



ARCUS
H O L D I N G S

HEALTH, SAFETY, QUALITY AND ENVIRONMENTAL POLICY

AP001-001

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1.0 WHY IT'S NEEDED

To ensure compliance with the requirements of section 2(3) of the Health and Safety at Work etc. Act 1974 and the requirements of the relevant management system standards, in particular:

- ISO 9001:2015 – Quality Management Systems.
- ISO 14001:2015 – Environmental Management Systems.
- ISO 45001:2018 – Health and Safety Management Systems.
- ISO 27001:2022 – Information Security, Cybersecurity and Privacy Protection.

2.0 WHO IT APPLIES TO

This policy applies to all colleagues who work on behalf of Saffron Acquisition Co Limited. This includes Arcus Solutions (Holdings) Limited (ASHL), Arcus FM (AFM) and BEMS Ltd.

3.0 POLICY DETAIL

3.1 Policy Statement

A001-011 ASHL HSQE POLICY STATEMENT

Arcus Solutions (Holdings) Limited (ASHL) provides full-service facilities management with nationwide coverage, providing outstanding FM services that are technology led, people driven. Arcus brings together industry-leading technology, unique skills, and a wealth of sector-specific experience to provide excellent customer service to our clients.

Top management have overall responsibility for establishing, implementing, and maintaining this Health, Safety, Quality and Environmental Policy within the defined scope of the ASHL Integrated Management System (IMS). The application and promotion of HSQE and this policy is the responsibility of all management and colleagues within Arcus Solutions (Holdings) Limited. Within the boundaries of 'quality' also falls business continuity and therefore this concept is also addressed within the HSQE policy.

Within ASHL, we are also committed to:

- Satisfying all compliance obligations which includes business, customer, contractual, legal, industry and other applicable requirements to which the organisation subscribes that relate to all elements of HSQE.
- Having a framework in which to establish, implement and review health, safety, environmental, quality and business continuity objectives.
- Ensuring the HSQE policy is communicated to all persons working for or in affiliation with ASHL and ensuring that individuals understand their HSQE obligations set out within the policy.
- Ensuring effective policies and procedures relating to HSQE are developed and implemented where necessary.
- Providing adequate information, training, instruction and supervision in relation to HSQE.
- Managing any HSQE risks which arise from organisational change and operations through committee discussions, risk identification and action implementation.
- Preventing or reducing injury and ill health to all persons working for or in affiliation with ASHL by identifying hazards, assessing risk and implementing suitable controls to ensure high safety standards are maintained.
- Reducing our greenhouse gas emission in accordance with our published net zero pathway, as well as targeting ourselves to be net zero carbon by 2040, ahead of the UK Government target of 2050.
- Protecting the environment by preventing pollution where possible and implementing high standards of environmental practice. Key commitments relate to the management and reduction of waste, the management and reduction of air emissions, and management of climate change impacts. Actions are prioritised in line with the identification of the business' significant environmental impacts.
- Providing customer service in line with Quality Management procedures and principles.
- Implementing and operating controls and measures to improve the business' capability to manage disruptive incidents.
- Continually improving the effectiveness of the health, safety, quality, environmental and business continuity management system.
- Periodically reviewing this policy to ensure that it remains suitable, relevant and appropriate to the goals of the business.

Signed: 

Chris Green, Chief Executive Officer

Date: 9th May 2024

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3.2 Arrangements

Arcus have committed to the implementation of ISO 45001:2018, ISO 9001:2015, ISO 14001:2015 and ISO 27001:2022 management system standards. The arrangements related to the implementation and management of the systems is contained within the relevant manuals. The manuals can be found on the relevant business online document portal.

3.2.1 Commitment to continual improvement

Arcus and the board of directors are committed to ensuring that HSQE standards are maintained and drive continual improvement. Corporate HSQE objectives and business level objectives will be set or reviewed annually to ensure improvements are a key part of colleagues annual workloads. Such improvements will be

formulated from both a reactive and pro-active perspective and managers must ensure a degree of achievability in all targets set.

The HSQE Department will continually monitor legislative changes via various H&S and Environmental publications and advise the company of any changes relevant to our operations as and when necessary. In addition to this, specialist groups within the business are expected to bring to the attention of the HSQE Department any changes that they become aware of in their areas of work that may impact on the activities Arcus carry out. Risk and Sustainability will oversee and ensure that the Compliance and Obligations register is current.

