

# Health and Safety Policy

Identity Events Management  
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# IDENTITY

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# IDENTITY

## Health and Safety Policy – Statement of Intent

Identity values the effective management of health, safety and welfare to prevent harm to employees, freelance staff, visitors, contractors, clients, event participants and the public.

Identity's Leadership are committed to:

- striving for the best in health and safety standards and performance by implementing effective risk management through principles set out in the 'hierarchy of control'
- compliance with all relevant standards, legislation and industry guidance
- supporting and directing our people to embed excellent health and safety practice into our project delivery and support processes
- ensuring adequate resources to maintain and improve standards of health, safety and wellbeing, and the management system to support this
- supporting and developing our supply chain to help them meet our standards of health, safety and wellbeing
- developing and maintaining a culture where all of our people are consulted on and can contribute to good health and safety practice as well as report, without reprisal, any unsafe practices or incidents

Identity will take all practical steps to ensure that potential hazards arising from our activities are identified and that suitable and sufficient measures for controlling associated risks are implemented. We will communicate these measures to all relevant personnel in a clear and timely manner. We will also provide all employees with the necessary information, instruction, support, procedures, equipment and training to work safely.

Employees and any persons working on behalf of Identity have a duty to implement and work in accordance with provided instructions and to cooperate with Identity to maintain a safe and healthy workplace. Identity requires its contractors to conduct works without risk to persons who may be affected by their activities and to comply with relevant legislation.

The Identity Directors and Senior Leadership have overall responsibility for health, safety and wellbeing of the workforce and those operating under our direction. As part of our commitment to this, we have made this Policy under the framework of International Standard ISO45001:2018. We will use this framework as a means for setting objectives and achieving continual improvement in health, safety and welfare.

We will review this policy annually and at any time when there are significant changes to legislation or to the nature of Identity's activities.



Olivier Vallee  
Managing Director  
Identity Events Management Ltd  
July 2025

## Health and Safety Policy – General Arrangements

### Identity Events Management Activities

Identity is a creative and production agency with over 20 years of experience working in the field of live events and exhibitions. We offer services to private and public sector organisations to design, manage and implement projects across exhibitions, live events, digital and online delivery. The business is structured with client services and delivery teams involved in offsite projects, alongside support teams in several facilities including offices and warehousing.

### Identity's Aims in respect of Health and Safety

Identity has a good record for preventing injuries at work, maintaining a safe and healthy environment for employees and contractors and supporting their wellbeing. As our business continues to grow and with both a nationwide and global reputation for excellence, we maintain our commitment to continually improving health and safety performance through our ways of work. Identity understands its legal, moral and ethical duty to its employees and others working on our behalf, its financial and risk management duty to its shareholders, its reputational duty to its customers and its legal and corporate responsibility to health, safety and welfare.

Identity aims to:

- strive for the best health, safety and wellbeing standards and performance
- proactively manage risk and strive for continuous improvement
- provide an environment where all employees can participate in the health, safety and wellbeing decision making of the business
- support and nurture our supply chain with open and collaborative communication to help them meet our standards of health, safety and wellbeing
- reduce the incidence of workplace-related injury and ill-health through our commitment to safe working practices combined with a healthy working environment
- provide suitable health and safety training and awareness for all personnel through e-learning, and classroom courses and briefings
- continually improve our health, safety and welfare performance

We set and document our health, safety and welfare improvement objectives, which are monitored and reported upon throughout the year at all levels of the business from Board Reports, Management Review, Health & Safety and Sustainability Steering Group (including H&S committee), company-wide communications and individual event teams as necessary.

### Organisational Structure for Health and Safety

Organisational structure for Health and Safety follows the Organisation Chart of the Company available on the HR Platform, bob.

Health and Safety responsibilities are delegated through the organisation with specific roles and activities documented in individuals' job descriptions.

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Identity's named person for the provision of competent source of advice and assistance under The Management of Health and Safety at Work Regulations 1999 is Marie Simpson, Head of QHSE & Sustainability, employed full-time with the company. Additional health and safety resources are procured as per business requirements, including consultants, contractors or other suppliers for subject matter expertise, and for health and safety support in delivering large scale and major events across a variety of sectors.

## Implementation, Monitoring and Continuous Improvement

Identity's Health and Safety Policy shall be implemented through the responsibilities delegated to various roles across the business. All staff within Identity have a part to play in ensuring that this policy is delivered appropriately and effectively. Where elements of the Health and Safety Policy no longer meet the current requirements of Identity, any persons should feel empowered to bring this to the attention of the Senior Management Team or the QHSE Committee.

