



HEALTH & SAFETY POLICY

APRIL 2019



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HEALTH & SAFETY POLICY STATEMENT

At Spring Clean Commercial Ltd we aim to provide and maintain a healthy and safe working environment for you by complying with the Health and Safety at Work etc Act 1974 and subsequent legislation. I recognise and accept our duty to protect the health and safety of our customers, other contractors, consultants and members of the public. To ensure your health and safety and that of our customers, contractors, consultants and members of public, we will:

- ✓ Monitor accidents, injuries and ill health to help us control the health & safety risks arising from our cleaning activities
- ✓ Appoint competent people and give them the training necessary to carry out their tasks safely
- ✓ Provide and maintain a safe place of work, safe tools and equipment
- ✓ Store, use, handle and transport substances safely
- ✓ Provide information, instruction and supervision as necessary to implement this policy and achieve our objectives
- ✓ Consult you on matters affecting your health & safety.

Clear, straightforward communication and co-operation between all of us, the contractors and consultants who help us and our customers is vital to the success of this policy and ultimately the success of our business. As an employee of Spring Clean Commercial, your co-operation with this policy is essential to ensure not only your own health and safety but that of others. Remember it is your responsibility to:

- ✓ Take care of yourself and others
- ✓ Use any equipment, tools or facilities in accordance with the information, instruction and training given
- ✓ Not misuse or interfere with anything provided to safeguard your health and safety or that of customers, contractors, consultants and members of public
- ✓ Report any injuries, near misses, hazards, dangerous situations or concerns to your Team Leader, Service Manager or Operations Manager.

We will review this policy annually, or sooner if there is a significant change, to ensure that it continues to reflect our business, the law and industry best practice.

Hollie Middleton
Director
26th April 2019



ORGANISATION

Spring Clean Commercial is a small company that has expanded rapidly in the last couple of years to employ 120 people across East Anglia. We have a flat management structure and we operate from a single office with an 'open door' policy. We are a flexible business with a collaborative and pragmatic approach to our work. Our ethos is *'if we need it, we get it'* to ensure that Spring Clean Commercial is an enjoyable place to work and a safe place to work. To further this aim, I made three policy decisions:

- No bleach.
- No construction sites.
- No work at height.

This section outlines the how we organise and manage health and safety at Spring Clean Commercial Ltd (from now on referred to as Spring Clean). It allocates specific responsibilities to the different job roles to ensure that everyone is crystal clear about 'who does what' when it comes to health and safety. I, Hollie Middleton, have written this health and safety policy with technical assistance from Mary Richardson, CMIOSH.

MANAGING DIRECTOR

I, Holly Middleton, have overall responsibility for the implementation of the health and safety policy to ensure the health, safety and welfare of all employees. I will:

- Ensure that Spring Clean has adequate financial and organisational resources to put this policy into practice;
- Promote health and safety and set a good example;
- Review our performance on health and safety matters;
- Make sure that we have access to and use the services of professional advisors and specialists on health and safety matters;
- Ensure that accidents and near miss incidents are investigated and monitored with a view to improving standards and working conditions and practices.
- Liaise with HSE Inspectors, Fire & Rescue Services and other enforcing authorities as required.

OPERATIONS MANAGER

The Operations Manager is responsible for ensuring that the management arrangements in this policy are implemented on a day to day basis across all cleaning projects. He will:

- Ensure that the premises are fit for purpose;
- Research, and organise equipment ensuring continuous availability;
- Ensure that all equipment is serviced, maintained, tested and inspected so that it is reliable and in good working order;
- Ensure that statutory inspections e.g. PAT testing are carried out promptly;
- Ensure that adequate levels of stock are kept at all times;



- Review risk assessments and safe systems of work to ensure that our documentation is completed properly and proportionate to the hazards encountered on each contract;
- Assess the competency of the management team;
- Arrange external training, on-the-job training or coaching to ensure that the management team are competent and adequately trained;
- Review the operation of the cleaning contracts with Service Manager;
- Get advice where needed;

SERVICE MANAGER

The Service Manager is responsible for ensuring that the operational arrangements in this policy for each individual contract are implemented. The Service Manager will:

- Carefully consider, plan and organise the resources for each cleaning contract;
- Produce a site specific Site Handbook containing the relevant documentation for each cleaning contract;
- Liaise with the Operations Manager to control the practicalities encountered at customer's premises;
- Ask for help or advice if needed;
- Check that the various daily checks are carried out and recorded;
- Carry out proactive monitoring e.g. random spot checks;
- Organise on-the-job training, instruction or coaching to ensure that the cleaning team are competent and adequately trained;
- Ensure the team leaders understand their job and their legal responsibilities so that they can comply with this policy;
- Identify hazards and carry out site specific risk assessments and safe systems of work.

