

## WORKING IN & AROUND MEMBERS OF THE PUBLIC POLICY

**POLICY STATEMENT:** To ensure that all work activities carried out in areas accessible to the public are conducted safely, minimising risks to workers, members of the public, and property.

**PURPOSE:** The purpose of this policy is to ensure that all work activities carried out in areas accessible to the public are conducted safely, minimising risks to workers, members of the public, and property. General Principles

- ✚ The safety of the public takes priority over operational convenience
- ✚ Work must be planned, supervised, and controlled to prevent harm
- ✚ Workers must remain alert, professional, and courteous at all times

### Who Does This Policy Apply To?

**All Employees:** General applicability is that this policy is intended to apply broadly across all persons working for or on our behalf of the McSence Group of Companies which includes the subsidiary companies - *McSence Ltd, McSence Communication Ltd, McSence Services Ltd & McSence Workspace Ltd*. Depending on the nature and purpose of the policy, it may apply to some or all of the following persons working for or on behalf of the Group, in any capacity, including but not limited to:

- ✚ All employees at all levels, board members/directors/trustees, prospective employees, agency workers, seconded workers, temporary workers, contractors/sub-contractors, clients, agents, external consultants, volunteers, members of the public, group's supply chain, third-party representatives and/or business partners who will be referred to in our Group policies as "all employees".

**The Workplace:** Depending on the nature of this policy, it may apply to some or all individuals working for or on behalf of the McSence Group of Companies in any capacity, across a range of settings. These settings include, but are not limited to:

- ✚ McSence Premises, Offices, Units and Business Park; Client's Premises; External Meeting Venues; Customers' Homes; Sheltered Housing; Public Areas; Whilst On-Call or On-Duty during Emergency Cover; Working from Home including On-Line Meetings, Whilst Driving in Company Time, Working in Public Areas (café's, trains, coffee shops, buses etc). For the purposes of this policy, these settings are collectively referred to as "the workplace".

**ROLES & RESPONSIBILITIES:** The operational responsibilities for this policy are as follows: s

#### Workers

- ✚ Follow procedures and risk assessments
- ✚ Act responsibly and safely at all times
- ✚ Report hazards or concerns immediately

#### Supervisors, Team Leaders & /Managers

- ✚ Ensure proper planning and controls are in place
- ✚ Provide training and guidance
- ✚ Enforce safe working practices

### PRE-WORK PLANNING

Before starting work:

- ✚ Conduct a **risk assessment** specific to the location and activity.
- ✚ Identify:
  - Public access points
  - High footfall areas
  - Vulnerable persons (children, elderly, disabled)
- ✚ Implement **control measures**, such as:

- Barriers and exclusion zones
- Clear signage (e.g. “Work in Progress”, “Keep Out”)
- Safe pedestrian routes or diversions
- ✚ Ensure all equipment is:
  - Fit for purpose
  - Properly maintained
- ✚ Brief all workers on:
  - Site risks
  - Emergency procedures
  - Public interaction expectations

## SITE SETUP & CONTROL MEASURES

Workers must:

- ✚ Establish **physical segregation** between work areas and the public using:
  - Fencing, cones, or barriers
- ✚ Ensure signage is:
  - Visible, clear, and easy to understand
- ✚ Maintain:
  - Safe walkways
  - Adequate lighting where needed
- ✚ Secure tools and materials to prevent:
  - Trips
  - Falling objects
- ✚ Avoid leaving hazards unattended

## WORKER BEHAVIOUR & CONDUCT

**Professional Conduct:** Workers are expected to:

- ✚ Be **polite, respectful, and approachable**
- ✚ Avoid:
  - Aggressive behaviour
  - Loud or inappropriate language
  - Confrontation with members of the public
- ✚ Wear appropriate **uniform/PPE** to be easily identifiable

**Situational Awareness:** Workers must:

- ✚ Stay **constantly aware of surroundings**, especially:
  - Children running or playing nearby
  - Distracted pedestrians (e.g. using phones)
- ✚ Stop work immediately if:
  - A member of the public enters a hazardous area

**Communication with the Public:** Workers should:

- ✚ Give **clear and calm instructions** if needed (e.g. redirecting pedestrians)
- ✚ Provide reassurance where work may cause concern
- ✚ Report complaints to a **supervisor**, rather than arguing

**Safe Working Practices:**

Workers must:

- ✚ Use tools and machinery in a way that minimises: Noise; Dust; Debris
- ✚ Control risks such as: Falling materials; Sharp objects & Trailing cables

Workes must Never:

- ✚ Leave tools running unattended
- ✚ Carry out hazardous tasks without adequate barriers

**Emergency Situations** In the event of an incident:

- ✚ **Stop work immediately**
- ✚ Make the area safe (if possible)
- ✚ Provide **first aid** if trained to do so
- ✚ Contact emergency services when required
- ✚ Inform a supervisor immediately
- ✚ Record and report the incident in line with company procedures

**Supervision / Team Leaders & Monitoring:** Supervisors and Team Leaders must:

- ✚ Regularly monitor compliance and ensure safety controls remain effective
- ✚ Any unsafe behaviour should be **immediately corrected**

**Key Safety Expectations :** Workers must always:

- ✓ Keep the public separated from hazards
- ✓ Stay alert and aware
- ✓ Act professionally and respectfully
- ✓ Stop work if safety is compromised
- ✓ Report risks immediately

**Company Intranet – Staff Zone:** All the McSence Groups policies, procedures, handbooks are available on-line to all employees on the McSence Group's Staff Zone Intranet via our website [Login | McSence](#)

**Compliance:** Failure to comply with the provisions of this Policy may result in Disciplinary proceedings.



*McSence Group Signatory:*

**David Maxwell | Chief Executive**

**McSence Group - McSence Communication Ltd, McSence Ltd, McSence Services Ltd & McSence Workspace Ltd**

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**Policy Amendments & Revisions:** This policy will be reviewed annually and, if necessary, revised in the light of legislative or organisational changes. Improvements will be made by learning from experience and the use of an established annual review. Should any amendments, revisions, or updates be made to this policy it is the responsibility of the Company Senior Management Team (SMT) to see that all relevant employees receive notice and training if necessary.

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**Caring | Dependable | Respectful | Responsive | Sustainable**

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