

General Policy on Health and Safety



Mercury Training Services Ltd commitment to health and safety is being driven by the Managing Director to ensure as far as is reasonably practicable, the health, safety and welfare of its employees, all Apprentices, learners, contractors and other persons who may be affected by its operation, as outlined in this document and in accordance with current legislation, safe learner and safeguarding principles.

The policy will be applied equally and fairly without exception.

Aims of the Policy

- To ensure the safety of lone workers when exercising their duties in the absence of any colleagues or supervisors
- To ensure that the Company complies with all of its legal obligations.

Mercury will achieve this by providing and maintaining places of work, learning environments and work equipment which are safe and free from risks to health. Mercury is committed to provide suitable arrangements for the welfare of employees, Apprentices, learners, and contractors. All necessary information, training and supervision will be provided to ensure implementation of this policy.

The following document contains procedures and guidance for compliance by various groups including Employees, Contractors, and those in receipt of ESFA Funded Programmes, all of which have a responsibility to observe and comply with current Health and Safety legislation within the workplace and learning environments respectively. It will also contain elements of the Safe Learner blueprint for those directly or indirectly in receipt of ESFA funded programmes.

Management, employees, and Mercury members will do all that is reasonably practicable to avoid and/or reduce health and safety risks.

This policy will be reviewed Annually and revised if necessary.

Reviewer name: Paul Lawton Jones

Signed: *Paul Lawton-Jones* Date: 03/08/2022 Position: Managing Director

Next review: July 2023

RESPONSIBLE PERSONS

Overall responsibility Mr Paul Lawton-Jones Position: Managing Director

Designated Safeguarding Lead: Paul Lawton-Jones

Designated Deputy Safeguarding officers: Donna Kedzierski & Stacey Wood

EMPLOYEES RESPONSIBILITIES

It is the responsibility of every member of staff to have regard to the safety of others who may be affected by any act or omission either inside or outside the workplace. This duty is reinforced by law and criminal penalties may apply.

- a)** To read and understand the Company's Health and Safety policy and to carry out their duties in accordance with its requirements.
- b)** To know the safety procedures in the event of fire.
- c)** To be aware of the location of first aid boxes.
- d)** To report any accident on the appropriate form.
- e)** To report any fault or defects in plant or machinery.
- f)** Not to attempt to repair or maintain any workplace equipment without full instructions for training or supervision of a Health and Safety Officer.
- g)** To ensure that all fire escapes, emergency exits, and doors are kept clear and free from obstruction.
- h)** Not to attempt to move or lift any items or materials that are too heavy and likely to cause injury.
- i)** To use the appropriate equipment when attempting to reach items at a high level.
- j)** To report any hazards in the workplace.
- k)** To make visitors and learners aware of evacuation procedures in case of an emergency.
- l)** In the case of disabled visitors and learners a new health and safety assessment will need to be carried out.
- m)** All team members will undertake Health and Safety Training annually which will be identified by the training matrix

The employer has a health and safety policy

- a)** There is a demonstrable commitment to health and safety (and a written policy statement where there are five or more employees).
- b)** Responsibilities for health and safety are clearly stated (and recorded where there are five or more employees).
- c)** Arrangements for health and safety are clearly stated, including accident reporting, first aid, safety reps/committees.
- d)** The commitment, responsibilities and arrangements for health and safety are communicated to all employees and their understanding/awareness checked

1. The employer has assessed risks, eliminated them, or put in place control measures to reduce them to an acceptable level

- a)** Risk assessments have been carried out covering both adult employees and young persons and significant risks identified.
- b)** Significant risks have been recorded (this is optional where there are fewer than five employees).
- c)** Suitable control measures have been identified and implemented because of risk assessment.
- d)** The significant risks and control measures are explained to employees (and others as appropriate).
- e)** Risk assessments are reviewed, and active monitoring takes place and the findings acted upon.

2. The employer has made adequate arrangements for dealing with accidents and incidents, including the provision of first aid

- a)** Adequate arrangements for first aid materials have been made.
- b)** Adequate arrangements for first aid persons have been made.
- c)** All accidents and first aid treatment rendered are recorded.
- d)** Arrangements exist for employees to report to management accidents/near misses and so on to enable suitable remedial action to be taken.
- e)** All legally reportable accidents, incidents and ill-health are or will be reported to the enforcing authority and Mercury Training Services Ltd. Where investigations are required by the enforcing authority they will be carried out in a timely, cooperative, and constructive manner.
- f)** Accident, incident, ill-health and first aid arrangements are made known to all employees and others as appropriate.

