Work (PTW) is required prior to work commencing if no edge protection is provided or where the use of personal fall restraint or protection is required.

2.34.5 All access equipment for working at height, including ladders must be commercially manufactured, approved and met minimum national safety standards where applicable.

2.34.6 The area below any work at height (drop zone) must be guarded or fenced to prevent harm from falling objects.

2.34.7 All overhead cables must be considered energized at lethal voltages until proven otherwise. Before any work begins in the vicinity of overhead power lines the risk assessment must examine the work area to identify and correct hazards and to establish that the safe limits of approach distances to overhead power lines can be maintained.

2.34.8 The hierarchy of control must be applied when determining appropriate safety control measures to prevent, or reduce the effects of, falls from height. The hierarchy has to be followed systematically and only when one level is not reasonably practicable may the next level be considered.



WORK AT HEIGHT HIERACHY OF CONTROLS

It is not necessary to implement all parts of the hierarchy, e.g. in the case of a fully boarded and guarded scaffold, workers would not be expected to wear personal fall-arrest equipment as well – see examples below:

HIERARCHY	EXAMPLE
AVOID	- Design out the need to work at height.
	- Cast in mesh riser ducts in floor slabs a positions of services
	-Erect handrails/edge protection at ground level and crane in.
	- Fix nets by working from the floor below using extending poles.
PREVENT by using an existing place of work	- A flat roof with permanent edge protection
	- A tanker roof with fixed edge protection
PREVENT by using work equipment (GROUP)	- Access equipment fitted with guardrails: mobile elevated work platforms (MEWP),scissor lifts, cradles, tower scaffolds, independent scaffolds, etc.
PREVENT by using work equipment (PERSONAL)	- Fall restraint: personal protective equipment used in a way so it is impossible to get into a fall position (e.g. fixed length lanyards connected to eyebolts)
MITIGATE by using work equipment to minimise distance and consequences of a fall (GROUP)	- Nets or soft landing systems such as air bags positioned close under work surface.
MITIGATE by using work equipment to minimise distance and consequences of a fall (PERSONAL)	- A personal fall-arrest system with anchorage point sited above the head (fall factor zero)
	- Rope access
	- Work positioning system
	- A personal fall-arrest system with anchorage level at sternum/dorsal level (fall factor 1)

HIERARCHY	EXAMPLE
	- A personal fall-arrest system with anchorage point sited at the feet (fall factor 2)
MITIGATE by using work equipment to minimise distance and consequences of a fall (GROUP)	- Nets positioned at a lower level
	- Soft landing systems at a lower level
MITIGATE by using work equipment to minimise distance and consequences of a fall (PERSONAL)	-A personal injury prevention system (e.g., life jacket whilst working next to unguarded water)
MITIGATE through training, instruction or other means	- Ensure that personnel are trained in the risks and instructed in the use of PPE required.

2.35 Working in Extreme Temperatures

2.35.1 A hot environment is any environment with the potential to induce heat stress or other heat related illness or injury and can be experienced during outdoor activities conducted in hot weather or indoor activities involving high air temperatures, radiant heat sources, high humidity, direct physical contact with hot objects, can be considered working in a 'hot' environment.

2.35.2 When working in a hot environment, task specific assessments must consider:

- Acclimatization time for workers to hot environment;
- Education on recognising the early symptoms of heat stress/dehydration;
- Rescheduling work to cooler times of the day;
- Provide suitable PPE and skin protection from UV rays;
- Frequent rest breaks and access to shaded rest areas;
- Access to cool drinking water; and
- Surveillance of employees and monitoring of temperature conditions.

2.35.3 A cold environment is any environment with the potential to induce hypothermia, frost bite or other cold related injuries; what constitutes extreme cold and its effects can vary due to air temperature, wind speed (chill factor), and humidity (wetness).

2.35.4 When working in a cold environment, task specific risk assessments must consider:

- acclimatization time for workers to cold environments;
- education on recognising the early symptoms of cold injuries/hypothermia;
- consider delaying the work – can it be undertaken at warmer times of the year without compromising on safety appropriate cold weather PPE;
- access to facilities for warming up, including access to warm drinks;
- frequent rest breaks; and
- Surveillance of employees and monitoring of temperature conditions.

2.35.5 Details on exact technical limits for temperature, ventilation and humidity are provided in Barclays Design Guidance – Global Engineering Objectives (See Appendix A).

