

# Health and Safety Policy

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CHAMBERLAINE  
CLEANING SERVICES

## Table of Contents

General Statement of Intent .....	4
Organisation .....	5
Health and Safety Organisational Chart.....	5
Individual Responsibilities.....	7
Arrangements for Implementation.....	27
Management of Health and Safety.....	27
Safety Audits and Inspections .....	27
Risk Assessment .....	27
Dynamic Risk Assessments.....	28
Safe Systems of Work .....	28
Permits-to-Work .....	28
Monitoring Health & Safety Performance .....	29
Consultation with Employees .....	29
Behavioral Safety .....	29
Employees Working on Site of ‘Another’ .....	29
Health & Safety Advice.....	30
Information, Instruction, Training and Supervision.....	30
Young Persons.....	32
New and Expectant Mothers .....	32
Lone Working.....	33
Working Time.....	34
Fitness for Work.....	34
Data Protection .....	34
Civil Claims .....	34
Occupational Stress.....	35
Mental Health Well-being at Work.....	35
Managing Contractors.....	36
Drugs, Alcohol and Smoking .....	37
Violence.....	37
Legionella .....	38
Control of Asbestos Containing Materials .....	38
Plant, Machinery and Work Equipment.....	39
Housekeeping.....	40

Welfare Facilities.....	40
Access and Egress.....	41
Pedestrian and Vehicle Separation .....	41
Extension Cables & Outdoor Use .....	42
Lifting Operations and Lifting Equipment .....	42
Mobile Elevated Work Platforms (MEWP).....	42
Training and Competence .....	43
Inspection, Maintenance and Examination .....	43
Manual Handling .....	43
Display Screen Equipment (Computer Users).....	43
Working at Height .....	43
Demarcation/Safety Signs.....	46
Hazardous Substances .....	46
Noise.....	47
Vibration.....	47
Occupational Road Risk - Tiredness and Mobile Phones .....	48
Emergency & Continuity .....	49
Pandemic Outbreak .....	50
Vaccinations .....	50
HIV and Blood Borne Viruses .....	50
Dermatitis.....	51
Personal Protective Equipment .....	51
Personal Hygiene.....	51
Fire and Evacuation.....	52
Environment.....	53
Waste Disposal.....	53
Record of Document Amendments .....	54

## General Statement of Intent

Chamberlaine Cleaning Services Ltd is committed to ensuring the Occupational Health Safety and welfare of its employees, and it will establish procedures and systems necessary to implement this commitment and to comply with its legal obligations on Occupational Health and Safety.

The management of Chamberlaine Cleaning Services Ltd is committed to the prevention of accidents and will provide strong leadership to achieve this aim.

Management will actively promote Occupational Health & Safety as an essential business function, we also expect that everyone in our organisation to actively support accident prevention and continual improvement of the Occupational Health & Safety Management System.

Chamberlaine Cleaning Services Ltd undertakes to assess and eliminate hazards and reduce the Occupational Health & Safety risks associated with its cleaning activities.

The company will ensure that it;

- Provides a safe working environment for its workforce, fulfils its statutory requirements and actively manages Occupational Health & Safety.
- Identifies the Occupational Health & Safety risks associated with its business activities and ensures suitable and sufficient control measures are in place.
- Sets specific, measurable, achievable, relevant and time-bound (SMART) objectives which addresses areas of improvement or key priorities.
- Converts the objectives into targets by assigning specific numerical values or metrics that can be measured or monitored.
- Ensures the participation and consultation of its employees on matters of Occupational Health & Safety.
- Ensures that all plant and equipment used by its employees is suitable and adequately maintained;
- Provides suitable storage and safe handling of hazardous substances.
- Ensures that all employees are competent by providing suitable Occupational Health & Safety information and training, consideration will also be given to any employees who do not have English as a first language.
- Prevents accidents and cases of work-related ill health by ensuring a robust reporting and investigation system is in place.
- Ensures that there is an effective system of inductions, training, communication and supervision to any persons visiting or working on our premises.
- Develop and maintain infection control policies, plans and risk assessments in line with specific government guidance to manage risks associated with pandemic outbreaks.
- Has access to competent Occupational Health & Safety advice, this will be provided by Guardian Support who will assist us in the continuous improvement in our Occupational Health and Safety performance.
- Provides adequate resources to ensure the Occupational Health & Safety Policy and our health and safety arrangements are effective.
- Reviews the policy and Occupational Health & Safety Management System on a regular basis.
- Communicates this policy and the obligations and responsibilities required by the health and safety management system to all employees via training, email and company webpage. The policy is available to all interested parties on request and publicly available on the company webpage.

Signature:	<i>Electronically signed</i>	Date:	12/02/2024
Name:	Morten Elstrup	Position:	Managing Director

## Organisation

Overall and final responsibility for Health and Safety is that of **the Managing Director**.

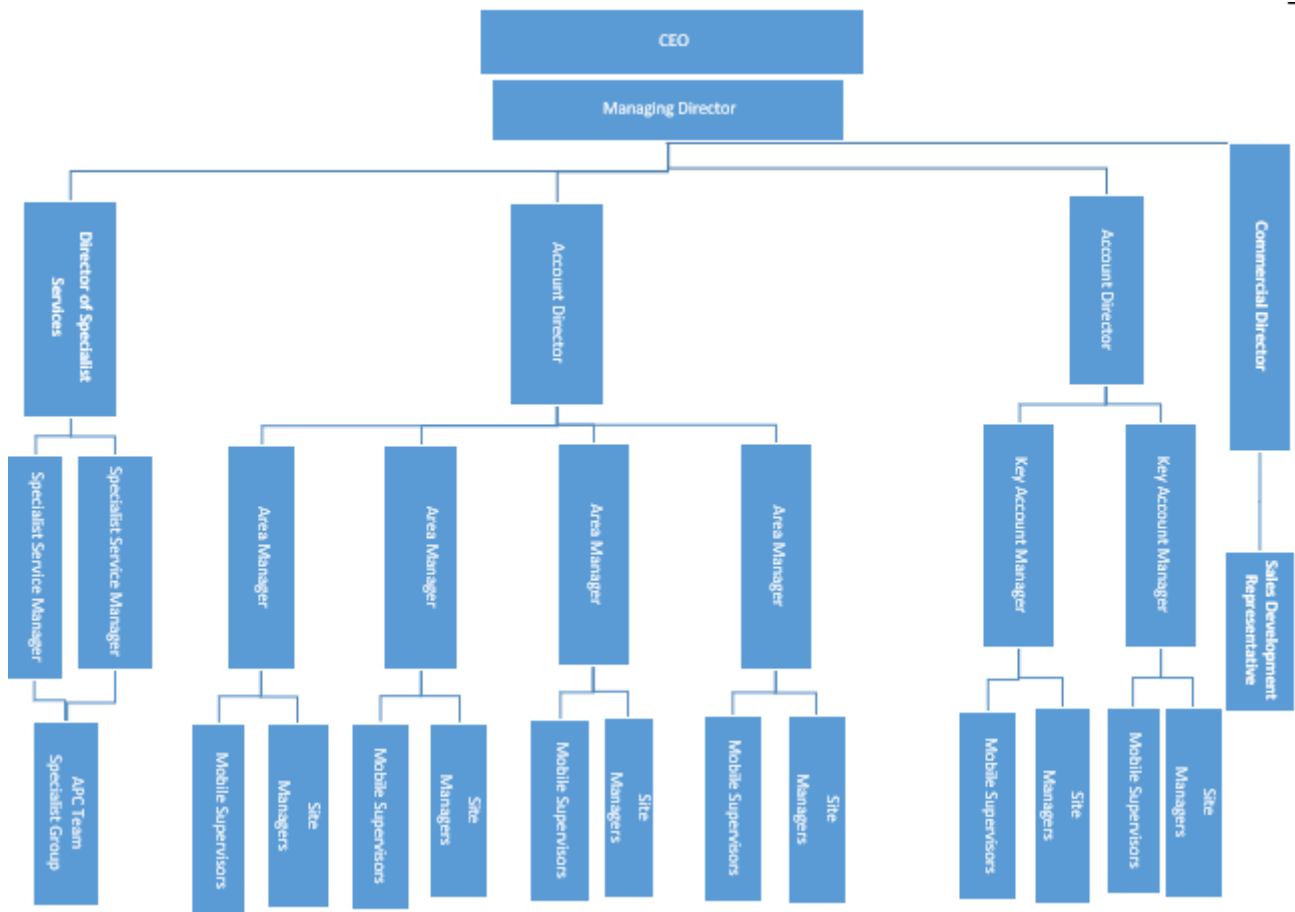
Day-to-day responsibility for ensuring this policy is put into practice is delegated to **the HSEQ Manager**.

To ensure that Health and Safety standards are maintained and improved, the following people have responsibility in the following areas:

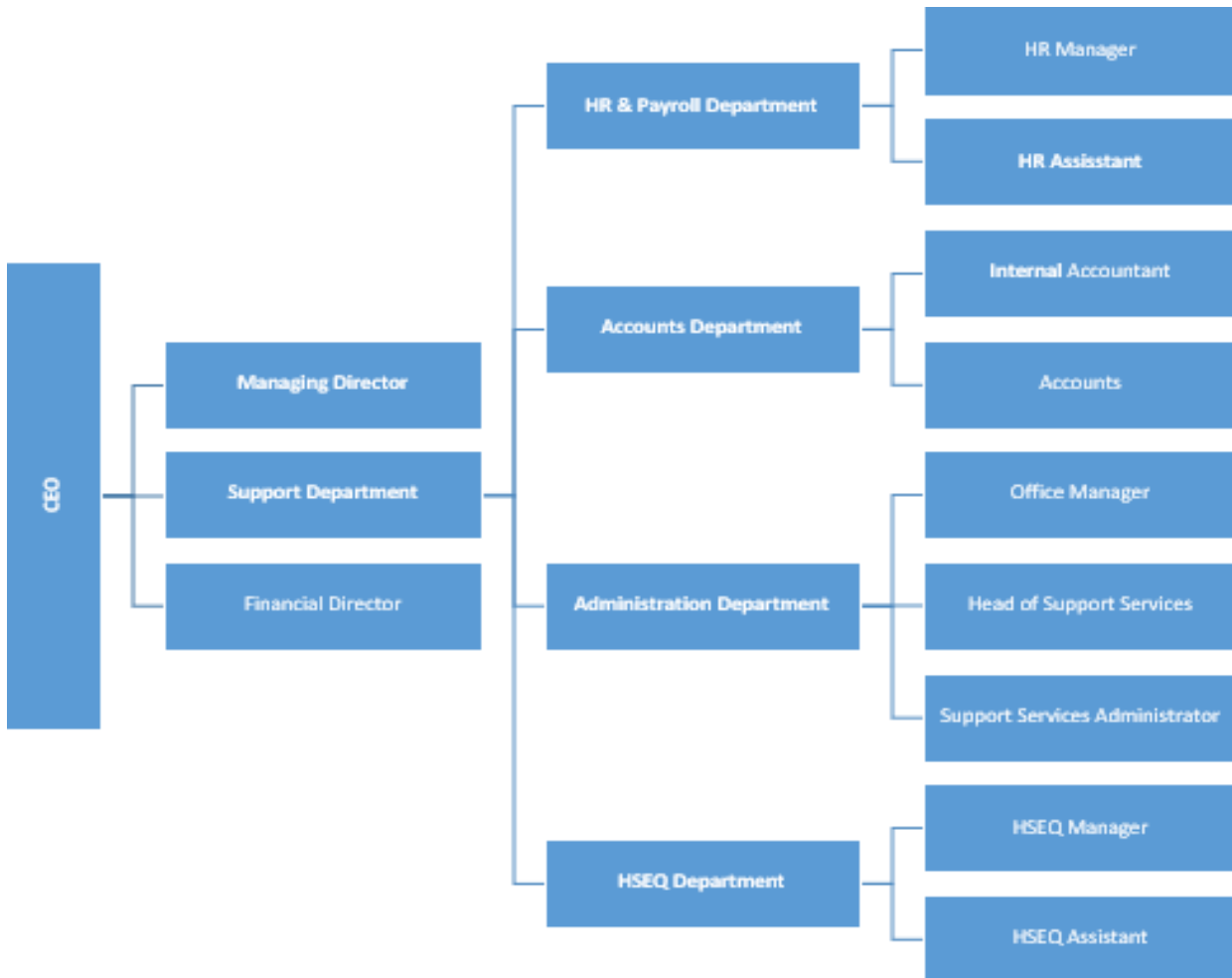
<b>Name:</b>	<b>Responsibility:</b>
<b>Board of Directors</b>	Strategic implementation
<b>Managing Director</b>	Strategic implementation and monitoring
<b>HSEQ Manager / HSEQ Assistant</b>	Strategic, operational implementation and monitoring
<b>Operations Manager / Supervisors</b>	Operational implementation and monitoring
<b>Employees</b>	Operational implementation

## Health and Safety Organizational Chart

### Operations Department



## Support Department



## Individual Responsibilities

To ensure that Health and Safety standards are maintained and improved, the following people have the responsibility in the following areas:

### Managing Director

The Managing Director will champion the Health and Safety of all employees.

