

**Health & Safety Handbook
for Staff and Visitors at
Harvey Nichols
Knightsbridge London
SW1X 7RJ**

INTRODUCTION

Welcome to Harvey Nichols Knightsbridge

Harvey Nichols is committed to ensuring that all works carried out in the store, are carried out to the highest possible standards of health and safety.

Everybody has a responsibility to protect the health and safety of themselves and others when carrying out any type of work.

We want everyone to remain safe and healthy, regardless of whether they are an employee, a customer, a visitor or a contractor. As contractors, you can have a strong influence on helping us achieve these aims. Please take a few minutes to read this booklet so that we can advise you of Harvey Nichols site rules and emergency procedures. If you have any questions, or are unsure of anything contained in this booklet, please speak to your Manager or site contact.

SECURITY

In order that we can fully co-ordinate contractor works in Harvey Nichols, all operatives are required to sign in, in the contractors book, which is held by Security at the staff & visitors entrance.

The staff & visitors entrance is located in Harriet Walk which is at the rear of the store and is open 24 hours a day.

Contractors visiting site out of normal hours (between 8pm and 8am) will only be admitted to the store by prior arrangement with your site contact

The Staff and Visitors entrance is the only entrance which should be used to enter and exit the building

All passes will be valid for one week, or the duration of your works (whichever is shorter). Expired passes must be returned to Security before you leave site.

Certain areas of the store require a swipe card for entry, should you need access to these areas your site contact will issue you with a swipe card which must be returned to your site contact upon completion of your works

All contractors leaving site may be subject to a random search by one of the security team.

Harvey Nichols has a wide network of CCTV cameras and reserve the right to use CCTV monitoring for the purposes of crime prevention or detection and to assist with personal safety and security

Contractors are not permitted to be in any part of the store other than those specifically directed by your site contact.

At no time must contractors interfere with merchandise on display

PLEASE WEAR YOUR CONTRACTORS BADGE AT ALL TIMES.



RISK ASSESSMENTS / METHOD STATEMENTS

Harvey Nichols insists that your company provides written Risk Assessments and Method Statements for all work that you are going to carry out. Risk Assessments include assessments of manual handling operations, COSHH and noise.

However, Risk Assessments and Method Statements are no good unless you, the worker, are fully aware of their contents. They will tell you what risks are involved in your works and the control measures you will need to have in place. This will then help you carry out your works without risks to yourselves or anyone else.

Have you seen the risk assessments and method statements for your works?

By signing your contractors pass you have agreed to abide by agreed risk assessments and method statements. Make sure you know what you are supposed to be doing and how.

If you find that your agreed method statement is not valid for the works you are supposed to be doing, stop work immediately, or as soon as it is safe to do so, and advise your supervisor.

IF YOU ARE NOT SURE HOW TO CARRY OUT YOUR WORKS SAFELY, THEN ASK YOUR MANAGER.



PERMITS-TO-WORK

Harvey Nichols operates the following Permits-to-Work:

WORKS ON, OR NEAR, ASBESTOS

WORKS IN CONFINED SPACES

WORKS ON ELECTRICAL SERVICES



WORKS ON GAS SERVICES



HOT WORKS

WORK ON PRESSURE SYSTEMS

HAZARDOUS AREAS



OR RESTRICTED

IF YOU ARE UNDERTAKING ANY OF THE ABOVE WORKS THEN YOU MUST HAVE A VALID PERMIT-TO-WORK DISPLAYED AT ALL TIMES. PERMITS ARE ISSUED BY THE FACILITIES DEPARTMENT AUTHORISED STAFF.

IF YOU THINK YOU NEED A PERMIT-TO-WORK SPEAK TO YOUR MANAGER. DO NOT START WORK WITHOUT ONE.

DELIVERIES TO SITE & LOADING BAY

The Loading Bay is situated at the rear of the store in Harriet Walk. All deliveries to site will have to be agreed in advance with your site contact. Deliveries which arrive without notification may be refused.

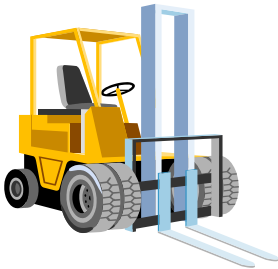
Due to the fact Harriet Walk is a residential area, the Loading Bay shutter can only be opened during the following times:-

Monday to Saturday 9am to 11pm

Sunday 10am to 11pm

All persons entering the loading bay are required to wear a Hi –Vis Jacket and Safety footwear at all times.

Please bear in mind the Loading Bay does not have any fork lift trucks, you will therefore need to ensure goods can be offloaded without a fork lift truck.



