



Health & Safety Policy

1.0 Introduction

Goldcrest Cleaning Limited recognises its duty to fully comply with the Health & Safety at Work Act etc. 1974 and will provide adequate financial and physical resources to maintain and improve Health and Safety for all employees, both on-site and at the Head Office in Warwick.

2.0 Principal Legislation

The principal health and safety legislation affecting the company's operations is listed below.

- Chemicals (Hazard Information and Packaging for Supply) Regulations 2002
- Control of Substances Hazardous to Health Regulations 2003
- Electrical Equipment (Safety) Regulations 1994
- Employers Liability (Compulsory Insurance) Regulations 1969
- Environmental Protection Act 1990
- Health and Safety (Consultation with Employees) Regulations 1996
- Health and Safety (First Aid) Regulations 1981
- Health and Safety (Information for Employees) Regulations 2009
- Health and Safety (Miscellaneous) Regulations 2002
- Health and Safety (Safety signs and Signal) Regulations 1996
- Management of Health & Safety at Work Regulations 1999
- Manual Handling Operations Regulations 1992
- Noise at Work Regulations 1989
- Personal Protective Equipment (PPE) Regulations 1992
- Provision and Use of Work Equipment Regulations 1998
- Regulatory Reform Fire Safety Order 2005
- Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1995
- Representatives and Safety Committee's Regulations 1977
- The Health & Safety at Work etc Act 1974
- The Working Times Regulations 1998
- The Workplace (Health, Safety and Welfare) Regulations 1992

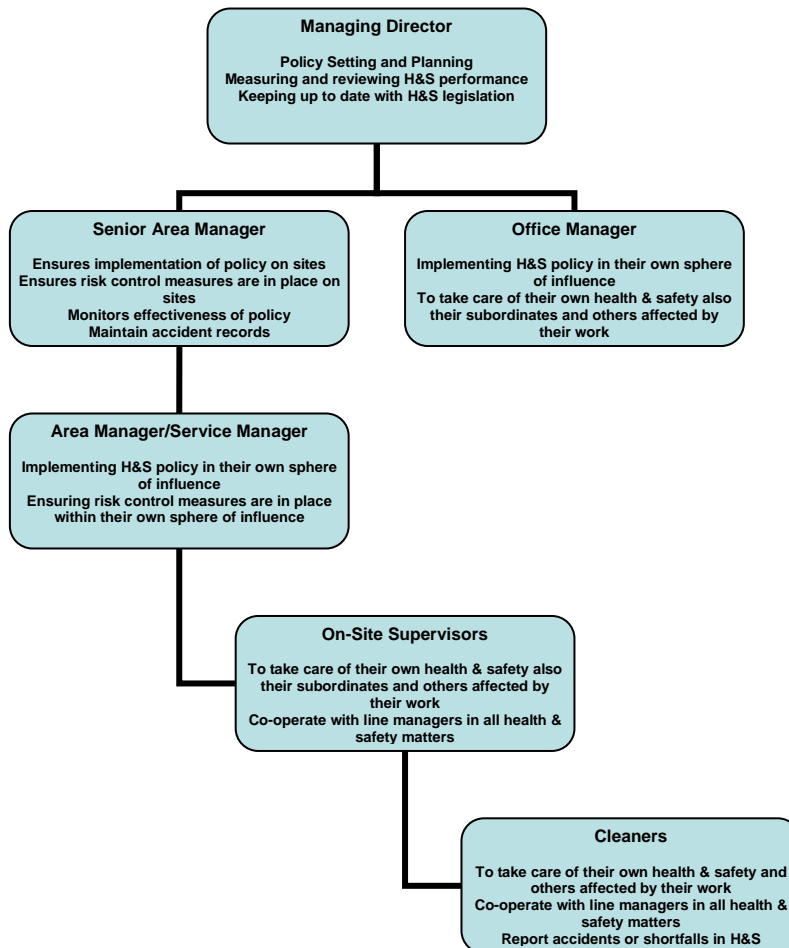
The company has formulated this policy and implemented procedures to ensure that it complies, as a minimum, with the provisions of the above legislation for the benefit of all employees. This policy will be brought to the attention of all employees by means of an induction when first joining the company and a condensed version will be stored in the site packs provided to all cleaning contracts. Any significant changes in the policy or in the relevant legislation will be communicated to all employees via the management structure as appropriate.

3.0 Organisation and Managerial Responsibilities

The organisation of the workforce is the responsibility of Christine O'Callaghan, Senior Area Manager, who is responsible for ensuring that the company's Health & Safety Policy and associated procedures are implemented by all Cleaners. Day to day management of the company's cleaning services etc. are the responsibility of the Area Managers.