Identity's QHSE Committee includes the following roles or their nominated deputies:

- Managing Director
- Project Delivery Director
- People Experience Director or Manager
- Head of Production
- Head of Project Management
- Head of Creative Services
- Head of QHSE & Sustainability
- Facilities Manager
- Representative from Client Services
- Guest invitees

The group meets every two months to discuss and consult upon specific issues affecting the company, its workforce or other stakeholders including upcoming legislation, changes to ways of working, new initiatives, improvement actions and to review compliance and performance, including where appropriate:

- Incident and accident reports (and investigations), including trend analysis
- Feedback from interested parties including employees, clients or suppliers
- Supplier reviews where required
- Emergency procedure effectiveness / Fire evacuation drill reports
- Training activity and training needs
- Safety Audit and Inspection outcomes and actions

Notes from the QHSE Committee meetings are sent to the Executive Team and Board of Directors.

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## Health and Safety Audits, Monitoring and Inspections

Part of Identity's continuous improvement review includes data from audit reports. Safety audits are a proactive method to ensure our Safety System is adequate or if improvements can be made.

Identity commits to health and safety oversight of its activities by ensuring that implemented systems and control measures are monitored for effectiveness and legal/other compliance. The monitoring framework includes:

- regular project/event H&S inspections (internal staff)
- regular facilities and offices H&S inspections (internal staff)
- internal process and project/event audits (internal staff / external consultants)
- external systems, process and project/event audits (third party assessor)

All monitoring activity is set out in the Audit, Monitoring and Inspection Procedure.

## Key Process – The Project Delivery Framework

Our events are delivered using a standardised but scalable tool – the Project Delivery Framework (PDF). This Framework provides for a suite of documents and processes to manage the planning and delivery of events of all sizes. The PDF Handbook provides guidance to all event delivery staff, including the health and safety processes that are necessary. The top level of these processes is the Event QHSE Management Policy which is a set of baseline standards for staff and contractors to follow and is designed to be used globally. Minimum mandatory health and safety related documentation for every event is as follows:

- Event Safety Management Plan
- Overarching Event Build/Break and Live Risk Assessment
- Induction (safety communication)
- Emergency Response Procedures

These documents are then supplemented by further arrangements to suit the event scope, risk, regulatory and contract requirements. Health and safety documentation necessary for event delivery is available on iZone on a self-service basis. Support for selection of relevant documentation is provided by the QHSE function. These arrangements are further supplemented by those provided from suppliers and contractors supporting event delivery.

## Risk Assessment

The Identity Risk Assessment Procedure describes the methodology for risk assessment and the mechanisms for the prevention of injury, illness, or property damage within the Company through the identification, assessment and elimination or control of workplace hazards and risks, both for permanent and temporary locations where Identity operates or under its' control. Control measures are either described in the Risk Assessment or set out in safe systems of work (e.g. method statement) as applicable.

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## **Contractors and Consultants (Supplier Management)**

Identity will ensure all external parties working on our behalf are engaged in line with the Identity Procurement and Resourcing Procedures. Contractors must be onboarded through this process, which covers Health and Safety credentials and performance alongside the commercial, insurance, competence and sustainability requirements.

Contractors must provide a risk assessment and a method statement (safe system of work) for all activities taking place in Identity premises and at event sites. Additional information including competency certification or equipment inspection records will be requested as required. Requirements may differ across varying countries or regions and this will be taken into account when developing the Event Safety Management Plan and working with contractors and suppliers.

## **Duties when Appointed as Contractor or Principal Contractor (CDM Regulations)**

Where Identity is appointed as Contractor or Principal Contractor by the client, Identity shall ensure that:

- Events in UK over 30 days, or 500 person days (including build period) must be notified to the HSE. The QHSE Function or nominated event H&S support will provide further information and support on whether a particular event is notifiable.
- People or organisations appointed by Identity have the skills, knowledge, experience and capability to undertake the works and manage the health and safety risks involved.
- Identity cooperates with all other duty holders, e.g. designers, client, contractors.
- Control activities of staff and contractors working for Identity to ensure that work is being conducted with due regard for health and safety and ensures that safe systems of work are in place.

Identity will apply the principles of the CDM Regulations at all times for event management, irrespective of the requirement to notify to the HSE. These principles are built into the Project Delivery Framework and will be applicable to events outside the UK.

In cases where construction or maintenance projects are to be conducted at Identity premises, the Head of QHSE & Sustainability or the Facilities Manager will provide advice on duties as Client under the CDM regulations and assist in preparing appropriate documentation.