TEAM LEADERS

Team Leaders are responsible for ensuring that the arrangements in this policy are implemented on a day to day basis at customer's premises. The Team Leaders will:

- Assess the competency of the cleaning teams.
- Provide instruction and on-the-job training to ensure that cleaners are adequately trained so that they perform their role safely;
- Ensure that all necessary paperwork is available on site in the Site Handbook;
- Use and implement the documents in the Site Handbook;
- Ensure that the control measures listed in the risk assessments are carried out to effectively control hazards and minimise risk;
- Work safely and encourage good safety practices in others;
- Ask for help or advice if needed;
- Audit the sites and carry out fortnightly inspections;
- Complete all the relevant paperwork, keeping neat and tidy records;
- Check that Cleaners carry out their daily checks on equipment;
- Ensure that cleaners are provided with and wear the right PPE.



EMPLOYEES

All employees regardless of job title or status have a responsibility to work safely. You will:

- Do your best to understand the requirements of this policy and ask if you don't understand something;
- Co-operate with your Team Leader;
- Take reasonable care of yourself and others who may be affected by what you are doing;
- Not misuse or interfere with anything provided for your safety;
- Work safely and follow the information in the Site Handbook;
- Avoid doing or using anything that could endanger yourself, your colleagues, customers' employees or members of the public;
- Keep your work area clean and tidy;
- Report any hazards, accidents, near misses or faulty equipment to your Team Leader;
- Follow emergency procedures and participate in customers' fire evacuation drills;
- Carry out daily checks on your tools & equipment;
- Wear PPE and use tools, equipment and facilities in a safe manner and in accordance with training and instructions given.

COMPETENT ADVISORS

We recognise the boundaries of our knowledge and we know what we don't know. As a result we use specialist advisers such as cleaning chemists, cleaning equipment contractors and health and safety consultants for those topics that fall outside our area of expertise.

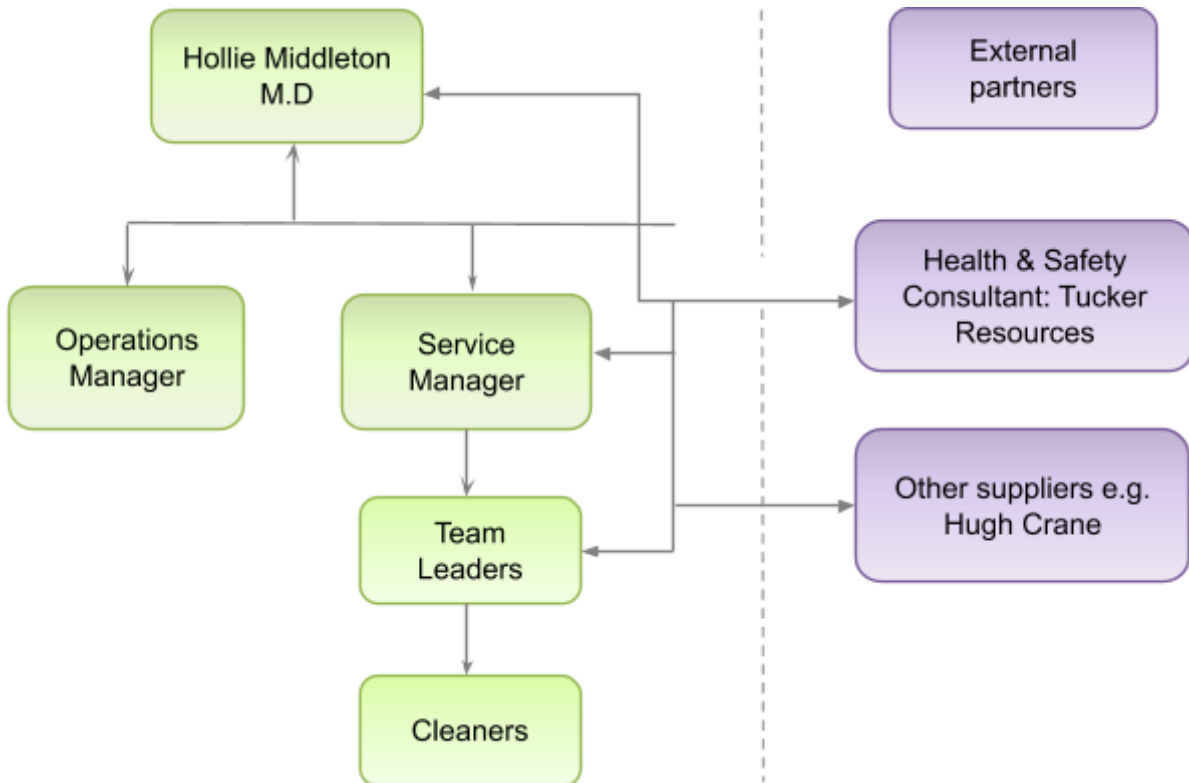
Tucker Resources has been appointed as Spring Clean Commercial's health and safety competent person. Mary Richardson, health and safety consultant will:

