



Staff Health and Safety Handbook

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INTRODUCTION

Great Clean & Maintenance LTD is committed to ensuring that all activities undertaken on its premises, or on clients' sites, are carried out to the highest possible standards of health and safety.

We want everyone to remain safe and healthy, regardless of whether they are an employee, a client's employee, or a visitor.

As stated in the Health & Safety Act 1974 everybody has a responsibility to protect the health and safety of themselves and others when carrying out any activity.

Please take a few minutes to read this booklet and to familiarise yourself with the Company's rules and emergency procedures and complete the questionnaire at the front.

NOTE:

The content of this handbook is not all inclusive of health & safety requirements and is intended as a guide only. Further information can be found in Great Clean & Maintenance Health and Safety Manual.

If you have any questions, or are unsure of anything contained in this booklet, please speak to your Line Manager or contact the Company's Health & Safety Department.

HEALTH AND WELFARE POLICY

Great Clean & Maintenance LTD (hereafter referred to as “the Company”) will comply with the terms of the Health and Safety at Work etc. Act 1974, subsequent legislation and to provide and maintain a healthy and safe working environment and ensure the appropriate welfare provisions are in place. The Company aims to minimise the number of instances of occupational accidents and illnesses where reasonably practicable.

The Directors are committed to a programme of continuous improvement:

- by developing the health and safety culture and performance of the company and will make available appropriate resources as are deemed reasonable in order to implement this policy
- by providing an on-going process of preventing injury and ill health to its workforce, its client’s employee’s, temporary workers, subcontractors and the general public
- by setting annual safety objectives which will be supported by action programmes and will be measured accordingly as part of the management review

The management team will implement the policy under the direction of the directors. The directors have responsibility:

- To ensure that all managers and team leaders are aware of their responsibilities under current legislation and for the implementation of such in the premises under their control and for employees who report to them
- To provide and maintain equipment, plant and safe working conditions which are safe and without risk to health
- To carry out a risk assessment at each site and bring to the attention of the Company employees the findings of the assessment
- To ensure that all goods and services purchased by the Company conform to all appropriate safety legislation
- To provide appropriate information, training and instruction to enable all employees to perform their work safely and effectively
- To ensure that the Company’s site-specific Health & Safety Regulations are complied with at all times
- To ensure that, where applicable, any sub-contractors are approved for use and are aware of their responsibilities and co-operate in the implementation of this policy
- To make available all necessary safety equipment and personal protective clothing and equipment
- To inform all employees of their duties and responsibilities under the legislation, including the Health & Safety at Work Act (1974) with particular emphasis on the following obligations:
 - ❖ To take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work; and
 - ❖ To co-operate with the Company as far as necessary to enable that duty or requirement to be performed or complied with

This policy will be reviewed annually to ensure it remains both relevant and appropriate for the needs of the business and will be made available and accessible to all interested parties and will also be communicated to all employees via a number of means:

- Employee Handbook
- Site H&S notice boards
- Contract Specific Operational Site packs

No person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in regard to any of the relevant statutory provisions.

The Company recognises the civil and moral need to ensure that all employees adhere to the Health and Safety Policy and is prepared to invoke disciplinary procedure in case of any deliberate disregard for the Health and Safety Policy.

Mr. Jose De Jesus
Managing Director

Staff Health and Safety Handbook

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STATEMENT OF COMPANY ARRANGEMENTS ON HEALTH AND SAFETY AT WORK

1. Responsibility of the Company

In particular the Company recognizes the responsibility to:

- a) Ensure as far as is reasonably practicable that plant equipment and safe systems of work are provided and maintained
- b) Ensure as far as is reasonably practical that the handling, storage and transport of articles and substances are safe and without risk to health
- c) Provide information, instruction, training and supervision necessary to ensure the health and safety of all employees
- d) Provide a working environment that is safe and without risk to health
- e) Comply with statutory requirements for health, safety and welfare of all employees
- f) Will provide a framework for setting and reviewing the Company's Occupational Health & Safety objectives on an annual basis

The Company undertakes to ensure that these requirements are met and to revise the policy as appropriate and to publish any such revision to all concerned.

2. Organisation

The Managing Director has the overall responsibility for ensuring the operation of the Company's Health and Safety Policy is effective and is implemented at all times.

The Company's Health & Safety Manager has the responsibility for the staff Training Policy and its implementation at all levels. The Company's Directors and Line Management are responsible for:

- a) Ensuring that the Company Policy on Health and Safety is implemented within the areas of their control
- b) Carrying out periodic Health and Safety inspections within the area of their control and reporting back to the Company
- c) Carrying out proactive hazard spotting within the area of their control and reporting back to the Company
- d) Ensuring that management institute and maintain joint consultation on all safety and health matters.