Health & Safety Policy

4.0 Health & Safety Organisation Chart



5.0 Employee Responsibilities

Each employee has a statutory duty to take reasonable care in relation to his/her own health and safety, and the health and safety of any other person who may be affected by his/her acts or omissions.

Therefore, it shall be the duty of all employees whilst at work:

- To take reasonable care for the health and safety of themselves and others, who may be affected by their acts or omissions at work.
- To co-operate with the employer to ensure compliance with all the company Health & Safety policies and procedures
- To refrain from intentional or reckless interference with equipment and/or systems provided in the interest of health, safety and the environment.
- To co-operate with management when required on such things as accident prevention and all procedures with regard to health, safety and the environment as set out in the Health & Safety at

Health & Safety Policy

Work Act 1974 and the Environmental Protection Act 1990 and all associated Regulations and ACOPs.

- To maintain good standards of housekeeping.
- To report any accident or incident including near-misses (whether or not personal injury results) to the office
- To report any defects in equipment without delay to their immediate Supervisor/Area Manager and not to attempt repairs which they have not been authorised and specifically trained to undertake
- To ensure that no potentially hazardous item, substance or machine is brought on to site or used without the prior knowledge and authority of their immediate Supervisor/Area manager
- To use and if applicable wear any item of Personal Protective Equipment. It is a requirement of law that any equipment supplied for safety **must** be used, and when not in use it is properly cleaned, stored and maintained.
- To undergo any health, safety, environmental and operational training deemed necessary by the company

6.0 Staff Consultation

If an employee becomes aware of any potential breaches of Health & Safety law, or unsafe working practices he/she must notify the Area Manager or Senior Area Manager.

If an employee/contractor feels that Health & Safety procedures may be improved, for example by use of alternative equipment, he/she will be encouraged to discuss any suggestions with the management.

7.0 Safety Functions

The company has identified the following safety functions and has designated the Senior Area Manager as responsible for carrying out those functions:

- Risk Assessments
- Manual Handling Assessments
- COSHH Assessments
- Fire Risk Assessments
- First Aid Arrangements
- Emergency Procedures
- Accident Reporting and Investigation
- Welfare
- New site audit and inspection

8.0 ARRANGEMENTS FOR CARRYING OUT DUTIES

Risk Assessments

The Senior Area Manager or nominated representative will prepare a generic risk assessment covering the common risks encountered in the company's normal business. If necessary, external assistance will be sought to carry out the generic risk assessments. The significant findings of the risk assessments will be relayed to all staff. The Senior Area Manager or nominated representative will carry out a site-specific risk assessment for a new site which the company's employees are obliged to work. It is a policy of the company that no employee will be made to work in dangerous conditions without due regard to health and safety. All employees will be



Health & Safety Policy

made aware that there are regulations and procedures regarding serious or imminent danger. No work shall be undertaken where there is a risk of danger without the correct levels of personal protective equipment, training and safety procedures being in place. Under no circumstances will work activities take priority over safety considerations. Personal Protective Equipment is provided by the company and it is the employee's responsibility to wear the relevant PPE must be worn at all times whilst carrying out work. The area managers and/or site supervisor shall monitor the wearing of PPE and persons found to be breaching PPE rules will be subject to disciplinary procedures.

Work Instructions (Method Statements)

Work Instructions (Method Statements) have been developed for all the company's operations. Information from the risk assessments has been used to formulate these documents which will be used in training and given to members of staff. The work instructions will be reviewed and updated either periodically or when something significant changes.

Manual Handling Assessments

The Senior Area Manager or nominated representative will carry out specific manual handling assessments for any necessary operation which has been highlighted as requiring a detailed assessment by the general risk assessment.

Noise Assessments

Regular exposure to high noise can cause deafness and tinnitus. Noise assessments will be carried out whenever it is suspected that noise levels may be above 80db(a) and hearing protection will be provided if necessary and the wearing of hearing protection shall be enforced.

COSHH Assessments

For all materials or substances utilised, a formal COSHH Assessment will be carried out by the Senior Area Manager or nominated representative.

A register of hazardous substances shall be kept at the head office along with all relevant Manufacturers Safety Data Sheets. Significant findings of the assessments will be communicated to the relevant operatives, together with the necessary MSDS sheets and instructions for use.

Fire Safety

It is the responsibility of the Area Manager to ensure that all fire safety procedures implemented in client buildings and on client sites are communicated to staff. Fire risk assessments will be carried out in all areas occupied by the organisation. The significant findings of the assessment will be communicated to the relevant persons together with the necessary instruction and training.