- Provide technical advice on health and safety;
- Carry out specialist risk assessments;
- Provide updates and explain and interpret the law;
- Investigate serious accidents and near misses;
- Generally help Spring Clean Commercial to implement this policy to comply with health and safety legislation.

Anyone who fails to comply with the requirements of this policy and/or endangers their own health and safety and/or that of other people, may be subject to disciplinary proceedings or some other penalty.

SAFETY ORGANISATION CHART

The chart below represents the routes of communication for health and safety issues within Spring Clean; it does not reflect the hierarchical structure.



MONITORING COMPLIANCE: AUDITS & REVIEWS

We monitor our performance through a combination of proactive and reactive monitoring techniques. Proactive monitoring techniques look forwards and checks that something will happen whereas reactive monitoring looks backwards and occurs 'after the event'.

Examples of our proactive monitoring techniques include carrying out risk assessments, inspecting equipment and carrying out periodic statutory inspections, informal random spot checks.

We also have a three tiered approach to monitoring standards:

Level 1: we carry out monthly inspections; this is an unannounced visit by one of our Team Leaders who assesses the cleaning operative against a pre-determined checklist.



Level 2: our Supervisors carry out a quality check once a quarter against a pre-determined list.

Level 3: our Health & Safety Consultant carries out an external audit once a year.

Examples of our reactive monitoring techniques include accident investigations, near miss investigations, investigations into property damage or customer feedback forms, comments or complaints.

Health and safety is always on the agenda and discussed at the weekly operations meetings. Notes of the operations meetings are available on the shared drive. Significant key points from the operations meetings would also be discussed at the monthly business management meeting.

The Health & Safety Executive and the Fire & Rescue Service are the external enforcement agencies responsible for assessing the effectiveness of this policy.

I am responsible for monitoring the effectiveness of this policy; I will review this policy in April 2020 or sooner if there is a significant change in our business operations.

ARRANGEMENTS

These arrangements specify how we will maintain your health and ensure your safety at work. You are required to follow the advice and instructions given in these arrangements. If you have any questions, ask your Team Leader, Service Manager, the Operations Manager or me.

ACCIDENTS & ACCIDENT REPORTING



All accidents at work - however minor - must be recorded on the accident/incident form as soon as possible after the event. Accident/incident forms are kept in the Site Handbook and should be completed for all accidents i.e. those occurring in the office and accidents occurring on site at a customer's premises. The form should be completed with as much detail as possible about how the accident happened and the nature of the injuries. The form must be signed and dated by the injured person and either the relevant Team Leader, Supervisor or the first aider. Completed accident/incident forms must be sent to the Operations Manager within 7-days of the event. If you have an accident on site at a customer's premises you must inform your Team Leader, Supervisor or Operations Manager so that they can inform the customer. Any accidents involving customers, contractors, visitors to the office or members of the public must also be recorded on an accident/incident form.

All serious accidents, near misses or cases of ill health will be investigated by the Operations Manager or Mary Richardson, Health & Safety Consultant to establish whether any action could be taken to prevent a recurrence. If an accident/incident is reportable to the Health & Safety Executive as required under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), I will complete the online form:

- immediately by telephoning 0345 300 9923 if there is a fatality or a 'specified injury' such as a broken bone, amputation or loss of sight or unconsciousness. I will complete a RIDDOR form online within 10 days of the accident.
- as soon as possible by submitting a RIDDOR form online if a customer or member of the public is injured on Spring Clean Commercials premises **and** taken to hospital for treatment.
- within 15 days after an accident if an employee is incapacitated for more than 7 consecutive days excluding the day of the accident but including any days which would not have been working days e.g. weekends and rest days.