Line Management are responsible for:

- a) The effective implementation of the Company's Health and Safety Policy within the area of their control
- b) Fully explaining the Company's Health and Safety Policy to all employees under their control
- c) Satisfying themselves that the established methods for safety, inspection, training and instruction are maintained
- d) Keeping under review the necessity for further safety measures, instruction and training to ensure health, safety and welfare of employees under their control
- e) Keeping comprehensive records of any incident or accident which occurs and to take action to prevent a re-occurrence of the incident or accident
- f) Informing the employees of any hazards to health and safety encountered in the course of their work and taking precautions to safeguard the health and safety of all employees within the area of their control
- g) Making themselves available to receive and discuss health and safety queries raised by employees, safety representatives and other persons within the area of their control
- h) Hazard spotting or nominating a responsible member of staff to undertake this duty on a regular basis
- i) Reporting all major accidents and notifiable dangerous occurrences to the Health and Safety Manager/Department and confirming in writing within five working days.

3. Employees' Responsibilities

The following points within the Act are drawn to the attention of all employees.

- a) It is the responsibility of every employee, whilst at work, to take reasonable care for their personal safety and of others who may be affected by their work activities.
- b) An employee is obliged to co-operate with their employer to ensure compliance with the Health and Safety at Work Act and must:
 - Comply with instructions and directions as laid down by management regarding safety
 - Use properly the means and facilities provided for safety and health at work
 - Refrain from wilful misuse or interference with anything provided in the interest of health, safety & welfare.

4. Arrangements

f) Implementation of the Policy

The Managing Director has overall responsibility for ensuring the H&S Policy is implemented and maintained throughout the organisation. The Head of QHSE has been given responsibility by the Managing Director to ensure that this policy is complied with. The Head of QHSE is the 'competent person' for the company. Responsibilities will include but not limited to:

- i.) Reviewing the policy on an annual frequency or earlier should legislative requirement change
- ii.) Creating a positive culture of health and safety throughout all levels of the organisation
- iii.) Communicating responsibility of H&S across the organisation
- iv.) Ensuring employee competency, this gained through knowledge and experience
- v.) Chairing the QHSE Committee and encourage employees of all levels throughout the organisation to contribute to developing a robust QHSE culture with minutes being displayed on the Head Office H&S notice board and communicated to all senior management via email and uploading copies onto the Company shared drive.
- vi.) Measuring the organisation's performance with regards to QHSE via audits and accident monitoring.
- vii.) Setting annual safety objectives which are to be fully endorsed by the Managing Director and cascaded down throughout all levels of the organisation

g) Training

Arrangements will be made for all employees to receive training to enable them to complete their duties in a safe manner.

Employees will not be required to undertake any hazardous tasks prior to receiving appropriate training. General training will be conducted in-house and where required by approved external organisations.

Arrangements will be made for refresher training to be carried out on all tasks on a periodic basis due to the nature of a specific task it is required for this frequency to be increased or decreased.

h) Welfare and Workplace Safety

The organisation will provide working conditions at all its office locations in accordance with current legislation. These include, but are not limited to:

- Not exposed to extreme temperatures without adequate protection. A minimum temperature of 16°C should be maintained in the workplace for sedentary work or 13°C for strenuous physical work
- An adequate supply of drinking water must be provided
- Adequate lighting levels must be maintained
- Adequate space to do their job and to move around
- A workplace must be kept clean
- Adequate toilets, washing facilities, rest and eating facilities

The QHSE Department will arrange to carry out an annual Premise Risk Assessments at the Company's head office to ensure that all requirements are being met.

Any non-compliance will be reported in writing to the Managing Director for rectification and if required a business case will be submitted for justification of monies to be spent.

Employees will cooperate with the management to ensure that all requirements are being met including maintaining good standards of housekeeping.

d) Emergency procedures

All new employees will be made aware at the time of induction of the following:

- i.) How to raise the fire alarm
- ii.) How to call the emergency services
- iii.) Where to go to reach safety
- iv.) The names and contact numbers of first aiders within the company or clients premises

Trained fire wardens will be resident and an annual Fire Risk Assessments will be carried out by the QHSE Department to ensure that the head office is kept free from fire hazards and all potential hazards reduced to an acceptable level.

Employees at both company and client locations will be responsible for ensuring that fire hazards are managed on a day-to-day basis by maintaining acceptable levels of housekeeping throughout the premises.

Fire warden signage will be in the agreed corporate format and will be clearly displayed at prominent places identifying the fire wardens for the building.

e) First Aid

Trained first aiders will be provided and will attend HSE approved course, such as those run by St. John's Ambulance.

First aid signage will be in the agreed corporate format and will be clearly displayed at prominent locations and will identify all appointed first aiders by their name, picture and telephone extension number.

f) Accident reporting

It is every employees responsibility to report all accidents / near misses however minor within twenty four hours of the event occurring. Events are to be reported to the organisations H&S Help Desk at info@greatclean.co.uk who will record all relevant information.

The QHSE team will update the database and keep it current at all times.

Where required for major events the Head of QHSE will visit site as soon as is practicably possible.

All RIDDOR (Reporting of Diseases Dangerous Occurrences Regulations) reportable events will be investigated and recorded and the enforcing authority informed within the prescribed timescale by the QHSE Department.

g) Use of machinery and plant

All employees will be given full instruction on the safe use and operation of any or all equipment they have to use in order to carry out their daily activities.

Employees will not be allowed to operate any machinery until they have been trained by their Line Manager / Supervisor and recorded on the appropriate matrix.