He will delegate much of this work to managers but will ensure, by leadership that they take an active interest in Health and Safety Matters.

Managing director is responsible for:

- Issuing the Company Health and Safety Policy Statement.
- Ensuring that the Policy Statement and Company Policies are understood and implemented by all subordinates.
- The appointment of one or more competent persons with the responsibility for providing Health and Safety assistance and, ensuring that those appointed have the time available to fulfil their duties.
- Setting objectives for the reduction of risks to Health and Safety.
- Taking appropriate action to deal with any item within the minutes of the Health and Safety committee meetings.
- Ensuring that there are effective means of involvement, communication, and consultation with employees.
- Ensuring that there are arrangements in place to protect any young person employed from any risks to their Health and Safety at work.
- The co-ordination and monitoring of the Health and Safety Performance of all Directors.
- Ensuring that any necessary contacts with external services are arranged.
- Ensuring that all employees, including senior managers receive relevant training.
- Establishing a review procedure, so that the progress and performance can be assessed.
- Keeping the Board informed of, and alert to, Health and Safety Risk Management Issues.

## Board of Directors

The Board of Directors accepts its collective role in providing Health and Safety leadership within our organisation. The Board accepts its personal responsibilities and liabilities under Health and Safety law. The Board recognises its role in engaging the active participation of workers in improving Health and Safety. The Board will ensure that its Health and Safety intentions are reflected in its decisions. In particular, they will:

- Ensure that the Health and Safety Policy statement, Company Policies and individual responsibilities and duties are understood and implemented by all managers under their control.
- Ensure that plans are prepared and implemented to achieve set objectives for the reduction of risks to Health and Safety.
- Ensure that within their Department the arrangements and resources for providing Health and Safety are satisfactory.
- Be responsible for ensuring that adequate training is given to employees within their department to ensure compliance with our company Health and Safety standards.
- Be responsible for resolving Health and Safety problems/queries referred to them.
- Ensure that the activities of everyone are well coordinated.
- Ensure effective means of involvement, communication, and consultation with employees.



## Director's responsibilities

A Director has strategic responsibility for the Health and Safety of employees, and all other persons who may be affected by the company's activities. The Director's responsibilities also include:

- Ensuring the company has access to Competent Health and Safety advice as required by the Management of Health and Safety at Work Regulations 1999.
- Ensuring that there exists an effective policy for Health and Safety management, supplemented by additional documents as necessary, and that these documents are implemented throughout the business.
- Placing on the agenda of each relevant meeting an item entitled "Health and Safety" where reports from the management team on the overall safety performance of the company and any necessary recommendations will be considered.
- Ensuring this policy is routinely reviewed on an annual basis to ensure the arrangements for Health and Safety remain current and valid.
- Ensuring that necessary resources and information is made available for the policy to be effectively put into practice.
- Ensuring that Managers carry out their respective duties regarding Health and Safety within their areas of control.
- Co-operating and assisting, as necessary, with all enforcing authorities and any other external body concerned with Health and Safety in the course of their duties.

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## Commercial Director's responsibilities

The Commercial Director has a crucial executive responsible for overseeing our commercial cleaning company's operational, safety, and environmental elements. The chief tasks will be to ensure the company meet or exceed industry standards, enhance customer satisfaction, and continually drive improvements in business performance. The Commercial Director also leads our Sales and Marketing divisions, fostering revenue growth and increasing our brand's market presence. The Director's responsibilities also include:

- Provide strategic leadership to the organisation, collaborating with the Board and staff to develop long-term goals and annual plans and monitoring progress against these objectives.
- Direct and oversee the Sales and Marketing teams, setting clear targets and developing comprehensive strategies to drive sales growth and enhance brand visibility in the market.
- Build and maintain strong relationships with key clients and stakeholders, identifying new opportunities for partnerships and business growth.
- Implement systems that monitor and enhance individual and organisational performance. Regularly assess the performance of various departments, identifying areas of improvement.
- Foster a continuous learning and improvement culture by encouraging employee development through training, mentorship, and positive relationship-building.
- Develop, document, and implement policies that align with the company's strategic objectives and uphold its standards.
- Identify and manage potential risks to the company, implementing preventative measures and contingency plans to protect the business.
- Ensure the company's services meet the highest quality standards and that operations are efficient and effective.
- Oversee the company's compliance with environmental regulations and commitments, including waste management and energy efficiency.
- Lead fundraising initiatives and oversee the company's investment portfolio, securing financial resources for the organisation's projects and operational needs.
- Regularly report to the Managing Director and the Board on business performance, providing detailed updates on financials, sales, marketing ROI, and other critical business metrics.
- Conduct and oversee market research and competitor analysis to stay ahead of industry trends and inform strategic planning.
- Motivate and support the various teams within the company, fostering a high-performance culture that encourages growth and professional development.
- Collaborate with other department heads to ensure alignment between the company's overall strategic objectives and the activities of each department.

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## Health, Safety, Environmental and Quality Manager

These responsibilities are specific to this role and are in addition to other relevant Manager's responsibilities. The Health, Safety, Environmental and Quality Managers' responsibilities are to ensure that arrangements exist to deliver the following:

- Provide positive leadership for the Company on Safety, Health and the Environment issues and promote the adoption of Safety, Health and Environment best practice.
- Promote an enthusiastic Safety, Health and the Environment culture that delivers positive commitment to and engages all employees in continuous improvement in Safety, Health and the Environment performance.
- Monitor and report on the implementation of the Company Safety, Health and the Environment Management Framework and progress against the Company Safety, Health and the Environment Performance Standards.
- Provide assistance and advice to the Directors with Safety, Health and the Environment responsibility at operational area, divisional and business unit level as required.
- Recommend annual Safety, Health and the Environment objectives for the Company. Monitor and report on the implementation of the approved objectives.
- Produce reports monthly and annually on Safety, Health and the Environment performance in the Company.
- Ensure that there are appropriate processes in place for alerting the business to significant accidents and incidents and where appropriate be involved in their investigation and ensure that they are adequately reported.
- Review reports of accident and incident investigations, identify any trends and ensure that there is an appropriate response to prevent future recurrence.
- Keep abreast of developments in Safety, Health and the Environment legislation and, where appropriate, represent the Company's interest in any consultation process.
- Represent the Company through involvement with appropriate external Safety, Health and the Environment forums, networks, industry and regulatory bodies.
- Develop and monitor the implementation of processes for the development of Safety, Health and the Environment personnel in the Company.
- Monitoring and evaluating the Company's Health and Safety Policy on all of the Company's sites;
- Carrying out where necessary an investigation into those accidents, incidents which have been reported to the Health and Safety Executive, as well as any other accidents as necessary.
- Ensuring that the Company meets the requirements of Health and Safety legislation, regulations and approved codes of practice as well as the Company's own codes of practice and procedures;
- Liaising with the Company's relevant Managers to ensure that all statutory inspections and testing in accordance with the Company's procedures are being conducted.
- Monitoring that the Company's sites are inspected systematically and comply with Health and Safety legislation and Company procedures.
- Monitoring and reviewing periodically the safety performance of the Company, including accident statistics, training courses and inspection reports.
- Liaising with Staff Development for the implementation of training programmes within respective departments.
- Reviewing the Health and Safety Policy and Codes of Practice and preparing for new legislation which may affect the Company.
- Ensuring that accident reports are recorded in the necessary Registers under the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations (RIDDOR). Report any notifiable accidents, diseases and dangerous occurrences under RIDDOR to the relevant enforcing body and ensure that the relevant Manager has carried out an investigation of the accident/incident.
- Liaising with visiting enforcement agencies, e.g. Health and Safety Executive Inspectors, and affording them all the facilities that they require. Notifying the Directors of any Enforcement Notices served on the Company.

## **HSEQ Assistant**

The Health Safety Environment and Quality Assistant's responsibilities are to assist and support the HSEQ Manager in all aspects of his role and assume responsibility for Health Safety Environment and Quality in their absence.

- Assist the Health Safety Environment and Quality Manager with closing out the action plans from internal and external Occupational Health and Safety audits.
- Assist in carrying out accident and incident Investigations.
- Maintain procedures, work instructions, and systems of work ensuring compliance to the relevant standards.
- Completing and reviewing risk assessments.
- Have input into the company training program, including keeping training records up to date and recording training performed.
- Assist the Health Safety Environment and Quality Manager with environmental requirements; and
- Assist with any tasks relevant to the maintenance of the Occupational Health and Safety Management System.

## **The Guardian Support Consultant's Responsibilities**

- Providing the highest level of competent advice at all times.
- Ensuring that all policies, audits, and risk assessments performed are suitable and sufficient.
- Keeping the client informed of applicable legislation changes and the statutory duties that the legislation imposes on them.

## Operations Manager's Responsibilities

The Operations Managers are directly responsible for the sound and effective day-to-day management of the Health and Safety arrangements within their area of responsibility. To satisfy their duty, the Operations Managers will:

- Ensure that the duties and responsibilities for safe working are properly assigned, accepted, and understood by all personnel working in or entering their area of responsibility.
- Budget for adequate resources to fully implement the Health and Safety policy.
- Ensure that the health, safety, and welfare arrangements provided are always maintained and available.
- Take responsibility, as far as is reasonably practicable, for implementing any recommendations arising from any risk assessment carried out within their area of responsibility. Where recommendations cannot be actioned, take responsibility for informing the appropriate Manager.
- Ensure that all accidents and near misses are reported and investigated to determine if further controls are necessary to prevent a re-occurrence.
- Ensure that Health and Safety training is provided to all new department employees as part of the company's overall training programme.
- Ensure that all employees have been briefed on and understand the Health and Safety Policy along with any safe working systems/procedures relevant to their work;
- Ensure employees have access to all necessary and relevant information appertaining to their health, safety, and well-being at work.
- Carry out routine inspections and monitor the activities within their area of responsibility, to ensure all equipment, the working environment, local fire precautions and welfare arrangements satisfy the appropriate standards.

## Manager's Responsibilities

In addition to the Operations Manager's responsibilities, the Manager's also has specific duties within his/her department.