A 'near miss' is an accident waiting to happen; it's just pure chance whether someone gets hurt or not. If you have a near miss or see a health and safety problem, a hazard or something that is unsafe, make the area safe if possible and then inform your Team Leader, Supervisor, Operations Manager or me so that it can be put right and made safe. Serious near misses are investigated and recorded on our accident/incident form. If the 'near miss' falls within one of the 27 categories of reportable dangerous occurrences under RIDDOR, I



will report the dangerous occurrence as soon as possible to the HSE by submitting the appropriate RIDDOR form online.

ASBESTOS

Asbestos is likely to be present in some of the premises that we clean. At the start of a new contract we ask the age of the buildings and, if the buildings were built before January 2000, we ask for the customer's asbestos register. We compare the scope of the work with the asbestos register and share the information with the cleaning team.



If you discover any damage to known asbestos containing materials (ACM) such as wall boards, ceiling boards, Artex ceilings, toilet seats or cistern or floor tiles, or if you come across a suspected ACM you must:

STOP work.
BLOCK the area to prevent people entering
TELL your Team Leader and, if available, customer's representative immediately.

NEVER pick up, Hoover or clear up broken asbestos board, flaking Artex, dust or debris. The Cleaning team are required to attend asbestos awareness training; this will be refreshed annually.

The premises have been completely refurbished twice since January 2000 by the landlord. We are not responsible for any repairs or maintenance at our premises. Under the Control of Asbestos Regulations, the landlord is the dutyholder.

CHEMICALS & HAZARDOUS SUBSTANCES (COSHH)

Spring Clean Commercial has a strict 'no bleach' policy and we try to use non-hazardous chemicals where available e.g. Clover Dose-It range. We will replace hazardous cleaning chemicals with non-hazardous alternatives if they are available.

Excess stock of hazardous cleaning products left at customer's premises will be disposed of unless the customer specifically requests that the products are used up, in which case a COSHH assessment will be carried out by the Operations Manager.

Before we buy any new products, we investigate and try it to ensure that it is effective.

With the exception of naturally occurring biological hazards, hazardous products and substances are labelled with the following symbols:



Being a cleaning operative will bring you into contact with cleaning products and may bring you into contact with naturally occurring biological hazards present in blood, bodily fluids and occasionally vomit and bacteria in stale water.

Currently one contract involves working outside which may bring you into contact with naturally occurring biological hazards present in the soil, bacteria in foul water, mould and animal faeces.

COSHH assessments will be carried out on hazardous cleaning products by the Operations Manager. COSHH assessment on biological hazards and infectious micro-organisms will be carried out by Tucker Resources. COSHH assessments will be reviewed annually. COSHH assessments are kept in every Site Handbook.

If you use, store, transport or handle hazardous cleaning chemicals you must read the product information on the label, follow the 'dose it' instructions and do what the COSHH assessment says to ensure that you and other people do not get hurt.

COMMUNICATION, CONSULTATION & INVOLVEMENT

We will talk to you about any changes that may substantially affect your health or safety; due to the reactive nature of our work, this is usually over the phone or by text but might also be at meetings at the customer's premises, in the office or at Tool Box Talks. Because we are a small company, only relevant employees are involved. We will discuss things like problems on jobs, new contracts, new tools or equipment, new working practices and forthcoming training.

We want communication to be a 2-way process with you talking to your Supervisor, Team Leader, the Service Manager, Operations Manager and me. Depending on the topic, consultation may also take place with you on an individual basis. We will consider your opinions, gripes and suggestions before any changes are made that could affect your health and safety. Records are not normally kept of these informal meetings.

We also hold a weekly operations meeting in the office where the Operations Manager, the Service Manager and Team Leaders discuss each account every week. Notes and action points are kept of these meetings and posted on the shared drive.

CONTRACTORS



Spring Clean Commercial uses two well established, specialist sub-contractors: a professional carpet cleaner and a window cleaner. Both sub-contractors were personal recommendations and have worked for us for years. The sub-contractors have to supply Public Liability, Employer's Liability or Professional Indemnity insurance certificates, site specific risk assessments and method statements for the job. The Operations Manager reviews the insurance documents, risk assessments and method statements. The Team Leader or Service Manager monitor the performance of the sub-contractors; the quality of the sub-contractors' work is easily and immediately obvious by visually checking.

DANGEROUS SUBSTANCES

We use small quantities of petrol as fuel for a lawn mower for one contract. The minimum quantities of petrol i.e. 2 x 5 litres containers are kept on site, it is stored upright, with the lid protected from damage and stored securely. Ignition sources are eliminated and a fire extinguisher is kept nearby. The vans display the flammable liquid signs. Petrol is classified as a dangerous substance because of its flammability. The use, handling and storage of petrol will be included in the general activity risk assessment which will be reviewed annually.