Transfer of equipment from the loading bay will be via a route which will be shown to you by your site contact. Under no circumstances must any equipment be transferred using any customer lift within the store regardless of whether the store is trading or not.

To enter the loading bay from the store you must use your contractors pass in the swipe located at the door in LG1. Under no circumstance must these doors be propped open when the store is closed and the Loading Bay shutter is open

Upon completion of your works all equipment and waste must be removed from site, anything left on site without prior organisation with your site contact may be disposed of and a charge may be raised against the contractor / department for the disposal.



PERSONAL PROTECTIVE EQUIPMENT

Your risk assessments will probably identify some form of Personal Protective Equipment (PPE) that you will need to wear in order to protect you from harm.

You have a legal duty to wear any PPE you are given.

Your risk assessments will identify all PPE you need to carry out your work safely.

SAFETY SIGNS

Safety signs are a good way of warning others about the risks posed by your works.

You should remember that the Store has a number of different people working and shopping here. Most of these people will not be familiar with the hazards of your work. Signs are a good way of warning these people to be careful, all signage should be agreed with your site contact prior to starting work.



Never assume that everyone knows as much as you about the risks posed by your works ~ they probably don't!

Most injuries are caused by trips or falls. Keep you work area tidy, be careful with trailing leads. Keep corridors, stairs and fire exits clear.

PLANT AND EQUIPMENT



You must only operate or use plant and equipment that you have been specifically trained for.

Your company is required to supply Harvey Nichols with any relevant operative training certificates and tickets you may have.

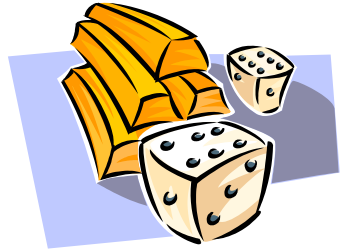
Hire company training is not normally relevant training.

Never use any plant or equipment unless you have been trained to do so.

SAFETY EQUIPMENT

Always make sure that all required safety equipment is available before you start work.

It is your responsibility to check any personal safety equipment to make sure that it is in good condition and is fit for use. If you note any defects, do not use it. Inform your Manager and get him to supply you with new equipment.



It is a criminal offence to interfere with **any** equipment intended for either your own, or the safety of others.

Don't leave safety to chance. Take responsibility for your own safety, and the safety of others. If you see any condition that you think could be dangerous tell your Manager immediately.

WELFARE

Your Harvey Nichols site contact will advise you which facilities you may use during your time on site. The use of designated facilities is offered on the understanding that you do not abuse them. If using the staff restaurant on 4th floor, you must wear clean overalls / clothes and have your contractor's pass clearly displayed. Please be polite and considerate to other members of Harvey Nichols staff.

Sinks must not be used for cleaning tools, or for discarding unwanted materials such as paints and oils. Sanitary facilities should be left in the same condition you found them in. Please respect the facilities in Harvey Nichols.

SMOKING / DRINKING / DRUGS



Harvey Nichols operates a no smoking policy throughout the whole of the site at Knightsbridge.

You must observe all no smoking signs. This includes the area immediately outside the rear of the store in Harriet Walk as this causes nuisance to our residential

neighbours, please use one of the nearby Cafes where smoking is allowed.

Operatives are not permitted to drink alcohol whilst working at Harvey Nichols. You should not report for work if you are under the influence of alcohol.

The use of illegal drugs is strictly prohibited on site.



Any operative suspected of being under the influence of alcohol or illegal drugs will be reported to their employer and asked to leave site.

RADIOS / CD'S / MOBILE PHONES / IPOD'S

The use of radios, CD players and Ipod's is expressly forbidden when working in Harvey Nichols.

These can be an unwelcome nuisance to other staff members and customers.



Mobile phones should be used considerately. Do not have loud conversations on the Shop Floor.

CAR PARKING

There is no Car Parking on Site at Harvey Nichols. There are Pay & Display Bays in Harriet Walk at the rear of the store and a NCP car park located under the Sheraton Tower Hotel next to Harvey Nichols, off Lowndes Square. Vehicles left parked outside of the loading Bay may be subject to penalty notices issued by the local authority.



LIFTS

2 goods lifts are available in the Loading Bay for use by arrangement. Tools and equipment must not be transported in other lifts within the store. Customer lifts must not be used by staff or contractors during store trading hours.

FIRST AID & ACCIDENTS

If you, or one of your colleagues have an accident call the Facilities Helpdesk on extension 2565 / DDI 020 7201 8556

Harvey Nichols has a dedicated team of First Aiders who will be able to give assistance more quickly than the emergency services.

