

# CCA OFFICES & DEMAND SITES *OHE&S Induction*







# INDUCTION & CONTEXT

Diageo is the world's leading premium drinks company

Over 200 brands, old and new, large and small, global and local - the depth and breadth of our product portfolio is second to none, with brands sold in approx. 150 countries, at almost every price point in every category.



# Health, Safety And Wellbeing Policy

## Employee responsibilities key things to remember

1. Ensure and required health, occupational and process safety and wellbeing training has been completed;

2. Understand the health and safety hazards and risks associated with your job and those associated with your colleagues jobs;

3. Know what to do if an emergency occurs at your place of work;

4. Follow Diageo's "Life Saving Rules" which define the core safe behaviours in preventing life threatening and altering injury or harm and should be adopted in day to day tasks and activities;

5. Do not be afraid to raise concerns with colleagues about their health and safety behaviour, and be open and positive to concerns raised by others;

6. Report all accidents, incidents, near misses, non-compliance with regulations or anything else posing a risk to health and safety to your line manager and local health and safety team;

7. Manage Process Safety to prevent and mitigate catastrophic events;

8. Ensure that any suppliers, business partners or visitors understand Diageo's Health, Safety & Wellbeing standards and procedures and comply with these as well as any local health and safety laws or regulations when on a Diageo site or acting on behalf of Diageo;

9. Know the laws and regulations for your market and ensure the Diageo Health, Safety & Wellbeing Policy standards and procedures are applied to your location and type of work, whether on a Diageo location or off-site;

10. Seek guidance before engaging in conduct that you think may violate any law, regulation or code of practice, and encourage your colleagues to seek guidance in the same way.



# Health, Safety And Wellbeing Policy



**GLOBAL  
POLICIES**



**GLOBAL  
STANDARDS**



**GUIDANCE**

## Health, Safety And Wellbeing

Diageo is firmly committed to ensuring the health, safety and wellbeing of our employees, contractors and visitors. As critical factors contributing towards business performance, we aim to prevent all workplace accidents and illnesses by taking a proactive approach at all of our locations. This includes conducting our business in compliance with applicable health and safety laws and regulations, company standards, policies and best practices.

Whether based in an office location, manufacturing site, or field sales role, we all play a vital role in ensuring our workplace environment and culture is safe and healthy. All locations shall have an occupational health and safety policy appropriate to the opportunities, risks and hazards associated with their business activity.

For further information please contact Joe Sheehy



*Americas: Diego Cerroni (H&S Specialist)*



*CCA: Ainsley Pustam*



*US -Miami : Heydi Garcia / Susan Ryan*



*Panama: Ainsley Pustam / Marynes Fuentes*



*Costa Rica: Laura Mata*



*Dominican Republic: Gloria Cabrera*



There are a number of individuals with Safety responsibilities across the markets and this will vary considering the region.

However, feel free to contact the individuals below who will provide support as required or advise on the correct person to contact.

# Main Contacts



# Topics to be *discussed*

- Zero Harm
- Location layout
- Alcohol Policy/Drink IQ Campaign
- Security arrangements (Site Specific)
- Fire safety
- Emergency situations & Evacuations
- Visitor Requirements
- Office safety
- Safe Office Standards
- Slips, trips and falls
- Good Housekeeping
- Manual Handling
- Electrical safety
- Visual display units – Display Screen Equipment
- Accident Prevention & Accident Reporting
- Life Saving Rules (LSR's)