DRIVING

Spring Clean has a fleet of company vehicles including cars and vans. If you drive on company business you must drive safely and responsibly whatever vehicle you are driving. You are responsible for your own safety and that of others who may be affected by your actions such as passengers, other road users and pedestrians. You must always follow the Highway Code when driving on business.

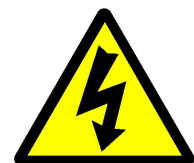
Using a hand held mobile phone whilst driving is a criminal offence and is prohibited. We discourage making or receiving a call using hands free technology because you can still be distracted. If you receive a call you must have full and proper control of the vehicle at all times. If you think it's going to be long or difficult call, tell the caller that you will pull over and call them back.

It is strictly forbidden to drive any vehicle or operate tools and equipment under the influence of alcohol, illegal drugs or any other substance that impairs your judgement such as glue or solvents or certain medication. Tell your Team Leader, the Service Manager or the Operations Manager if you are or likely to be affected by any of the following:

- Medical conditions or ill health;
- Taking medicines or prescribed drugs;
- Eye or eyesight problems;
- Penalty points, fixed fines or driving ban.

The Operations Manager is responsible for getting the company vehicles repaired, MOT'd and serviced. I am responsible for arranging fleet insurance. You must report any accidents, breakdowns or faults to the Operations Manager or the Service Manager as soon as possible. Only employees are permitted to drive company vehicles. The Service Manager will check your driving licence annually regardless of whether you drive your own car or a company vehicle. The driver of the vehicle is responsible for checking the oil, water, washers, lights and tyres before setting out.

ELECTRICAL SAFETY





A competent person carries out the combined inspection and test (commonly known as PAT testing) on portable electrical tools and equipment used by the cleaning team and at the office every 12-months.

Equipment is labelled as having been tested and an asset list is kept of the test results. Failed equipment is thrown away and replaced. Personal electrical equipment e.g. desk fans or radios is also PAT tested.

Electricity kills, burns and causes fires. You must visually check any electrical equipment and cables for damaged casings, bare conductors, cracked covers or damaged cables before using it.

If you come across damaged or faulty equipment DON'T USE IT. If it goes wrong whilst you are using it, turn it off, unplug it and tell your Team Leader, the Service Manager or the Operations Manager; they will arrange for a replacement.

The majority of the power tools used by the cleaning teams are battery powered and rechargeable e.g. scrubber driers, back pack hoovers. We prefer battery powered equipment because it eliminates two hazards: electric shock and tripping over the lead. However, some equipment is still 230V e.g. Henry hoovers. You must use a Residual Circuit Device (RCD) on the 230V equipment; you must test and reset the RCD each time before use.

Do not overload sockets. If you have to use an extension lead, unwind it fully and push it back against the wall, tie it back neatly or cover it; do not trail leads across paths/walkways creating a trip hazard.

The permanent, fixed electrical installations at the offices will be inspected and tested by the landlord every 5 years or sooner if required. The distribution board is labelled, locked and kept clear at all times.

FIRE & EMERGENCY PROCEDURES



Spring Clean operates from a single storey, managed office suite consisting of a large office, stock room and welfare facilities. Smoke detectors have been installed in the office and stock room. The smoke detectors are tested monthly by the Operations Manager. Fire Action Notices are displayed confirming what action to be taken in the event of a fire.

Emergency lighting and fire extinguishers are provided by the landlord in the communal corridor. The landlord carries out a fire drill at least once a year; you are expected to participate in fire evacuation drills. The fire extinguishers are kept in designated positions and are always readily available for use in the event of a fire. The single fire exit and corridor must be kept clear of obstructions and combustible materials at all times.

Spring Clean provides a fire extinguisher in each van. The fire extinguishers are serviced annually by a competent person.



A fire risk assessment has been carried out and is reviewed annually to ensure that the fire prevention and fire protection measures remain effective.

IN THE EVENT OF FIRE OR OTHER EMERGENCY AT THE OFFICE:

1. Sound the alarm by shouting 'FIRE'.
2. Leave the building by the nearest fire exit. Do not collect your belongings.
3. Tackle a small fire if it is safe to do so and without putting yourself or others at risk.
4. Report to the fire assembly point in the car park.
5. Only re-enter the building when you are told it is safe to do so by the Fire Officer.