All equipment will be serviced and maintained in line with the manufacturers recommended and statutory guidelines.

Employees are not allowed to carry out any repairs to any equipment themselves at any time.

h) PPE

Personal Protective Equipment (PPE) will be provided free of charge to all employees where the risk assessment has identified its issue and use. All PPE will be purchased from approved sources only and will comply with all current legislation.

Employees will be responsible for its day to day maintenance and reporting of any loss or effects.

Line Mangers / Supervisors / Team Leaders will be responsible for ensuring replacement PPE is available at all times.

i) Manual handling

All employees are to be trained on manual handling on commencement of employment by their Line Manager / Supervisor.

Refresher training will be carried out on a periodic basis unless the risk assessment process has identified that this should be sooner.

So far as reasonably practicable all manual handling tasks shall be avoided or mechanised, where this is not possible detailed manual handling risk assessments will be carried out for activities that have been identified as a potential risk to employees.

j) COSHH

The organisation will attempt to source substances for its core business activities that have been identified as 'UNCLASSIFIED'.

COSHH Assessments will be carried out for all chemicals used at its operations along with the relevant supporting Safety Data Sheet (SDS).

No substance may be used until a full assessment has been carried out by the QHSE department and provided to the operational team for subsequent briefing to all operatives who will be using it.

All substances supplied by the Company will be stored in accordance with best practice and as identified by the relevant COSHH Assessment in a secure, cool and well ventilated location.

k) Consultation

In accordance with current legislation the Company will:

- consult with the workforce through the representative of the employees
- supply sufficient information for adequate consultation
- ensure that the representative has sufficient training to carry out their role effectively
- provide the representative with sufficient paid time off from their normal function to undertake the tasks required of them, and to provide sufficient facilities and assistance to enable them to discharge their duties
- set up a committee to provide a forum to discuss health and safety issues and seek suitable remedial actions to any problems brought to the meeting.

YOUR HEALTH & SAFETY RESPONSIBILITIES

You have a legal responsibility to co-operate with management to achieve a healthy and safe workplace and to take appropriate care of yourself, your colleagues and others that may be affected by your work.

You can ensure the health and safety of yourself and others by:

- Complying with all written and verbal health and safety instructions.
- Familiarizing yourself with the contents of this handbook.
- Reporting all hazards, potential hazards, or persons creating hazards.
- Co-operating with the Company in seeing that regulations are observed at all times and

You have a legal duty to wear protective clothing and safety equipment, in the proper manner, as issued and instructed by the Company.

It is your responsibility to ask for replacement protective clothing and safety equipment if they are lost, become worn or damaged.

Legislation requires you to report all accidents and near misses (incidents) to your employer, regardless of whether injury was sustained or not.

If you are suffering from a medical condition, disability or disadvantage that may affect your work, prevent you from carrying out a specific task, that might be exacerbated by your work, or that may affect your own personal safety, or that of your colleagues, whilst at work, you must inform the Company as soon as you become aware of it. The Company pledges to do all within its power to assess any additional risk and implement additional measures to keep you safe, but can only do this if it is made aware of your situation.

Ensure all wounds, cuts, grazes and sores are covered with waterproof plasters before starting work. If you know, or suspect, that you are suffering from, or are a carrier of, any disease likely to be transmitted, either directly or indirectly, to other persons, or have an infected wound, skin infection, sores or diarrhea, you must report it to your line manager immediately. Failure to do so may be regarded as gross misconduct resulting in disciplinary action being taken.

You must not interfere with, abuse or misuse anything provided in the interests of your health and safety or that of others.

Wearing of Personal Protective Equipment (PPE) is compulsory and is issued to protect you.

Take care when working; PPE may reduce the severity of an injury but it will not prevent an accident occurring.

BEHAVIOURAL SAFETY

Behaviour is a term used to explain how we conduct ourselves.

UNSAFE BEHAVIOUR

This is a person's conduct that unnecessarily increases the likelihood (risk) of injury, or violates established safety rules, or is contrary to expected behaviour.

Examples of unsafe behaviour include:

- Not displaying warning signs whilst working to make others aware of the hazards.
- Taking short cuts, i.e. not following the risk assessment / method statement for the
- Not reporting hazards.
- Not telling your colleagues if you see them doing something unsafe.
- Mixing or misusing chemicals or decanting them into drink bottles or food containers.
- Wearing unsuitable footwear for your job.
- Horseplay, bravado or larking about in the workplace.
- Wearing personal belongings which impede hearing, e.g. personal stereos, i-Pods, etc.), while at work.
- Using the wrong equipment or materials for the task being undertaken.
- Using unauthorised equipment, chemicals, or materials.
- Doing work you are not authorised, or trained, to do.
- Not using safety devices provided.
- Unauthorised absence from your workplace during the working shift.
- Leaving equipment and chemicals unattended or insecure.
- Not wearing the necessary PPE for the task or chemicals being used.
- Blocking fire or emergency exits.
- Removing fire extinguishers to prop open doors.

