

Document Reference	Health & Safety Policy
Distribution	Commercial in Confidence
Version	5.0
Date of Publication	2021

Introduction

This document sets out the Health & Safety policy of cleanoffice.co.uk Ltd in relation to its delivery of commercial cleaning services & cleaning related services.

This document sets a base level of Health & Safety awareness, and outlines a commitment by cleanoffice.co.uk to effectively manage, develop and improve the overall health and safety knowledge & standards embedded in the delivery of its services.

PART1 – General Statement of Policy

1.1 The Company acknowledges and accepts its legal responsibilities for securing the health, safety and welfare of all its employees, of sub-contractors working on its behalf and all others affected by their activities, including our client's employees and the general public.

1.2 The Company recognises and accepts the general duties imposed upon the company as an employer under the Health and Safety at Work Act and subsequent health and safety regulations appertaining to its operation.

1.3 As Managing Director I remain committed to continuing to improve the following aspects of Health & Safety within our organisation: - Utilise our Vision and Values to guide and assist cleanoffice.co.uk in creating a robust and enduring Health & Safety management approach to service delivery - Ensure there is a high level of engagement with all colleagues on Health & Safety management that will assist in its ongoing development - Add value to our client base by supporting their own Health & Safety responsibilities - Ensure safe methods and systems of work are in place and regularly reviewed - To ensure any equipment used in the delivery of service is well maintained and fit for purpose - To ensure all our colleagues are issued with appropriate Personal Protective Equipment relevant to their working tasks

1.4 The company will carry out a regular review of this policy to ensure that standards of health and safety are maintained and enhanced.

Signed:

Date:

Name: John Bates

Position: Managing Director

PART 2 – Organisation and Responsibilities

2.1 Managing Director

The Managing Director is responsible for setting the overall Health & Safety Policy statement and also responsible for the associated Health & Safety sub policies of the company. In particular the following falls within this remit:

- Ensure suitable systems and procedures are in place to record, monitor and improve the overall Health & Safety within the company
- Effective Communication of the Health & Safety Policy to Company Heads, Managers and all employees of the company

2.2 Directors

The Directors are responsible for the delivery of the Health & Safety Policy statement, sub policy statements and collation of relevant data required to effectively managed and enhance the overall Health & Safety within cleanoffice.co.uk. In particular the following falls within this remit:

- Ensure suitable financial investment is made for adhering to the Health & Safety obligations of the company
- To promote an effective and compliant Health & Safety culture throughout the organisation, primarily by using the cleanoffice.co.uk Vision and Values
- Responsible for overseeing the production of an Annual Health & Safety Plan and the setting of Health & Safety objectives for the financial year

2.3 Company Head

The Company Head(s) have overall responsibility for administrating and delivering the various Health & Safety policies of the company and will:

- Actively promote at all levels the company's commitment to effective health and safety management through the company Vision and Values.
- Provide appropriate information, training and instruction to managers and employees
- Ensure work is planned to take into account health & safety issues and legislative obligations
- Monitor and assess any relevant risks to health & safety
- Understand the company policy for health & safety and ensure it is readily available for managers and employees
- To assist in the promotion an effective and compliant Health & Safety culture throughout the organisation
- Collating and reporting any accidents reportable under the Reporting of Injuries, Disease and Dangerous Occurrences Regulations (RIDDOR) 2013
- Responsible for helping implement the annual Health & Safety plan (outlined by the MD in 2.2 above) and working towards meeting the objectives set

2.3a Managers

- Actively promote with your colleagues the company's commitment to effective health and safety management through the company Vision and Values
- The Managers are responsible for assisting the Company Heads with the delivery of the Health & Safety policies and procedures to all employees
- The Managers are responsible for the day-to-day monitoring of Health and Safety amongst the staff and reporting issues and problems through the cleanoffice.co.uk App.
- The Managers are responsible for assisting in implementing the annual Health & Safety plan and meeting the various Health & Safety objectives set.
- Managers will ensure that all staff are made aware of and trained on the contents of the Employee Guide and understand them and any other Health & Safety information (in particular COSHH and RAMS).