3. The employer provides employees with effective supervision, training, information, and instruction

- a) Employees are provided with adequate competent supervision.
- b) Appropriate health and safety information, training and instruction are given to all new employees on recruitment.
- c) Ongoing health and safety information, training and instruction are provided to all employees and others as appropriate.
- d) Information, instruction, and training are recorded.
- e) The effectiveness of training and competence in the workplace are both assessed, and assessments recorded.

4. The employer provides and maintains suitable and appropriate equipment and machinery

- a) The employer provides the correct equipment to the appropriate standard.
- b) Equipment is adequately maintained.
- c) Guards and control measures are in place as determined from risk assessment.
- d) Safe electrical systems and equipment are provided and maintained.

5. The employer has decided for the provision and use of personal protective equipment and clothing suitable for the individual

- a) Personal protective equipment and clothing (PPE/C) is provided for employees as determined from risk assessment.
- b) Training and information on PPE/C use has been provided to employees.
- c) The proper use of PPE/C is enforced.
- d) PPE/C is maintained, replaced and where appropriate inspected.

6. The employer has fire precautions and made arrangements for other foreseeable emergencies

- a) Fire or emergency detection is in place.
- b) Appropriate means of firefighting are in place.
- c) Effective means of escape are in place, including escape routes and unobstructed exits.
- d) There is a named person (or persons) for emergencies.

- e) Arrangements are maintained, which include tests and drills.

7. The employer provides a safe and healthy working environment.

- a) Premises (structure, fabric, fixtures, and fittings) are safe and healthy (suitable, maintained and kept clean).
- b) The working environment (temperature, lighting, space, ventilation, noise) is appropriate, safe, and healthy.
- c) Welfare facilities (toilets, washing, drinking, eating, changing) are provided as appropriate and maintained.
- d) Exposure to hazards from physical, chemical, and biological agents is adequately controlled.

8. The employer manages health and safety

- a) The employer consults and communicates with employees on health and safety and allows them to participate in health and safety.
- b) The employer provides medical or health screening as appropriate and any required medical surveillance.
- c) The employer has access to competent advice.
- d) The employer reviews health and safety regularly, ideally on an annual basis.
- e) The employer provides and displays necessary signs or notices.
- f) Notification has been given to the enforcing authority as appropriate.
- g) Employers' liability insurance is current and other insurance is in place, as appropriate to the business undertaking. This includes informing insurers and/or brokers where appropriate of the learner(s)' presence and programmes.
- h) The employer assesses, reviews and updates employees' capabilities.
- i) The employer manages the employee's work when it is away from the employer's own premises or when the employee is placed with another employer or site.

9. The employer manages Apprentices, learners and young person's health, safety, and welfare

- a) The employer has assessed the risks to any Apprentice, learner and or young person taking account of his or her age (and inexperience, immaturity, and lack of awareness of risk) and any other special needs or circumstances including any disability and/or medical condition.

- b)** The employer has put in place control measures for Apprentices, learners and/or young persons because of 10a. and informed the learner and his or her supervisor.
- c)** The employer has identified any necessary prohibitions and restrictions that apply to any learner and/or young person as part of items 10a and 10b above.
- d)** The employer provides competent supervision for any Apprentice, learner and young person and has a designated person to take overall responsibility for any learner or young person. In cases where the learner is a child, this may require formal checks of suitability for reasons of child protection.
- e)** The employer provides an induction and ongoing information, instruction and training to any Apprentice, learner or young person, reflecting the result of the risk assessment, environment, tasks and the learner's or young person's age, experience, and any special needs.
- f)** The employer provides free of charge any necessary (determined from the risk assessment) personal protective equipment and clothing to the learner and ensures its proper and effective use.

MONITORING EMPLOYER ORGANISATIONS IN RECEIPT OF ESFA FUNDED PROGRAMMES

Mercury Training Services Ltd have a responsibility to ensure as reasonably practicable the health, safety and welfare of Apprentices & learners it trains, in environments where learning takes place. To ensure compliance with ESFA funding regulations Mercury Training Services Ltd will continue to monitor health, safety and welfare in environments where learning takes place.