2.36 Workplace Health & Safety Welfare

2.36.1 Drinking water

- An adequate supply of potable drinking water must be provided. Further information on this can be found in Section 12 of Barclays Global Engineering Objectives Document; and
- Potable drinking water facilities, e.g. boiler, and filtration system, must be regularly maintained and kept clean to ensure potable water quality and hygiene.

2.36.2 Lighting

- Where possible lighting should be provided from natural sources.
- Lighting must be sufficient to enable people to work.
- Where necessary, localised lighting should be provided at places of particular risk such as crossing points on traffic routes.
- Lighting and light fittings should not create any hazard.
  Automatic emergency lighting, powered by an independent source, should be provided where sudden loss of light would create a risk.

2.36.3 Details on exact technical limits for exact minimal technical requirements for lighting in W / m2 are provided in Barclays Design Guidance – Global Engineering Objectives (See Appendix A).

Where any in-country local laws, regulations, codes of practice or subscribing Health and Safety Management System requirements are of a higher standard than these minimum operational control measures, then the higher standard is to be applied.

2.36.4 Storage

- Materials and objects must be stored and stacked in such a way that they are not likely to fall and cause injury;
- Storage racking and shelving needs to be of adequate strength and stability for the loads to be placed on it;
- Maximum safe weight limits must be placed on all 'warehouse' racking' racking;
- Warehouse racking must have regular inspection to identify damage and necessary corrective actions; and
- Storage must not obstruct any fire life safety equipment or evacuation routes.

2.36.5 Glazed/Transparent or translucent doors, gates or walls and windows

- Windows, transparent or translucent surfaces in walls, partitions, doors and gates should be made of safety material or be protected against breakage;
- If there is a danger of people coming into contact with glazed panels, door or windows they should be clearly marked for incorporating features to make them apparent (manifestations);
- Windows that open should have the limit of opening restricted to prevent falls from height or creating a hazard external to the building; and
- Windows and skylights must be kept clean to maximise natural lighting in the work place.

2.36.6 Housekeeping

- Workplace and the furniture, furnishings and fittings will be kept clean and it should be possible to keep the surfaces of floors, walls and ceilings clean; and
- Cleaning and the removal of waste should be carried out as necessary by an effective method. Waste should be segregated and stored in suitable receptacles.

2.36.7 Slips and Trips Prevention

- Where employees are required to operate in areas with the potential for the floor to become slippery, appropriate footwear must be provided;
- Walkways and corridors must be kept free of obstruction and tripping hazards;
- Regular inspection must be carried out to identify slip and trip hazards;
- Loose, damaged and worn walkways and flooring must be reported and repaired or replaced as necessary;
- Floors likely to get wet or have spillages on them should be constructed of material that does not become unduly slippery;
- Lighting must be sufficient and slopes or steps must be clearly visible;
- Clean up any spillages up or make arrangements for the spillage to be cleaned;
- Mats should be placed at entrances to buildings during wet weather; and
- In cold weather conditions there should be a suitable plan in place for all external walkways to prevent or remove ice and snow.

2.36.8 Welfare facilities

- Sufficient sanitary conveniences and washing facilities will be provided at readily accessible places;
- Washing facilities will have running hot and cold or warm water, soap and clean towels or other means of cleaning or drying;
- Sufficient, readily accessible, rest facilities should be provided for staff to take breaks; and
- Rest facilities should be provided for new and expectant mother mothers.

2.37 Workplace Transport Movement

2.37.1 Workplace transport movement is any activity involving the movement of vehicles in a workplace including car parks. Reversing, loading, unloading and pedestrian movement are the activities most frequently linked with workplace vehicle accidents.

2.37.2 Site specific risk assessments must consider the need to protect pedestrians from vehicle routes.

2.37.3 Workplace routes should be well maintained and free from obstructions, grease or slippery substances, free from damage to surfaces and immediately cleaned or cleared following substance spills or items falling from vehicles.

2.37.4 Clear road markings and signage should alert vehicle operators to hazards. Restrictions must be clearly indicated, such as sharp or blind bends that are unavoidable or where vehicles need to reverse.

2.37.5 Segregation of vehicle from people must be considered and where possible clearly marked footpaths or walkways should be identified for pedestrian.

2.37.6 Where evacuation exits open directly into a vehicle route the immediate evacuation point must be protected to prevent evacuees walking directly into the path of vehicles.

