



1 Policy Statement

The Callver Cleaning Co is committed to maintaining safe and healthy working conditions and to preventing accidents and instances of work-related ill health by ensuring that all activities carried out on company premises or undertaken by its employees are managed in such a manner so as to avoid, reduce or control all foreseeable risks to the health and safety of anyone who may be affected by such activities as far as is reasonably practicable. This policy will be reviewed and revised every 12 Months.

2 Employers Responsibilities

In furtherance of the above policy statement and the need to ensure compliance with the Health and Safety at Work etc Act 1974 and other relevant health and safety legislation, The Callver Cleaning Co will:

- provide and maintain safe plant and equipment and safe systems of work;
- ensure materials and substances used are properly stored, handled, used and transported;
- assess the risks to the health and safety of anyone who may be affected by work activities;
- consult with employees on matters affecting their health and safety and ensure that all employees are competent to do their tasks;
- provide information, training, instruction and supervision;
- provide a safe place of employment;
- provide a healthy working environment;
- provide a written Health and Safety Policy;
- look after the health and safety of other people, in addition to employees;
- talk to safety representatives.

3 Employees Responsibilities

Employees have a legal responsibility to take care of the health and safety of themselves and others who may be affected by their actions or omissions and to co-operate with supervisors and managers on health and safety issues. Employees should not interfere with anything provided to safeguard their health and safety and should report all health and safety concerns to the appropriate person as set out in this policy.

4 Roles

- 4.1 Scott Baker has overall responsibility for health and safety in the workplace and for ensuring that adequate resources are made available to allow the implementation of this policy.
- 4.2 Scott Baker has day-to-day responsibility for ensuring that this policy is implemented.
- 4.3 All supervisors and managers must adequately supervise the work activities of employees and others under their control to ensure that safe systems of work are being followed.

5 Risk Assessments

Every work activity to be undertaken will be subjected to a health and safety risk assessment prior to the activity starting, in consultation with those who will undertake the work. A separate fire risk assessment will also be undertaken by a "responsible person" who will take reasonable steps to reduce the risk from fire

and ensure occupants can safely escape the premises if a fire does occur. A written record of the assessments will be provided identifying any significant hazards and describing the preventative and protective measures required to avoid, eliminate, reduce or control the risks identified to a tolerable level. The control measures must be implemented and adequately maintained, and records kept of any monitoring or maintenance of equipment undertaken. The following people have responsibility for the different stages of the health and safety risk assessments and the fire risk assessments:

- Health and Safety Risk Assessments will be undertaken and prepared by Scott Baker and the findings will be recorded in a separate document entitled "Health and Safety Risk Assessments Findings". Action required to remove, or control health and safety risks will be approved by Scott Baker and who will ensure any action required is implemented. Scott Baker will check that the implemented actions have removed or reduced the risks. Health and safety risk assessments will be reviewed every 12 Months or when significant changes in the work activity occur, whichever is soonest;
- Fire risk assessments will be undertaken and implemented by Scott Baker and recorded in a separate document entitled "Fire Risk Assessments Findings" which, in addition to identifying hazards and describing preventative measures, will outline an emergency plan. Scott Baker will also check that the implemented actions have removed or reduced the risks. Assessments will be reviewed every 12 Months or when significant changes in the work activity occur, whichever is soonest. Where work is conducted remotely, which is the most likely and common manner in which this company operates, fire risk assessments prepared by the customer relative to their premises will be reviewed and followed as appropriate.
- A Risk Assessment for 'General Operations' has been prepared where 'Site Specific' Risk Assessments aren't possible. This will ensure staff are aware of instances that 'may' occur and how best to safeguard themselves, and those working with them. This covers all eventualities from safe use of chemicals, working at height to formal controls regarding Covid-19 safe practice.
- All staff have been thoroughly briefed on the General Operations Risk Assessment and have signed to accept its content and confirmed they will follow its guidance.
- Where 'Site Specific' Risk Assessments are prepared, any member of staff due to work at this 'site' will be thoroughly briefed on any differences to the General Operations Risk Assessment and confirm by signature that they understand the difference. No works will be carried out unless this happens.
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6 Safe Plant & Equipment