The HSQE Policy will be reviewed annually.

3.2.2 Commitment to provision of appropriate resources

Arcus and the board of directors will ensure that sufficient and appropriate resources are in place throughout the business. Such matters will be determined by the management structure and line managers must ensure relevant HSQE responsibilities and duties are discharged effectively in accordance with company policies and procedures. Please note that the HSQE Department Structure and Organisational Chart is available for viewing on the company document portal.

3.3 HSQE Responsibilities

The person with overall and final responsibility for HSQE is:

- **Chris Green - Chief Executive Officer**

Responsibility for ensuring this policy is put into practice is owned by:

- **Chris Green – Chief Executive Officer (CEO) and Board Member**
- **Alan Wright – Chief Technology Officer (CTO) and Board Member**
- **Paul Knight – Chief Financial Officer (CFO) and Board Member**
- **HSQE Director**
- **Debbie Gregory – Chief People Officer and Board Member**
- **Stephen Saunders – Chief Operating Officer (COO) and Board Member**
- **Theresa Bell – Chief Commercial Officer (COO) and Board Member**
- **Mark Boston – Managing Director**
- **Shaun Webb – Managing Director**
- **Derek Quinn – Managing Director**
- **Carl Petterson – Account Director**
- **Karl Lavery – Director of Projects**

To ensure HSQE standards are maintained / improved; the following people have been given responsibility in the following areas.

3.3.1 Duties and Responsibilities of the Chief Executive Officer

The CEO, in line with current legislation and best management practice, will be accountable for HSQE, and will:

- Hold definitive accountability for the organisation in all HSQE matters.
- Ensure that there is an effective policy for HSQE within Arcus, and that this policy and any revisions are brought to the attention of all staff.
- Appoint a senior management member with HSQE responsibility who will be the 'Board Champion'.

- Implement and periodically appraise the effectiveness of the policy and ensure that any necessary changes are made, principally through the HSQE Director.
- Ensure appropriate resources are available to fulfil the HSQE policy.
- Have accountability for ensuring adequate process for the prevention and reduction of work-related injury, ill health and negative environmental impact are in place throughout the organisation.
- Ensure effective implementation of HSQE & Risk Management processes and the provision of enough Operational resource to enable that delivery.
- To proactively monitor through data monitoring (provided by HSQE), the effectiveness of implementation.
- Develop an effective and transparent HSQE Culture.

3.3.2 Duties and Responsibilities of the Chief People Officer

The CPO, in line with current legislation and best management practice, will be accountable for HSQE operational delivery, and will:

- To proactively monitor through data monitoring (provided by HSQE), the effectiveness of implementation.
- Ensure that the HSQE policy is upheld. Reviewing the effectiveness of the policy and HSQE on a routine basis.
- Develop an effective and transparent HSQE Culture.
- Commit to continually improve HSQE performance.
- Ensure periodic external HSQE reviews take place to allow benchmarking for HSQE.
- To take overall responsibility and accountability for the prevention of work-related injury, ill health and negative environmental impact for all operational matters.

3.3.3 Duties and Responsibilities of the Chief Operating Officer

The COO, in line with current legislation and best management practice, will be accountable for HSQE, within the operational delivery:

- To proactively monitor and manage through data monitoring (provided by HSQE), the effectiveness of implementation.
- Ensure that the HSQE policy is upheld. Reviewing the effectiveness of the policy and HSQE on a routine basis.
- Commit to continually improve HSQE performance for all operational delivery.
- To take overall responsibility and accountability for the prevention of work-related injury, ill health and negative environmental impact for all operational matters.
- Support the deliver and development of an effective and transparent HSQE Culture.

3.3.4 Duties and Responsibilities of the Board Directors

Members of the board are made up of executive and non-executive directors. All directors are accountable for all HSQE matters within their control and have the following responsibilities:

- To develop an open and transparent HSQE culture.
- To formally and publicly accept their collective role in providing HSQE leadership within the organisation and ensure that risks are adequately controlled.
- To provide on-going commitment to continual improvement in HSQE performance and develop the collective vision and direction.
- Ensure adequate provisions are made for HSQE considerations.
- Each member of the board must accept their individual role in providing HSQE leadership and ensure that all board decisions reflect their collective HSQE intentions.