Induction and Health & Safety Training

Every new employee will receive Induction Training on day one of his/her employment. This training will consist of fire safety, manual handling, environmental and general safety. New employees will also be given instruction and safety training on all equipment they will be required to use whilst discharging their duties. The firm will provide as much training and re-training as is necessary to ensure, so far as is reasonably practicable, the health and safety of all staff in the firm. Upon any job transfer, safety training will be provided to ensure



Health & Safety Policy

that the staff are trained in Health & Safety matters appropriate to that contract. A training record form will be maintained at Head Office for each employee.

First Aid Arrangements and Emergency Procedures

The Senior Area Manager or nominated representative will ensure that as a minimum the organisation has an appointed person for first aid. The Area Manager will ascertain the first aid procedures to be followed on client premises and they will be available in the cleaners site pack. Where work is carried out in the customer's premises, the Senior Area Manager or nominated representative will ascertain the procedures to be followed in case of emergency, e.g. lone worker injury etc. and details will be provided to all company employees required to work in or on such premises.

9.0 Communication with workers

The company uses a variety of methods to communicate information with employees. A monthly informal meeting is held to discuss any issues, including safety with Area Managers. We will also pass information to employees with pay slips as required. Any communication required with employees whose first language is not English will be carried out using all available resources. A notice board in Head Office is also kept up to date.

10.0 Pregnant Workers

The company recognises that pregnant workers may be more vulnerable to injury and as such will carry out specific risk assessments when a worker notifies them of a pregnancy, such assessments will consider the workers duties, working conditions and hours, where it is deemed that a risk to the mother or baby is present, suitable controls will be introduced

11.0 Lone Workers

All employees who are required to carry out lone working will be given information, instruction and training on the specific hazards of lone working, the Senior Area Manager or nominated representative will ensure all lone workers carry mobile phones to ensure they are able to be contacted and will put in place any such measures deemed necessary to ensure lone workers can contact help in the event of an accident or an emergency.

12.0 Young Workers

Risk Assessments must be carried out in compliance with The Management of Health & Safety at Work Regulations 1999 and the Health & Safety (Young Persons) Regulations 1997. In line with the Health & Safety (Young Persons) Regulations 1997, young persons are defined as those full or part-time employees under the age of 18 years. This includes young persons on the job experience working within the firm. There are also special provisions for young people in the Working Time Regulations 1998 concerning limits of hours of work, rest from work and annual holidays.

13.0 Machinery Operation, Maintenance and Testing

All employees who are required to operate machinery will have the appropriate training. It is company policy to take disciplinary action against any person found to be operating unsafe machinery. All machines shall be subject to regular inspection by staff who must immediately report any defect, or suspected defect to the Supervisor/Area Manager/Senior Area Manager. Any work relying on the use of such equipment must be suspended until a suitable replacement is available.



Health & Safety Policy

All portable electrical appliances will be tested in accordance with the regulations, and records will be kept at Head Office of the dates and locations of all equipment.

14.0 Transport Safety

A person may only operate Goldcrest Cleaning Ltd vehicles if he or she are competent. This is determined by the following criteria:-

Drivers must inform the company of **any** circumstances that may lead to them being unfit for driving duties.

15.0 Accident Reporting and Investigation

All employees must report any near miss, accident or injury to the Head Office. Details of all accidents will be entered into the company's accident record book. It will be the responsibility of the Senior Area Manager or nominated representative to notify the Health & Safety Executive in respect of any accident or occurrence for which notification is required by the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1997 (RIDDOR).

Any accident or incident resulting in more than minor injuries will be investigated by the Senior Area Manager or nominated representative. Depending upon the circumstances of the accident, the Senior Area Manager or nominated representative may seek the assistance of an external Health & Safety Advisor, both in the investigation and the formulation of preventative procedures to avoid repetition.

16.0 Guidance, Monitoring and Records

The company commits to operating to the very highest standards of health, safety and quality. As advised by the Health & Safety Executive and also various trade bodies and associations, this best practice will be reviewed on an annual basis.

At regular intervals, the Senior Area Manager or his nominated representative will carry out a Health & Safety audit on one contract, selected at random. This will identify any corrective action required. Where the Senior Area Manager considers it necessary in order to maintain the desired level of health and safety, they may seek the assistance of an external Health & Safety Advisor in carrying out audits and identifying corrective actions.

All health and safety records will be kept at Head Office

17.0 Conclusion

The above policy is designed to suit the cleaning services business to which it relates. Should the nature or size of the business change significantly this policy will be reviewed and up-dated, as appropriate.

Goldcrest Cleaning Limited and all employees are fully aware of their duties and obligations under statute and common law. We adhere to the letter and spirit of all Health and Safety Legislation.



Health & Safety Policy

18.0 Authorisation

The authority for this policy is vested in the Managing Director.

A handwritten signature in blue ink, appearing to read "Alan Jones", is written over a light blue horizontal line.

Alan Jones
Managing Director

Document Control

A hard copy of this policy is kept at Head Office.