## **Hazardous Substances**

Where employees are required to work with substances hazardous to health, a COSHH (Control of Substances Hazardous to Health) assessment may be necessary. The Facilities Team maintains a register of substances in use by the company at its premises or for events which should be consulted before any substances are proposed for us. When a new substance is required to be purchased for use, a request must be made to Facilities or QHSE Function who will arrange for a COSHH assessment to be conducted.

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## Health Surveillance and Reasonable Adjustments

Identity seeks to eliminate or minimise the risk to personnel of any work that may have an adverse effect on health.

Where exposure may cause adverse health effects, Identity shall perform a suitable and sufficient assessment of risk. From this, a programme of health surveillance will be implemented supported by Identity's external health surveillance specialist.

Health surveillance is undertaken for specified roles or personnel in the organisation. Upon employment, staff complete a health questionnaire which will identify any ongoing medical conditions and whether they are suitable for the role they have been appointed to. Identity arranges for ongoing health surveillance to be conducted to update this information for roles that may be exposed to risks.

For staff with declared disabilities, accessibility needs or medical conditions, that may affect an employee either temporarily or permanently, the People Experience team and line management will implement reasonable adjustments identified on an individual risk assessment. The QHSE function will support this process as required.

## Lone Working

Wherever possible, staff should not work alone. Where this is not possible, the member of staff's exact location shall be known to a third party (such as their line manager) and they shall be contacted at regular intervals until their task is complete. High risk work is not permitted when lone working, this includes working at height and electrical work.

Arrangements must be made for event sites to ensure that staff are not working alone, and that travelling to / from an event site is done safely. Arrangements for each event will be made on the basis of a risk assessment.

All staff working remotely are required to carry a mobile telephone to ensure access to essential contact numbers for the Company or to contact the emergency services if necessary. See also Travelling for Work section.

## Manual Handling

All employees exposed to potential manual handling operations shall be trained in basic manual handling techniques. The Company shall provide, wherever possible, alternative mechanical means for moving heavy loads which do not result in exposure to other risks to the user.

Employees who are not generally (within the expectations of their duties) required to move large or heavy items should not attempt any such operation without first consulting their line manager.

## Multi-Occupancy Premises

As Identity operates within multi-occupancy premises for its offices, warehouse and events, we will seek appropriate documentation and arrangements from the landlord or premises operator, e.g.

- Fire Risk Assessment and fire system testing regimes
- Emergency and security procedures

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- Specific restrictions to apply in the building or land, e.g. loading capacities, access routes, etc.
- Asbestos Register
- Electrical installation testing records

This list is not exhaustive and will be in line with the office or facility location or scope of event.

The Company shall cooperate and communicate with the landlord or premises operator to learn or advise of any processes or materials engaged in each undertaking which may give rise to risks to any employees, visitors or other persons.

## **New and Expectant Mothers**

Identity will ensure that it protects both mother and baby whilst at work. We will conduct a risk assessment and consult throughout the pregnancy to ensure all relevant risks are removed as far as is reasonably practicable. We will put in place appropriate health and welfare arrangements for expectant and new mothers.

## **Noise at Work**

Noise generated at Identity premises and event build sites is generally localised to an individual activity such as operation of tools and equipment. Wider impact exposure is in the form of noise generated by the live event such as music, fireworks, etc.

Identity will identify sources of noise and where possible, eliminate it through choice of work process or reduce it to as low as practicable by applying control measures such as different tools, segregation, barrier systems, etc. Where there are residual noise risks, Identity will ensure that adequate hearing protection is available for all affected staff and that contractors working on our behalf provide the same. Where noise emission sources are from an event, appropriate permits will be put in place in consultation with the local authority or other statutory body.

## **Accessibility Needs**

Identity shall make reasonable adjustments to work processes and the workplace on an individual basis for visitors and employees with disabilities or accessibility needs. An assessment of individual needs will be made for an employee. For events, accessibility requirements are identified as part of the event risk assessment. Accessibility arrangements will be reviewed by a competent person.

## **Display Screen Equipment**

Identity shall conduct Office and Home-based DSE Assessment and review them on an annual basis. All employees are required to complete these assessments. Where a specific need has been identified, a review will be conducted with the employee and agreed requirements put in place. Reference should be made to the Home Working and Equipment Policy.

## **Drugs and Alcohol**

Employees are required to inform their line manager (and if appropriate their event lead) of any prescription drugs that may induce side-effects that could potentially affect their own or others' safety whilst at work. Appropriate controls and provisions will be put in place confidentially.