It is the responsibility of all staff that visit funded employers' premises to report any health and safety concerns back to the Quality and Delivery Manager.

All employers will be reassessed for Health and Safety in line with the risk rating assigned to them during their initial induction.

ACCIDENTS AND FIRST AID

The Company has a duty under the Health and Safety (First Aid) Regulation 1995 (amended 2018) to inform its employees of the arrangements that have been made in connection with the provision of First Aid including the location of facilities, equipment, and trained staff.

First Aid box and accident reporting book can be found in Main Office.

The persons responsible for maintaining the First Aid Boxes is: -

Donna Kedzierski

Qualified First Aiders:

Donna Kedzierski
Richard Guest
Michael Jones
Jayne Greaves
Grant Morris

RIDDOR

The reporting of injuries, diseases and dangerous occurrence (RIDDOR) regulations 2013 requires all employers to put in place statutory reporting procedures.

An entry must be made in the accident-reporting book on each occasion that treatment is given.

The death of any person

All deaths to workers and non-workers, with the exception of suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker.

Specified injuries to workers

The list of 'specified injuries' in RIDDOR 2013 replaces the previous list of 'major injuries' in RIDDOR 1995. Specified injuries are (regulation 4):

- fractures, other than to fingers, thumbs and toes
- amputations
- any injury likely to lead to permanent loss of sight or reduction in sight
- any crush injury to the head or torso causing damage to the brain or internal organs
- serious burns (including scalding) which:
 - covers more than 10% of the body

- causes significant damage to the eyes, respiratory system or other vital organs
- any scalping requiring hospital treatment
- any loss of consciousness caused by head injury or asphyxia
- any other injury arising from working in an enclosed space which:
 - leads to hypothermia or heat-induced illness
 - requires resuscitation or admittance to hospital for more than 24 hours

Over-three-day incapacitation

Accidents must be recorded, but not reported where they result in a worker being incapacitated for more than three consecutive days. If you are an employer, who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record will be enough.

Over-seven-day incapacitation of a worker

Accidents must be reported where they result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury. This seven day period does not include the day of the accident, but does include weekends and rest days. The report must be made within 10 days of the accident.

Non-fatal accidents to non-workers (e.g. members of the public)

Accidents to members of the public or others who are not at work must be reported if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment to that injury. Examinations and diagnostic tests do not constitute 'treatment' in such circumstances.

There is no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

ESFA & RIDDOR

It is an ESFA requirement that if learners receiving ESFA funded training are involved in RIDDOR reportable incidents the candidate's employer informs Mercury Training of any such incidents.

RIDDOR & PANDEMICS

There is no requirement under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) to report incidents of disease or deaths of members of the public, patients, care home residents or service users from COVID-19.

The reporting requirements relating to cases of, or deaths from, COVID-19 under RIDDOR apply only to occupational exposure, that is, because of a person's work.

You should only make a report under RIDDOR when one of the following circumstances applies:

- an accident or incident at work has, or could have, led to the release or escape of coronavirus (SARS-CoV-2). This must be reported as a dangerous occurrence
- a person at work (a worker) has been diagnosed as having COVID-19 attributed to an occupational exposure to coronavirus. This must be reported as a case of disease

- a worker dies as a result of occupational exposure to coronavirus. This must be reported as a work-related death due to exposure to a biological agent

ESFA REQUIREMENTS FOR FUNDED WORKPLACE LEARNING

The Education Skills Funding Agency (ESFA) provides funds to many organisations. The ESFA does this to help provide the skills the country needs through the provision of high-quality training and learning for individuals or 'learners'. The term 'learners' includes trainees, apprentices, students, pupils and others, including in some cases an employer's own employees who receive training or learning funded by the ESFA.

The ESFA requires that all training and learning that it funds takes place in a safe, healthy and supportive environment, regardless of where it is delivered or who the learner is with.

Funded organisations must judge the suitability of health and safety in the place where training and learning is to be conducted. This means carrying out health and safety assessments of employers and the work locations where learners are going to train, learn and work. This must be done before learning takes place using the Employer/Location Health and Safety Assessment. A copy of the employers indemnity/liability insurance is also kept on file.