Always report accidents to your Manager or site contact and make sure that they record the accident in the site accident book.



Harvey Nichols will want to know about your accident so that we can make sure that no-one else is injured in the same way. As with all emergencies, always call our dedicated Facilities Helpdesk first. We will make sure that the ambulance service is called, if they are required.

REMEMBER: ALWAYS RECORD ANY ACCIDENTS YOU HAVE AT WORK, NO MATTER HOW TRIVIAL THEY MAY APPEAR AT THE TIME.

FIRE

IF YOU DISCOVER A FIRE:

- Operate the nearest emergency call point security will call the Fire Brigade.
- **NEVER PUT YOURSELF AT RISK**
- Leave the building by the nearest exit, and assemble at the building Assembly point. Do not stop to collect personal belongings. Do not use the lifts.



IF YOU HEAR THE FIRE ALARM:

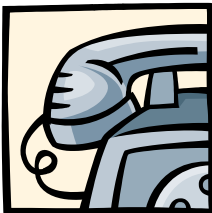
- Make your work area safe.
- Leave the building by the nearest exit.
- Do not stop to collect any personal belongings.
- Assemble at the building Assembly point.

If, when you get to the assembly point, any of your colleagues are missing tell your Manager & Site Contact IMMEDIATELY. You must never go back into the building until the Fire Brigade say it is safe to do so.

IF YOU ACCIDENTALLY SET THE FIRE ALARM OFF:

Call the Facilities Helpdesk IMMEDIATELY on extension 2565.

By acting quickly you can prevent the fire brigade being called out and perhaps save someone else's life:



If the Fire Brigade are here answering a false alarm they cannot be elsewhere fighting a real fire.

If you are creating dusts or non-hazardous fumes, your site contact will arrange for the detectors in your area of work to be isolated.

YOU MUST NOT COVER A SMOKE HEAD, UNLESS YOU HAVE BEEN GIVEN PERMISSION TO DO SO BY YOUR SITE CONTACT

ASBESTOS

Major alterations to the store were carried out when asbestos was a common construction material. When in good condition, asbestos does not pose a threat to health and safety. However, if disturbed, the asbestos can release harmful fibres. Before any works which could potentially cause asbestos fibres to be released, your site contact will check the existing asbestos register. However, there could be asbestos materials hidden in the fabric of the building and may only be uncovered as you carry out your works.

If you discover asbestos, or suspect that a material might be asbestos:



- **Stop work Immediately.**
 - **Tell your colleagues and other workers in the site to stop working.**
 - **Tell your Manager.**
 - **If your Manager is not present, make sure the work area is cleared and if possible make sure that the asbestos cannot be disturbed.**
 - **Do not remove any tools or equipment form the site.**
 - **Your Manager will be responsible for contacting the Facilities Helpdesk on Extension 2565.**
 - **The Helpdesk will arrange for a site visit as soon as possible to sample for asbestos.**
-
- **UNDER NO CIRCUMSTANCES SHOULD YOU OR ANY OF YOUR COLLEAGUES DISTURB THE MATERIALS UNTIL THEY HAVE BEEN CONFIRMED AS NOT BEING ASBESTOS.**

**IF YOU SUSPECT A MATERIAL CONTAINS ASBESTOS
STOP WORK IMMEDIATELY AND
CONSULT YOUR MANAGER.**

SOME USEFUL TELEPHONE NUMBERS



Mark Hanmore, Facilities Manager

Ext:- 2173 DDI:- 020 7201 8751 Mob:- 07712 198910

Ron Durrant, Assistant Facilities Manager

Ext:- 2181 DDI:- 020 7201 8473 Mob:- 07739 894805

Keith Ivey & Francesca Riva Store Projects Co-ordinator

**Ext:- 2202 DDI:- 020 7201 8638 Mob:- 07766 470637 – Keith
07590 486130 – Francesca 07590 486130**

Facilities Helpdesk

Ext:- 2565 DDI:- 020 7201 8556

Security – Staff & Visitors Entrance

Ext:- 2313 DDI:- 020 7201 8666

Delivery Booking Line

Ext:- 2236 DDI:- 020 7201 8784

Ornelas Fortes - Loading Bay Manager

Ext:- 2233 DDI:- 020 7201 8640

ACKNOWLEDGEMENT SLIP

Please complete the following form and return it to your supervisor:

Name (Print):

Company:

I have read and understood the site rules and emergency procedures in this handbook, and I agree to comply with them. I have also received induction training from my site supervisor.

Signed:.....

Dated:.....