- Participating in the relevant Health and Safety Committee meetings with specific reference to the facilities function.
- The Manager has responsibility for ensuring contractors working on plant, machinery and equipment on Company premises and contractors delivering or removing substances are neither put at risk by Company activities nor put the Company's employees, visitors, or members of the public at risk by their activities;
- The Manager has responsibility for aspects of the Company's Health and Safety policy and procedures appertaining to maintenance. He/she is being responsible for ensuring that: -
  - There is safe use of electricity at work (installation/testing/isolation/safe systems).
  - Equipment checks are carried out.
  - Permits to work are used in defined areas.
  - Any equipment which is or may become hazardous to the health, safety and welfare of employees is isolated or corrected.
  - Personal protective equipment that has been issued is used at all times in designated areas or situations.
  - Hand tools are kept in good working condition and are reported, decommissioned, and scheduled to be repaired when not.
  - Gas and electricity supplies are isolated in the event of fire as far as reasonably practical.
  - The control of contractors working on site within the shift is maintained in order that others are not put at risk.
  - The management team given reports on the misuse of equipment or plant which may become a Health and Safety risk.
  - Safety procedures and safe systems of work are followed and that any non-compliances are reported.

## HR Manager and HR Consultants Responsibilities

In addition to the Operations Manager's responsibilities, the Human Resources Manager also has specific duties within their role. In particular:

- Ensuring that an annual Health and Safety training plan, with the necessary funds to support it, is prepared and coordinated with the management team. This plan is to include as a minimum the following training:
  - Induction.
  - Change of job, equipment, or process.
  - Periodical refresher courses.
  - Specific functions in the Company's Health and Safety procedures.
  - As required by risk assessment.
- Participate in the relevant Health and Safety Committee meetings with specific reference to the Human Resource's function.
- The prompt recognition of employee absence for Health and Safety reasons and advising managers on the correct course of action to be taken including the involvement of relevant Occupational Health Adviser.
- Ensuring that necessary health surveillance is carried out by the relevant Occupational Health Adviser at the correct frequency and ensuring that records of such surveillance are maintained and reported to the management team.
- Ensuring that applicants for employment have the minimum physical, mental, health and academic capabilities for the job in question as advised by the relevant manager before recruitment.



## **Finance Directors and Manager's Responsibilities**

In addition to the general Directors responsibilities, the Finance Manager also has specific duties within their role. In particular:

- The Finance Manager has specific responsibility for matters relating to Health and Safety for evaluating and determining the most cost-effective solutions for meeting Health and Safety provisions.
- The Finance Manager is responsible for preparing an annual report on significant matters relating to Health and Safety and the appropriate risk control measures to eliminate or reduce any identified risks.

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## Site Managers, Site Supervisors and Caretakers Responsibilities

Site Managers, Site Supervisors and Caretakers have paramount responsibility for the Health and Safety of employees within the area of their control. They can greatly influence company/employee relationships by helping to achieve Health and Safety policies.

They may call on the help of appointed competent persons within the responsibility for providing Health and Safety assistance and other specialists to help them in exercising their responsibilities.

They will:

- Ensure that the Company Health and Safety policy statement and Company Policies are fully implemented.
- Actively seek the cooperation and suggestions for improvements from all employees in relation to our Health and Safety Policy.
- Promote a high standard of Health and Safety.
- Ensure that suitable and sufficient risk assessments are conducted, reasonable steps are taken to minimise all risks found and that the assessments are reviewed regularly.
- Establish written safe operating procedures and instructions, for use within their Department.
- Ensure that all employees under their control are fully conversant with, and understand, the Company Health and Safety policy as it applies to them.
- Ensure that no employee is required to undertake any task without adequate training / job instruction, or which exceeds their capability.
- Provide appropriate information, instruction, and training to ensure so far as is reasonably practicable the Health and Safety at work of employees.
- Provide and maintain a safe and healthy working environment, with statutory obligations as a minimum requirement.
- Maintain the workplace in a safe and risk-free condition and provide a safe means of access to and egress from the workplace.
- Ensure that all persons under their control have been briefed on and understood Health and Safety Policy, are shown where Health and Safety information is held, and receive sufficient training on fire precautions, first aid arrangements and any other emergency procedures relevant to their development.
- Consult and co-operate with the Department Head when matters arise requiring specialist knowledge.
- Comply with procedures laid down for reporting and investigating accidents; taking prompt action to prevent re-occurrence whenever possible.
- Ensure high standards of housekeeping are maintained within their area of responsibility.
- Have arrangements for ensuring the safe use, handling, storage and transport of articles and substances.
- Provide and maintain plant, equipment and systems of work that are safe and without risks to health.

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## Employee Responsibilities

All employees have a statutory duty to take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions. In order to comply with this duty all employees will be expected to:

- Conform to any legal requirements, company rules, procedures, and instructions necessary for ensuring Health and Safety.
- Seek advice and instruction from their Line Manager Leader when situations arise, which may affect the Health and Safety of themselves or others.
- Report any unsafe equipment, methods of work or any other safety concerns.
- Stop work and seeking advice if they believe there is an imminent risk of injury to themselves or others.
- Report any near miss or accident, however slight, and whether or not injury or damage has been sustained.
- Assist at all times in maintaining good housekeeping standards.
- Not interfere with anything provided to safeguard Health and Safety, e.g. remove, or willfully discharge fire extinguishers, etc.
- When there is a legal requirement to, or where the nature of the work requires it, wear the protective clothing and equipment specified.
- Use any machinery, equipment, dangerous substance, transport equipment, means of production or safety device provided to them by the company in accordance with both any training and instructions they have received in the use of the equipment.
- Report unsafe plant, tools and equipment and unsafe practices or methods of work.
- Report any potential Health and Safety hazard including infectious or other diseases, accidents, injuries, or concerns associated with the workplace.
- Assist in the maintenance of good housekeeping standards.
- Co-operate with their employer to enable their employer to comply with their statutory duties for Health and Safety Assist where necessary in the investigation of any accidents that occur.
- Take reasonable care for their own Health and Safety and that of others who may be affected by their actions or omissions at work.

Non-compliance with the Health and Safety rules and procedures can result in disciplinary action, which may include immediate dismissal if appropriate.

## Office Staff

These responsibilities are specific to this role and are in addition to the other relevant employee's responsibilities. The Office Staff Health and Safety Responsibilities are to ensure that arrangements exist to deliver the following:

- Ensure personnel are fully aware of the procedures in the event of an emergency, including:
  - Any accident, incident, or emergency procedure.
  - Positions of the fire exits, layout out of escape routes and assembly point location/s.
  - Position of the first aid equipment and the identity of the trained first aid personnel.
- Report any defects in plant or equipment immediately to your supervisor.
- Ensure plant, equipment and premises are left in a safe and secure state and place when unattended.
- Always observe good housekeeping and keep corridors, doorways, and floor spaces clear and free from obstruction.
- Do not attempt to lift or move articles as heavy as likely to cause injury.
- Do not over-reach for items on high shelves, use the equipment provided.
- Do not misuse or interfere with equipment provided for the safety of you and others.
- Do not try to use, repair, or maintain any equipment for which you have received no training or instruction.
- Report any work-related personal injury or disease to your immediate supervisor and ensure that an entry is made in the accident book at your place of work.
- Report all potential hazards and incidents that have or could have resulted in personal injury or environmental damage to your immediate supervisor.
- Report any unsafe situation or task you may feel is unsafe and for which you do not have the appropriate knowledge or training, to your supervisor.

## **B.I. G's (Business Improvement Groups)**

The B.I.G's (Business Improvement Group) meetings are held at regular intervals within the company and are represented by both management and members of staff. The Company B.I.G's (Business Improvement Group) will monitor and keep under review the measures taken to ensure the health, safety and welfare of Company employees and others engaged in legitimate activities on its premises. This involves the promotion of co-operation between management and staff in instigating, developing, and carrying out measures to ensure health, safety, and welfare at work. This work is an essential element in the development of a positive and progressive approach to Health and Safety and the evolution of a Company 'safety culture'.

The aim of the B.I.G's (Business Improvement Group) is to resolve all safety and hazard related concerns and promote good working relationships between management and its workforce in order to meet the company's objectives on Health and Safety.

### **Agenda:**

- Any accidents or incidents that may have occurred.
- Any remedial actions considered necessary to eliminate repeated types of accidents or incidents.
- Identify further development of safe working systems.
- Identify further development of training needs.
- Safety publicity in the workplace.
- Analysis of reports from internal audits, union representatives and accident statistics.
- Analysis of reports by factory inspectors and/or environmental health officers.
- Provide a forum to discuss and make recommendations to the Board of Directors on matters concerning accident prevention.

## **First Aider's Responsibilities**

Competent and trained First Aiders will be appointed by the Company with the objective to preserve life, prevent deterioration and to promote recovery of personnel in an emergency by:

- Answering all emergency calls when on duty (this includes breaks).
- Reporting and recording all accidents/incidents promptly and forwarding original documentation to the relevant department immediately.
- Where accidents are of a serious nature, details of accidents are telephoned through to the relevant authority with immediate effect.
- Replenishing first aid boxes and facilities.
- Taking due care for the safety of themselves and the safety of others.
- Attending any training course provided, in particular the three-year refresher certificate.
- Frequently attend any first aiders' meeting scheduled.

## **Fire Marshal's Responsibilities**

Competent and trained Fire Marshal will be appointed by the Company with the objective to identify, monitor and review fire safety and to assist in an emergency by:

Answering all fire calls when on duty (this includes breaks).

- Directing and organising people during a fire evacuation.
- Organising regular fire drills in conjunction with the management team.
- Regularly inspecting workplace premises and fire facilities.
- Providing feedback on inspections and evacuations.
- Taking due care for the safety of themselves and the safety of others.
- Informing the management team of any fire safety related defects.
- Frequently attending any fire marshals' meeting scheduled.
- Attend any training course provided, in particular the three-year refresher certificate.

## General Contractor's Responsibilities

Contractors appointed by the Company are obliged to follow all statutory and Company rules and regulations with regards to health, safety, welfare, hygiene, and environmental procedures.

The competence and Health and Safety performance of the contractors will be checked by seeing their Health and Safety policies, risk assessments and method statements before the work commences.

Where the Company believes the required standard of safety performance is not being met, the Company has the right to stop any activities, until satisfied the standards have been achieved.

For all project's contractors must:

- Check clients are aware of their duties.
- Satisfy themselves that they and anyone they employ or engage are competent and adequately resourced.
- Plan, manage and monitor their own work to make sure that workers under their control are safe from the start of their work on site.
- Ensure that any contractor who they appoint or engage to work on the project is informed of the minimum amount of time which will be allowed for them to plan and prepare before starting work on site.
- Provide workers under their control (whether employed or self-employed) with any necessary information, including about relevant aspects of other contractors' work, and site induction (where not provided by a principal contractor) which they need to work safely, to report problems or to respond appropriately in an emergency.
- Provide information, training, and a suitable site induction for their workforce.
- Ensure the site is suitably fenced and secured against unauthorised entry.
- Ensure there are adequate welfare facilities for those who work on the site.
- Ensure that any design work they do, complies with Health and Safety.
- Co-operate with others and co-ordinate their work with others working on the project.
- Ensure the workforce is properly consulted on matters affecting their Health and Safety.
- Obtain specialist advice (for example from a structural engineer or occupational hygienist) where necessary when planning high-risk work – for example alterations that could result in structural collapse or work on contaminated land.



## Visitor's Responsibilities

All visitors have the following responsibilities: -

- To observe warning signs and notices.
- To behave at all times having regard to the Health and Safety of themselves and others who may be affected by their acts or omissions.
- To co-operate with the Company to comply with any legal duty or requirement placed upon it.
- Not to interfere recklessly or intentionally with items provided in the interests of Health and Safety.
- In accordance with laid-down procedures all visitors must report to their host:
  - Any injury to themselves or others caused by Company activities.
  - Any hazards they find, including damage or defect to equipment.
  - Any situation, working practice or procedure which is or might become potentially hazardous.
- All visitors required to wear their protective clothing and use protective equipment issued to them to perform their work/learning activity and must keep it clean and in a safe place and must not misuse such equipment in any way.
- Any defaults/damage must be reported to your host immediately.
- All visitors must where appropriate during their working/learning activity use or operate all machines, plant, or other equipment in a correct and safe manner in accordance with manufacturers' and Company instructions. Interference or other action affecting the safety of any machine or other equipment, materials etc. will be viewed very seriously.
- All visitors should ensure that they know the emergency procedures which may apply to their premises or the site where they visit. They must familiarise themselves with the escape routes, assemble point and the sound of the fire alarm.
- All visitors should be reminded that it is a fundamental condition of entry into the Company that they undertake to comply with the above requirements.