Your aim must be:

SAFE BEHAVIOUR

- To take care of yourself, colleagues and others around you.
- Be aware and make others aware of any potential hazards.
- Tell your colleagues if you see them doing something unsafe, point it out at the time and not later.
- Encourage them to do the same to you.

PERSONAL HYGIENE

Personal hygiene is more than ensuring that you do not smell of body odour or have bad breath; it is your principles and practise of health and cleanliness.

- Do not eat, drink or smoke while working.
- Do not touch your mouth, scratch your skin, or rub your eyes without washing your hands first.
- Wash your hands before and after taking breaks or visiting the toilet.
- Wash your hands between tasks and at the end of your shift.
- Wash work clothes and uniform regularly, especially if they become contaminated.
- Never wear your work clothes or uniform at home.

Remember that your hands are liable to come into contact with surfaces and items that may be contaminated by a variety of sources depending on where we are working. Not only is this potentially harmful to you if it enters your body but your hands are a means of cross-contamination by moving it from one place to another for some unsuspecting person to pick it up.

To prevent this you must ensure that you wash your hands regularly and thoroughly.

EMERGENCY

For any emergency, incident or accident, inform your line manager immediately and follow their instructions.

FIRST AID

For minor first aid assistance please contact your local Appointed Person, for more serious injuries dial 999 and ask for the ambulance service.

There is a first aid box available on all contract sites. Please ensure that your line manager shows you the location of the first aid box and informs you of your Appointed Person during your site induction.

FIRE

IF YOU DISCOVER A FIRE:

Operate the nearest emergency call point then call the Emergency Services by dialing 999 from a place of safety and ask for the Fire Brigade.

NEVER PUT YOURSELF AT RISK

You must never go back into the building until the Fire Brigade, say it is safe to do so.

By acting quickly you can prevent the fire brigade being called out unnecessarily and perhaps save someone else's life.

- Only tackle the fire if you have been trained and are confident.
- Leave the building by the nearest exit, and go to your local building control point.
Do not stop to collect personal belongings. Do not use the lifts.

IF YOU HEAR THE ALARM:

- Make your work area safe e.g. close windows if possible and switch off any equipment at the socket.
- Leave the building by the nearest exit.
- Do not stop to collect any personal belongings.
- Go to the local building assembly point.

ACCIDENT/INCIDENT REPORTING

The Company wants to know about any accident or incident so that we can make sure that no-one else is injured in the same way. PLEASE ensure any accident or incident is fully recorded in the Accident Book and on an Accident or Incident Form. At the earliest opportunity inform your line manager and they will ensure that the completed paperwork is sent to the Health & Safety Department.

The location of the Accident Book and forms will be shown during your site induction.

REMEMBER

Always record any accidents or near misses you have at work on an Accident/Incident form, even if you are not injured.

It does not matter how trivial the incident might appear to be at the time. Reporting it could help to prevent a more serious accident in the future.

RISK ASSESSMENTS

A hazard is something that has the potential to cause harm, e.g. chemicals, electricity, using ladders etc.

The risk is the chance, however great or small, that someone will be harmed by the hazard.

There are five steps in the risk assessment process:-

1. Identify the hazards.
2. Decide who might be harmed and how.
3. Evaluate the risks arising from the hazards and decide whether existing precautions are adequate or more should be done.
4. Record your findings and inform those affected.
5. Review your assessment from time to time and get it revised when necessary.

Risk Assessments are no good unless you, the worker / user, are fully aware of their content. They will tell you what risks are involved and the control measures you will need to have in place. This will then help you carry out your activity reducing the risks to yourselves and anyone else.

It is your responsibility to familiarise yourself with relevant risk assessments within your area of work.

If you feel there is a significant risk that is not currently supported by a written risk assessment, please report this to your Line Manager or the Health & Safety Department.

The Company requires that any activity where a hazard is identified is supported by a written Risk Assessment. This includes activities necessitating the use of a company vehicle. There may also be specific issues regarding risk assessments for disabled staff, and/or new and expectant mothers, in relation to the activity and further advice may be obtained from the Health & Safety Department.

SAFETY EQUIPMENT

All the required safety equipment and Personal Protective Equipment, (PPE), is specified within the Risk Assessment for the activity and in the COSHH Assessment for any chemical(s) you intend to use.

Always make sure that all required safety equipment is available before you start work.

Check any personal safety equipment to make sure that it is in good condition and is fit for use. If you note any defects, do not use it and inform your supervisor / line manager.

It is a criminal offence to interfere with any equipment intended for either your own safety, or the safety of others.

LONE WORKING

Lone working activities must be risk assessed.

Staff with mobility, visual or hearing impairments must inform their line manager of this so that their needs will be considered during the risk assessment prior to working alone.

If you have any concerns in relation to working alone you must inform your line manager of these immediately or contact the Health & Safety Department.

ASBESTOS

You may be required to work in premises which were built when asbestos was a common construction material. When in good condition, asbestos does not pose a threat to health or safety.

Around some of these buildings you may see yellow stickers with the letter 'A' printed on it. The sticker indicates that asbestos is present and is in good condition and does not present any health risks. Never remove an asbestos sticker.