# Zero harm culture

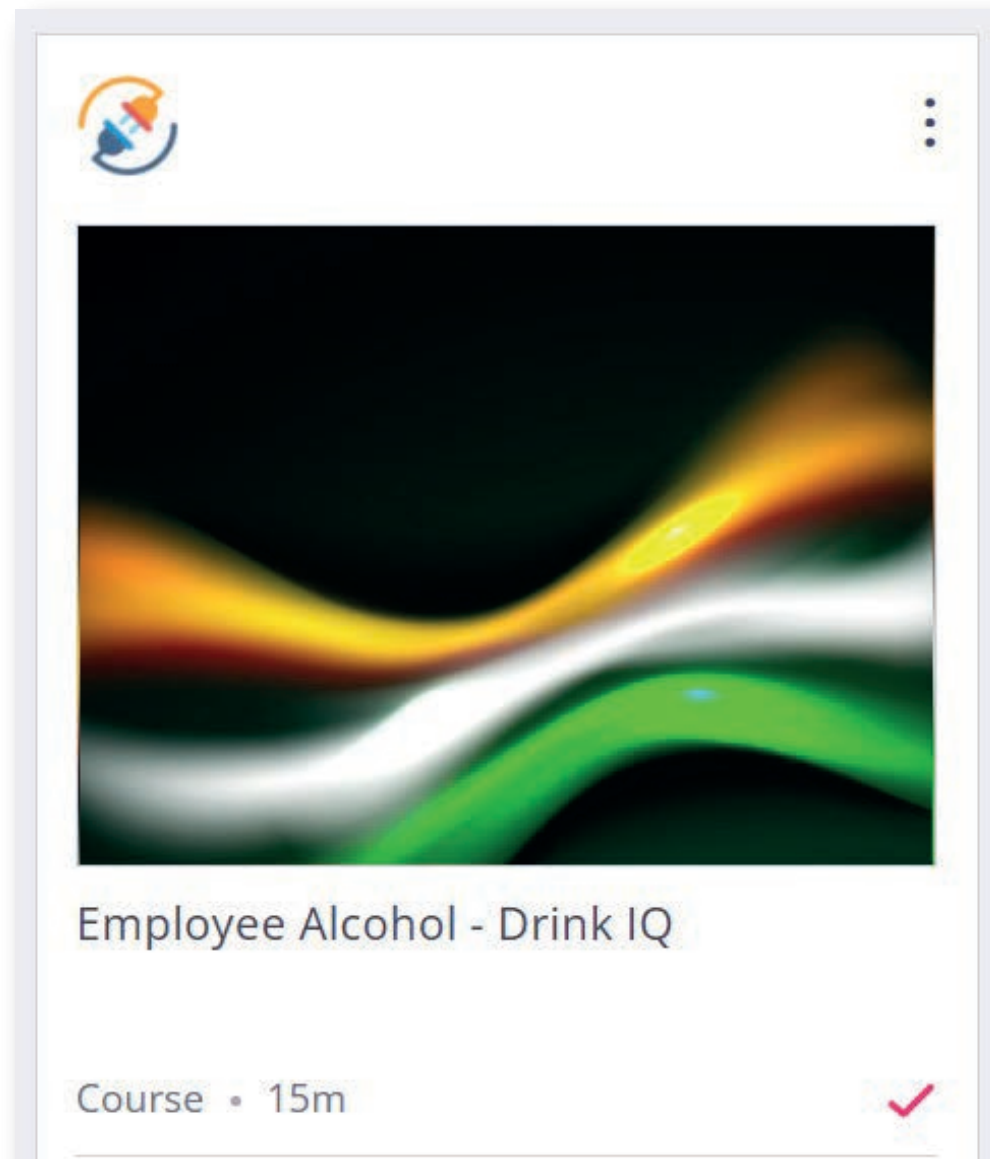