The ESFA standards reflect the main health and safety legal requirements that exist to protect persons at work and others affected by work and should be no more than employers do already.

The ESFA wants health and safety assessments to be undertaken only once everyone, two or three years, depending on the risk (high, medium and low). E.g. construction industry high risk yearly visits, office environments low risk 3 yearly visits. Should you be in any doubt over high, medium and low risk environments please consult your health and safety officer.

There are nine core standards for employers who are in receipt of ESFA funded programmes are required to meet. The tenth standard is specific to the learner and will need to be agreed for each learner because of individual needs and the duty of care owed to them.

Standard 10 of the Health and Safety Questionnaire must be completed for each individual learner and kept in the learner's file. This must be completed during induction.

LONE WORKING

Under the terms of the Health and Safety at Work Act 1974 the Company has a duty to ensure the health and safety of its employees as far as is reasonably practical. The Management of Health and Safety at Work Regulations 1999 place a duty on the Company to assess the degree of risk in the workplace.

Lone workers spend some or all of their working hours alone for a variety of reasons: they may work in an isolated location, be at a client's or customer's premises, work from home or may simply be working outside normal office hours. In any case, the Company recognises that working alone may involve an increased risk to the health and safety of its employees. As a consequence, the Company has a policy that helps to ensure that it succeeds in its responsibility to manage the risks faced by its employees.

Risk Assessments for lone working

The Company will carry out risk assessments on all types of work that are (or are likely to be) undertaken alone with particular regard when doing so to the following factors:

- Risk of Violence (particularly when handling money or dealing with the public);
- Equipment used (must be suitable and safe for use by one person);
- Location
- Materials (all materials used are suitable for use by one person)
- Proximity to Help.

Control measures for lone working

- Mercury will use practical control measures in order to reduce risk to lone workers where risk assessments or actual occurrences highlight areas of concern.
- Use of live 360 to monitor the location of all lone working team members in the case of an emergency

Incident Reporting for lone working

In order to maintain appropriate record of incidents involving lone workers, it is essential that all incidents be reported to your Line Manager. Staff should ensure that all incidents where they feel threatened or unsafe are reported even if this was not a tangible event/experience.

Training for lone working

Staff working for the Company should know that their safety comes first. Staff should be aware of how to deal with situations when they feel they are at risk or unsafe. Staff should also be able to recognise how their own actions can influence or even trigger an aggressive response. The Line Manager will ensure that lone workers receive appropriate training where required.

CONTRACTORS AND VISITORS

All contractors and visitors will sign in and sign out of the Company's premises via the visitors register held in reception. They will be given verbal H & S instructions.

Student attendance is kept by means of a register.

The company will ensure that all Contractors and Visitors comply with regulation as directed by their host on arrival.

All contractors and visitors will acknowledge their compliance with the Company's procedures by the signing in process defined above.

Contractors must report to the Company management any hazardous condition that may exist within the designated workspace.

All contractors will comply with the Company's Procedures regarding work activities within the workplace.

RISK ASSESSMENT AND HAZARDS

The company will make suitable and sufficient assessments. The assessments should include additional risks to Apprentices, young persons, children, vulnerable adults and the disabled when visiting Mercury premises. Where training in the workplace is being provided by Mercury, persons working on its behalf or of MERCURY, assessments must still be carried out by a competent person and the relevant H&S form must be completed and signed by the employer.

Risks to the health, safety and welfare of employees whilst they are at work or out on company business must also be assessed. The assessments should also take into account lone working and expectant mothers.

The health, safety and welfare of the general public should be considered by persons employed or acting on behalf of Mercury whilst undertaking or in connection with their duties.

The company shall take all preventive and protective measures necessary following the risk assessment and apply these principles.

If possible, avoid the risk altogether.

Combat the risks at source.

Wherever possible adapt work to the individual.

Take advantage of technological and technical progress.

Give a priority to those measures, which protect the whole workplace.

The company will ensure that standards of cleanliness are maintained for all areas including surfaces of floors, walls and ceilings. All workplace furniture, furnishings and fittings will be kept clean and tidy. Additional cleaning will be provided when necessary to clear up spillages or other soiling. All workplaces will be kept free from waste matter or discharges. Care will be taken during cleaning operations not to expose any persons to substantial amounts of dust or explosive concentrations of dust, also to health and safety risks arising from the use of cleaning agents. The COSHH Regulation 2002 will be complied with where appropriate.