## **Suppliers Responsibilities**

Suppliers are obliged to follow all statutory and company rules and regulations with regards to the health, safety, welfare, hygiene, and environmental procedures.

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## Arrangements for Implementation

All company policies and procedures in relation to Health and Safety are regarded as supplementary to this policy.

## Management of Health and Safety

### Safety Audits and Inspections

The implementation of an annual Health and Safety audit will be the responsibility of the **Managing Director** and will consist of an in-depth examination of all the company activities and premises.

The safety audit will subject each area of the company's activities to a systematic critical examination with the object of minimising loss. Every component of the total system will be included e.g. management policy, attitudes, training, features of the premises (the design and layout of areas, rooms etc.), emergency plans and procedures, accident records etc. The audit will aim to highlight the weaknesses and strengths, and the main areas of vulnerability or risk.

### Risk Assessment

In accordance with the Management of Health and Safety at Work Regulations 1999, the Company will carry out risk assessments of all activities that present a risk to employees or others. These risk assessments will be carried out in line with Health & Safety Executive guidance, and the procedure for doing so is as follows:

1. Identify the significant hazards involved in our activity.
2. Decide who might be harmed and how.
3. Evaluate the level of risk and decide if existing precautions are sufficient, or if more needs to be done.
4. Record the significant findings of the assessment.
5. Review the assessment when things change, or there is reason to believe that it is no longer valid.

The risk assessments will:

- Identify what the hazards are and identify the people who might be harmed by the hazard.
- Disregard insignificant risks.
- Evaluate the risks from the identified hazards.
- Ensure all aspects of the work activity are reviewed, including routine and non-routine activities and operations.
- Take into account any existing control measures.
- Take account of the way in which the work is organized, and the effects this can have on health.
- Take account of the risks to the public.
- Take account of the need to cover fire risks.
- Identify the period of time which it will be valid for.
- Enable us to prioritise remedial actions.

Risk assessments will be undertaken by the HSEQ Manager, with assistance from our advisors, Guardian Support. Approval for the required action to remove or control risks will be given by the HSEQ Manager and Managing Director.

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## Dynamic Risk Assessments

Dynamic risk assessment is a continuous process of identifying hazards. The risk is assessed, and action taken to eliminate or reduce risk. Dynamic risk assessment will be applied in a changing environment. The dynamic assessment will be conducted by the relevant competent person managing the activity.

The competent person must halt the operation if it is believed the risk outweighs the control measures applied.

The HSEQ Manager is responsible to ensure competent people have been trained in dynamic risk assessing.

## Safe Systems of Work

The company will provide written safe systems of work for all operations and tasks where there is a significant risk of injury; where there is clearly an identifiable need to specify the safe and correct way of doing the work and where, in spite of all reasonable control measures being implemented, significant risk remains.

Employees will be instructed in the safe system of work, as appropriate, and a record of competency kept.

### Specific Responsibilities

- All Managers must identify all such processes and planned activities within their area of responsibility and ensure that suitable written systems are produced, employees trained, and records kept.
- All Supervisors must familiarise themselves with the safe systems of work and ensure that employees always comply fully whilst carrying out the identified processes.
- All Employees must always observe and understand the system of work; reporting any circumstances which prevent compliance or undermine its effectiveness to their immediate supervisor or line manager.

## Permits-to-Work

It is recognised that certain activities cannot be adequately controlled by a written system of work due to either the one-off nature of the task or the high-risk nature of the work. In such instances the Company will implement a Permit-to-Work system to ensure the activity is controlled and monitored at all stages. Contractors working on the Company's premises will also be required to be issued with and subject to an appropriate Permit-to-Work.

A Permit-to-Work system must be initiated for the following activities:

**a) Working at Height**

To ensure the adequacy of controls and effectiveness of the system, Permits-to-Work will be issued, supervised and controlled by the following authorised persons:

- a) HSEQ Manager**
- b) Operations / Area Managers**

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## Monitoring Health & Safety Performance

In addition to the reactive monitoring of accidents/ill-health, the company will also carry out proactive monitoring of Health and Safety performance. To check our working conditions and ensure our safe working practices are being followed. The HSEQ Manager and Operations / Area Managers will conduct routine inspections of the workplace and review the effectiveness of our risk assessment and work practices.

## Consultation with Employees

The company will consult with its employees in accordance with the Health and Safety (Consultation with Employees) Regulations 1996. Consultation with employees will be provided directly to individuals and through the HSEQ Manager as necessary.

## Behavioral Safety

Chamberlaine Cleaning Services considers workplace safety to be of the utmost significance and that it should be addressed as a crucial skill.

Our ongoing goals will be to increase awareness of safety and determine ways that we may change conduct for the better. Up to 90% of workplace accidents are thought to be the result of dangerous activity. In order to assist a decrease in unsafe behaviour, Chamberlaine Cleaning Services operates and will continue to engage in a number of programmes.

- Site Supervisors and Area Managers will receive training in behavioural safety strategies by enrolling in courses like behavioural safety and cultural change since visible health and safety leadership is crucial.
- All employees will receive ongoing training to recognise both safe and unsafe practices and are encouraged to stop unsafe activities and suggest improvements to working methods through attending on-site Toolbox talks and other training.
- Through our internal reporting system all employees will have the opportunity to report unsafe working conditions/practices via the F039 Accident, Near Miss, Dangerous Occurrence Form.
- Chamberlaine Cleaning Services are strongly committed to an 'Open Door' management style and operatives are encouraged to voice any concerns or opinions directly to their line managers in a relaxed environment or during Business Improvement Group Meetings.

Chamberlaine Cleaning Services will periodically assess the strength of our safety culture using regular audits and outcomes of Business Improvement Group Meetings and plan future improvements accordingly.

Our Employees will be encouraged to play their part by our "If you don't think it is safe, don't do it" motto and be able to challenge and report other operatives that disregard safety instructions and procedures (this can be done anonymously).

## Employees Working on Site of 'Another'

Where any of the company's employees are working or are likely to be working at premises belonging to another party ("the third party"), the HSEQ Manager shall;

- Advise the third party of the position and, if appropriate, supply him with the Company's general Health and Safety policy.
- Obtain the third party's Health and Safety policy.
- Obtain from the third-party adequate information, instruction, and training requirements on any risks to which the Company employees will be or may be exposed whilst at the third party's premises.
- Ensure that before any employees, temporary employee or sub-contractors of the Company are given guidance and advice in specific factors related to the particular type or works to be undertaken.

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## Health & Safety Advice

In accordance with the Management of Health and Safety at Work Regulations 1999, the company has access to competent Health & Safety advice. This advice is available from:

Guardian Support  
Tel: 0845 2626260  
Email: [advice@guardiansupport.co.uk](mailto:advice@guardiansupport.co.uk)

## Information, Instruction, Training and Supervision

The company will provide adequate information, instruction, training, and supervision to employees in accordance with the general duties on employers under Section 2 of the Health and Safety at Work etc. Act 1974 and associated regulations.

All employees including any temporary and casual workers will be provided with information on any risks relevant to their particular activity and work area. All information, instruction and training given to employees, temporary and casual workers will be recorded on individual training records. In certain instances, employees will be asked to sign to confirm receipt or understanding of the training.

### Training and Instruction

Induction training for all new employees, temporary and casual workers is the responsibility of the HSEQ Manager. Job specific training and instruction will be identified, arranged, and monitored by the Area Managers.

The Health and Safety component of induction training will contain the following:

- Health and Safety Policy
- Accident reporting / first aid procedures
- Fire precautions and procedures, including our emergency plan
- Introduction to safety legislation – the Employee will be introduced to the legislation that applies to our Company and the workplace, e.g. COSHH and manual handling

The supervision of trainees will be arranged by the Area Managers and undertaken and monitored by the allocated Supervisors.

### Job-specific

Training will include skills training, explanations of applicable safety regulations and organisational rules, and a demonstration of the use of any personal protective equipment that may be required including correct fit and cleaning. The use of risk assessment findings will be used as a training aid to identify training needs.

### Information

The Health and Safety Law Poster is displayed at the Head Office and within each storage facility at Chamberlaine Cleaning Services Client premises.

A copy of the Employers Liability Insurance certificate is displayed in the reception area of the Head Office.

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## Supervision & Management

Training at all levels is necessary to ensure that responsibilities are known, and the organisation's policy is carried out. Key points to cover in the training of supervisors and managers are:

- The organisation's safety policy or programme.
- Legal framework and duties of the organisation, its management, and the workforce.
- Specific laws and rules applicable to the workplace.
- Safety inspection techniques and requirements.
- Causation and consequences of accidents and their reporting, recording and investigation.
- Basic accident prevention techniques.
- Disciplinary procedure and application.
- Control of hazards in the workplace and use of personal protective equipment.
- Techniques for motivating employees to recognise and respond to organisational goals in Health and Safety.

## Specialised training

Specialised Health and Safety training will be required to cover both legal requirements and others necessary for the safe running of the organisation, for example:

- First aid, taking into account the nature of the work and the size of the organisation.
- Driver certification for a particular class of vehicle, e.g. tankers carrying hazardous substances.
- Use of fire-fighting appliances such as extinguishers.
- Use and maintenance of forklift trucks.

## Reinforcement or Refresher training

Reinforcement or refresher training will be required at appropriate intervals. These requirements will depend on the outcome of observation of the workforce, i.e. during a training needs assessment. Factors to be taken into account are the complexity of the information to be held by the employee, and the amount of practice required and the opportunity for practice in the normal working requirement. Assessment will also be required of the likely severity of the consequences of behaviour that does not match training objectives. Refresher training is vital in areas such as response to plant emergencies.

The HSEQ Manager will ensure the following procedure will be followed:

- Arrange for the induction training to be given to all staff.
- Comprehensive and relevant information will be provided to the employee in respect of risks to his / her Health and Safety and on preventative and protective measures.
- Information will be provided on the Company's emergency arrangements, including staff nominated to help if there is an evacuation.
- Ensure that the employee understands all the information provided to them and that they can ask any questions in relation to the training.
- After a suitable length of time the training should be followed up with the employee to assess its effectiveness and to correct any misunderstandings.

## Young Persons

Young persons under the age of 18 years are considered to be particularly at risk from the hazards that are presented in the workplace because of their perceived lack of awareness, inexperience, and immaturity (both physical and mental). Consequently, the Company will ensure that a specific risk assessment is conducted for all Young Persons prior to commencement of employment to ensure that all necessary measures are put in place to safeguard their health, safety, and well-being beforehand.

The HSEQ Manager is responsible for ensuring that all Young Persons are assessed prior to the commencement of work. The assessment is to take into consideration the full nature of the work and the specific hazards present in order to determine if the current controls and precautions are sufficient or whether additional controls are necessary.

The HSEQ Manager will ensure a suitable mentor is appointed with whom the Young Person can confide in. The Mentor will assist the Young Persons to ensure that they are provided with appropriate induction and job specific training and instruction and will be responsible for ensuring the close supervision of the Young Person.

## New and Expectant Mothers

The Company has strong obligations towards its employees who become pregnant or who have recently given birth. In accordance with Regulation 16 of the Management of Health and Safety at Work Regulations 1999 the Company, on notification, will assess the individual and their workplace to ensure they, (and the unborn child) are not exposed to undue risk.

Employees becoming pregnant or having recently given birth are to notify the **HSEQ Manager** so that an assessment can be carried out and appropriate arrangements made.