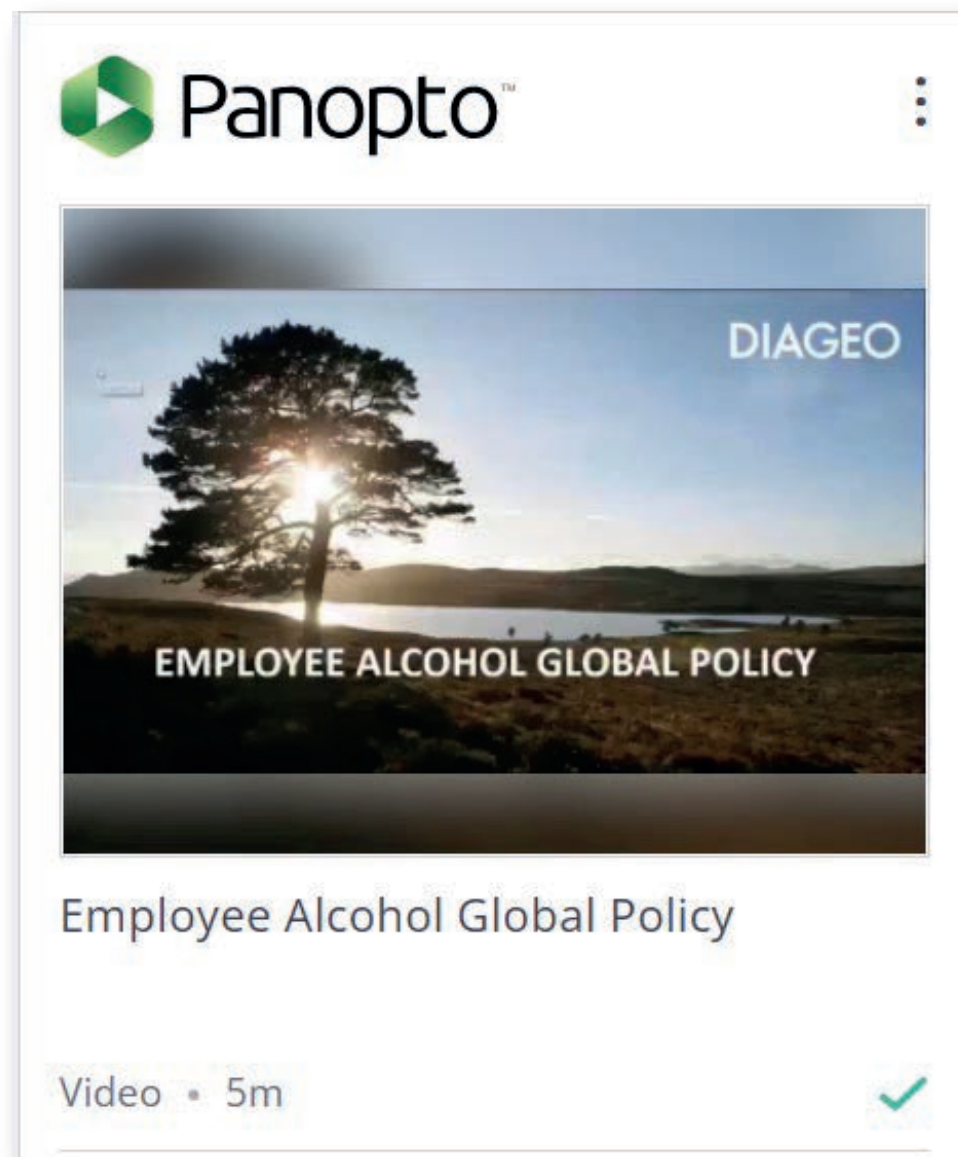
## *What is Zero Harm Safety Culture?*