2.4 Health and Safety

Advisor Named person responsible for H & S: Victoria Bates

The Health and Safety Advisor will undertake and be responsible for:

- Advising the Managing Director of cleanoffice.co.uk on the relevant Health & Safety Policies, practises and procedures which should be adopted by the company, to include relevant Risk Assessments and Method Statements
- Assisting in the implementation of the various Health & Safety Policies
- Monitoring the implementation of the health and safety policy throughout the company and reviewing its appropriateness by regular safety audits/inspections carried out in various workplace
- Assisting where required on investigating accidents and implementing associated corrective action
- Reviewing health and safety legislation and recommending/ implementing any new requirements pertaining to the company's undertaking
- Liaising with managers, employees, sub-contractors and specialists as and when appropriate
- Delivering relevant Health & Safety training workshops to Company Heads and Managers as appropriate

2.5 Helpdesk/Admin

Helpdesk is responsible for collating data from the cleanoffice.co.uk App and completing the spreadsheets on accidents and near misses. Admin staff are to ensure that all Health & Safety alerts are followed up, closed off and suitable training has been delivered around them where required.

2.5

Employees Section 7 of the Health and Safety at Work Act 1974 states the following:

It shall be the duty of every employee while at work –

(a) to take reasonable care for the health and safety of himself and of other persons who may be affected by his acts or omissions at work; and

(b) as regards any duty or requirements imposed on his employer or any other person by or under any of the relevant statutory provisions, to co-operate with him so far as is necessary to enable that duty or requirement to be performed or complied with.

In order for all employees to comply with their legal duties, they will undertake and be responsible for:

- Reading and understanding the Company's health and safety policy and carry out their work safely and in accordance with its requirements.
- Ensuring that all protective equipment provided under a legal requirement is properly used in relation to any instruction / training given and in accordance with this health and safety policy.
- Reporting any defects to work equipment immediately to the Site Supervisor or Manager.
- Reporting any accidents, incidents, ill health or near misses however minor to the Site Supervisor or Manager.
- Using the correct tools and equipment for the job in hand and in accordance with training and instructions.
- Co-operating with any investigation, which may be undertaken with the objective of preventing reoccurrence of incidents.

In addition, as and when "job chats" with managers occur, an employee should highlight any issue with skin irritations or breathing issues and confirm understanding of PPE requirements, FVI protocol, COSHH & RAMS and Working at Heights policy.

Part 3 – Arrangements and General Policy Statements

3.1 Communication

In order to meet the legal requirements of the Safety Representatives and Safety Committees Regulations and the Health and Safety (Consultation with Employees) Regulations, the company will communicate with all employees on the following issues:

- The content of this policy
- Any rules specific to a site or job.
- Changes in legislation or working best practice.
- The planning of Health & Safety training.
- The introduction or alteration of new work equipment or technology.
- Annual H&S Conference This communication and consultation will take place directly with the employees via induction, regular training sessions, newsletters and a highlighted version of the Health & Safety Policy.

3.2 Training

All employees are given training appropriate to their responsibilities in accordance with the Management of Health and Safety at Work Regulations. Training will be provided for the following situations:

- Induction training for new employees (Health and Safety awareness, company procedures and values etc).
- The introduction or modification of new / existing machinery or technology.
- A change in employee position / work activity or responsibility.
- On going re-enforcement of the Health & Safety policies of the company Training is also specifically provided for work with hazardous substances, use of PPE and manual handling. Any training provided by the company will be formally recorded via the cleanoffice.co.uk App.

3.3 Risk Assessments and Method Statements

Cleanoffice.co.uk will prepare written risk assessments for all reasonably foreseeable risks that may affect cleanoffice.co.uk staff and others who may be affected by the company's activities. Managers are trained to identify new hazards on Client sites and seek advice and support if unable to control risks. Risk Assessments (particularly COSHH Assessments – see Use of Chemicals Policy) will be used to determine the appropriate control measures for hazards, and to ensure that appropriate information, instruction, training and supervision is available to allow Cleanoffice.co.uk staff to carry out their jobs as safely as possible, and without risks to their health. Training will be given to allow managers to undertake risk assessments on behalf of the company.

3.4 Method Statements

Data from risk assessments will be incorporated into cleanoffice.co.uk's recommended methods of working for all tasks such that work will be undertaken in accordance with a safe system of work. The RAMS forms combine both the risk assessment and method statements required for each task.

3.5 Co-operation with Clients

Employees will always familiarise themselves with client procedures when attending site, in particular general site access, security, emergency procedures and high risk work activities including permit to work systems. Clients site procedures and specific instructions will be followed at all times.

3.6 Welfare Facilities

Wherever possible arrangements will be made with the Client and/or Principal Contractor for the use of Welfare facilities at sites under their management. As a minimum the following requirements will be adhered to:

- Toilet / washing facilities accessible on site.
- Eating / rest facilities accessible on site.
- Storage for cleaning equipment and PPE

3.7 Work Equipment

The procurement and use of all work equipment (including Electrical equipment) used by cleanoffice.co.uk staff as part of the Company's undertaking will comply with the Provision and Use of Work Equipment Regulations (PUWER).