- Ensure that an annual review and report on the HSQE performance is published.
- To undertake leadership inspections of the workplace to demonstrate the business' commitment to HSQE principles and processes.
- Take overall responsibility and accountability for the prevention of work-related injury, ill health, and negative environmental impact, as well as the provision of safe and healthy workplaces and activities.

3.3.5 Duties and Responsibilities of the HSQE Director

The HSQE Director will:

- Be the 'Board Champion' for HSQE and as such provide professional HSQE advice to the board and business as necessary.
- Ensure that the board directors are sufficiently aware of their duties and responsibilities through the provision of HSQE training.
- Setting the HSQE Policy and monitoring, through others, the levels of implementation of the policy within the business units.
- Reporting such matters to the main board annually or sooner if the circumstances warrant it. This could include an extraordinary board meeting relating to HSQE matters.
- Setting realistic HSQE targets for the business to maintain progressive improvement and continued standards of compliance.
- Direct and liaise with the HSQE Business Partners, Risk & Sustainability Team, and Quality Assurance Team on all HSQE matters relevant to the business needs.
- Ensure suitable resources are made available within the HSQE Department to implement all requirements and support all business units.
- Establish allocation of responsibilities for the formulation of policy, and development, planning and reviewing HSQE standards within Arcus, with such being discharged through the HSQE Team.
- Establish the HSQE Committee with key members of the business in order to foster the Arcus proactive HSQE culture and provide a forum for discussion and consideration of companywide HSQE matters.
- Ensure that Arcus has an established and implemented process for consultation and participation of workers.
- Provide leadership in the development of the corporate HSQE culture. Such will be delivered through the HSQE department and taking part in or chairing appropriate forums across the business.

3.3.6 Duties and Responsibilities of the HSQE Department

The HSQE Department have responsibility for all HSQE matters within its control and will:

- Provide professional HSQE advice on all HSQE matters with specific responsibility for the planning and promotion of HSQE programmes.
- Ensure compliance with applicable legal, contractual, industry and customer requirements.
- Measure and monitor HSQE performance, identify and implement continual improvement opportunities.
- Ensure HSQE risks are identified, communicated, and managed to prevent or limit impact as far as possible on the business.
- Lead by example on all aspects of HSQE.
- Ensure that appropriate HSQE training is properly planned and implemented via Learning and Development to ensure that business needs are met. Accurate records are to be maintained in consultation with Operations Directors, Heads of Departments and HR.
- Identify where different languages and differing levels of literacy need to be considered in all HSQE matters including training.
- Assist with the investigation of reportable accidents, incidents (including environmental, security, and business continuity incidents) and dangerous occurrences.
- Ensure reportable incidents are reported to relevant authorities.

- Conduct the Corporate HSQE Committee with key members of the business to foster Arcus' proactive HSQE culture and provide a forum for discussion and consideration of companywide HSQE matters.
- Responsible for ensuring that changes to legislation are monitored and disseminated to relevant departments and documentation is updated accordingly.
- Ensure HSQE Management Systems continue to be effective through an internal audit programme and maintain external management system certifications.

3.3.7 Duties and Responsibilities of the Managing Directors and Heads of Function

Managing Directors and Heads of Function are accountable for HSQE matters within their function and will:

- Take overall responsibility and accountability for HSQE within their business division.
- Inform the HSQE Director and Chief Executive Officer of any significant changes in Operational practice or scope that may impact on HSQE and business risk.
- Working with their HSQE Business Partner, actively lead and promote a positive HSQE culture.
- Ensure that the ASHL HSQE Policy is effectively implemented within the arrangements necessary to maintain compliance.
- Delegate to others as appropriate, the responsibilities for HSQE whilst ensuring that they are clear and understand and that there is full accountability.
- Advise the HSQE Director or HSQE Business Partner of any significant HSQE issue that may affect people, property or the corporate body.
- Ensure HSQE and departmental processes, procedures and other documents are drafted, available, and followed amongst their teams.
- Ensure the effective transition of HSQE arrangements for all new business, mergers and acquisitions.
- Liaise directly with the HSQE Business Partner on matters of health, safety, welfare, quality and environment.
- Ensure employees under their control and direction receive training appropriate to their needs and are released to attend any specific HSQE related training.
- Assist and support in accident/incident investigations, when required by the HSQE Department.
- Take an active part in the corporate HSQE Committee meetings, providing feedback on issues raised within their area.