PORTABLE EQUIPMENT

The Company makes regular inspections of electrical equipment to ensure that it is safe and fit to use. Each piece of equipment should have a label on it which details the date that the equipment was last tested and the date when the next test is due. If an item does not have a label on it or is out of date, then it needs to be tested before you continue to use it.

Visually inspect electrical equipment prior to use to ensure there is no damage to the plug, cable, etc. If damage is observed, you must not use it or allow anyone else to. Inform your line manager of the damage immediately so that repairs by a qualified electrician can be arranged.

Under no circumstances are staff to undertake repairs of any description, this includes changing a fuse.

If you bring in any electrical equipment to your work place e.g. kettles, radios, then you must get the item tested before you use it.

Testing can be arranged through your line manager or the Health & Safety Department.

HANDLING MACHINERY

- Only use equipment that you have been trained on and familiar with.
- Never allow the cable to become fully extended as this will cause it to be raised off the floor and become a trip hazard.
- Keep the trailing cable behind you to prevent it becoming caught up in the machine.
- Never leave equipment unattended.
- When not in use put the machine in the upright position.
- Place warning signs in the vicinity of the trailing cable.

ELECTRICAL SAFETY

Although not extensive, the following are common causes of electrical shock:

- Loose connections.
- Poor insulation.
- Exposed wires.
- Damaged cables.
- Broken switches.
- Overloaded circuits.



The following safety guidelines must be observed:

- Never use equipment that has frayed cables or exposed wires. Report it to your line manager immediately.
- Never overload plugs.
- Never place drink containers close to electrical equipment.
- Never balance equipment on chairs or any other pieces of furniture or fixtures.
- If available, use circuit breakers.
- Never use adapters.
- Sockets must be switched off before inserting plugs.
- If the machine starts to smoke, switch off at the socket immediately.
- Ensure hands are thoroughly dry before using any electrical equipment.

MANUAL HANDLING

Most staff will be involved with varying levels of manual handling as part of their job. You must have assessed whether you are able to lift items in a safe manner BEFORE you undertake the task. If in doubt, ask your supervisor / line manager but some general guidance follows:

- Has a risk assessment for the task already been completed? – check;
- Do YOU really need to move it? Get help if required;
- Assess HOW you will move it and where to BEFORE undertaking the task;
- Always try to eliminate or reduce the load i.e. split the load, undertake 2 or 3 rather than just one;
- Ensure your route is clear of obstructions and is well lit;
- Position your feet apart to get a stable base;
- Bend from your knees and not your back;
- Never twist from the waist;
- Get a firm grip of the
- Keep the load close to the body – this means there is less impact on your spine;
- Lift the item in a smooth manner – do not jerk;
- Use the strength in your legs and arms to lift the object, NOT your back;
- Try not to move from the floor to “over shoulder height” in one move.
Break the move up if possible.

CHEMICAL SAFETY

You will probably be using a variety of chemicals, all of which can be hazardous. You must read and familiarise yourself with the COSHH assessment for the chemicals you use.

All the required PPE stated within the COSHH assessment must be worn throughout the entire period that you are using that chemical.

You must:

- Never mix chemicals as poisonous gas may be given off that can be fatal.
- Always ensure there is adequate ventilation as some chemicals, e.g. graffiti removers, floor strippers, etc., give off dangerous fumes.
- Never spray chemicals onto a hard surface as this may cause splash-back to the face and eyes. Spray onto a cloth and apply using this cloth and polish off with a dry cloth.
- Never leave chemicals unattended.
- Store chemicals upright with the tops securely closed, away from direct sunlight and sources of ignition.

IF IN DOUBT – ASK

SLIPS, TRIPS & FALLS

These are the commonest of all hazards and the cause of the majority of accidents. Tips on avoiding them include:

SLIPS

- Wear suitable footwear.
- Always display a “Wet Floor” sign at all entry points to the work area and only remove them once the floor is totally dry. Remember – these are hazard signs not person at work signs.
- Work in sections and leave a dry area for others to walk on if possible.

TRIPS

- Always look where you are going.
- Never trail machinery cables over furniture, fixtures or fittings. Keep them flat on the floor.
- Do not leave equipment unattended where they may become a hazard to others.

FALLS

- Do not walk on wet surfaces.
- Do not work above head height without suitable access equipment.
- Do not use access equipment unless you have been fully trained on its safe use.
- Do not distract colleagues who are working on stairways.
- Use the banister hand rail when using stairways.
- Walk, do not run.

SHARPS

In today's society the majority of staff working in public areas may be exposed to discarded, and possibly used, needles and syringes.

If clients have their own policy for the handling of sharps, these must be complied with.