When selecting and purchasing items of plant and equipment it is essential to ensure, as far as possible, that such items are safe and are appropriate for the task and location for which they are intended to be used. Scott Baker is responsible for ensuring that any new plant and equipment meets health and safety standards before it is purchased. Account must be taken of the persons required to use the items which must be selected to minimise any possible adverse effects to the user and other persons who may be affected. It is also essential to ensure that all plant and equipment is kept safe through regular maintenance and inspection and that all employees are trained to use equipment safely and are aware of instructions provided by manufacturers and suppliers. Any problems found with plant and equipment should be reported to Scott Baker. Scott Baker is responsible for identifying all plant and equipment needing maintenance. Scott Baker is responsible for ensuring effective maintenance procedures are drawn up and Scott Baker is responsible for ensuring that all identified maintenance is implemented.

7 Hazardous Substances

Using chemicals or other hazardous substances at work can put people's health at risk. The law requires employers to control exposure to hazardous substances to prevent ill health. The main law on hazardous substances at work is the Control of Substances Hazardous to Health Regulations 2002 ("COSHH"). It defines hazardous substances to include most hazardous chemicals (including waste and by-products), biological agents and any dust. Harmful substances which are covered by COSHH include the vast majority of commercial chemicals, many of which have a warning label. Examples may include bleach and other cleaning agents with a warning label, wood dust, glues and adhesives, solvents, paints, pesticides and chemical fertiliser, medicines and biological agents, oils and fuels, printer/photocopier toner, inks, and

paper dust. This list is not exhaustive. Scott Baker is responsible for identifying all substances that need a COSHH assessment. Scott Baker is responsible for undertaking COSHH assessments and is responsible for ensuring that all actions identified in the assessments are implemented. Scott Baker is responsible for ensuring that all relevant employees are informed of the COSHH assessments and is responsible for checking that new substances can be used safely before they are purchased. Assessments will be reviewed every quarter or when the work activity changes, whichever is soonest.

8 Training

All employees must receive health and safety induction training as soon as possible after starting employment and job specific health and safety training where work activities require it. Training will also be provided when risks change. Supervisors and Managers have a responsibility to identify training needs and to arrange and monitor training of all employees and others under their control. A training needs analysis should be conducted for each job and if this highlights a training requirement then appropriate training must be provided within a reasonable time scale. Records of all training undertaken by employees will be kept by Scott Baker. Scott Baker will provide induction training for all employees. Scott Baker will provide job specific training for the following jobs:

- All construction cleaning
- Any works to unfinished sites, or where other contractors are still working
- All 'Post-Build' cleaning

No employee or sub-contractor may enter any construction work site on behalf of or acting for The Callver Cleaning Co without an approved CSCS card or similar. Such cards will be checked and verified before any such person may be put forward for Site Induction.

9 Reporting Accidents

- 9.1 All employees are required to report all accidents and work-related causes of sickness absence to their supervisor or manager. The purpose of reporting such incidents and any subsequent investigation is to identify the underlying cause(s) and any contributing factors and to prevent a recurrence. Scott Baker is responsible for investigating accidents. Scott Baker is responsible for investigating work-related causes of sickness absence and is responsible for acting on investigation.
- 9.2 To monitor the implementation of safe working practices and to assess whether the practices are being effectively pursued The Callver Cleaning Co will hold 6-monthly meetings and reviews.
- 9.3 An 'Accident Book' is available and all staff are aware of its location. As of 14th May 2020, no accidents have occurred, been reported or logged in the Accident Book.