Before new equipment is introduced into the working environment, an assessment will be made by the Company Head or Manager in order to ascertain that the equipment is suitable for its intended use. No employee will use work equipment for which they have not received specific training. Employees will respect all work equipment and be self responsible in the way they use it which will minimise a specific risk.

3.8 Electrical Equipment

Cleanoffice.co.uk recognise that working with mains-powered electrical equipment may pose a risk of harm to its staff. Cleanoffice.co.uk recognise the requirements of the Provision and Use of Equipment Regulations 1998 and the Electricity at Work Regulations and will provide and maintain electrical equipment that is suitable for purpose at all times.

Electrical equipment will be procured that is strong enough, of good construction and durability and quality to take into account the foreseeable use and conditions that it might encounter whilst in use by cleanoffice.co.uk staff.

Cleanoffice.co.uk staff will carry out user checks on all items of electrical equipment prior to each use of that equipment. Cleaning staff will be trained to carry out these basic checks for condition of plugs, cables and equipment and this training will be refreshed as appropriate.

Cleanoffice.co.uk's client account managers will undertake a Formal Visual Inspection (FVI) of all items of electrical equipment used by cleanoffice.co.uk staff once per month, and record the results of these FVIs on the iPad App and on the equipment. Managers will receive appropriate training to allow them to undertake these checks with the required level of competency. In addition, all cleaning colleagues are encouraged to carry out a FVI prior to use of electrical equipment.

Where electrical equipment is used with liquids such as water or detergents, or is used in environments where water or other liquids may be encountered, that equipment will be subject to an annual check using specialist equipment to ensure that the earth continuity, and other safety features of the equipment, are in good condition and fit for purpose. A person competent in the use of the test equipment will be employed to undertake this work.

It is cleanoffice.co.uk's express policy that any member of staff who feels a piece of electrical equipment is not fit for purpose for any reason may refuse to use that equipment, take it out of use and contact their service manager as soon as possible. Cleanoffice.co.uk will replace that piece of equipment until it is checked and deemed fit for use by a competent person.

All items of electrical equipment belonging to cleanoffice.co.uk will be identified by either a sticker recording the regular FVIs and/or detailed test, whichever applies.

All wet based equipment, in addition the FVI will be PAT tested annually. In addition, all cleaning colleagues are expected to carry out a FVI prior to use of electrical equipment.

3.9 Personal Protective Equipment (PPE)

Appropriate personal protective equipment, based on a risk assessment of each task/substance as appropriate, will be issued to employees as and when necessary for work activities

Training will be provided for employees on the safe use, storage and maintenance of the relevant equipment before issue, and a written record detailing what PPE has been issued will be signed by the employees on receipt of the equipment and the hard copy kept on file. This will be maintained locally by the Company Head.

Employees have a legal duty to wear PPE as specified by company policy, in relevant site rules, risk assessments and methods statements. Any defects or malfunction of PPE must be reported to the Manager or Company Head.

3.10 Hazardous Substances

The risks associated with hazardous substances are assessed for all work activities. Cleanoffice.co.uk has a policy, aligned with the ISO 14000 accreditation, of using cleaning substances that are as harmless to individuals and the environment as possible.

An inventory of all substances and materials hazardous to health is used is kept on cleanoffice.co.uk application and any member of staff can gain access to this. Any new products that are required for use should have a COSHH assessment completed and saved for review by the MD before use may commence.

Colleagues with any skin or breathing issues are encouraged to report this to their manager immediately so that these conditions can be assessed.

3.11 First Aid

Cleanoffice.co.uk endeavours to provide a level of First Aid protection to staff wherever this is possible. In the majority of Client sites, agreement has been reached that the Client's First Aid box is available to cleanoffice.co.uk staff as needed. Where no agreement has been reached, or where staff are cleaning common areas of buildings only, cleanoffice.co.uk will provide a cleanoffice.co.uk staff First Aid box. A First Aid box is also provided to any person driving a vehicle on behalf of cleanoffice.co.uk.

Basic training will be given to all staff on the contents of the First Aid box at their location, and on what actions to take should an incident requiring First Aid take place.

Where appropriate, body fluid containment kits and sharps kits are also issued to cleanoffice.co.uk Service Manager.

3.12 Accident Reporting

All accidents will be reported to the customer account manager and captured via the cleanoffice.co.uk App so that appropriate review and modification to working practises and surrounding environment can be made. Certain accidents are reportable to the HSE's Incident Contact Centre. It is the responsibility of the cleanoffice.co.uk admin staff to lodge such an event.