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No person working for or on behalf of Identity should be under the influence of alcohol or illegal drugs during working hours, including meal breaks or if undertaking 'on-call' duties. If an employee suspects that any person working for or on behalf of Identity is under the influence of alcohol or illegal drugs, this should be raised immediately with a manager. Employees suspected of (or confirmed as) being under the influence of alcohol or illegal drugs whilst at work, may be asked to stop work whilst this is investigated. Where misuse is potentially identified, it will be dealt with in the first instance by the employee's Head of Department in conjunction with People Experience. Positive confirmation of an instance of misuse may be subject to Identity's Grievance and Discipline procedure.

## Electrical Equipment

Portable electrical equipment for Identity facilities is tested periodically in line with the PAT-test schedule, and records of testing will be held by the Facilities Team. Regular checks of portable electrical equipment shall be undertaken by those personnel required to use such equipment and who they will receive awareness training to complete these checks safely.

Contractors at Identity premises or events using electrical equipment shall be required to demonstrate competence in its installation, use and maintenance and evidence of inspections will be requested.

## Personal Protective Equipment (PPE)

Identity shall issue PPE to all personnel, free of charge, where identified by risk assessment as a necessary control measure. For safety footwear, Identity will provide up to a maximum of £50, reimbursable through expenses. Staff are expected to purchase safety footwear which includes both toecap and midsole protection.

All contractors and suppliers will provide their own PPE in line with their risk assessments and safe systems of work.

PPE and its use shall conform to the following criteria:

- Valid CE mark or other relevant certification.
- Suitable for the hazards presented by the task.
- Worn and adjusted correctly for all personnel required to wear it.
- Compatible to be worn with other PPE.
- Regularly checked and inspected for damage or deterioration, and replaced accordingly
- Provision of training in its use and maintenance as appropriate

## Smoking

Smoking of any kind (whether tobacco, electronic cigarettes or vapes) is prohibited on Identity's premises, in vehicles (either owned by, or hired to, Identity) and within the confines of Identity event sites. Smoking is only permitted in the designated smoking area provided at Identity premises or as provided at event locations.

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Identity will provide active assistance to any employee who wishes to quit smoking by directing them to local and national initiatives.

## **Training**

Identity's People Experience team in collaboration with line management shall periodically review the training requirements for Identity staff and required roles, and keep records on the training carried out.

Training will be delivered either internally or through third-party providers in the time frame agreed and documented in the training matrix.

Identity shall maintain an electronic or physical record of the training provision for all employees and shall advise the employees or their line managers when suitable refresher training may be due.

People Experience and relevant Heads of Department shall periodically review training requirements and agree the budget for ongoing training. The Head of QHSE & Sustainability will advise on any additional training that may be required due to changes in legislation, procedures or best practice.

All employees shall undergo induction training upon joining the Company which includes health and safety procedures, signposting to this policy and standard H&S essentials modules.

## **Transport, Vehicles, Fleet and Driving for Work**

Company owned vehicles shall be serviced and maintained in line with manufacturer's guidelines. The Facilities Manager shall maintain a record of the servicing type and dates for all such vehicles. All maintenance and MOT testing shall be conducted by registered organisations and competent persons.

Identity shall maintain its own suitable levels of insurance cover for employees and vehicles.

Employees who drive their own vehicles in connection with their work for Identity shall insure such vehicles at their own expense and in their own name and must include travelling for business within the cover level. Such vehicles shall be maintained to road-legal requirements. Identity shall retain records of each member of staff's insurance and license documents as required.

Employees driving for work purposes are provided with, and shall agree to abide by, The Company's Safe Driving and Company Vehicle Policy, which details the expected code of conduct for all drivers and their responsibilities.

Event transport requirements are detailed in the Event QHSE & Sustainability Management Policy.

## **Travelling for Work**

When an employee will be travelling for work (excluding commuting), line management must be aware of the employee's itinerary, travel arrangements and relevant contact details before departure to ensure their safety, e.g. that the destination has been reached and that they have returned home safely. This is particularly important for those who are travelling alone and regular check-ins between staff and line management must be arranged. In some cases, such as working

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abroad or in return to accommodation during the hours of darkness, a "buddy" system will be put in place to ensure that all persons return safely. This also applies for Lone Working.

All employees are encouraged to identify local emergency arrangements (e.g. hotel or venue evacuation procedures) once they have arrived at their destination. Employees must make every effort to keep a line of communication available between themselves and their line manager.

## **Wellbeing, Mental Health and Fatigue**

Identity recognises that on site event delivery can give rise to periodic irregular working patterns and occasional consecutive long working days. Line management and event leads are required to plan for appropriate resources to carry out Identity's work within reasonable working hours. Contracted working hours can be exceeded, and reimbursed to the employee, in accordance with the TOIL Policy. In general, a 12h working shift is permitted as a planned baseline, with an additional 4h if individual risk assessment is undertaken with the employee and it is established that they are capable of continuing, when also considering travel duration and adequate rest before starting the next shift.

