

# Lloyd's Building Health & Safety Guide

Updated January 2022

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## Key Contact Numbers

Emergency Services: **(9)999**

In case of emergency:  
**020 7327 2222**

Help Desk:  
**020 7327 6666**

Reception:  
**020 7327 6007**

Security Control Room:  
**020 7327 5905**

Lloyd's Switchboard:  
**020 7327 1000**

## Setting the Scene

Co-operation and co-ordination are essential elements to a positive health and safety culture. This booklet ensures all Lloyd's Passholders are aware of the key procedures that need to be followed.

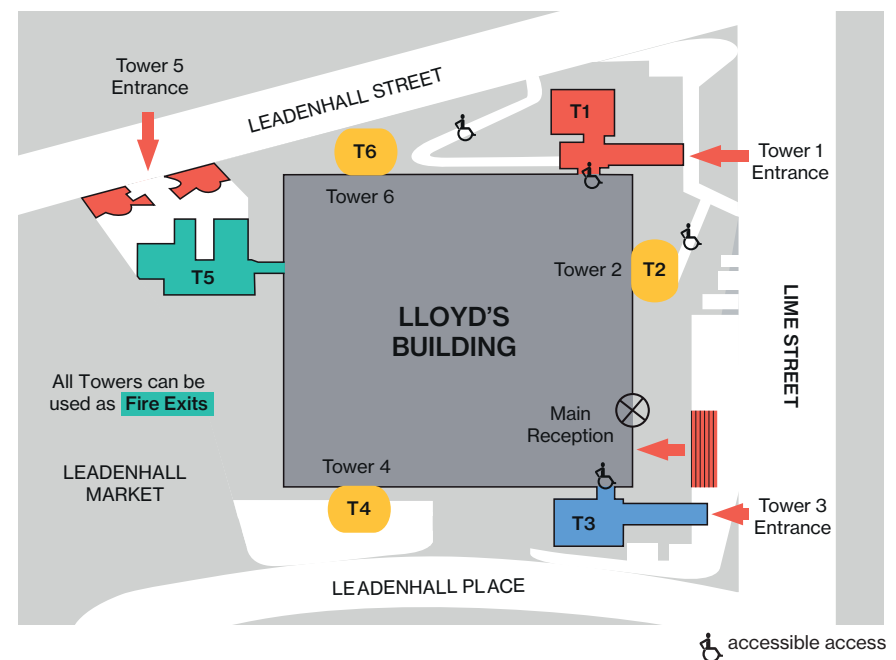
## As a Building User

- You have a duty to look after your own health and safety and that of others who may be affected by your acts or omissions.
- You have a duty to comply with specific arrangements set out in Lloyd's Health & Safety Policy.
- To view the Policy visit [lloyds.com/myworkplace](http://lloyds.com/myworkplace).

## Fire Evacuation

When you hear continuous alarm bells ringing:

- Leave the building immediately and calmly.
- Use the nearest fire exit.
- Use the stairwells (do not use lifts or escalators).
- Fire Marshals will assist in the evacuation process.
- Once out of the building please disperse to a location of your choosing. Do not stand in Lime Street. The Everbridge messaging system will confirm when the building can be reoccupied. Please contact the Lloyd's Building Helpdesk if you want your details included. The alternative option is to return to the building every 15 minutes to see whether you can get back in.



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## Security

- In an emergency dial **(9)999** in the first instance, then notify Security via **020 7327 2222**.
- Please report any suspicious behaviour to Security on **020 7327 2222**.
- When entering the building please show your pass to a Security Officer.
- Please ensure you wear your pass at all times while in the building.
- Lost or stolen passes must be reported to the Camera Room or Security immediately on **020 7327 5905**.
- Do not allow anyone to 'tail-gate' behind you when you enter a secure area.
- Checks will be made on all passes and checks may be made on individuals' bags.

## Security Incidents

In the event of a major security incident occurring, either within or outside the building, Lloyd's has developed plans to ensure all building users are kept as safe as possible. Lloyd's will be taking advice from the Police and taking appropriate action, therefore:

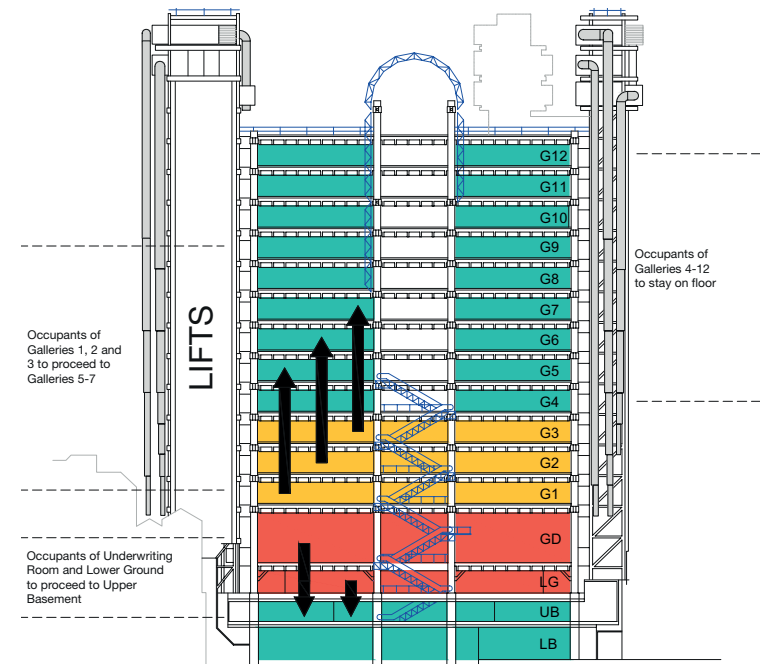
**Please listen for tannoy announcements.**

Make your way to the recommended location (this may be within or outside the building) as quickly, and as safely, as possible without rushing.

Follow directions and advice given by Lloyd's Security and Fire Marshals.

## Invacuation Locations

Occupants and visitors to the building will be guided according to their location to the following areas:



### Location

All occupants from Underwriting Room and Lower Ground

All occupants from Gallery 1 to Gallery 3

All occupants from Gallery 4 and above

### Invacuation Area

Move to Upper Basement area

Move to Galleries 5-7 following the tannoy/ verbal instructions

Remain in area and listen to tannoy/ verbal instructions

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## First Aid

- If you require a First Aider please dial **020 7327 2222**.
- First aid boxes are located in strategic areas on the premises. If you require first aid equipment please contact the Lloyd's Building Help Desk via **020 7327 6666**.
- A trauma pack is available for major emergencies via Reception.
- A defibrillator is located by the Wellbeing Centre (Upper Basement), on Gallery 5/ Tower 1 (tea/ coffee point) and at the Main Reception.

## Accident Reporting

- Please report all accidents, including near misses, to the Lloyd's Building Help Desk via **020 7327 6666**.
- Details will be recorded and sent to the Risk Manager (Corporate Real Estate).

## Persons with Disabilities

Lloyd's has a duty to ensure appropriate arrangements are in place for the safe evacuation of persons with disabilities.

If you have a disabled employee or visitor please ensure a Personal Emergency Evacuation Plan (PEEP) is completed either prior to or immediately on their arrival.

Details are available on [lloyds.com/myworkplace](https://lloyds.com/myworkplace) and at Reception.

## Visitors

Please remember the following when you are bringing a visitor on-site:

- All visitors should be pre-registered either via Reception **020 7327 6007** or Email [lloydsreception@lloyds.com](mailto:lloydsreception@lloyds.com)
- Upon presenting photo ID a visitor pass will be issued.
- You need to make them aware of the Fire Evacuation Procedures.

## Children

We recognise that children will occasionally be brought onto the premises. If you do bring a child, or children, into the workplace please remember:

- They are your responsibility and should be supervised at all times.
- They must be signed in at Reception and given a pass.
- They must not be allowed to 'play' on escalators, stairs, lifts or on the open Galleries.

## Lone Working

Lone working is a common practice, particularly outside of normal office hours and at weekends. If you are working alone:

- Ensure your Line Manager or a colleague is aware.
  - Check-in with your Line Manager or a colleague on a two-hourly basis.
  - Summon assistance by contacting Security on **020 7327 2222**.
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### Lloyd's Wellbeing Centre

Lloyd's cares about the wellbeing of individuals and the following services are available at the Lloyd's Wellbeing Centre located in the Upper Basement:

- Prescribing Nurse Service:
  - Available by appointment only Monday to Friday (09.00 to 12.45)/ (14.00 to 16.15).
  - To make an appointment contact the booking line on [020 7489 1136](tel:02074891136).
- Health Response:
  - Services include:-
    - Osteopath
    - Physiotherapy
    - Massage
    - Acupuncture
    - Nutritional Advice
    - Stress Management
  - To make an appointment contact the booking line on [020 7327 5341](tel:02073275341).

### Training, Information and Enquiries

Fire Marshal training sessions are held throughout the year relating to Fire Marshal. If you wish to attend please contact the Lloyd's Building Help Desk.

Further advice or information on Health & Safety issues, please contact the Lloyd's Building Help Desk on [020 7327 6666](tel:02073276666).

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