The assessment is to be reviewed at regular periods with the individual to ensure any necessary adjustments to the work or workplace can be identified and taken. In some cases, special provisions, such as altering the individual's conditions or hours of work if it is reasonably practical to do so will be taken. Alternatively, dependant on the circumstances at the time, the Company may suspend the individual from further work, on full pay, in accordance with the Employment Rights Act.

In order to protect the unborn child, if the Company becomes aware of any case of Rubella (German Measles) among the staff the expectant mother will be informed immediately and given to opportunity to be suspended from work (on full pay) in order to minimise the risk of exposure.



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## Lone Working

A lone worker is a person who works where there are no other members of staff present on the same floor at the same time and without close or direct supervision in a wide variety of situations. This could include being off-site or outside a building.

Lone workers should not be at more risk than other employees, although such activities may require extra risk control measures. Precautions should take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness, and accidents. The Managing Director shall identify situations where people work alone and ensure site specific assessments are completed where required.

Staff who come into contact with members of the public could be exposed to verbal abuse or even threats of violence. Whilst such occasions are rare, all staff are trained in managing conflicting situation by dynamically assessing the situation and employing suitable responses.

The **HSEQ Manager** is responsible for:

- Ensuring that written role and task risk assessments are carried out and reviewed regularly.
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone.
- Ensuring that individuals identified as being at risk are given appropriate information, instruction, and training.
- Ensuring that response arrangements are clear, workable, and appropriate support is given to those involved in any incident.
- Managing the effectiveness of preventative measures through a system of reporting, investigating, and recording incidents.
- Ensuring that Lone workers are suitably experienced, have received suitable supervision, instructions and, training on the risks they are exposed to and the precautions to be used.

Lone Workers are responsible for:

- Taking reasonable care to look after their own Health and Safety.
- Co-operating and complying with any control measures designed to eliminate or reduce the risk of lone working.
- Safeguarding the Health and Safety of other people affected by their work.
- Participating in training designed to meet the requirements of the Health and Safety policies and procedures.
- Operating authorised equipment in accordance with relevant safety instructions and any training they have been given.
- Reporting any dangers or identified areas of risk as soon as practicable to an appropriate manager. This will include any accidents, or incidents that could have given rise to an accident.
- Notifying their manager, at the first opportunity, of any change in their ability to undertake their role, including any adverse medical conditions.

Employees requiring advice or who have concerns regarding lone working can seek advice from the **HSEQ Manager** who will, if necessary, arrange specialist advice and assistance to determine the appropriate course of action to eliminate or control the risk factors.

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## Working Time

It is the Company policy to eliminate the need for employees to work excessive hours without appropriate breaks.

The following will be provided:

- Employees will be provided an uninterrupted break of 20 minutes every 6 hours worked during the working day.
- Young Workers, under 18 years of age will be provided an uninterrupted break of 30 minutes every 4.5 hours worked during the working day.
- Employees will be provided with a rest period of 11 consecutive hours' rest in each 24-hour period.
- Young Workers, under 18 years of age will be provided with a rest period of 12 consecutive hours' rest in each 24-hour period.
- An Employee will be provided with one day off a week; this can be averaged over 2 weeks.
- Young Workers, under 18 years of age will be provided with 2 days off a week; this cannot be averaged over 2 weeks.

A record of working hours will be kept and averages of defined 17-week periods will be maintained by the **Managing Director**. Excessive work is defined in excess of 48 hours.

## Fitness for Work

If an Employee has a medical condition that could affect their fitness for work, that Employee must inform the **HSEQ Manager** of the likely impact of the medical condition on their fitness for work. The Employee is not obliged to disclose confidential medical information, however the Company will, where necessary, confer with relevant external experts to confirm whether a Fitness for Work plan is required.

Any person taking prescribed medication must seek the advice of their doctor before working, written evidence of their fitness to work whilst taking the drugs may be required and held by the **HSEQ Manager**.

## Data Protection

The **Managing Director** will ensure the Company will comply with the General Data Protection Regulations 2018, when recording accidents. Individual record sheets will be removed and stored securely (keeping personal information confidential).

## Civil Claims

The Company will ensure claims for compensation for injury or damage suffered are handled correctly. Claims for compensation must be acknowledged within 21 days. Therefore, it is important that any claim (and subsequent correspondence received) is notified to the **Managing Director** and acknowledged without delay.

Where the claim is verbal, ask the person making the claim to put their comments in writing and forward to the **Managing Director**, also make a note of any verbal comments and forward in the same manner.

Employees are not to engage in conversation regarding the claim and should never admit liability. If necessary, explain that the matter has been referred to the **Managing Director** in accordance with procedures.

## Occupational Stress

Systems of work that give rise to risk of stress are clearly not safe, and the Company therefore has a legal duty to make improvements, at least "as far as is reasonably practicable" to eliminate or adequately control the risk in accordance with the Management of Health and Safety at Work Regulations 1999.

The Health and Safety Executive defines stress as "the adverse reaction people have to excessive pressure or other types of demand placed on them". This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

The Company is committed to protecting the health, safety, and welfare of all our employees and recognises that workplace stress is a Health and Safety issue and acknowledges the importance of identifying and reducing workplace stressors.

To achieve this, the Company will:

- Ensure jobs are 'do-able', matching the job with the person in it.
- Strive to identify all workplace stressors and control the risks from stress.
- Monitor stress levels through a combination of sickness absence monitoring and periodic surveys.

Employees requiring advice or who have concerns that they are affected by stress can seek advice from the **HSEQ Manager** who will, if necessary, arrange specialist advice and assistance to determine the appropriate course of action to eliminate or control the risk factors.

## Mental Health Well-being at Work

The Company is responsible for considering mental health well-being, whilst employees are at work. Employers now need to consider making provision to cover Mental Health First Aid training in addition to First Aid at Work training. Employees requiring advice or who have concerns that they are affected by mental health issues at work, can seek advice from the mental health first aiders who will, if necessary, arrange specialist advice and assistance to determine the appropriate course of action to eliminate or control the risk factors.

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## Managing Contractors

The Company recognises that it owes a duty to contractors as well as employees, as stipulated by the Health and Safety at Work Act etc., Act 1974 Section 3 and the Management of Health & Safety at Work Regulations 1999.

The Company will ensure that only competent contractors are selected. All Contractors working on the Company's behalf are assessed to ensure that they are competent and have suitable and adequate Health and Safety arrangements in place to provide safe working practices and control of all significant hazards that may be introduced by their work.

The selection and assessment of the competence of contractors is the responsibility of the **Managing Director**. Selected contractors must be able to demonstrate that they are experienced and competent to carry out the required works with regulations and accepted safety standards. Before a contract is awarded an overview of the status of the tenderer's Health and Safety management systems must be obtained by reviewing the following documents:

- A completed contractor selection questionnaire.
- Relevant risk assessments and method statements for the work to be undertaken.
- Supportive evidence of competence.

The **Managing Director** must take into consideration all factors when selecting the contractor for the work. The cost of the works is not being the sole factor in contractor selection. The pre-selection of any contractors will take into account Health and Safety requirements when selecting and approving contractors to work for the Company, ensuring contractors:

- Work safely, without endangering themselves or any other people.
- Comply with the Company's Health and Safety requirements.
- Only employ competent staff who have been adequately trained.
- Only employ competent sub-contractors, who are adequately managed.
- Have adequate resources to manage Health and Safety satisfactorily.

The **Managing Director** may not engage any contractors to provide any services for the Company unless the Health and Safety questions in the contractor selection questionnaire have been answered satisfactorily. No contractor will be appointed if they fail to provide adequate risk assessments and method statements for the proposed work.

Once approved, the **HSEQ Manager** is responsible for ensuring contractors working on our premises are briefed on our safety rules and supervised to ensure they work in an approved and safe manner.

Any problems/hazards arising from the activities of contractors should be reported to the **HSEQ Manager**.

The **Managing Director** is responsible for the management and co-ordination of all Company contracts involving building works, engineering service, refurbishment, and maintenance works.

Health and Safety considerations will be included from the start when planning work to be carried out by contractors ensuring responsible for ensuring that Health and Safety issues are adequately addressed. The **Managing Director** is responsible for:

- Determining the Health and Safety implications of the planned work.
- Setting the criteria by which the contractors will be judged, which includes the minimum Health and Safety standards that must be met.
- Identifying when the planned work is covered by the Construction (Design & Management) Regulations 2015.
- Seeking advice and guidance, as necessary.

## Drugs, Alcohol and Smoking

The Company will take all reasonable steps to ensure the Health and Safety of employees at work is not put at risk by smoking, alcohol, drug, or substance abuse recognizing the effects of health, safety and welfare to the user and potential impact on work colleagues and the business. The Company therefore operates a policy which ensures that employees' health and performance is not impaired at any time they are on Company premises.

The Disciplinary Procedure will be followed in any case where an employee is found to disregard this Policy and/or to be under the influence of or in possession of any alcohol or illegal substance whilst at work or on Company premises.

The Company will encourage employees with drug or alcohol abuse or dependency problems to seek help and treatment voluntarily through their own GP. Help and advice will however be available from the **HSEQ Manager**.

Employees who suspect an employee to be suffering from drug or alcohol problems will refer the individual to the **HSEQ Manager**, who will assist them in finding advice and treatment. In certain circumstances, disciplinary action may be taken against employees who fail to accept or co-operate with a course of treatment.

The **HSEQ Manager** will endeavor to provide sufficient information, instruction, and training to ensure the Health and Safety of persons on Company premises is not affected by smoking, alcohol, drug, or substance abuse.

The **HSEQ Manager** will be trained in awareness of alcohol and substance abuse and will be advised of the action necessary when an employee is found to be in contravention of this Policy.

## Violence

The Company will take all reasonable steps to ensure the Health and Safety of employees at work is not put at risk by violent, abusive, or aggressive behaviors occurring in the workplace.

The Company recognizes that verbal and physical abuse at work can affect the health, safety and welfare of the victim and can have an impact on work colleagues and the business. The Company therefore operates a zero-tolerance policy which ensures that people on Company premises are not put at risk of bullying in any form.

The Disciplinary Procedure will be followed in any case where an employee is found to be displaying violent or aggressive behaviour towards any person on the Company's premises.

- The **HSEQ Manager** will endeavour to provide sufficient information, instruction, and training to ensure the Health and Safety of persons on Company premises is not threatened by violent, abusive, or aggressive behaviour by Company employees.
- **HSEQ Manager** will be trained in awareness of bullying in the workplace and will be advised of the action necessary when an employee is found to be in contravention of this Policy.

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## Legionella

In accordance with the Management of Health and Safety at Work Regulations 1999, the Control of Substances Hazardous to Health Regulations (COSHH) 2002 as amended, and the Approved Code of Practice for the Control of Legionella Bacteria in Water Systems (L8), the Company will assess and control health risks from exposure to the Bacteria.

The **HSEQ Manager** is responsible for ensuring that a suitable and sufficient risk assessment has been carried out at each of the **Clients premises** where there is a risk to the **Employee** whilst carrying out specific cleaning tasks in conjunction with the **Clients Premises Water Risk Assessment** as applicable.

To achieve this responsibility and to implement all necessary controls, the **HSEQ Manager** will ensure as applicable to the **Clients Premises** that a specialist **Water Treatment Contractor** has been established and the appropriate maintenance and monitoring procedures have been implemented by the **Client**.

## Control of Asbestos Containing Materials

In conjunction with the **Landlord, Property Maintenance of the Client and the Company** will assess and control health risks from exposure to asbestos in accordance with the Control of Asbestos Regulations 2012 to particularly prevent employees from exposure to asbestos and asbestos containing materials (ACMs). To achieve this, the Managing Director is responsible to ensure:

- That reasonable steps are taken, with the assistance from accredited specialists, to determine the location and condition of materials likely to contain asbestos.
- A record of the location and condition of the ACMs or presumed ACMs in our offices is made.
- Assess the risk of the likelihood of anyone being exposed to fibres from these materials.
- Prepare a plan setting out how the risks from the materials are to be managed.
- Take the necessary steps to put the plan into action.
- Review and monitor the plan periodically.
- Provide information on the location and condition of the materials to anyone who is liable to work on or disturb them.