- Any work-related injury that leads to an employee being unable to do their normal job of work (absent or otherwise) for 7 days or more, not including the first day of injury.
- Fracture other than to fingers, thumbs or toes.
- Amputation;
- Dislocation of the shoulder, hip, knee or spine;
- Loss of sight (temporary or permanent);
- Chemical or hot metal burn to the eye or any penetrating injury to the eye;
- Injury resulting from an electric shock or electrical burn leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours;

- Any other injury: leading to hypothermia, heat-induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours.
- Death
- Certain illnesses, eg occupational dermatitis or occupational asthma, as diagnosed by a GP, must also be reported to HSE.

3.13 Manual Handling

Cleanoffice.co.uk has a policy of discouraging significant Manual Handling where ever possible. Staff receives basic training in Manual Handling techniques and the use of relevant equipment and aids. Whenever possible, when moving heavy equipment from floor to floor within a building a lift should be used. All staff moving equipment must be trained on RAMS39- Manual Handling.

3.14 Fire Safety & Emergency Procedures

It is the Company's policy to take account of fire hazards in the workplace. All employees have a duty to conduct their operations in such a way as to minimize the risk of fire. This involves compliance with the Company's no smoking policy, keeping combustible materials separate from sources of ignition and avoiding unnecessary accumulation of combustible materials.

Managers and where applicable Site Supervisors are responsible for keeping their operating area safe from fire, ensuring that their staff are trained in proper fire prevention practices and emergency procedures.

The person in cleanoffice.co.uk offices with responsibility for the maintenance and testing of fire alarms and fire fighting equipment is the Company Secretary.

Cleanoffice.co.uk managers should make best endeavours to make sure that all fire exits on clients sites are free from hazards and are freely accessible for use at all times.

3.15 Sub-Contractors and Suppliers

Cleanoffice.co.uk may engage sub-contracting companies to undertake specialist activities, the Subcontractors Questionnaire must be completed prior to any engagement with a new contractor or supplier. This form is to be completed annually. Contractors are monitored, where possible, by cleanoffice.co.uk's Service Managers and any discrepancies between declared risk assessment/method statements and observed activities dealt with.

3.16 Public Safety

The safety of members of the public and other contractors is considered at all times whilst on site. Any work area that could place others at risk due to the Company's activities will be closed off by appropriate means (e.g. safety signage, bollards, tape, hoarding) in order to restrict access.

3.17 Lone Working

Cleanoffice.co.uk will, through the iPad Health and Safety audit, identify any work situations where staff are considered to be Lone Working. Lone Working situations are deemed to be those where staff will work on client premises when there is no other person on that site, nor likely to be on that site for a significant period of time after the cleanoffice.co.uk member of staff is scheduled to leave that site. A system is in place where all staff are given a "buddy card" with details of the Service Manager

on it. The staff member hands this to the next person they are likely to see after completing work with cleanoffice.co.uk. This person is informed to make contact with cleanoffice.co.uk if the person is 2 hours late.

Cleanoffice.co.uk will strive at all times to have an out-of-hours contact name and telephone number and spare keys for each of its sites to allow timely entry to premises where Lone Workers may have become incapacitated. However, it is recognised that this may not be possible in all situations.

3.18 Work at Height

It is cleanoffice.co.uk's express policy that all cleaning work undertaken by standard cleaning staff will be conducted with their feet firmly on ground level. Activity from any height above ground level is not permitted.

Cleanoffice.co.uk employs "Specials Teams" who are trained to use low level equipment for gaining access to higher levels – eg 3-step "librarian-type" steps, which are fitted with an integral handrail. On rare occasions, ladders or a scaffold platform (purchased and held by Cleanoffice.co.uk) may be used, but only by selected members of staff who have received specific training to erect and use the equipment (RAM 37)


3.19 Display Screen Equipment

All users and computer workstations in Cleanoffice.co.uk offices will receive a DSE assessment based on the DSE Assessment Checklist held in the SDrive. All new starters in Cleanoffice.co.uk offices will receive this assessment within their first week of employment.

Persons who feel they need an eye test for DSE work (this includes laptop and iPad users) will be encouraged to attend at an opticians. Anyone requiring visual correction to work with DSE will be entitled to a £40 contribution to the cost of appropriate eyewear. This sum will be paid on receipt of a written recommendation from a practising Optician.

3.20 Other Important Health & Safety Information

All Health and Safety queries may be made to the Helpdesk on 01527 833034, or at enquiries@cleanoffice.co.uk

Signed	Date
 John Bates Managing Director Cleanoffice.co.uk Ltd	07 th March 2021