10 Accidents & First Aid

- 10.1 Employers are required by law to have first aid provisions in the workplace and to ensure that there is always a qualified first aider or an "appointed person" present. An appointed person is someone who is authorised, in the absence of a trained first aider, to take charge of the situation if there is a serious injury or illness. They should record all the cases they treat, and each record should include at least the name of the patient, date, place, time and circumstances of the accident and details of the injury suffered and treatment given. The records should be kept in a suitable place and should be readily available. Employers are also required to report certain work-related accidents, dangerous occurrences and diseases.
- 10.2 On the basis our operations are conducted remotely, we rely on, and demand access to first aid provisions provided by the customer at their premises 'where possible'. The appointed person or first aider is therefore someone nominated by a third-party customer and whose information must be known to us and the location of first aid provisions advised. Where no first aid can be provided, for example, in communal hallways, empty buildings or where external works are being conducted, first aid will be available in all Callver company vehicles, and stocks for which will be checked regularly.

11 Emergency Procedures

All employees should read the Fire Action Notices provided in all areas of the workplace and be given guidance on fire evacuation process and procedures for any premises where cleaning service is to be provided. This should include the company's fire and emergency procedures. We, the company, will ensure clients have an up-to-date fire assessment and that all procedures are being followed.

Procedures for staff to follow in an emergency should include:

- Raising the alarm and informing the public
- Onsite emergency response, ie use of the fire extinguishers
- Summoning the emergency services and continuing to liaise with them
- Crowd management, including evacuation, where necessary
- Evacuation of people with disabilities
- Traffic management, including emergency vehicles
- Incident control
- Providing first aid and medical assistance

12 Consultation With Employees

Employees will be consulted on matters affecting their health and safety by way of a monthly meeting.

13 Information & Supervision

- 13.1 Employers must display the health and safety law poster or alternatively, provide employees with individual copies of the same information in a leaflet. The latter is the most appropriate for this company as staff work remotely in premises other than that of The Callver Cleaning Co.
- 13.2 Employers have an added duty to young people to provide information, instruction, training and supervision. Supervision given to young people must be greatly increased to ensure that they are fully supervised at all times. Supervision of any young workers or trainees will be undertaken and monitored by the company at all times.
- 13.3 Scott Baker is responsible for ensuring that all employees working at locations under the control of other employers are given relevant health and safety information.

14 Manual Handling

Moving loads using physical force is called manual handling. It causes nearly a third of all reportable accidents. Manual handling activities should be avoided where possible and risk assessments done wherever they have to be carried out. Any manual handling should be made safer by adapting suitable controls. Manual handling can cause injury in the short term through accidents, or longer-term damage from bad handling techniques.

Short term injuries include bruises, cuts, hernias, sprained and inflamed tendons, sprained ligaments, ruptured discs, trapped nerves and crushed fingers and feet and broken bones. Longer term damage often leads to persistent back injuries.

On-Line Manual handling training will be given where appropriate, and certificates issued and stored.

15 PPE

PPE(Personal Protective Equipment) is provided to all members of staff and used when necessary. Where risk assessment shows a need for PPE, the equipment you will get depends on what you do, with whom and where you are working. For many staff, this will consist of items such as gloves and aprons. Those more at risk may require masks and face/eye protection. Please refer to the COSHH assessments or speak to a manager if you are unsure.

PPE issued in relation to COVID-19 should only be issued when the risk assessment shows it is necessary.

16 Covid-19 (Virucidal Control)

It is of significant importance that ALL staff be trained and monitored in the new safe working practice presented by Covid-19 and the changes to safe working that have been created to protect staff, customers and the general public from infection. A new, specific, COVID-19 Risk Assessment has been created and MUST be adhered to at all times and current staff have been trained on this and new staff will be trained prior to starting.

17 How we keep ourselves updated with the latest Health & Safety information

We subscribe to www.hse.gov.uk to receive regular Health and Safety ebulletin updates in our chosen profession.

18 Welfare for Staff

Welfare is paramount to our staff. We take sanitary very seriously, and staff will always know where they can use toilet and changing facilities at all sites and this is checked through the annual site inspection or during site inductions or when changes are made. Our separate policy 'Welfare' details this further.

End of Policy

The logo for The Callver Cleaning Co is centered on the page. It features the company name in a large, blue, 3D-style font. The word 'The' is positioned above 'Callver', and 'Co' is positioned below 'Cleaning'. The text is set against a light green circular background that has a subtle gradient and a slight shadow effect.

The
Callver
Cleaning
Co