Should the situation arise, approval for any necessary action to remove asbestos containing materials will be given by the **Landlord and or Property Maintenance of the Client** who is to assist in the appointment of specialist advisors and licensed contractors competent in handling and disposing of such hazardous materials.

Information, instruction, and training for asbestos awareness is intended to give workers and supervisors the information they need to avoid work that may disturb asbestos during any normal work which could disturb the fabric of a building, or other item which might contain asbestos. It will not prepare workers, or self-employed contractors, to carry out work with asbestos-containing materials. If a worker is planning to carry out work that will disturb ACMs, further information, instruction, and training will be needed.

Information, instruction, and training about asbestos awareness should cover the following:

- The properties of asbestos and its effects on health, including the increased risk of developing lung cancer for asbestos workers who smoke.
- The types use and likely occurrence of asbestos and asbestos materials in buildings and plant.
- The general procedures to deal with an emergency, e.g. an uncontrolled release of asbestos dust into the workplace.
- How to avoid the risk of exposure to asbestos.

The **Managing Director** is responsible for providing asbestos awareness training and ensuring that it satisfies the requirements of Regulation 10 of the Control of Asbestos Regulations 2012 and the supporting Approved Code of Practice L143 'Managing and working with asbestos'. Workers who plan to carry out work that will disturb asbestos require a higher level of information, instruction, and training, in addition to asbestos awareness. The **HSEQ Manager** is responsible for providing this training. This should take account of whether the work is non-licensed; notifiable non-licensed work (NNLW); or licensed work and should be job specific.

## Plant, Machinery and Work Equipment

The Company will ensure that all plant and equipment is suitable and without risks to Health and Safety, in accordance with legislation such as the Provision and Use of Work Equipment Regulations 1998, the Lifting Operations and Lifting Equipment Regulations 1998 and the Electricity at Work Regulations 1989.

All employees are required to carry out a visual check of any equipment before it is used. In some cases, this check will need to be documented. The Company will advise when this is the case.

## Plant and Equipment Maintenance

The responsibility for identifying all plant and fixed installations and ensuring effective maintenance procedures are drawn up and implemented is that of the **Managing Director**. To achieve timely and suitable pre-planned maintenance, repair and refurbishment schedules the **Managing Director** will appoint competent contractors to assist the Company.

## Portable Electrical Equipment

Portable electrical appliances are tested "in house" by an engineer at selected intervals in accordance with HSE guidance. Notwithstanding this general inspection/test programme, very high usage common use facilities (i.e. vacuum cleaners, floor cleaners, pressure washers, carpet cleaners, kettles) are visually inspected prior to use and an annual Electrical Portable Appliance Test (PAT) programme is in place and non-compliance failures are replaced as necessary to ensure high standards of provision and electrical safety is maintained for all employees.

## Fixed Electrical System

The fixed electrical installations throughout the premises is inspected and tested by a competent NICEIC registered contractor. The Landlord in conjunction with the **Managing Director** will arrange for the electrical systems integrity and safety to be inspected and retested every 5 years.

## Gas Systems

The Landlord in conjunction with the **Managing Director** will appoint a competent Gas Safe registered contractor to service and maintain all gas systems throughout the premise. The contract will ensure that all gas systems are serviced annually, and gas safety certificates held on file readily available for examination on request.

## Passenger & Goods Lifts

All passenger and goods lifts are maintained by specialist contractors appointed by the Landlord in conjunction with the **Managing Director** who will ensure that maintenance and statutory inspection records are maintained and held readily available for examination by the enforcing authorities. Statutory inspections will take the form of a written scheme of examinations drawn up by a competent person and performed every six months if the lift is used to carry people, and every 12 months if it only carries loads.



## Hire Plant and Machinery

The **Managing Director** will ensure that all plant and machinery hired and used by the Company's Employees and Contractors is fitted with adequate guards or other safety devices to conform with current standards and regulatory requirements.

All hired plant and machinery are to be examined to ensure it is in a good sound condition, is safe for use, and has full operating instructions, as necessary. Dependant on the plant or machinery requirements, arrangements for inspection and servicing by a competent person will be made with the hiring Company. The **HSEQ Manager** will ensure suitable records of inspection or examination are maintained on site for the period of hire.

## Defects and Problems

It is recognised that even with the best pre-planned maintenance programmes, problems and defects with plant and equipment will occur from time to time. Accordingly, any problems with plant or equipment should be reported in the first instance to the **Supervisor / Manager**.

## Housekeeping

Poor housekeeping is a common cause of accidents and fire related incidents. The three basic precautions for the prevention of poor housekeeping are:

- Return equipment and materials to their designated locations.
- Remove waste daily.
- Report problems.

Workplace inspections will be carried out on a regular basis by the **HSEQ Manager and or Area Managers** to identify areas where standards require improvement. These areas will be highlighted for remedial action. Storage areas will be defined within the workplace and requirements will be reviewed periodically when necessary. Articles and substances will be stored in defined areas at all times. Floors will be cleaned on a regular basis and waste bins emptied daily. Rubbish will be kept in suitable containers and will not be allowed to overflow. Combustible waste will be kept away from ignition sources.

## Welfare Facilities

The Company is committed to providing suitable and sufficient welfare facilities to employees, in accordance with the Workplace (Health, Safety and Welfare) Regulations 1992.

Adequate numbers of clean toilets, washing and shower facilities are provided for the number of staff and visitors required to use them. Toilet paper, hot/cold water, soap and means for drying hands will always be available. In addition, drinking water and a means to prepare hot drinks and food are provided in the Kitchen. To ensure that a high standard of cleanliness and good hygiene is maintained, the facilities are cleaned **Daily**. Notwithstanding this planned cleaning programme, any employee who has concerns with the standard of cleanliness and hygiene should report the matter to the **HSEQ Manager** who will investigate and advice accordingly.



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## Access and Egress

The Company is committed to providing a safe place of work and a safe means of access and egress within all parts of our workplace, which includes movement in and out of the workplace.

Access and egress include all of the following:

- Access to and egress from the workplace.
- Routes through working areas.
- Accessibility of storage areas.
- Access to and egress from an individual's workplace.
- Emergency exit routes.
- Any temporary arrangements for access.
- Limitation of access to hazardous or high security areas.
- External pathways and roadways around the workplace.
- Common parts of the building, e.g. Reception, Stairs etc.

The **HSEQ Manager** will ensure risk assessments are completed to identify that:

- The workplace shall be organised to ensure pedestrians and vehicles (as appropriate) can circulate in a safe manner.
- All articles or substances do not impede safe access and egress at the workplace and that objects which may restrict safe movement within the workplace are removed immediately.
- Any access restrictions are adhered to so that suitable and safe arrangements for work in confined places and other areas of high risk are guaranteed.
- Objects are not stored in walkways or precariously on top of cabinets / shelves.
- All work equipment when not in use must be stored in its designated storage area.
- Waste items shall not be allowed to accumulate in walkways and floor surfaces shall be capable of being kept sufficiently clean and cleaned as appropriate.
- All access equipment is regularly inspected to ensure that it is maintained in a safe condition.
- Formalized systems of work are designed and implemented in all areas of significant risk.
- Employees are encouraged to report any situation where safe access and egress is restricted or obstructed.
- The workplace floors and traffic route surfaces are suitable for their purpose and maintained in a safe condition and suitably indicated where necessary of reasons of Health and Safety.
- The working activities of contractors are monitored so that they do not hinder safe access / egress.
- So far as reasonably practicable we will take suitable and effective measures to prevent persons falling a distance likely to cause personal injury and to prevent any person being struck by a falling object.

## Pedestrian and Vehicle Separation

The **Managing Director and HSEQ Manager** will conduct a risk assessment to identify and ensure the safety of both pedestrians and vehicles, such as clear separation between vehicles and pedestrians:

- Where pavements are not provided, pedestrian walkways should be marked out.
- Where vehicle entrances and exits are blind, mirrors should be erected so drivers can see oncoming vehicles or pedestrians.
- Where vehicles and pedestrian routes cross, crossing points should be provided.
- Speed restrictions should be put on site roadways and consideration given to speed bumps.
- Where it is not practical to make roadways wide enough for vehicles to pass each other, one-way systems will be considered.
- Pedestrian and vehicle routes should be well lit during the hours of darkness.

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## Extension Cables & Outdoor Use

The **HSEQ Manager** is responsible to ensure extension cables should only be used as a temporary connection and must incorporate a Residual Current Device (RCD) or earth monitoring device that has been tested before use. Where electrical equipment is used outdoors in damp or wet conditions it must be connected to the main supply via a 110v transformer which is connected as close as possible to the main supply.

## Lifting Operations and Lifting Equipment

The company will comply with the Lifting Operations & Lifting Equipment Regulations 1998. All lifting operations will be risk assessed and where possible the risk of fall eliminated.

The **HSEQ Manager** will ensure all accessories and equipment used for lifting people will be inspected every six-monthly for and, at a minimum, annually for all other equipment by a competent person every twelve months.

Any lifting operations will be carefully planned, and risk assessed by a competent person with appropriate experience in that operation. Only those trained and competent in lifting operations will undertake lowering or dismantling operations. At least one person onsite must be adequately experienced in undertaking the planned operation.

## Mobile Elevated Work Platforms (MEWP)

MEWPs should be used where reasonably practicable taking into account cost, availability, and site accessibility. All MEWPs whether owned or hired by the company must be 'fit for the purpose' as defined under the Provision & Use of Work Equipment Regulations 1998.

The **HSEQ Manager** will ensure that employees are trained in the safe operation and inspection of MEWPs and who are familiar with the machine and its safety features must operate the machine onsite. Particular attention must be paid to the stability of the machine, its limitations and emergency procedures.

Any lifting operations will be carefully planned, and risk assessed by a competent person with appropriate experience in that operation. Only those trained and competent in lifting operations will undertake lowering or dismantling operations. At least one person onsite must be adequately experienced in undertaking the planned operation.

If a mobile elevated working platform is selected, then the **HSEQ Manager** must ensure the following:

- Only a suitably trained and competent person operates the platform e.g. hold a suitable qualification such as a training certificate from the International Powered Access Federation (IPAF) or a CPCS card that covers the equipment being used etc.,
- That fall arrest equipment is provided and used by the person or persons inside the platform.
- No one in the platform will climb out over the guard rails unless the platform is specifically designed to allow this.
- All hand tools are secured to the platform with safety ropes to prevent them falling should they be dropped.
- A suitable means of descent from the platform is provided in case of an emergency.
- Maintenance and test records (dated within the last 6 months) of the equipment are available for inspection.

## Training and Competence

MEWP operators Must hold a recognised operator training certificate such as IPAF card or 'licence', listing the categories of MEWP the bearer is trained to operate.

In addition to formal training for the type of MEWP, operators should have familiarisation training on the controls and operation of the specific make and model of MEWP they are using.

## Inspection, Maintenance and Examination

Before use operatives shall establish and identify the programme of checks, regular inspections and servicing schedules should be established in accordance with the manufacturer's instructions and the risks associated with each MEWP.

Operators should report defects or problems immediately to HSEQ department MEWP taken out of service. The MEWP must be thoroughly examined at least every six months by a competent person or in accordance with an examination scheme drawn up by such a competent person.

## Manual Handling

In accordance with the Manual Handling Operations Regulations 1992, the Company will eliminate the need for manual handling wherever possible. Where elimination is not possible, the risks from manual handling will be assessed and reduced, so far as is reasonably practicable by job design and the provision of mechanical aids etc. Manual handling risk assessments will be carried out by the **HSEQ Manager**. Approval for the required action to remove or control risks will be given by the **HSEQ Manager**.