Identity has a number of Mental Health First Aiders available for all employees and its freelancers. Various considerations have been arranged for the readiness and preparation of events in relation to pastoral care, signposting and provisions. All employees have access to our Employee Assistance Program BHSF.

Workloads are reviewed by line management as part of the One-to-One process to ensure ongoing wellbeing and prevention of overload. However, Identity recognise that wellbeing is affected by many factors, including external stressors. If necessary, Identity will conduct individual stress risk assessments with an affected employee, and put in place appropriate control measures and reviews to help employees with periods of difficulty they may be experiencing.

## **Work Equipment**

All work equipment procured and used by Identity shall be confirmed as suitable for use, and for the purpose and conditions in which it is to be used.

Equipment shall be maintained in a safe condition for use so that people's health and safety is not at risk and inspected to ensure that it is and continues to be safe for use. Inspections shall only be conducted by suitably competent persons. Checks and inspections shall include, as appropriate – guarding, protection devices, markings, warning devices, system control devices and any necessary personal protective equipment. Equipment, vehicles and machinery requiring certification and inspection, e.g. lifting equipment, shall be subject to checks on certificates of through examination to establish validity.

## **Working at Height**

Identity staff should avoid working at height wherever possible, but it is recognised that this may be a requirement for both warehouse and event activities. Working at height should be risk assessed and controls put in place in line with the "Hierarchy of Control", selecting fixed means of access as a priority, and only utilising ladders and step ladders as a last resort.

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All ladder and step ladder work must be restricted to short term activities only, and only where 3 points of contact can be maintained. All working at height equipment must be inspected before use to ensure that it is, as far as reasonably practicable, free from defects. This includes ladders, MEWPs, scaffolds, harnesses and lanyards.

## Young Persons

Identity will ensure that young persons (16–18 years of age) in their employment, paid or otherwise, are not exposed to health and safety risks due to their levels of experience, maturity, physical capability or awareness of existing or potential risks. Existing risk assessments shall be reviewed to ensure that they remain suitable and sufficient in regard to the work carried out by young persons, giving consideration to the tasks, materials, substances, equipment and processes they will be exposed to; the location, environment and layout of the workplace; the extent of training required; the legal working hours, and the required capability.

Identity will ensure that children and young persons are provided with sufficient information, instruction, training and supervision, as identified by the risk assessment and that the child or young person's parents are made aware, via the simplest method, of the possible risks and control measures that are put into place.

## Emergency Management

### Accident, Incident and Near Miss Reporting

It is the responsibility of all staff members to record incidents, accidents, near misses and undesired circumstances. Any incident that results in, may have resulted in, or had the potential to cause injury or ill-health to a person, damage to a piece of work equipment or work cessation must be reported as soon as practicable using the Identity reporting system. Serious incidents (e.g. life changing injuries, fatalities, structural failures) must be reported immediately to the Head of QHSE & Sustainability and the relevant Heads of Department which may require escalation through the Business Continuity procedures.

Detailed procedures for Incident reporting and management are described in the Identity Incident and, Non-Conformity Management Procedure.

### Emergency Procedures

Preparedness and response to emergency situations is described in the Emergency Preparedness and Response Procedure including those involving Fire, First Aid and Hazardous Substances.

Fire safety notices with emergency plans and procedures are provided at Identity premises.

For events, arrangements are detailed in the Event Safety Management Plan or related arrangements such as C3 and Security Procedures. The nature and scale of these procedures will be in line with the event risk assessment and contractual requirements.

Tests of relevant emergency procedures and business continuity arrangements are carried out at least six monthly or annually respectively.

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## Fire

Fire risk assessments for Identity premises are carried out by the Head of QHSE & Sustainability and reviewed annually or if changes occur.

The preparation and maintenance of a fire action plan, the maintaining of fire exits and the provision and maintenance of fire extinguishers at Identity facilities is the responsibility of the Facilities Manager. The fire action plan shall be brought to the attention of all personnel working at those locations.

The responsibility of fire risk assessments, appropriate precautions and evacuation plans for event sites shall be the responsibility of the project lead (or their nominated Producer or Production Manager) and supported by a health and safety representative, e.g. Event Safety Advisor.

## First Aid and Medical

First aid supplies shall be maintained at all Identity facilities and provisions will be checked on a regular basis to ensure they are available and in good order. Named First Aiders are published through [iZone](#).

Medics are provided at event sites in line with the event's medical needs assessment.