The company will comply with Waste Management, The Duty of Care, Code of Practice 2016. It will ensure that all waste stored on the premises will be suitably protected and stored so as not to pose a health and safety risk to either staff, the public or the environment. When carrying or transferring waste, the company will ensure that the Code of Practice is complied with.

All traffic routes within the company premises shall be suitable for the persons or vehicles using them and will be clearly indicated where necessary for reasons of Health and Safety. All debris, rubbish etc will be removed from traffic routes and all fire escapes, routes and exits will be kept free of obstacles at all times. Suitable and sufficient handrails will be provided on all staircase traffic routes providing the handrail does not obstruct the traffic route.

FIRE PRECAUTIONS

The Company will comply with the 2005 Fire Safety Order, which empowers the Fire Authority to impose such requirements to ensure that persons employed to work in the premises receive appropriate instruction or training in what to do in the case of fire, and that records are kept of instruction or training given for that purpose.

All employees will be made familiar with all means of escape from the building in which they work.

All employees will be instructed in the actions to take in the event of fire.

All employees must be familiar with the means of raising the alarm. All employees must be familiar with the sound of the evacuation signal and must evacuate as soon as this signal is given.

All employees must know the location of the nearest fire appliances to their normal working location and the general layout of the building.

Fire drills will be carried out periodically.

A responsible person will be appointed to account for occupants at the evacuation assembly points including contractors and visitors.

Special responsibilities should be allocated to individuals to ensure that regular inspections and maintenance of fire systems is carried out.

Fire alarms, extinguishers and Escape routes are the responsibility of the Managing Director.

Maintenance of the extinguishers and fire alarm system is the responsibility of Regis fire Ltd.

ELECTRICAL EQUIPMENT

The company will comply with the Electricity at Work Regulations 1989 with regard to electric shock, portable appliances, socket outlets and plug tops, switches, conduit, cables and explosion protection etc.

Only training and qualified persons may be allowed to work with or near electric equipment. Any contractors that will be employed to work on or with electrical equipment must be qualified and have obtained appropriate training before starting work.

All electrical tools must be earthed or double insulated. All frayed, torn or split flexible cords and plug tops, which are cracked or have broken insulation must be changed. Tools that are suspect must be checked immediately, tools that have guards must never be used with the guards removed or by-passed.

All portable appliances will be tested in accordance with British Standards and also HSE Guidance note PM32 "The safe use of electrical appliances". Each time an appliance is tested an inspection certificate should be completed by the person carrying out the test. Appliances will be tested every year.

Electrical circuits and plant may only be shut down with the authority of a Company representative. Work on electrical equipment will not be allowed before the equipment has been properly isolated and disconnected from the source of supply. Isolation must not rely on operating a switch to the OFF position.

Switches must be locked to the OFF position and/or fuses removed from the circuit and held by the work person until the work is completed.

Electrical control panels and main switchgear cubicles must remain clear of obstructions and be readily accessible at all times.

All personnel must use the proper practice methods, and safety equipment must be used when applicable.

All safety notices must be strictly observed and adhered to.

WORK EQUIPMENT

It is the Company policy that all employees and contractors will be trained in the operation of machinery and equipment specific to their function, and employees are required to use all work equipment correctly and in accordance with their training and the manufacturers recommendations.

The company Policy is that all work equipment will be maintained in an efficient state efficient working order and in good repair.

VEHICLES BEING USED FOR BUSINESS USE

It is the responsibility of all employees using private vehicles on company business, are doing so in accordance with the road traffic act (1991) and all subsequent amendments. This means that you must have the following:

A valid MOT certificate if required.

Appropriate insurance cover.

A valid driving licence.

Mercury Training Services Ltd is responsible for monitoring employees abide by the road traffic act and will periodically require employees to produce these documents.

TRAINING

All employees and learners will be trained in the operation of machinery and equipment specific to their function, before using such machines or equipment, staff and learners are to be informed of the hazards that might occur.

All employees will be briefed and receive training in the following:

Accident prevention in the operation of machinery and equipment.

Accident prevention and health hazards in dealing with chemicals.

Accident reporting.

Fire and emergency procedures.