*“Our aim is to create a proactive safety culture in which all DIAGEO employees believe that all injuries and occupational illness are foreseeable and preventable and act in a manner that demonstrates their personal commitment to this aim”*

- Everyone goes home safe, everyday, everywhere.
- Zero injuries, Zero Fatalities, Zero Harm.
- Valuing Each Other starts with every DIAGEO employee being passionate about keeping each other safe – no one ever walks by.
- Everyone is involved in the Hazard and Near Miss Reporting process including addressing issues immediately where possible.
- We are all obsessively committed to preventing every single injury.
- When an injury occurs we are ruthlessly focused on ensuring the person is supported in treatment and return to work, we understand the root cause and know it is our responsibility to share learnings across DIAGEO.
- We always recognise the benefits of safe behaviours and celebrate our safety successes.



# Alcohol Policy/Drink IQ/



## Employee Alcohol - Drink IQ

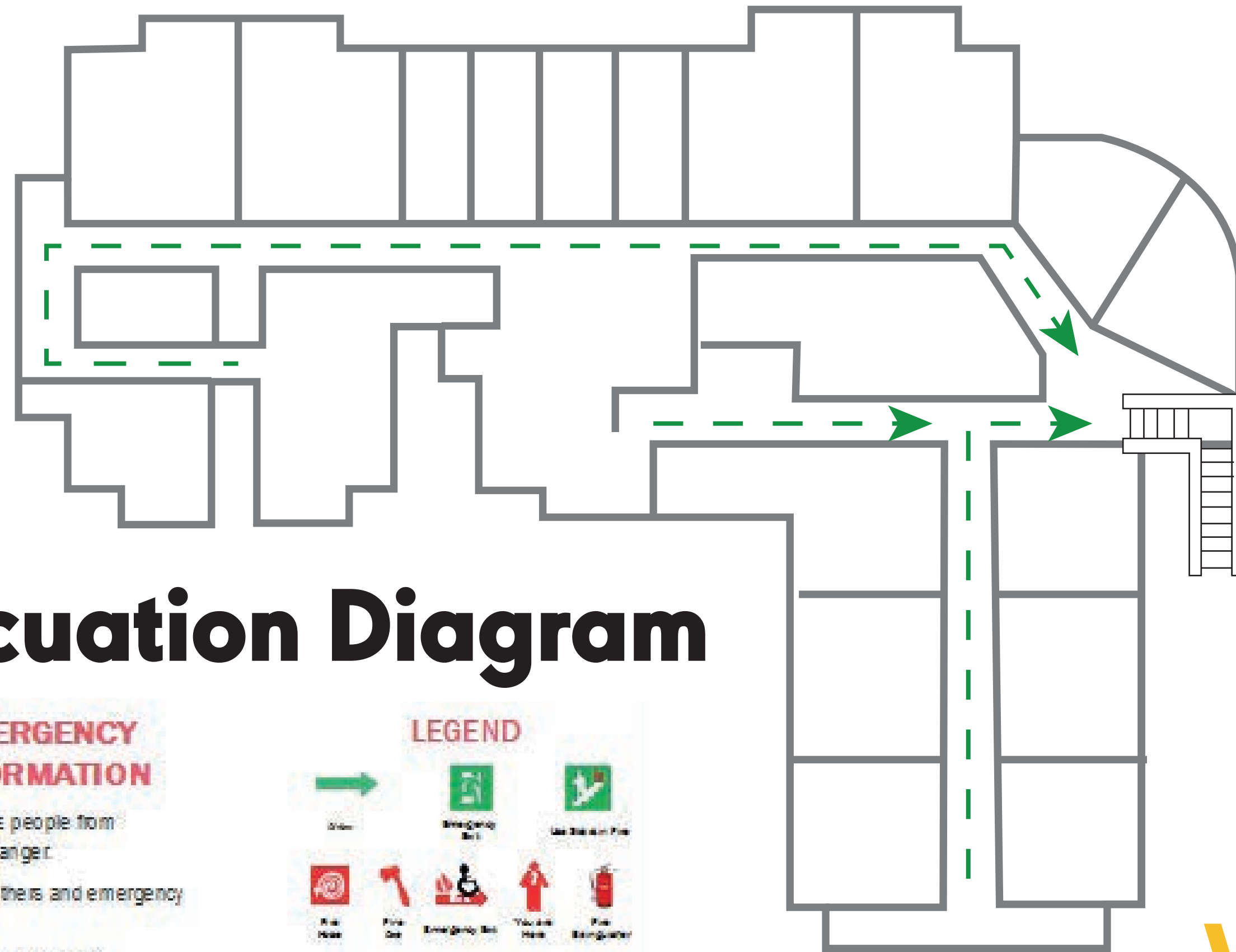
The DRINKiQ e-learning tool is part of Diageo's commitment to help our people make informed choices about drinking or choosing not to drink. Please use this course to help you make more informed choices about alcohol as well as our Employee Alcohol Policy.





# Location Layout

Know your Site/Building Evacuation Plan, Assembly Area, Emergency Number, First Aiders/First Aid Kit, Fire Wardens



## Evacuation Diagram

**EMERGENCY INFORMATION**

- R** - REMOVE people from immediate danger.
- A** - ALERT others and emergency services.
- C** - CLOSE windows and doors, contain the spread of fire.
- E** - EVACUATE the premises.

**LEGEND**

Exit	Emergency Exit	Use Staircase
No Fire	Fire Axe	Emergency Exit
Don't Use the Fire Alarm	Fire Alarm Call Point	Emergency Phone
No Smoking	No Open Fire	No Smoking



# Fire Safety

## Workplace revision



Please ensure you are familiar with the escape routes in your building as well as your assembly points. There will be a RED fire alarm 'break glass unit' adjacent to every door leading out of all buildings which can be used to raise the alarm.

