

SPOTLESS COMMERCIAL CLEANING LTD

HEALTH & SAFETY POLICY

JUNE 2021 TO JUNE 2022

Version 1.3

Introduction

This document sets out the Health & Safety policy of Spotless Commercial Cleaning Ltd in relation to its delivery of commercial cleaning services & cleaning related services.

This document sets a base level of Health & Safety awareness, and outlines a commitment by Spotless to effectively manage, develop and improve the overall Health & Safety knowledge & standards embedded in the delivery of its services.

PART1 – General Statement of Policy

- 1.1 The Company acknowledges and accepts its legal responsibilities for securing the health, safety and welfare of all its employees, of sub-contractors working on its behalf and all others affected by their activities, including our client's employees and the general public.
- 1.2 The Company recognises and accepts the general duties imposed upon the company as an employer under the Health & Safety at Work Act and subsequent Health & Safety regulations appertaining to its operation.
- 1.3 As CEO I remain committed to continuing to improve the following aspects of Health & Safety within our organisation, in the following ways:
 - To ensure there is a high level of engagement with all colleagues on Health & Safety management that will assist in its ongoing development
 - To add value to our client base by supporting their own Health & Safety responsibilities
 - To ensure safe methods and systems of work are in place and regularly reviewed
 - To ensure any equipment used in the delivery of service is well maintained and fit for purpose
 - To ensure all our colleagues are issued with appropriate Personal Protective Equipment relevant to their working tasks
- 1.4 The company will carry out a regular review of this policy to ensure that standards of Health & Safety are maintained and enhanced.

PART 2 – Organisation and Responsibilities

2.1 CEO

The CEO is responsible for setting the overall Health & Safety Policy statement and also responsible for the associated Health & Safety sub policies of the company. In particular the following falls within this remit:

- To ensure suitable systems and procedures are in place to record, monitor and improve the overall Health & Safety within the company
- To promote effective Communication of the Health & Safety Policy to Senior staff, Managers and all employees of the company

2.2 Directors

The Directors are responsible for the delivery of the Health & Safety Policy statement, sub policy statements and collation of relevant data required to effectively manage and enhance the overall Health & Safety within Spotless. In particular the following falls within this remit:

- Ensure suitable financial investment is made for adhering to the Health & Safety obligations of the company
- Promote an effective and compliant Health & Safety culture throughout the organisation.

2.3 Regional and Senior Account Managers

The Regional and Senior Account Managers have overall responsibility for administrating and delivering the various Health & Safety policies of the company and will:

- Actively promote at all levels the company's commitment to effective Health & Safety management through the company values:

Values	Expected Behaviour	Leads To
Respectful	Polite Interaction & understand different points of view.	Better relationships
Supportive	Encourage each other & help and care for each other.	Creates confidence
Creative	Challenge what we currently do & use our initiative.	Progress
Self Responsible	Ownership of actions and outcomes & trusted to do a job.	Accountability and time

- Provide appropriate and effective information, training and instruction to managers and employees
- Ensure work is planned to take into account Health & Safety issues and legislative obligations
- Monitor and assess any relevant risks to Health & Safety
- Understand the company policy for Health & Safety and ensure it is readily available for managers and employees
- Assist in the promotion of an effective and compliant Health & Safety culture throughout the organisation
- Collate and report any accidents reportable under the Reporting of Injuries, Disease and Dangerous Occurrences Regulations (RIDDOR) 2013

2.3a Account Managers

- Actively promote with your colleagues the company's commitment to effective Health & Safety management.
- The Managers are responsible for assisting their line managers with the delivery of the Health & Safety policies and procedures to all employees
- The Managers are responsible for the day-to-day monitoring of Health & Safety amongst the staff and reporting issues and problems through the Spotless App
- The Managers are responsible for assisting in implementing the annual Health & Safety plan and meeting the various Health & Safety objectives set.

- Managers will ensure that all staff are made aware of and trained on the contents of the Employment Guide and understand them and any other Health & Safety information (in particular COSHH and RAMS).

2.4 Health & Safety Advisor

Named person responsible for H & S: **Alan Laing**

Experience / qualifications of above person: NEBOSH, Chartered Member of IOSH, University of Aston Diploma

The Health & Safety Advisor will undertake and be responsible for:

- Advising the Directors of Spotless Commercial Cleaning Ltd on the relevant Health & Safety Policies, practises and procedures which should be adopted by the company, to include relevant Risk Assessments and Method Statements
- Assisting in the implementation of the various Health & Safety Policies
- Monitoring the implementation of the Health & Safety policy throughout the company and reviewing its appropriateness by regular safety audits/inspections carried out in various workplaces.
- Assisting where required on investigating accidents and implementing associated corrective action
- Reviewing Health & Safety legislation and recommending/ implementing any new requirements pertaining to the company's undertaking
- Liaising with managers, employees, sub-contractors and specialists as and when appropriate
- Delivering relevant Health & Safety training workshops to Directors and Rhiannon Abbott, HR and Health & Safety Manager as appropriate

2.5 Admin

Rhiannon Abbott, HR and Health & Safety Manager is responsible for collating data from the Spotless App and completing the spreadsheets on accidents and near misses.

Rhiannon Abbott, HR and Health & Safety Manager is to ensure that all Health & Safety alerts are followed up, closed off and suitable training has been delivered around them where required.

2.6 Employees

Section 7 of the Health & Safety at Work Act 1974 states the following:

It shall be the duty of every employee while at work –

- (a) to take reasonable care for the Health & Safety of himself and of other persons who may be affected by his acts or omissions at work; and
- (b) as regards any duty or requirements imposed on his employer or any other person by or under any of the relevant statutory provisions, to co-operate with him so far as is necessary to enable that duty or requirement to be performed or complied with.