When cleaning a customer's premises, you will be told about the fire and emergency procedures during the induction. When working at a customer's premises or if you are covering on a different site, pay attention during the induction and check the Site Handbook. Make sure you know where the nearest fire exit is and where the nearest fire extinguishers are.

Fire awareness training is arranged by the Operations Manager.

FIRST AID

If you have an accident at work, feel unwell or need first aid assistance contact a first aider on site or your Team Leader. A first aid risk assessment has been carried out to determine the first aid provision needed. First aid boxes are kept in the cleaning cupboard on site and in each van. If you need replacement supplies contact your Team Leader or the office. If you are working on site at a customer's premises, you will be told about any specific first aid arrangements at the induction.

INDUCTION

The Team Leaders carry out inductions with new employees. The induction covers the staff handbook, site handbook, first aid, fire and welfare arrangements, risk assessments, safe systems of work for using powered equipment, asbestos, consultation arrangements, good housekeeping, manual handling, accident/incident reporting, fault reporting and the use of the 'Dose It' system.

INFORMATION

The Health & Safety Law Poster provides a summary of the key health and safety legal requirements; it is displayed in the office and copies of the leaflet version (English and translated where needed) are in each Site Handbook.

The Employer's Liability insurance certificate is displayed in the office, in each Site Handbook and on our website. Insurance certificates will be kept electronically for 40 years.



Each site has a Site Handbook which contains copies of the cleaning schedule, risk assessments, insurance certificate, and contact details.

Information is available from a variety of sources: management team, specialist suppliers, Tucker Resources and is available from the HSE's website.

MANUAL HANDLING



We will try to eliminate manual handling so far as is reasonably practicable. Given the nature of our work, you will be required to lift, move, carry and stack cleaning products, toilet rolls, hand towels, bin bags and your cleaning caddy on a daily basis. We deliberately provide small buckets to reduce the quantity of water carried. We try to provide cleaning cupboards on each floor to reduce carrying distances. We provide equipment that fits in the lift. We provide trolleys and wheeled buckets on larger areas to reduce the risk from manual handling; trolleys are pushed with both hands, not pulled. The risk from manual handling is assessed for each job and is included in the general risk assessment for each contract. The HSE's guidelines indicate the maximum weight for a man lifting and lowering a load close to the body between knuckle and elbow height is 25Kg and 16Kg for a woman. We will try to keep within the HSE guidelines where possible.

Never lift oversized, heavy or awkward objects unless you have received training in correct lifting techniques and there are sufficient numbers of people or the right equipment to help with the lift.

You should follow these safe lifting principles when lifting, moving or carrying:

1. Assess the object and plan the lift, ensure you have a clear path.
2. Adopt a stable position close to the object with one foot slightly forward to maintain balance.
3. Bend at the knees keeping the back straight and head up.
4. Get a good grip of the object keeping it close to your body.
5. Straighten knees and lift using your legs.
6. Avoid twisting, bending, stooping or overreaching.
7. Never try to lift more than can be easily managed – get help.

If you are lifting, moving and carrying on a regular basis you will be given information, instruction and on line training. Manual handling training is organised by the Operations Manager.

NOISE



Excessive noise can cause hearing damage ranging from permanent hearing loss to tinnitus. The only noisy machine in use is the Gansow 41 BF 57 scrubber drier which is owned and provided by a private school. It has a sound pressure level reading of 83dB(A). All other machines have sound pressure level readings of less than 70dB(A). A noise assessment will be carried out to determine whether



you will be exposed to the Lower Exposure Action Value of 80dB(A) when using the Gansow 41 BF 57. A 'Positive Purchasing Policy' has been introduced to ensure the best machine for the job is hired or purchased taking into account both the sound pressure level and vibration magnitude measurements and the advice from Hugh Crane, equipment suppliers. You will be required to comply with the control measures listed in the noise assessment which may include wearing ear plugs.

PERSONAL PROTECTIVE EQUIPMENT



Spring Clean provides Personal Protective Equipment (PPE) such as disposable gloves, rubber gloves, goggles, hi-vis and disposable coveralls as the last resort to prevent you from getting hurt at work. The need for PPE is determined by the risk assessment. PPE is provided free of charge and we keep records of some of the PPE that has been issued to you. You must keep PPE clean and in good condition. If you lose it, break it, wear it out or if it does not fit you any more tell your Team Leader so that they can arrange for a replacement. You must wear the PPE given to you. Your Supervisor and Team Leader will check that you are wearing it.

PREGNANCY

Please tell your Team Leader as soon as you know that you are pregnant so that they can arrange for a pregnancy risk assessment to be carried out.

