



Let's CLEAN!



The Callver Group Ltd

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Health & Safety Policy:

The Callver Group Ltd T/A The Callver Cleaning Co

2025- 2026

1. Our Commitment to Health & Safety

At **TEAM Callver**, we believe that health and safety isn't just a box to tick — it's a core part of how we protect each other and deliver top-quality service. We're committed to preventing accidents and work-related ill health by managing risk in everything we do, whether on-site, in transit, or behind the scenes. We'll make sure all foreseeable hazards are either avoided, reduced, or controlled as far as is reasonably practicable. This policy is reviewed every 12 months to ensure it's relevant and effective.

2. What We're Responsible For (Employers)

To meet our responsibilities under the **Health & Safety at Work etc. Act 1974** and other regulations, TEAM Callver will:

- Provide and maintain safe equipment and systems of work
- Store, handle, use, and transport materials safely
- Assess and manage risks to health and safety
- Consult and involve employees on health and safety matters
- Ensure everyone is trained and competent to do their jobs safely
- Provide clear instructions, supervision, and relevant information
- Ensure safe and healthy working environments
- Protect not only our team but also clients and third parties
- Maintain and regularly review a written Health & Safety Policy
- Liaise with safety representatives

3. What You're Responsible For (Employees)

Everyone in TEAM Callver has a legal and moral responsibility to:

- Take reasonable care of their own health and safety
- Consider the wellbeing of others who may be affected by their actions
- Follow training and safety instructions at all times
- Report hazards or concerns immediately
- Never misuse or tamper with safety equipment or procedures

4. Roles & Responsibilities

- **Magda (Team Callver Leader)** is the first point of contact for all training and day-to-day safety queries. She supports onboarding, guidance, and practical support for frontline staff.
- **Rachel (Head of Operations)** is the second in command and is responsible for oversight of training, compliance monitoring, and operational safety practices across all teams.
- **Scott Baker (Head of Business)** holds ultimate responsibility for health and safety across TEAM Callver, including resource allocation, policy implementation, and compliance.
- **Supervisors and managers** must ensure safe working practices are followed by monitoring activities under their control.

5. Risk Assessments

We carry out risk assessments for all work activities before starting, involving the team wherever possible. Separate fire risk assessments are also done by a responsible person.

Assessments will:

- Identify hazards and control measures
- Be recorded and reviewed annually or when work activities change
- Include general operations and, where needed, site-specific risks

Scott Baker leads this process and ensures:

- Actions are implemented and reviewed
- Staff are briefed and sign off on the assessments

6. Safe Plant & Equipment

All equipment is selected for safety and suitability before purchase. Scott Baker ensures:

- Maintenance procedures are in place and followed
- Equipment is regularly checked and fit for use
- Staff are trained to operate it safely and report any issues

7. Hazardous Substances (COSHH)

Under the **COSHH Regulations 2002**, TEAM Callver will:

- Identify all hazardous substances in use
- Complete COSHH assessments for each
- Ensure safe storage, handling, and disposal
- Brief and train all relevant staff
- Review assessments quarterly or when substances change

8. Training

All employees receive:

- A full health and safety induction on joining
- Job-specific training (e.g., post-build, construction cleaning)
- Ongoing training when new risks arise or roles change

Only employees with a valid **CSCS card (or similar)** may work on construction sites. Cards will be checked before site inductions.

9. Reporting Accidents

Everyone must report:

- All accidents, near misses, and sickness absences

Scott Baker will:

- Investigate and record incidents
- Identify causes and corrective actions
- Review practices to prevent recurrence

We hold six-monthly health & safety meetings to review progress and improvements.

10. Accidents & First Aid

We ensure:

- A trained first aider or appointed person is always available
- Records of treatment are kept securely
- Workplaces have appropriate first aid provisions

When on client premises:

- First aid contacts and kit locations must be confirmed
- TEAM Callver vehicles carry backup first aid kits

11. Emergency Procedures

All staff are trained in:

- Fire safety and evacuation routes
- Alarm procedures
- Liaising with emergency services
- Crowd and traffic management
- Assisting disabled individuals during emergencies

Clients must have valid fire risk assessments, which we check regularly.



12. Employee Consultation

We hold **monthly safety meetings** to keep everyone informed and involved in decisions about workplace health and safety.

13. Information & Supervision

We ensure that:

- Staff receive the **HSE Law Leaflet** (as remote work makes posters impractical)
- Young or inexperienced workers receive extra supervision and training
- Scott Baker communicates all relevant safety info to staff at client sites

14. Manual Handling

Manual handling tasks are risk assessed, and safer methods are used where possible. Training is provided online, and certificates are stored for reference.

Common injuries we aim to prevent:

- Short term: cuts, sprains, broken bones
- Long term: persistent back pain, hernias, trapped nerves

15. PPE (Personal Protective Equipment)

PPE is provided based on task and risk assessment. This may include gloves, aprons, masks, or eye protection. COVID-19 specific PPE is only used when a separate risk assessment indicates it is necessary.

16. COVID-19 Safety Measures

All staff are trained in safe working practices related to COVID-19. We follow a dedicated COVID-19 Risk Assessment that outlines procedures for infection control, PPE use, and safe distancing.

17. Staying Up to Date

We subscribe to www.hse.gov.uk for regular updates to ensure our policies align with best practice and current legislation.

18. Staff Welfare

Welfare is a top priority at TEAM Callver. We:

- Ensure all staff know where they can access toilets and changing areas
- Check welfare facilities during site inductions and audits
- Have a separate detailed **Welfare Policy** available for reference

End of Policy

TEAM Callver – Safety. Support. Service.