Good housekeeping.

Responsibilities under the current Health and Safety legislation.

Company health and Safety Policy.

All current staff have or will be receiving Highfields Health and Safety Training Annually training or other appropriate training.

HAZARDOUS SUBSTANCES

The Company Policy is to provide a safe facility and procedures for safe chemical, hazardous material and equipment handling for all employees and contractors.

All employees will be advised of the hazardous properties of chemicals, materials and equipment used and will be given suitable training in their safe use.

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All employees and contractors shall abide by the COSHH Regulation involving the use of hazardous substances and understand the hazards and safety precautions involved.

Suitable Personal Protective Equipment to be provided where appropriate.

MANUAL HANDLING

It is the company policy to provide safe working procedures to comply with the Manual Handling Operation Regulations 2020.

All employees involved in manual handling operation will be given suitable and sufficient training.

Where practicable handling operations will be mechanised or automated.

Employees are instructed not to lift loads that are heavy, bulky, unwieldy, difficult to grasp, unstable or unpredictable, or unsafe, (i.e. sharp) without assistance or supervision.

All employees engaged for long periods of manual handling shall be given adequate opportunities for rest (i.e. breaks from work) or recovery (i.e. changing to another task which uses a different set of muscles.)

DISPLAY SCREEN EQUIPMENT

It is Company policy to comply with the health and safety (Display Screen Equipment) Regulation 2007.

A suitable and sufficient analysis of all workstations and environment shall be made for the purpose of assessing the health and safety risks to the users.

All employees and students defined as users of display screen equipment shall receive adequate health and safety training in the use of the workstation upon which they may be required to work.

All employees defined as users of display screen equipment shall, upon request, be provided with an appropriate eye and eyesight test.

Display screen equipment shall be maintained in an efficient state, in efficient working order and in good repair so that the: -

1. Screen image is stable.
2. All controls are easily adjusted.
3. The screen tilts/swivels easily.

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All employees and students defined as users of display screen equipment shall be given sufficient and suitable training and/or instruction regarding ergonomics and safe working practices.

All employees and students defined as users of display screen equipment shall be instructed to organise their workload to ensure regular breaks from screen work, to look away from the screen at least once in every ten minute and focus on something else, and to break from the screen for a least ten minutes in every hour.

EMPLOYEES RESPONSIBILITIES

It is the responsibility of each employee to ensure that they are using the appropriate personal protective equipment for the task in hand.

All Contractors will comply with the above policy regarding personal protective equipment and will also have had suitable training in the use and wearing of personal protective equipment.

PROCEDURES FOR SERIOUS AND IMMINENT DANGER

It is Company policy that procedures are in place, which are to be followed in the event of any serious incident occurring such as:

Fire.

Bomb threat.

All employees, contractors and visitors shall be made aware of the procedure including the evacuation of the premises.

Sufficient numbers of competent persons shall be appointed to implement the procedures and all employees and contractors shall be made aware of the identity.

Upon the receipt of an evacuation signal, all employees, contractors, and visitors shall:

1. Stop work.
2. Shut of all electrical equipment and machines.
3. Walk to the nearest fire muster. DO NOT RUN.
4. Exit quickly and do not stop for person belongings (except for bomb threats when personal belongings should be taken).
5. Do not re-enter the building until advised that it is safe to do so.
6. Emergency procedure drills will be carried out periodically.

In the event of Terrorism (ACT)

All staff are trained in ACT and will have annual updates - this training incorporates the Eyes wide open initiative (CPNI)

All Staff, Apprentices, Learners and Young people are trained in the Run, Hide, Tell staying safe from Terrorism the video is available [here](#)

We need your help to stop terrorists being able to plan, prepare and carry out attacks, groom or recruit people or encourage others to carry out attacks. You may have seen or heard something that could be that vital piece of information that will help to stop a terrorist attack.

If you have any information about activity or behaviour that doesn't feel right, please report it. Use our secure online form at gov.uk/ACT Alternatively, you can call counter terrorism policing on **0800 789 321**. If you have any worries about reporting, [take a look at our FAQ's](#).

In an emergency you should always dial 999.

Find out more about the partnership between the public and Counter Terrorism Policing on our [Latest News](#) page.

In the event of a terrorism incident the principles of Run, Hide & Tell will be adopted