## Display Screen Equipment (Computer Users)

The Company will assess and control health risks from exposure to display screen equipment in accordance with the Health and Safety (Display Screen Equipment) Regulations 1992. Employees that are classed as habitual Display Screen Equipment users are entitled to free eye tests on request and to vision correction appliances but only where these are needed specifically for work with display screen equipment.

Display Screen Equipment workstation assessments will be arranged by the **Operations Managers** who will also give any necessary approval for corrective action to remove or control risks. Habitual Display Screen Equipment users will be required to complete an on-line self-assessment of their workstation. The complete assessment is to be returned to the **Operations Managers**, who will review and arrange for any necessary corrective actions.

Employees who have declared a disability or existing upper limb disorder to the **HSEQ Manager** will be individually assessed to ensure all necessary adjustments are made to their workstation and job tasks to allow them to continue working.

## Working at Height

In accordance with the Work at Height Regulations 2005, all Company activities that involve working at height will be assessed and safe working procedures put in place prior to any work commencing. The assessment will consider the appropriate measures necessary to prevent falls from height and where necessary additional protective measures to reduce the consequences of a fall should one occur.

Employees are reminded that they are not to carry out any work at height unless they have been instructed in the safe working procedure and are competent to use any access equipment provided.

The responsibility for identifying and assessing all work at height activities is that of the **HSEQ Team**.

Where necessary, approval for the required action to remove or control risks will be given by the **HSEQ Manager**.

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## Work at Height – Safe Working Procedure

### Stepladders

All reasonable steps will be taken by the Company to ensure the safety of employees who work with ladders in accordance with the Working at Height Regulations 2005. Only the use of stepladders is permitted within the Company. All work activity will be risk assessed and working at height will be avoided wherever possible. Priority will be given to any means, processes, aid, gear and SSW that will allow employees to work from ground level.

If work at height cannot be avoided and as a result of that assessment suitable stepladders will be provided **ONLY** as a last resort. Control measures will be introduced to reduce the risks to a minimum and information and training will be provided to employees.

- Stepladders **MUST** comply with **EN 131** Non-Professional or Professional and be suitable for their intended purpose, taking into consideration working conditions and risks in the premises or the undertaking.
- Stepladders shall be maintained in an efficient state, in efficient working order and good repair, and the maintenance log shall be kept up to date. (Ladder Log System);
- Repairs, modifications, maintenance or servicing shall be restricted to persons specifically designated to perform such operations.
- Persons using stepladders shall have available to them adequate information, and where appropriate, written instructions pertaining to their use; Only trained operatives can engage on the use of stepladders.
- Regular stepladder inspections including TAG inspection will be carried out by the Supervisor on a weekly basis and recorded in the Site H&S Inspection Book.
- 12 Monthly inspection by a competent person will also take place to identify any problems or faults. The results will be recorded using the Ladder Log Asset Register and the appropriate TAG will be secured.
- Working from ladders is only permitted for short periods and only if the operative can safely maintain 3 points of contact whilst carrying out the task. Should this not be possible a podium step or access tower should be used instead.
- Users are to carry out a visual inspection of the ladder and TAG prior use.

Ladders and stepladders must be regularly inspected to ensure that they are in good condition and free from defect. A record of inspections will be maintained by the HSEQ Manager.

### Scaffolds / Work Platforms

All reasonable steps will be taken by the Company to provide a safe system of work for employees required to carry out work at height. All employees using and assembling portable access towers are trained to the Prefabricated Aluminium Scaffold Manufacturers Association PASMA level.

In order to prevent falls, protective measures are in place to ensure employee safety.

## Safety When Using Access Towers

- Only PASMA trained employees are engaged on the use (assembly and disassembly of access towers).
- All equipment is inspected by the user before and after use for defects.
- Any defects in the access tower must be notified to the **HSEQ Team** immediately and no work may commence until the defects are rectified.
- All equipment used at height is to be secured to the tower or the employee via a lanyard to prevent falling objects.
- All work equipment and material are to be transported up to the work platform via rope and bucket;
- The tower is not to be moved and relocated whilst people are still on it.
- The work area around the tower is to be safely cordoned off and clear safety signage is to be displayed.
- The supervisor in charge shall ensure that any working platform is not near any live conductors (buzz bars or overhead cables etc.) during erection and use.

The HSEQ Manager is responsible for ensuring records of inspection are held on site readily available for inspection by enforcing authorities.

## Fall Arrest and Rescue

The **HSEQ Manager** will give careful consideration to the level of risk, nature and distance of unobstructed fall, task being undertaken, rescue access and level of individual competency when considering the use of fall arrest equipment.

The Company recognises operatives face considerable danger after a fall, through the lack of a thought-out, detailed and fully implemented rescue plan. To comply with the Work at Height Regulations 2005. The **HSEQ Manager** will ensure a specific rescue plan has been included within the activity's risk assessment and method statement and includes:

- Before the fall
- At fall arrest
- Suspension Trauma
- Post-fall rescue

The procedure will incorporate preventing prolonged suspension, performing rescue and treatment as quickly as possible and identifying orthostatic intolerance signs and symptoms. The **HSEQ Manager** will ensure use of Personal Protection Equipment (PPE) is supervised by a competent person and all those using the system have received adequate information, instruction, and training.

Training will be provided, monitored, and reviewed by the **HSEQ Manager**.  
To include the **Competent Person/s and the Authorised Operators**.

## Demarcation/Safety Signs

The Company recognises the Health and Safety (Safety Signs and Signals) Regulations 1996 minimum requirements for the provision of safety signs at work. The **HSEQ Manager** will provide specific safety signs whenever there is a risk that has not been avoided or controlled by other means, for example by engineering controls and Safe Systems of Work (SSoW). Where a safety sign would not help to reduce that risk, or where the risk is not significant, no safety signs will be provided.

If the hearing or sight of any employee is impaired for any reason, for example, by wearing Personal Protective Equipment (PPE); additional measures may need to be taken to ensure that employees can see or hear the warning sign or signal, for example by increasing the brilliance or volume.

The **Operations Managers** are to ensure all safety signs needs are properly maintained so that they are capable of performing the function for which they are intended. This can range from the routine cleaning of signboards to regular checks of illuminated signs and acoustic signals to see that they work properly. Also, to ensure a guaranteed supply of power or back-up in the event of failure may be necessary for safety signs and signals which require some form of power to enable them to operate (unless the hazard is itself eliminated by the power failure).

## Hazardous Substances

The Company will assess and control health risks from exposure to hazardous substances in accordance with the Control of Substances Hazardous to Health Regulations (COSHH) 2002 as amended. All reasonable steps will be taken to ensure that all exposure of employees to substances hazardous to health is prevented or at least controlled to within statutory limits. We will not supply or use those substances prohibited by law.

The responsibility for identifying all substances that need a COSHH assessment and for obtaining the Chemical Safety Data Sheets is that of the **HSEQ Manager**.

COSHH assessments will be carried out and any actions identified implemented by the **HSEQ Manager** who will also ensure all relevant employees are advised. The COSHH information will also be made readily available to affected employees for reference.

The Company will ensure that the exposure of employees to substances hazardous to health is either prevented or, where this is not reasonably practicable, adequately controlled. Where exposure cannot be adequately controlled the Company will provide appropriate personal protective equipment (PPE) free of charge.

The **HSEQ Manager** is responsible to ensure all employees will be provided with comprehensive information and instruction on the nature and likelihood of their exposure to substances hazardous to health. The Company risk assessments will be reviewed regularly and particularly if either there is a significant change in the work or the validity of one of our original assessments.



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## Noise

The Company is committed to preventing the risk of damage to employees hearing from their work and to minimising our environmental impact on our neighbours by actively seeking engineering solutions, as far as is reasonably practical, in accordance with the Control of Noise at Work Regulations 2005.

Where engineering or the use of technology is not sufficient to reduce to noise levels to below the first action level (average 8-hour noise exposure) of 80db(A) then the Company will provide information instruction and training and suitable hearing protection to all appropriate persons.

Where noise levels exceed the second action level of 85db(A) then hearing protection zones will be established and the wearing of PPE made mandatory. Health surveillance (hearing checks) for all employees who are likely to be regularly exposed above the second action level will also be provided. Appropriate signage will be displayed to remind all employees and to identify the controlled areas.

The **HSEQ Manager** is responsible for ensuring a noise risk assessment is conducted. Where additional actions required to remove, or control risks is outside of their remit then the matter is to be referred to the **Managing Director** for approval.

## Vibration

The Company will put in place measures to protect employees from the risks of Hand Arm Vibration Syndrome (HAVS) and Whole-Body Vibration (WBV) far as is reasonably practical, in accordance with the Control of Vibration at Work Regulations 2005.

The **HSEQ Manager** is responsible for ensuring an assessment and vibration monitoring is conducted and does not exceed below standards. Where additional action is required to remove, or control risks is outside of their remit then the matter is to be referred to the **Managing Director** for approval.

The exposure action value (EAV) is a daily amount of vibration exposure above which employers are required to take action to control exposure.

The exposure limit value (ELV) is the maximum amount of vibration an employee may be exposed to on any single day. Vibration Exposure is given in metres per second squared ( $m/s^2$ ) over a standard eight hour working cycle in 24 hours (A (8)).

- HAVS has an Exposure Action Value of  $2.5m/s^2$  A (8) and an Exposure Limit Value of  $5m/s^2$  A (8).
- WBV has an Exposure Action Value of  $0.5m/s^2$  A (8) and an Exposure Limit Value of  $1.15m/s^2$  A (8).

The **Managing Director** will undertake to purchase equipment with the lowest vibration ratings where possible. The exposure action value (EAV) for new and existing equipment will be assessed. Where the Vibration Exposure is below the EAV, then the item machine and task will be monitored. Where the Vibration Exposure is less than ELV, then measures will be taken to reduce the level of vibration exposure to below the EAV or the exposure time reduced accordingly by:

- Selecting a different machine or task.
- Providing task rotation.
- Issuing adequate PPE.

Where Vibration Exposure cannot be brought below the ELV then the equipment will NOT be used.

The **HSEQ Manager** is responsible to ensure formal vibration awareness induction training prior to any new employee commencing work and providing after the first 30 days of work follow-up reviews, to ensure that employees have understood the induction training.

Health Surveillance will be provided as applicable to **all employees**.

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## Occupational Road Risk - Tiredness and Mobile Phones

The Company is committed to reducing the risks which our employees face and create when driving in the course of their work and may provide a suitable vehicle for this purpose. Alternatively, the Company may also authorise Employees to use their own vehicles for work purposes.

Authorised Employees who are required to drive for work purposes in their own vehicle must ensure that it always complies with the law, is in a safe and roadworthy condition and is suitable for its purpose. In order for the Company to fulfil its responsibility in a reasonably practical manner all employees that drive their own vehicles for work purposes are required to:

- Ensure their vehicle is taxed and has a valid MOT certificate (where appropriate).
- Ensure their motor insurance policy includes business use cover for the amount of business mileage they undertake.
- Ensure that the vehicle is serviced according to the manufacturer's specifications.
- Present the vehicle's MOT certificate, insurance policy for inspection annually and on request.
- Present their driving licence for inspection annually and on request.
- Report road safety problems, including crashes, incidents, fixed penalty notices, summons and convictions for any offence, including vehicle defects.

The overall responsibility for managing road risk, monitoring the effectiveness of the Company's procedures through periodic checks of vehicle documents, and for maintaining appropriate records is that of the **Managing Director**.

The Health and Safety Executive's Driving at Work guidelines state that "health and safety law applies to work activities on the road in the same way as it does to all work activities" and that employers "need to manage the risks to drivers as part of their health and safety arrangements". Although this does not apply to commuting, it does apply to any other work-related driving, including if they are driving to a location where they would not normally work. To comply with the requirements, the Management of Health and Safety at Work Regulations 1999 state that employers must carry out an assessment of the risks to the health and safety of their employees, while they are at work, and to other people who may be affected by their organisation's work activities.