All buildings have been surveyed and fire extinguishers have been apportioned to match the risk. The colour of the body of extinguishers shall be signal red and colour coded to identify the extinguishing medium

When you hear the fire alarm:

- Turn off any equipment if it is safe to do so.
- Evacuate the building by the nearest exit. There is no need to swipe out. If necessary use the emergency break glass unit to open the door. Proceed to an Assembly Point and swipe in.
- A roll call will be completed by Security / First Response Teams(FRT) using the names of those that have swiped in at the muster points. This enables the FRT to account for all persons who evacuated the building.
- Await instructions from the site First Response Team - they will give the all clear when safe to return to the building.





# Visitor Requirements

Visitors to the site must be 'signed-in' and 'signed-out' by their host. All visitors to site shall have photographic ID as formal identification when they visit the site.

A host, signing in a visitor onto the site, has the following responsibilities

- Formally 'Sign in' the visitor at the reception.
- Ensure the visitor receives a copy of the Visitors Site Information or this induction
- Accompany the visitor at all times while they are on site.
- Formally 'sign out' the visitor in reception.
- Ensure the visitor ID card is returned to reception/security/or the host

The host is responsible for visitor safety when they are on site. The host must accompany visitors at all times and that includes returning to reception with them to formally sign them out of the site. If they are not signed out, then in the case of an emergency, they are still technically on site. The impact is that we put the first response teams/fire wardens in danger searching for visitors, however in reality, the visitors may have already left the site.





# Office Safety

## Main risks

“Office safety” relates to health and safety in indoor non-plant areas, where tasks are of a clerical nature.

Hazards in an office environment result from:

*Slips, trips and falls*



*Working with VDUs*



*Electrocution, burns and entanglement hazards from office machinery.*



*Filing cabinets toppling or fingers being trapped by filing cabinets.*



*Electrical apparatus*







# Prevention

## Main risks



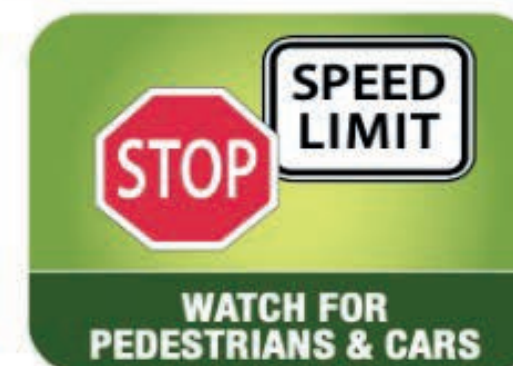
### ON THE MOVE



### KEEP IT CLEAN



### KEEP IT SAFE



### KEEP IT SECURE



### SPEAK UP





# Slips, Trips and Falls

## Preventing Slips, trips and falls:

- Stairways and passage ways should be kept free from obstruction.
- Running on site is prohibited .
- Power cables and telephone leads must be secured by rubber sheathing or taped down; no unsecured cables should trail across walkways.
- Tripping hazards associated with loose, upturned or damaged carpet must be reported immediately and repaired as soon as possible.
- Drawers in desks or filing cabinets should be closed after use.
- Any spills, e.g. at coffee machines, should be cleaned immediately to prevent a slipping accident. If carrying hot drinks from one floor to another, use the lift.
- Heights should be accessed by using suitable equipment. Under no circumstances should employees use files, boxes or swivel chairs as a means of access.
- Never place jackets or scarves on the back of your chair
- All changes in level e.g. on steps are indicated with yellow paint.
- Lighting levels are checked (lux levels) in all areas periodically to ensure they are appropriate for the tasks in the area.
- If you have a concern, please contact Facilities.





# Manual Handling

## Points To Remember For Safe Lifting on Manual Handling

- Stop and think – plan the lift
- Assess the load – weight, size, position, stability, destination.
- Assess the area – destination, stairs, obstacles, etc.
- Position the feet – feet approx. shoulder width apart.
- Adopt a good posture – bend your knees and keep your back straight.
- Get a firm grip with the palms of your hands, not just your fingers.
- Keep the load close to your body.
- Lift with the legs and don't jerk i.e. ensure a smooth movement.
- Move your feet in the direction of your travel – don't twist the trunk.
- Put down the load using the reverse steps to above and then adjust if precise positioning is required.
- Be aware of personal limitations – ask for assistance if necessary.