3.3.8 Duties and Responsibilities of Line Management.

Senior Management are responsible for HSQE matters within their department and will:

- Take responsibility for HSQE within their business division. Actively leading and promoting positive HSQE culture.
- Implement the practical application of the HSQE Policy and arrangements and ensure adequate controls are in place.
- Ensure that operations as far as reasonably practicable, are conducted without detriment to health, safety, environment or quality.
- Ensure that the ASHL HSQE Policy is effectively implemented with the arrangements necessary to maintain compliance.
- Ensure HSQE and departmental processes, procedures and other documents are drafted, available, and followed amongst their teams.
- Ensure appropriate risk assessments within their area of responsibility are undertaken with adequate controls in place.
- Ensure all documentation developed is done so in line with the quality standards set out by the business and in agreement with the HSQE team. Ensure that only authorised, qualified and competent people are assigned to the appropriate work tasks.

- Advise the HSQE Director or HSQE Business Partner of any significant HSQE issue that may affect people, property or the corporate body.
- Ensure for the effective transition of HSQE arrangements for all new business.
- Liaise directly with HSQE Business Partners and Operations Director on matters of health, safety, welfare, quality and environment.
- Ensure employees under their direction receive training appropriate to their needs and are released to attend any specific HSQE related training.
- Take appropriate action and ensure prompt attention is given for comments and concerns on HSQE matters.
- Assist and support in accident/incident/near miss investigations, when required by the HSQE Department. Ensure any appropriate remedial actions are implemented.
- Feedback to HSQE Department on issues raised within their department and openly comment on concerns, issues or solutions raised.
- Provide industry standard and competent technical advice to the business at all levels which impact HSQE & legal matters of compliance.
- Ensure that only approved and vetted contractors are used that have been properly assessed in accordance with the relevant procedures.
- Undertake leadership inspections of the workplace to demonstrate the business' commitment to HSQE principles and processes.
- Have the authority to stop or alter circumstances that are considered to present an immediate risk to people, property, company data or the environment.
- Ensure effective delivery of HSQE communications. Taking into consideration of individual's needs for communication, such as different languages and levels of literacy, ensuring a full understanding of the information relayed.
- Facilitate and co-operate with those undertaking surveys, inspections and audits
- Undertake competency assessment audits to allow the monitoring and evaluation of performance (Field based managers).

3.3.9 Duties and Responsibilities of Fire Competent Personnel

Fire Competent personnel have duties and responsibilities in relation to Fire Safety and will:

- Provide professional fire safety advice on all fire related matters with specific responsibility for the planning and promotion of fire safety programmes.
- Ensure compliance with applicable legal, contractual, industry standards and customer requirements in relation to fire safety matters, and measure and monitor performance. Identify and implement continual improvement opportunities where they are required.
- Ensure fire risks are identified, communicated and managed so to prevent or limit impact as far as possible on the business.
- Lead by example on all aspects of fire safety.
- Ensure that appropriate fire training is properly planned and implemented to ensure that business needs are met.
- Undertake any necessary fire investigations or provide specialist fire advice to the lead investigator.
- Ensure the monitoring of changes / additions to legislation and current standards are carried out and that where they are relevant to the operations of Arcus the necessary persons are informed.
- Provide expert advice in terms of fire safety in all areas of the business.
- Maintain the Corporate Fire Safety Policy, associated procedures and ensure they are reviewed at regular intervals.