However, the following basic rules will ALWAYS apply:

- Used sharps must always be placed in a designated yellow container which is clearly labelled "FOR SHARPS ONLY".
- Always take the sharps container to the sharp, do not carry the sharp to the sharps container.
procedure which will be explained to you by your supervisor.
- Always report the finding of a sharp to your supervisor.
- In the event of a needle-stick injury, report it immediately. Do not suck the wound. Make the wound bleed whilst holding under running clean water. Seek medical attention, taking the offending sharp with you if safe to do so.
- Take extra care in public areas known to be used by drug takers.
- Do not place bare hands in blind areas where your vision is obscured. High ledges, behind W.C.s, cisterns, tanks are some of the places users hide their needles and syringes.
- Use tweezers or bulldog clip to pick up sharps and to place into the sharps container.
- Used sharps, or full sharps containers, must not be put into general refuse sacks/bags.
- Never put your hand into a waste bin; always tip the bin straight into a refuse sack/bag.
- Do not pick up a sharp with your bare hands.

COLOUR CODING

To prevent cross contamination of viruses and germs from a high risk area to a low risk area, it is a requirement by law that we colour code our cloths, mops and buckets as

RED	Toilet Floors, WC Pans, Seat and Lids
BLUE	Basins, Sinks, Food Trays, Kitchen Work Tops
YELLOW	Offices
GREEN	Floor Polish, Other Surfaces

If you do not have sufficient stores to comply with the above colour coding requirements, you must inform your supervisor / line manager immediately.

USING DISPLAY SCREEN EQUIPMENT (DSE)

- You should NOT sit directly facing a window or with your back to a window. Ideally the DSE should be positioned at 90 degrees to the window.
- Your screen should be in front of you with the top of the equipment approximately level with your head.
- You should not twist your body in order to use the DSE, rather reposition the equipment or adjust your chair.
- When using the DSE your elbows should be at an angle of about 90 degrees to the keypad, with your wrists flat.
- When sitting, your legs should ideally be at 90 degrees and your feet should be flat on the floor. Your legs should not touch the top of your desk. Any problems, contact the Health & Safety Department for advice.
- Chairs should ideally have five pronged feet. This reduces the risk of toppling. All new chairs should have fully adjustable height, back support and seat tip. The majority of DSE problems are generated by not adjusting your seat properly.
- If you share your desk, you should consider your comfort each time you use the DSE.

Remember these guidelines are NOT to be considered as an exhaustive list

WORK RELATED ROAD SAFETY

All staff who will be required to drive a company vehicle will be issued with a copy of the "Company Vehicle User's Guide.

A risk assessment should be carried out for any business travel undertaken on behalf of the Company. Ask yourself:

- Is the journey really necessary?
- Can public transport be used?
- How long will the journey take?
- Should travel be split over two days to ensure drivers are fully rested?

Before using any vehicle, run through the following check list to make sure that it is roadworthy. Check that:

- tyre pressure is correct;
- tyre tread is within the legal limit;
- lights, indicators and hazard warning lights are all working;
- windscreen washers and wipers are working;
- oil and water levels are correct;
- brakes are working properly.

Before planning a journey check the following documentation:

- Check that the vehicle and driver are insured for the journey. If you are driving your own car, do you have business use cover?
- Check that the vehicle has a current MOT certificate and is taxed.
- Does the driver have the correct driver's license for the vehicle?

VIOLENCE AT WORK

Staff who have direct contact with the general public may at some time suffer verbal abuse, threats, or even physical violence.

Aggressive behaviour may be the result of one or more of the following:

Pain; worry; fear; depression; frustration; anger; drugs; medical conditions; alcohol; prejudice – either racial, sexual, or religious.

Try to recognise when aggressive behaviour may develop.

HOW TO TELL IF SOMEONE IS BECOMING AGGRESSIVE

You can normally spot the warning signs by looking for the following:

- Muscle tension in the face, hands and limbs.
- Either exaggerated, slow, measured speech or loud, excited speech.
- Finger wagging or jabbing.
- Staring eyes and sweating.
- Fidgeting or hand wringing.
- Drawing sharp breaths.

WHAT YOU CAN DO TO DEFUSE THE SITUATION

If possible, walk away from the situation quietly and calmly. If you cannot:

- Stay calm, speak gently, slowly and clearly.
- Tell the person who you are, ask their name and use it.
- Make eye contact, but never stare.
- Listen to what they have to say attentively and show compassion; do not argue or respond until they have vented their frustration.
- Adopt an open posture, avoid crossing the arms, putting hands on hips, wagging fingers or a raised arm.
- Give them plenty of space, do not crowd them.
- Try not to show fear or contempt.
- Do not hide behind your authority, status or jargon.
- Never become aggressive yourself.
- Do not turn your back on the person.
- Do not allow yourself to become trapped, look and position yourself for an easy escape.
- Never put your hand on them.

Should a threat be made or you are physically assaulted:

- Try to escape.
- Raise the alarm by shouting.
- Get someone to call the police.
- Report it to your line manager immediately.

Make a note of what happened, the time and date, names and addresses of any witnesses, what you were doing at the time, what the outcome was, (injury, verbal abuse, damage to personal property, anti-social behaviour), the location of the incident and any other relevant information, such as a description of the aggressor and what they were wearing.

The company will not tolerate aggressive behaviour either towards, or by, its employees.

Physical violence will be reported to the Police and may become a criminal matter.

SMOKING

As from the 1st July 2007 smoking is prohibited by law in all workplaces. This also includes clients' premises and company vehicles.