# Electrical Safety



- All portable electrical office equipment must be tested and certified by a competent person that on the day of the test they are safe and without risk to persons coming into contact with them.
- Laptop chargers, monitors, kettles, heaters etc. must be tested and labelled confirming same.
- It is the responsibility of all individuals to ensure that all electrical equipment in their area has been tested. This testing program (PAT - Portable appliance testing) should be managed by Facilities.



# Visual Display Units

## Visual Display Units (VDUs) / Display Screen Equipment (DSE)



- Take a 3-5 minute break every 60 minutes.
- Short breaks allow the body to reduce tension and stress.



# Accident Prevention



## Formal safety walkabouts

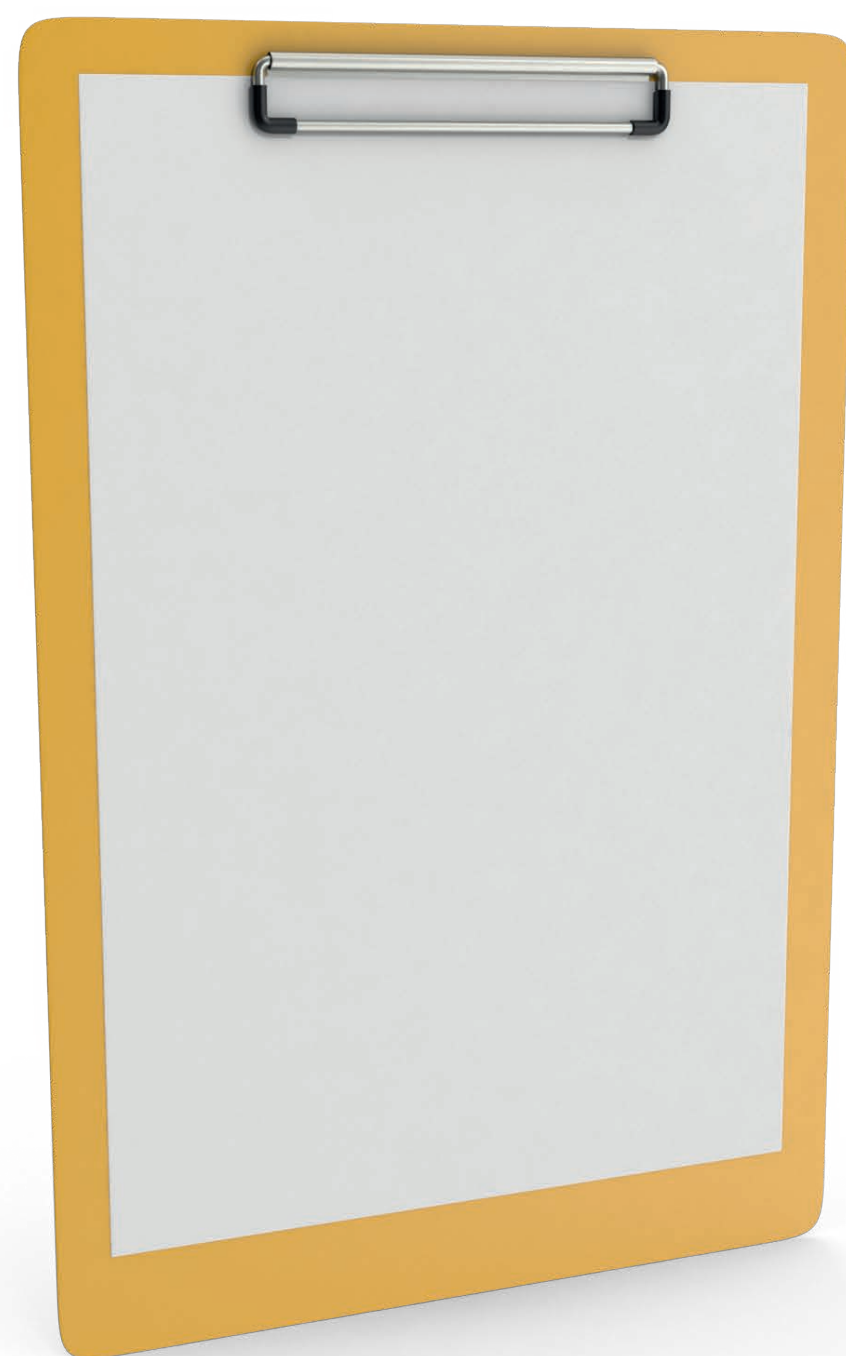
- Best practice across the site is to encourage managers and employees to complete formal safety walkabouts . Following the walkabouts reports can then be submitted to the safety teams or facilities for resolution.