3.3.10 Duties and Responsibilities of HSQE & Waste Champions

HSQE Champions are appointed to act as representatives for their respective business areas. Their role is to:

- Have a committed attitude towards improving HSQE standards and to encourage a positive HSQE culture within their areas.
- Assist in communicating and sharing examples of best practice of HSQE and leading by example.
- Assist, where necessary, the HSQE Department in the implementation of policies and processes.
- Assist in HSQE accident/incident investigations, when required.
- Take an active part in the HSQE Focus Group meetings, providing feedback on issues raised within their business areas and openly comment/raise concerns, on any issues or solutions raised and discussed at the meetings.
- Actively encourage participation of colleagues to communicate any ideas, concerns, problems that would help improve HSQE and be responsible for communicating that back to the business.
- Act as a point of contact to feedback to the HSQE Department any new areas that require a form of HSQE control e.g. new risks, new processes etc.
- Take an active role in feeding back on draft HSQE documentation sent out by the HSQE Department for consultation, suggesting any improvements (e.g. on policies, processes).
- Assist the HSQE Department in finding practicable solutions to any new risks or opportunities raised through their own technical or practical knowledge of the work area they operate in.
- Be prepared to trial and lead on any new HSQE initiatives as they are tested and rolled out.

3.3.11 Duties and Responsibilities of Mental Health First Aiders

Mental Health First Aiders

Mental Health First Aid (MHFA) is designed to teach people how to spot the signs and symptoms of mental ill-health and provide help on a first aid basis. Just in the same way as learning physical first aid. MHFA teaches people how to recognise those crucial warning signs of mental ill-health and feel confident to guide someone to appropriate support.

In general, the role of a Mental Health First Aider in the workplace is to be a point of contact for an employee who is experiencing a mental health issue or emotional distress. This interaction could range from having an initial conversation through to supporting the person to get appropriate help. Mental Health First Aiders are not trained to be therapists or psychiatrists, but they can offer initial support through non-judgemental listening and guidance.

Mental Health First aiders are trained to:

- Spot the early signs and symptoms of mental ill-health.
- Hold a supportive conversation with a colleague who may be experiencing a mental health issue or emotional distress.
- Listen to the person non-judgementally.
- Assess the risk of suicide or self-harm.
- Encourage the person to access appropriate professional support. This might include encouraging access to our internal support systems such as the Employee Assistance Programme.
- Escalate to the appropriate emergency services, if necessary.
- Maintain confidentiality as appropriate.
- Protect themselves while performing their role.

3.3.12 Duties and Responsibilities of all Employees

In addition to the HSQE responsibilities specified by their line managers/supervisors, all members of staff have specific duties under health and safety legislation as well as the company policy relating to HSQE matters. All employees will:

- Make themselves familiar with and conform to the Arcus HSQE Policy at all times.

- Adopt a mature and intelligent attitude towards HSQE and do all that is reasonably practicable to minimise the possibility of any accident or HSQE incident occurring through their acts or omissions.
- Stop any work activities/practices being undertaken by themselves or others, which they believe to be unsafe, detrimental to the environment or not in line with the company HSQE requirements. They must then inform their line manager, who will obtain further advice from the HSQE Department, as appropriate.
- Carry out tasks and duties in a manner that is in accordance with all HSQE instructions, and to comply with Arcus HSQE standards and procedures.
- Ensure all incidents, accidents, security threats, and property damage is reported to their line manager and to the HSQE team.
- Co-operate with managers in implementing the requirements of all appropriate HSQE legislation, related codes of practice and HSQE instructions.
- Ensure any equipment issued to carry out work activities or for which they are responsible is correctly maintained, tested, calibrated, used and properly stored.
- Bring to the attention of their manager or other responsible persons any potential HSQE risks. The manager will then ensure that appropriate action is taken to eliminate or reduce identified risks.
- Raise concerns to their manager if any HSQE information is not understood.
- Not operate any plant or equipment unless authorised and appropriately trained to do so.
- Ensure all documentation developed is done so in line with the quality standards set out by the business and in agreement with the HSQE team.
- Protect the interests, property (including Intellectual Property), and brand of Arcus in context of applicable company policies and processes.

4.0 RELATED DOCUMENTS

Reference	Title
A001-005	Arcus Holdings IMS Manual

5.0 APPROVALS

The electronic signatures below certify that this document has been reviewed, accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision. Documents are reviewed regularly to ensure relevance to the systems and information that it defines.

	Name	Position	Date
Reviewed and Approved by	Vicky Downham	Head of Health and Safety	18/04/2024
Reviewed and Approved by	Debbie Gregory	Chief People Officer	19/04/2024
Reviewed and Approved by	Stephen Saunders	Chief Operating Officer	22/04/2024
Approved by	Chris Green	Chief Executive Officer	09/05/2024

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