If any member of staff would like advice on quitting smoking, they may contact the Human Resources or Health & Safety Departments.

INFORMATION AND WHERE TO FIND IT

The ultimate responsibility for Health and Safety lies with the Company. However, each and every member of staff is responsible for their own health and the safety of their colleagues, clients' staff and visitors and others who may be affected by what you do or may not do. The Managing Director has delegated the day to day administrative responsibility to other staff members. Details of staff with specific health and safety responsibilities are set out in Section 2 of the Company Health & Safety Manual "Health and Safety Policy Arrangements"

The Company has a variety of policies and documents covering various aspects of health & safety and the environment. Those detailed policies and documents relevant to your work location and tasks can be found in the site specific Health & Safety file held on each contract site. The location of this file should be covered during your site induction. If you have not been told of its location you must ask a colleague or your supervisor / line manager.

It is important, for your safety, that you take time to regularly review the contents of this file.

HEALTH & SAFETY INFORMATION

Don't leave safety to chance. Take responsibility for your own safety, and the safety of others. If you see anything that you think could be dangerous tell your line manager immediately.

We are ALL responsible for Health and Safety at work.

ENVIRONMENTAL POLICY

Great Clean is an established family run cleaning service operating throughout the UK. We pride ourselves on the quality of a broad range of services, each tailored to our clients' needs. Great Clean recognises that it has the potential to impact upon the environment, and is committed to assessing this impact and managing activities and services in a responsible manner to protect the environment.

Great Clean is committed to the continual improvement of its environmental performance, with a view to reducing environmental impacts to levels not exceeding those corresponding to economically viable applications of best available practices and techniques. Our policy is appropriate to the nature, scale and environmental impacts of our activities and services.

This policy is the driver for implementing and improving our Environmental Management System so that we can maintain and potentially improve our environmental performance. We are committed to ensuring that we comply with applicable legal requirements which relate to our Environmental Aspects and other requirements, to prevent pollution and to continually improve.

This policy provides the framework upon which we set and review our environmental objectives and targets. We shall document, implement and maintain this policy. Our environmental performance will be reviewed at our Management Review Meetings to monitor our progress and ensure our compliance, and this policy will be reviewed and audited annually or sooner if required by legislative change or a significant change in our business.

Great Clean & Maintenance commits to: -

- Prevent or minimise pollution from its activities on the environment, and to ensure compliance with applicable environmental law and other requirements to which we subscribe.
- Favouring environmental friendly cleaning chemicals where they are capable of performing the task and are acceptable to our clients.
- Reducing our environmental impact associated with resource consumption by using supplies sparingly, buying in bulk where it is possible, and avoiding excessively packaged goods.
- Reducing the amount of energy used in our office premises as far as is practicable, and supporting initiatives that will help offset our carbon footprint.
- Ensure employees and those who work on our behalf are aware of their responsibilities and are trained as necessary, with regard to their environmental impacts.
- Ensure all solid and liquid wastes are disposed of in accordance with legislation. Recycling and reuse of waste is our favoured waste option.
- Assess opportunities for improvement and implement programmes to continually improve our environmental performance.
- Operate an environmental management system to the ISO 14001:2015 standard to implement these policy commitments, and to undertake monitoring and periodic audits to assess our performance.

This policy extends to all Great Cleans' supervisors, managers and other employees, and applies to all of our activities at our own premises and our activities on clients' sites. Great Clean will provide the resources necessary to meet these policy commitments.

Signed:

Mr. Jose De Jesus
Managing Director

Reviewed: 9th May 2025

WCSL-QHSE-PS-003(5)

ENERGY CONSERVATION

Energy conservation is:

- A reduction in the use of non-renewable natural fuels – coal, natural gas, and oil, (also electricity generated by the use of these fossil fuels).
- A reduction in the use of renewable sources of energy – electricity, either hydroelectric, wind or nuclear generated.
- Reduced pollution of our planet caused by wasted or escaping energy, or its by-products.

Why is it important?

Natural fuels, (coal, gas, oil), are unsustainable and are expected to be completely exhausted by 2050.

How will conservation help?

- A reduction in the use of oil, coal and natural gas will also reduce carbon dioxide, (CO₂), emissions.
- Using less oil, coal, and natural gas will prolong their availability.
- Will reduce pollution of our planet from wasted and escaping energy thereby reducing global warming.
- Improved company performance; energy spend is not an unavoidable overhead, it is a controllable cost.

Your duties are:

- Switch off lights when leaving an office or room if no one else is in it.
- Is it bright enough with natural daylight only?
- Use energy saving fittings where provided.
- Turn down heating thermostats to a comfortable temperature, (temperature reduction of 1 degree equates to a reduction in fuel consumption of 6-7% and reduces the heating bill by a third!).
- Keep doors and windows closed.
- Turn off equipment at the socket when not in use, but do not turn off other people's equipment.
- Do not turn off or unplug anything you are not sure of.
- Do not switch off lighting in any area where others may have to walk through in the dark.

WATER CONSERVATION

Why is it important?

Water is a limited resource that continually needs to be treated and recycled. This costs money. The more water consumed, the greater the cost!