## General Guidance

- Be familiar with the safety aspects of your job and your work area.
- Read safety posters, notices and obey notices and signage.
- Do not take chances, if in doubt get advice.
- Warn others if the job you are doing creates a risk for them.
- Keep your place of work clean and tidy and everything in it's proper place.
- Do not misuse equipment or tools.
- Horseplay, practical jokes and running are strictly prohibited on site.
- We report safety hazards observed to prevent anyone from getting hurt



# Accident Reporting



- All accidents, incidents and near misses must be reported, no matter how trivial they may seem as soon as possible (preferably within 30 mins) to your line manager who will then advise the H&S Coordinator at your site.
- In the event of any accident/incident the first priorities are to ensure that any injured persons are suitably treated and any relevant areas/items of equipment are made safe and/or secured. The accident/incident must then be recorded and reported as follows:
  - The Line manager is responsible for completing the accident report form.
  - The form shall be completed as fully as possible, including witness statements, etc. but ensure it is kept factual and objective. Any subjective comments/observations must be clearly identified as such.
  - Where possible/applicable, take photographs.
  - Send the completed accident report form to the H&S Manager responsible for your department as soon as possible after an accident/incident and within 24hrs.
  - The H&S manager shall then co-ordinate an investigation team as appropriate to complete a thorough root cause analysis to understand why and how the incident/accident occurred and implement controls to ensure it does not happen again. The objective is to complete the investigation within 7 days of the accident.



# Accident Reporting

- Training on Life Saving Rules is Mandatory during onboarding.
- The course can be found on MyLearningHub <https://diageo.edcast.com/pathways/life-saving-rules-commercial-tbc>

## LIFE SAVING RULES

### Severe & Fatal Incident Prevention (SFIP) Programme

Our stated aim as part of our Health, Safety & Wellbeing Policy is to ensure that “everyone goes home safe every day, everywhere” no matter whether that person works on a site, in an office or is on the road.

- 1 DRIVING ON ROADS**  
I will consistently use defensive driving techniques.
- 2 FALLS FROM HEIGHT**  
I will use fall protection when working at heights over 2m or localised requirement.
- 3 ON SITE TRAFFIC**  
I will be observant of any vehicle traffic movement at all times.
- 4 CONFINED SPACE ENTRY**  
I will only enter a confined space with the required training and appropriate safe system of work in place.
- 5 HAZARDOUS ENERGIES**  
I will isolate and verify isolation before working on any plant and equipment (Lock Out/Tag Out & Check).
- 6 ELECTRICAL SYSTEMS**  
I will only work on electrical equipment if trained and authorised to do so.
- 7 PROCESS SAFETY**  
I will improve my capability to identify and report process safety precursors.
- 8 ASPHYXIATING & TOXIC GASES**  
I will only use equipment or substances I am suitably trained to use.
- 9 LIFTING EQUIPMENT**  
I will risk assess all loads before using lifting equipment.
- 10 MANAGEMENT OF CHANGE**  
I will consider the health & safety impact of change to processes, equipment or people before carrying out the change.
- 11 MANAGEMENT OF CONTRACTORS**  
I will stop any contractor working unsafely.



## How does this affect you?

- Video conference calls are prohibited whilst driving. Safe driving mode should be enabled on smartphones to avoid incoming distractions whilst driving.
- Employees should always try to make and take business and personal calls when stationary, unless an emergency situation arises.
- Use of handheld phones whilst driving is prohibited. Suitable hands free devices shall be provided and phones should be fixed in a safe location (on a cradle) before driving.
- Always ensure you have a safe journey plan in place before you start driving and keep alert to traffic updates whenever possible.

## Expectations

- Always wear your seat belts as this is an effective protective barrier in minimising the severity of an injury
- Always keep a safe distance from the vehicle in front of you both when moving and stationary at junctions and traffic light systems
- Stick to the required speed limits and lower speed in adverse weather conditions
- Never drive when you are tired and in a fatigued state. Book yourself into a local hotel to rest and recover and then drive again the next day



# DRIVING ON ROADS

I will consistently use defensive driving techniques.