RISK ASSESSMENTS & RISK CONTROL

To ensure that you are safe at work, hazards are identified by the Service Manager and Team Leaders, risks are assessed and controls put in place to reduce risks to an acceptable level. We have 4 template risk assessments covering the 4 different types of premises that we clean in: offices, schools, industrial and commercial. For straightforward, simple contracts, the Operations Manager liaises with the Service Manager and tailors the relevant template risk assessment to the contract/premises. For unusual or complex contracts, the Health & Safety Consultant carries out a site/contract specific risk assessment. Risk assessments identify the significant hazards associated with routine or non-routine tasks, a particular job, process or place and list the precautions already in place to protect you and others who may be affected e.g. customers, contractors and members of the public. You need to know the hazards associated with your job and the precautions that have been put in place to prevent you from being harmed.

CLEANING TEAM: we go through risk assessments at the contract induction so that you understand them and you will be asked to sign them before carrying out the job. Site specific risk assessments and other relevant risk assessments are kept in the Site Handbook.



ADMIN TEAM: we go through risk assessments annually because the work is more routine. Risk assessments are kept in the office.

Everyone must follow the precautions listed in the risk assessments; if you don't, we will take disciplinary action because you, or someone else could get hurt. If you have any questions, ask your Team Leader, Service Manager, Operations Manager or me.

Risk assessments will be reviewed annually or sooner if we suspect that they are no longer valid e.g. after an accident, changes to work conditions or if the work activity or equipment changes.

Mary Richardson, the Health & Safety Consultant is available to assist with the specialist risk assessments as required e.g. complex COSHH assessment, driving, pregnancy, young person, DSE etc.

SAFE SYSTEMS OF WORK

Safe systems of work are a written set of instructions outlining step by step how to carry out a job safely. They are an important element of controlling risk because it ensures that the job is safely and consistently each time. Safe systems of work are written for self-propelled or complex machinery such as scrubber driers, Astroturf brush, buffers by the Health & Safety Consultant. Safe systems of work will be reviewed annually or sooner if we suspect that they are no longer valid e.g. after an accident or if the work activity or equipment changes.

SAFETY SIGNS & SIGNALS

Safety signs include conventional signs, illuminated signs, stickers, labels and tape. Minimal words are used because the picture takes priority. There are four categories of signs each with different meanings as outlined below:

Sign	Prohibition	Mandatory	Warning	Safe Condition
Message	Don't do	You must do....	Beware of	Follow this...
Colour	Red	Blue	Yellow	Green
Example	 No pedestrian access	 High visibility clothing must be worn in this area	 Danger of death	 First aid

You will see a variety of signs at customers' premises. Don't ignore signs – they're there for a very good reason.

SLIPS, TRIPS & FALLS

One of the most common causes of injuries at work is the slip, trip or fall. We must be careful not to create slip or trip hazards when we are cleaning. You must wear sensible footwear that suits the job you are doing; for cleaning operatives this means black, flat shoes with the toes covered. We provide battery operated equipment as much as possible to prevent people tripping over any trailing cables. When working at customers' premises put your cleaning caddy and tools against the wall. Ensure that cleaning machines are correctly adjusted so that floors are left clean and dry so people do not slip on a wet floor. Always put out 'Cleaning in Progress' sign.



At our offices, you must keep your work area tidy. No rubbish, coats, bags or trailing cables on the floor; keep it clear and tidy.

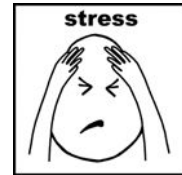
SMOKING

It is prohibited for anyone to smoke in the offices, in customers' premises or outside in their gardens or in company vehicles. Smoking is only permitted outside in the designated smoking areas.



STRESS

Stress can be triggered by or made worse by money worries, relationships, family problems, illness, too much or too little work. Work-related stress is the adverse reaction people have to excessive pressure or other types of demand placed on them at work. If the demands of your job are becoming excessive or if you get any threats, intimidation or undue pressure from customers, other contractors or members of the public tell your Team Leader, the Service Manager or Operations Manager.



TRAFFIC MANAGEMENT

You must follow the customer's traffic routes when attending their site. This means following any one-way systems, parking in designated spaces, using the pedestrian doors and not vehicle roller shutter doors and using the pedestrian walkways. Do not remove tape or barriers to enter an area. If the customer's site rules require it, you must hi-vis.