Your duties are:

- Turn off taps after
- Report dripping taps immediately, (a tap dripping at 2 drips per second equates to 5,241 gallons of water per year wasted down the drain!).
- Do not heat water unnecessarily.
- Do not use, or heat, more water than is needed to do the job.

PREVENTION OF POLLUTION

Waste minimisation, segregation and disposal

- Do not dispose of any waste water or substances down storm drains or into other controlled waters; this is an offence and could lead to prosecution by the Environment Agency.
- If you are unsure of where to dispose of waste liquids safely, check first with your supervisor / line manager.
- Do not allow any spillages to enter drains, streams, rivers, etc, or soak into the ground. Contain them as much as possible and get help immediately.
- Keep waste secure from escape, vermin and scavengers.
- Ensure you know the different disposal procedures for the site – if in doubt, ASK!
- If any waste you handle is classed as 'special' or 'hazardous' and needs separate handling and disposal, i.e. bio-hazards, oils, tyres, batteries, chemicals, etc., you must adhere to the procedures in place on site.
- On sites where re-use or recycling of certain items is carried out you are expected to adhere to these programmes and report any non-compliance.

Fly-tipping

Fly-tipping is illegal, you face immediate dismissal for gross misconduct, and possible prosecution if caught – DO NOT DO IT!

Emissions to air

- Do not burn any materials on open ground.
- When working, contain all dust, fumes and vapours as much as possible.
- Where local exhaust ventilation is available, use it.
- When driving, keep the revs down and accelerate slowly to reduce exhaust emissions.

Noise pollution

- If your equipment or machinery starts to make more noise than usual report it immediately.
- If noise suppression is fitted to the equipment ensure it is working.
- Try to carry out your work as quietly as possible, especially late at night and early mornings.
- If you receive a complaint about the noise you are making, respond positively. If you cannot stop work, or have not got any quieter work to do, contact your supervisor / line manager and report the incident immediately.

Refusal to work on grounds of health and safety

COMPANY POLICY

All employees, regardless of their contract site have the right to refuse to carry out a certain working procedure should they class either the working procedure or the general area as unsafe. Once investigated by a suitable member of staff i.e. Site Supervisor or Area/Regional Manager it may be decided that their claim is not worthy or just in which case the normal working procedures are to continue.

However, if it is agreed that the employee's claim that the task is unsafe on Health and Safety grounds is correct and the task/area is unsafe for the relevant work to be carried out, then a member of the Health and Safety team is to be contacted to investigate the area and carry out a risk assessment which will decide upon the most suitable control/safety measures suitable to deem the area/task as safe.

Once both the Health and Safety Representative, the Relevant Site Manager and the client have agreed the actions put forward by the H & S team to render the task/area as safe, the employee no longer has the right to refuse to work on/in that task/area unless the tasks to be carried out, or the general layout of the area, is to drastically alter in the future. Continuing to refuse to work on Health & Safety grounds, after every reasonable precaution has been taken, will result in disciplinary action being instigated as it will be seen as an excuse to avoid a certain task rather than a constructive observation put forward to enhance the safety of persons around the work area.

The employee however still has the right to refuse work on the grounds of Health and Safety on/in another task/area of the Contract Site but continuing to do so often when the cause is not just will also result in disciplinary action being instigated.

Employees who raise any Health & Safety issues must remain free from any discrimination from line Managers and Supervisors

Jose De Jesus
Managing Director

Reviewed: 9th May 2025

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Refusal to Work on Grounds of Health & Safety

PROCEDURE

- 1 If you encounter a health and safety hazard which you consider to be unsafe, you must report the hazard immediately to your relevant Manager or Supervisor. Any other persons who may be in danger due to this hazard should also be informed.
- 2 If there is no Manager or Supervisor present on site at the time, you must contact them by phone as soon as possible. A suitable member of client staff should be informed of the hazard.
- 3 Once the supervisor has attended the site, the employee must accompany him to the hazard point to discuss a suitable action on how to ensure the safety of the work.
- 4 If the Manager/Supervisor and Employee agree that the hazards have now been eliminated, normal working may be resumed.
- 5 If the relevant Supervisor or Manager is unable to compile a suitable method for completing the work(s) safely, then no further work should be carried out until remedial action to make the work safe has been discussed and arranged by both the Supervisor and the Relevant Area Manager.
- 6 The employee shall be informed of the safety measures which are to redeem the area as safe and, if there is disagreement and the employees have reasonable grounds to believe work is still likely to endanger employees, clients or third parties, the Supervisor and Area Manager must notify the Health and Safety Manager of this.
- 7 Work is not to be carried out on the area until the Health and Safety Manager has carried out a risk assessment on the area and discussed the suitable control measures to deem the area as safe for working practices to be carried out on.
- 8 Once the risk assessment has been carried out the Health and Safety Manager shall provide the Site Supervisor with a copy to inform all staff members of the new working methods. A copy of the assessment is to be displayed at the contract site in the Health and Safety file provided.
- 9 If, once again the employees or client still do not feel that the matter has been fully resolved then a meeting must be arranged with suitable company Director(s) for a final attempt at solving the problem.