Driving on roads is one of the most dangerous and hazardous activities some of our employees are required to do as part of their role and carries a consistent serious injury and fatality potential (SIFp). Road safety related hazards can vary dramatically from region to region and country to country so employees need to always be alert to changing road conditions, weather, light and darkness, other road users (motorcyclists, cyclists and pedestrians).



## How does this affect you?

### Competence & Authority

- HV Capabilities shall be maintained on a frequency determined by the Authorised Person but not more than a 5-year interval
- Those issuing permits must be trained and authorised
- Only authorised and competent people shall carry out work on electrical circuits/systems
- If live working is unavoidable then this must be justified and carried out by competent and authorised electricians

### Access control

- Electrical work must be managed through a formal safe system of work but all HV work will require a permit process

## Expectations

- Electrical work must be managed through a formal safe system of work but all HV work will require a permit process



# ELECTRICAL SYSTEMS

I will only work on electrical equipment if trained and authorised to do so.

High Voltage electrical systems, plants, equipment, have voltages greater than 1000v AC or 1500V DC between conductors. Low Voltage electrical systems, plants, equipment, are greater than 50v AC or 120v DC between conductors but shall not exceed 1000v AC or 1500V DC.



## How does this affect you?

### Supply

- Management of Change is often the underlying cause of serious accidents, as we often underestimate the risks associated with these changes
- If you are changing like to like equipment (e.g. replacing a valve with the same specifications and type), then you do not need a MoC

### Comercial outlets and corporate offices

- Office relocations, refurbishments should follow a robust MOC process. Any OE reorganisations should always consider people impact

## Expectations

- Consider the implications a change made may have and inform management of such change
- Should you be in any doubt, ask your manager for records of any change that could impact on your job
- Take part when required, with any consultation or detailed study into changes on your site, such as Hazard and Operability Studies (HAZOPS)

# MANAGEMENT OF CHANGE

I will consider the health & safety impact of change to processes, equipment or people before carrying out the change.

Management of Change (MoC) is the process by which changes to plant, process and personnel, are risk assessed by technical specialists and actions are identified to ensure the change does not impact safe, compliant and reliable operations. MoC typically can relate to major changes (e.g. capex) or minor non like for like process changes but both will be required to be risk assessed.





# MANAGEMENT OF CONTRACTORS

I will stop any contractor working unsafely.

## How does this affect you?

- Contractors are often carrying out high risk activities like HGV & FLT driving, construction, engineering and specialised tasks like high pressure cleaning. It is important to understand where and what they are doing in order to manage their activities, as these can impact your safety

## Expectations

- Challenge contractors that are working unsafely
- Stop any contractor activity that has immediate danger to life
- Where necessary, dynamically risk assess the environment and nature of their work before allowing them to commence
- Monitor and verify contractor activity to ensure they are working according to their RAMs
- Approved Contractors must comply with both external regional and Diageo mandatory health and safety requirements and procedures

Contractors need to be selected based on their safety performance and competency levels. Contractors need to provide appropriate risk assessments and method statements (RAMS) before commencing with any work. Contractors need to provide adequate levels of supervision proportionate to the level of risk for the task.





## **PLANNING A DIAGEO BRAND EVENT**

### Define Event Pre-Planning:

- Identify event format and risks
- Consider Budget for Security, Health and Safety of participants
- Complete Security Questionnaire & Checklist and return to Corporate Security
- Contact Corporate Security for more information activities



# **EVENTS**

### **PLANNING A DIAGEO BRAND EVENT? ARE YOU CONSIDERING DIAGEO EVENT SECURITY GUIDELINES?**

A key aspect of Diageo's marketing strategy is to hold successful brand events for our consumers and customers. Often these are high profile and can involve large crowds. There are always risks associated with events and it is vital that these risks are properly identified, planned and mitigated.

Please find useful information on how to plan events as well as identify and manage event risks. This information can be shared with Event Agencies, as they must follow our guidelines in each event planned and executed.

For more information and/or support related with Diageo Brand Events, please contact your Corporate Security Manager.



# Employees who are Office-based

## MY LEARNING HUB

<https://diageo.edcast.com/journey/health-safety-for-office-working>