Rule 91 of the Highway Code relates to driving when tired and contains some common-sense advice.

It states: Driving when you are tired greatly increases your risk of collision. To minimise this risk, employees must:

- Make sure they are fit to drive. Do not begin a journey if they are tired. Get a good night's sleep before embarking on a long journey.
- Avoid undertaking long journeys between midnight and 6am, when natural alertness is at a minimum.
- Plan their journey to take sufficient breaks. A minimum break of at least 15 minutes after every 2 hours of driving is recommended.
- If they feel at all sleepy, stop in a safe place. Do not stop on the hard shoulder of a motorway.
- The most effective ways to counter sleepiness are to drink two cups of caffeinated coffee, for example, and to take a short nap (at least 15 minutes).

It is currently illegal to hold and use a mobile phone whilst driving even if stationary in traffic. It is also illegal to be using a mobile phone on hands free where it affects your care or attention when driving. The general policy therefore is that mobile phones should not be used whilst driving and all those issued with a mobile phone are not obliged to use them whilst driving. The driver should find a safe place to stop the vehicle to make or receive the call. Under no circumstances may text messages be read or written when driving.



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## Emergency & Continuity

### Accidents, First Aid and Work-Related Ill-Health

The Company is committed to preventing accidents and cases of ill-health to employees and others who may be affected by its work activities. However, the Company recognises that failures can occur and will investigate all accidents and ill-health to identify the immediate and underlying causes so as to prevent recurrence.

#### First Aid Provision

The **HSEQ Manager** will ensure that adequate first aid trained personnel and equipment is provided, in accordance with the Health and Safety (First Aid) Regulations 1981 as amended.

The **HSEQ Manager** is responsible for ensuring the location of the first aid kit, accident book and the names of First Aiders are known to all employees. Quarterly checks on provisions are to be made by the First Aider and any shortfalls addressed.

#### Accident Reporting

All accidents and incidents are to be recorded in the accident book. The **HSEQ Manager** is to ensure that the **Managing Director** is also notified when the accident or incident is RIDDOR reportable.

The **HSEQ Manager** is responsible for investigating accidents and incidents of ill-health with the **Operations Managers** who is also responsible for acting on the findings of the investigation to prevent a recurrence. The **Managing Director** is to be notified of the findings of all investigation so that any deficiencies that may have implications elsewhere in the Company may be addressed.

#### Reporting of Accidents/Incidents to the Authorities

All reportable incidents, as defined by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) will be reported by the **HSEQ Manager** to the enforcing authority within the relevant timeframes. The following types of work-related incident/accident need to be reported:

- Death
- Major Injuries e.g. broken bones, dislocations, amputations, loss of sight etc.
- Any accident resulting in more than 7 days lost from work.
- Any non-employee (i.e. customers, visitors, and contractors) being taken directly to hospital.
- Certain types of disease e.g. dermatitis, asthma, upper limb disorders, carpal tunnel syndrome etc.
- Certain types of dangerous occurrence, even when no-one is injured e.g. electrical fires, etc.

First aid boxes are maintained and held at **the Head Office and within the store and welfare facilities provided by the client's premises.**

All records of all reportable accidents, dangerous occurrences and reportable diseases will be kept for at least 3 years.

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## Pandemic Outbreak

Specific company policies and risk assessments will be developed as required regarding national and international pandemic outbreaks. These will be written in conjunction with specific government guidance. The Company recognises their duty to prioritise employee health and safety and to ensure that they commit to keep employees safe whilst carrying out their duties and managing the risk of any pandemic outbreaks within the workplace. These documents will apply to all employees, contractors, visitors, and any other person engaging in work for the company during a time in which there is a pandemic outbreak. As always, to prevent the spread of germs, good hygiene practices such as regular hand washing, and social distancing is essential. The HSE will determine the specific accident & incident reporting requirements in conjunction with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

## Infection Control

Written procedures and guidelines for the prevention and control of infection are produced and regularly reviewed by the **Managing Director**.

The day-to-day management of monitoring, implementation, and control of infections within the Company will be the responsibility of the **HSEQ Manager and Operations Managers**.

All staff are responsible for compliance all aspects of infection control including personal protection and to notify the **HSEQ Manager and Operations Managers** regarding noncompliance.

The **HSEQ Manager** is also responsible to ensure training has been conducted for all staff.

## Vaccinations

It is the businesses belief that vaccines are fundamental to protecting employees from the coronavirus (COVID-19) and to moving towards controlling and reducing the impact of the coronavirus (COVID-19) pandemic.

Vaccinated people are far less likely to get COVID-19 with symptoms and are even more unlikely to get serious COVID-19, to be admitted to hospital, or to die from it. Vaccinated people are also less likely to pass the virus to others. You are therefore, encouraged to get vaccinated and support the business to protect its colleagues, clients and customers.

## HIV and Blood Borne Viruses

We recognise that some of our employees may be concerned about HIV and other blood borne viruses, such as hepatitis B, within our workplace. The company has assessed the risk for potential exposure to blood borne diseases and considers that there is no significant risk of contracting blood borne diseases in everyday work situations. However, minor accidents and situations of illness may occur which result in release of blood or bodily fluids. In order to minimise the risk of infection all staff should ensure that they contact the first aider who is trained and equipped for dealing with these matters.

### Special Note...

Employees suffering from HIV are not obliged to report their condition to the employer. However, if the company is notified, any employee suffering from HIV infection or AIDS will not be treated differently from other employees moreover, the fact that an employee is suffering from HIV infection or AIDS will not be communicated to other employees without the sufferer's consent.

## Dermatitis

Latex-free gloves will be the glove of choice when indicated for a procedure, including latex-free sterile gloves for sterile procedures.

Employees are to avoid wearing any gloves if not indicated for a particular activity. Employees are to use provided emollient creams e.g. E45, aqueous cream, white soft paraffin etc. on a regular basis. These help to moisturise, lubricate and soothe the skin as well as replace natural oils removed by soap, water or irritants. Emollients are best used on rest breaks and after shifts. They should not be used as soap substitutes unless specifically prescribed for named individuals.

If symptoms of dermatitis develop e.g. red, sore itchy hands with broken skin, inform the Operations Managers.

The HSEQ Manager is to ensure that latex and other skin irritants & sensitizers are included as part of COSHH and risk assessment procedures.

## Personal Protective Equipment

The Company is committed to complying with the Personal Protective Equipment (PPE) at Work Regulations 1992 as amended. Wherever possible, risks will be controlled by means other than PPE. However, it is recognised that PPE is sometimes the only practical control measure, and at other times it is required in addition to other control measures.

Employees may be asked to sign to confirm receipt of PPE. The **Supervisors** will be responsible to ensure staff wear appropriate PPE provided.

All staff have the responsibility to report any defects or problems regarding their PPE to the **Operations Managers**.

## Personal Hygiene

In order to prevent product contamination, all operatives must be aware of the importance of assuring high levels of hygiene at all times.

### Sickness/Disease

You must report to the Operations Managers when suffering from, being in contact with and/or being a carrier of any of the following before commencing work:

- Gastric disorders
- Septic conditions
- Hepatitis A
- Cholera
- Typhoid & Paratyphoid
- E coli (VTEC)
- Salmonella
- Dysentery
- Tuberculosis

### Personal

Operatives must wear protective clothing provided for you by the company. All items must be kept in good, clean condition. Any damage should be reported to the HSEQ Manager, Operations Manager or Area Managers.

## Fire and Evacuation

The Company has procedures in place to follow in the event of emergency. These are communicated to all employees during induction and are displayed throughout the offices. In simple terms the procedure is as follows:

In the event of a fire:

- Immediately sound the alarm by shouting “Fire, Fire, Fire” and activating the nearest alarm point.
- Only attack the fire if trained to do so – do not put yourself at risk.
- Dial 999 and ask for the fire brigade – give the building address and location of the fire ensuring it is heard by the operator.
- Evacuate the building by the nearest exit and proceed to the designated assembly point.
- Do not stop to collect personal belongings.
- Do not re-enter the building until told it is safe to do so.

The Company has appointed a ‘responsible person’ who is charged with the responsibility of ensuring the safety of the staff and any person who may legally come onto Company property and of anyone not on the premises but who may be affected.

The **Managing Director** has been appointed as the ‘responsible person’. The **Managing Director** is responsible for the buildings common area safety arrangements and the maintenance of a building fire alarm and detection system. Therefore, in accordance with the Regulatory Reform (Fire Safety) Order 2005, the Company will ensure that a Fire Risk assessment is conducted, and adequate precautions put in place.

The **Managing Director** is responsible for ensuring that the fire risk assessment is undertaken and completed. To achieve this duty, the **Managing Director** will appoint specialist consultants to assist in the completion of the assessment and also in the maintenance of suitable firefighting equipment.

The day-to-day responsibility for ensuring all fire precautions are in place and in order is that of the Fire Marshal. In particular:

- Escape routes are checked daily to ensure they are free from obstruction.
- Fire extinguishers are maintained and serviced annually.
- Emergency Lighting is maintained and serviced quarterly, and records kept.
- Adequate numbers of Fire Wardens are appointed to assist in the event of a fire evacuation.

The Fire alarm will be tested every week by the Landlord / Property Maintenance / Client.

A full fire evacuation will be undertaken every 12 months organised by the **HSEQ Manager**.

## Environment

The Company will take all reasonable steps to minimize as far as practicable the impact of its activities on the environment. The Company recognizes its responsibility to the community and has therefore identified the aspects of its operations that may have an effect on the environment. The Company does not consider its business to be of inherent damage to the environment, but it has identified certain areas which need to be controlled to minimize any detrimental environmental effect.

The Company will endeavour to control its following activities:

- Consumption of energy.
- Use of packaging materials.
- Emissions.
- Use of transport.
- Volume and treatment of waste.
- Noise in residential areas.

The Company will meet and where appropriate exceed the requirements of all relevant legislation, will seek to reduce the consumption of materials, and will recycle waste where possible. In addition, the Company will manage energy and fuel wisely and will minimise visual, noise and other impacts of its business on the local environment.

The **Managing Director** will lead the process of implementing this policy and will keep the policy under continual review.

## Waste Disposal

It is the policy of this company that where waste is generated during the course of company activities then that waste shall be disposed of in a controlled, safe, and proper manner. Where such waste removal requires the application of special control measures to reduce hazards such as contamination, dust or risk of environmental pollution then laid down company procedures will be followed to render such waste removal inoffensive and free of risk so far as reasonably practicable.

The **Managing Director** will lead the process of implementing this policy and will keep the policy under continual review.

## Record of Document Amendments

Date of Amendment	Amendments Made	Amended By	Document Issue Number
15.06.19	Update changes in roles and titles of organisational structure.	Julia Morrison	2
08.08.19	Update & add roles & responsibilities, add HSEQ Assistant.	Martin Hartland	3
04.11.19	Update organisational structure	Julia Morrison	4
10.02.19	Update section on work at height pgs. 36,37,38 Stepladders, Access Towers MEWP	Julia Morrison	5
23.06.20	Annual review - Updated Org structure changes in positions and persons employed. Inc pandemic outbreak policy	Julia Morrison	6
01.07.21	Annual review inc. section for Mental Health and Wellbeing at Work and updated section on Pandemic Outbreak	Julia Morrison	HAS043-07
14.01.22	New Guardian H&S Policy Template, Updates to organisation structure and vaccination policy	John Clarke	8
20.07.23	Updated org chart, added commercial director role, added Behavioural Safety Section	J Clarke	9
10.10.23	Ammend to statement of intent and rewording of Behavioural safety.	J Clarke	10
12.02.2024	Amend the statement of intent	S Ahioglu	11