2.37.7 Road surfaces must not have holes, be uneven or slippery and be kept free of obstructions.

2.38 Workstation Ergonomics

2.38.1 All persons who use Barclay's workstations must complete workstation ergonomic training on the correct and safe use of the workstation through the Barclay's on-line workstation ergonomic training and assessment.

2.38.2 Where assessments identify that employees have pre-existing health issues that may be aggravated through workstation use they must be referred to HR for an Occupational Health referral to identify reasonable adjustments

2.38.3 Line Managers are responsible for ensuring that assessments of workstations are undertaken and ensure workstation users receive information and training on the correct and safe use of the workstation.

2.38.4 CRES will provide recommended workstation equipment adjustments (e.g. desks) based on the outcome of risk assessment.

2.38.5 Contingent workers using Barclay's workstations will be required to complete the Barclays Workstation training and assessment in addition to their employers' assessment; any Occupational Health referrals or reasonable adjustments identified from the assessment will be at the expense of the employer unless otherwise agreed in contract.

2.39 Young Persons at work

2.39.1 A young person is defined as anyone below eighteen years of age.

- A child is defined as any young person of less than 15 years of age or who is still subject to compulsory full-time schooling under national law (minimum school leaving age (MSLA)) - whichever is the eldest.
- A young worker is below eighteen years of age and above the MSLA

2.39.2 Young persons must not be employed in the following activities where significant risks to their health and safety cannot be avoided:

- Work beyond their physical or psychological capacity;
- Work in which there is a risk to health from extreme cold or heat, or from noise or vibration;
- Work involving harmful exposure to radiation;
- Work involving exposure to agents which are toxic, carcinogenic, cause heritable damage, or harm to the unborn child or Which in any other way chronically affect human health;
- Work involving the risk of accidents which it may be assumed cannot be avoided by young people owing to their insufficient attention to safety or lack of experience or training.

2.39.3 Where young persons are employed (including work experience) the direct supervisor or line manager must:

- Assess risks to all young people under 18 years of age, **before** they start work;
- Ensure the risk assessment takes into account their psychological or physical immaturity, inexperience, and lack of awareness of existing or potential risks;
- Introduce control measures to eliminate or minimise the risks, so far as is reasonably practicable;
- Let the parents/guardians of any children below the MSLA know the key findings of the risk assessment and ensure that identified control measures are introduced **before** the child starts work or work experience; and
- Take account of the risk assessment in deciding whether the young people should be prohibited from certain work activities, except in specified circumstances.

3. APPENDICES

3.1 Appendix A: Related Documentation

- Enterprise Risk Management Framework
- Premises & Security Risk Control Framework
- Group H&S Policy
- Group H&S Management Standard

- Barclays Design Guidance – Global Engineering Objectives

3.2 Appendix B: Nil

3.3 Appendix C: Glossary

Abbreviation/Acronym/Term	Explanation
ERMF	Enterprise Risk Management Framework
BU	Business Unit

3.4 Appendix D: Document Governance

Document Governance	
In Support of the following Group-wide	Group H&S Policy
Group Policy Owner <or Legal Entity Policy Owner>	Name: John Whittaker Title: Key Premises and Security Risk Officer
Standard Owner(s)	Name: Mick Moore Title: Global Head of Health and Safety
Standard Approver(s)	Name: John Whittaker Title: Key Premises and Security Risk Officer Title: Key Risk Officer
Version	2.0
Review & Approval Date	May 2018
Next Review Date	May 2019
Standard Location	http://teams.barclays.intranet/sites/hse/SitePages/NEW-Operational-Control-Manual.aspx
Standard Contact	Mick Moore Global Head of Health and Safety

3.5 Appendix E: Version Control

Version	Date	Author	Change	Amendments Highlight
1.0	11th August 2016	Mick Moore	New Document	
2.0	1 June -2018	Shirin Pegg	Review & Amendment	1. Re-defining the process for Corporate Events risk assessment and the level of involvement for regional HS teams. 2. Further clarity on the hazard management, e.g. the need for intrusive and non-intrusive surveys and their definition for ACM management. 3. Including reference to Barclays Design Guidance – Global Engineering Objectives for Lighting and Temperature.
2.1	02/08/2018	Shirin Pegg	Amendment	1. Updating links for Policy and Standard. 2. Addition of Fire Sys Impairment to PTW. 3. Removing the need for Engineering team approval regarding use of personal portable equipment.