TRAINING & COMPETENCE

Your competency will be assessed by your Team Leader when you first start with Spring Clean because anyone can say that can do something; we check to make sure that you can do what you say you can do; we will also need to show you how to use the 'Dose It' system and powered machines. Training is sometimes cascaded down i.e. Hugh Crane will train the Team Leaders on how to operate a scrubber drier and then the Team Leaders will train the cleaning operatives. The competencies that need to be demonstrated or attained for each role are listed on the training matrix. Spring Clean identifies training needs on recruitment, during the probation period, at appraisal and by talking to employees, Supervisors, Team Leaders and the Service Manager. Extra training needs may also be identified by external auditors, feedback from clients or triggered by new equipment, new cleaning products, job changes, new legislation or changes to industry working practices. You can also request training.

Maintaining and improving competency will be achieved by on the job training, work shadowing with more experienced cleaners, Tool Box Talks, and the traditional formal training courses and refresher training.



Whatever type of training is needed, the Service Manager or Operations Manager will ensure that it is arranged promptly so that all employees are competent to carry out their jobs. Records of training and instruction will be kept on the 'Signature Sheet' and electronically. The expiry dates on certificates are entered onto the training matrix to remind us to arrange refresher training.

VISUAL DISPLAY UNITS (VDUs)

If you routinely use a computer screen for more than four hours per day you are deemed to be a 'VDU user' and are entitled to a desk that is suitable for the job. A self-assessment VDU assessment form is used by the 1 employee based at the office. The assessment will be repeated biennially if requested.

There are certain health issues associated with VDU work; you will receive information and training in the best way to organise your desk and equipment to prevent work-related upper limb disorders. Any health problems should be reported to the Operations Manager.

VDU users are entitled to a free eyesight test every two years to determine whether spectacles are required for VDU use. A contribution of up to £50.00 will only be made if you need prescription lenses solely for VDU use – contact the Operations Manager about being reimbursed.

WASTE & ENVIRONMENTAL

At the office, we segregate and recycle waste to minimise what is sent to landfill. Waste collection is organised by the landlord. I am responsible for ensuring that the 'Waste Management Duty of Care Code of Practice' is followed including periodically checking waste contractors' documents.



WORK TOOLS & EQUIPMENT

You will be provided with the right equipment and tools so that you can do your work safely. Work equipment includes any equipment used by you at work to do your job and includes scrubber drier, Hoover, cleaning caddy, trolley, bucket & ringer, photocopier, van. The Operations Manager and Service Manager research and purchase or arrange for the hire of new equipment; we involve the specialist equipment supplier at an early stage to ensure that that we get the best machine for the job. We buy or hire equipment from reputable suppliers and make sure that they meet the minimum health & safety standards and have a CE mark. We will hire something and trial it before deciding if it is suitable for the job and worth purchasing.

You are responsible for visually checking the tools and equipment before use. The Team Leaders are responsible for inspecting the work equipment fortnightly. The Operations Manager will ensure that equipment is regularly serviced as per the manufacturers' recommendations. The Operations Manager is responsible for arranging statutory



inspections or calibrations e.g. PAT testing machine. Service and maintenance records are kept in the office. You must report faulty or broken equipment to your Team Leader, Service Manager or me so that a replacement can be arranged. Generally we don't bother repairing tools, we will replace it. You must visually check your tools before use for any obvious faults or defects. Remember:

- ✓ Only use the tools or equipment for the purpose it was designed.
- ✓ Only use tools or equipment that you have been trained to use.
- ✓ Only trained employees are allowed to use self-propelled equipment.
- ✓ Report any faults to your manager immediately.
- Never use faulty or damaged tools or equipment.
- Never carry out repairs
- Do not use customer's equipment.

WORKPLACE SAFETY

Spring Clean operates from modern, managed office suite with adequate ventilation, heat, light, security, toilet and washing facilities so far as is reasonably practicable. There are shared kitchenette facilities in the communal area.

Report any faults, breakages or problems with the offices, facilities, fixtures, fittings or car park to the Operations Manager or me so that we can arrange repairs via the landlord.

Being a cleaning company, our offices are spotless! We clean the offices at least weekly and we empty the bins to stop rubbish building up.

YOUNG PERSONS

Occasionally a young person i.e. under the age of 18 or a work experience student may be employed. A young person risk assessment would be carried out on anyone employed or on work experience under the age of 18; this will be carried out by the Operations Manager or Health & Safety Consultant. The risk assessment specifically takes into account the young person's potential immaturity, lack of hazard awareness and inexperience and a copy is sent to the parents/guardians. Young people would be supervised at all times by a nominated buddy who is an experienced employee.