For all employees to comply with their legal duties, they will undertake and be responsible for:

- Reading and understanding the Company's Health & Safety policy and carry out their work safely and in accordance with its requirements.

- Ensuring that all protective equipment provided under a legal requirement is properly used in relation to any instruction / training given and in accordance with this Health & Safety policy.
- Reporting any defects to work equipment immediately to the Site Supervisor or Account Manager.
- Reporting any accidents, incidents, ill health or near misses however minor to the Site Supervisor or Account Manager.
- Using the correct tools and equipment for the job in hand and in accordance with training and instructions.
- Co-operating with any investigation, which may be undertaken with the objective of preventing reoccurrence of incidents.

In addition, as and when routine conversations with managers occur, an employee should highlight any issue with skin irritations or breathing issues and confirm understanding of PPE requirements, FVI protocol, COSHH & RAMS and Working at Heights policy.

Part 3 – Arrangements and General Policy Statements

3.1 Communication

In order to meet the legal requirements of the Safety Representatives and Safety Committees Regulations and the Health & Safety (Consultation with Employees) Regulations, the company will communicate with all employees on the following issues:

- The content of this policy
- Any rules specific to a site or job.
- Changes in legislation or working best practice.
- The planning of Health & Safety training.
- The introduction or alteration of new work equipment or technology.
- Routine Executive Committee Meetings

This communication and consultation will take place directly with the employees via induction, regular training sessions, emails, postcards, and a highlighted version of the Health & Safety Policy.

3.2 Training

All employees are given training appropriate to their responsibilities in accordance with the Management of Health & Safety at Work Regulations. Training will be provided for the following situations:

- Induction training for new employees (Health & Safety awareness, company procedures and values etc).
- The introduction or modification of new / existing machinery or technology.
- A change in employee position / work activity or responsibility.
- Ongoing re-enforcement of the Health & Safety policies of the company

Training is also specifically provided for work with hazardous substances, use of PPE and manual handling. Any training provided by the company will be formally recorded via the Spotless App.

3.3 Risk Assessments

Spotless will prepare written risk assessments for all reasonably foreseeable risks that may affect Spotless staff and others who may be affected by the company's activities. Managers are trained to identify new hazards on Client sites and seek advice and support if unable to control risks.

Risk Assessments (particularly COSHH Assessments – see Use of Chemicals Policy) will be used to determine the appropriate control measures for hazards, and to ensure that appropriate information, instruction, training and supervision is available to allow Spotless staff to carry out their jobs as safely as possible, and without risks to their health. Training will be given to allow managers to undertake risk assessments on behalf of the company.

3.4 Method Statements

Data from risk assessments will be incorporated into Spotless's recommended methods of working. These will form the RAMS (Risk Assessment and Method Statement)

The RAMS forms combine both the risk assessment and method statements required for each task.

3.5 Co-operation with Clients

Employees will always familiarise themselves with client procedures when attending site, in particular general site access, security, emergency procedures and high-risk work activities including permit to work systems.

Clients site procedures and specific instructions will always be followed.

All employees complete and sign an induction 1 form when signing up to Spotless employment via our onboarding tool. An induction 2 for existing staff working on a new client site should be completed through the Spotless App, to demonstrate understanding of site-specific requirements.

3.6 Welfare Facilities

Wherever possible arrangements will be made with the Client and/or Principal Contractor for the use of Welfare facilities at sites under their management. As a minimum the following requirements will be adhered to:

- Toilet / washing facilities accessible on site.
- Eating / rest facilities accessible on site.
- Storage for cleaning equipment and PPE

3.7 Work Equipment

The procurement and use of all work equipment (including Electrical equipment) used by Spotless staff as part of the Company's undertaking will comply with the Provision and Use of Work Equipment Regulations (PUWER).

Before new equipment is introduced into the working environment, an assessment will be made by the relevant Manager in order to ascertain that the equipment is suitable for its intended use.

No employee will use work equipment for which they have not received specific training.

Employees will respect all work equipment and be responsible in the way they use it which will minimise a specific risk.

3.8 Electrical Equipment

Spotless recognise that working with mains-powered electrical equipment may pose a risk of harm to its staff. Spotless recognise the requirements of the Provision and Use of Equipment Regulations 1998 and the Electricity at Work Regulations and will provide and maintain electrical equipment that is suitable for purpose at all times.

Electrical equipment will be procured that is strong enough, of good construction and durability and quality to take into account the foreseeable use and conditions that it might encounter whilst in use by Spotless staff.

Spotless staff will carry out user checks on all items of electrical equipment prior to each use of that equipment. Cleaning staff will be trained to carry out these basic checks for condition of plugs, cables and equipment and this training will be refreshed as appropriate.

Spotless's Account Managers will undertake a Formal Visual Inspection (FVI) of all items of electrical equipment used by Spotless staff once per month. Managers will receive appropriate training to allow them to undertake these checks with the required level of competency. In addition, all cleaning colleagues are encouraged to carry out a FVI prior to use of electrical equipment.

Where electrical equipment is used with liquids such as water or detergents, or is used in environments where water or other liquids may be encountered, that equipment will be subject to an annual check using specialist equipment to ensure that the earth continuity, and other safety features of the equipment, are in good condition and fit for purpose. A person competent in the use of the test equipment will be employed to undertake this work.

It is Spotless's express policy that any member of staff who feels a piece of electrical equipment is not fit for purpose for any reason may refuse to use that equipment, take it out of use and contact their Line Manager as soon as possible. Spotless will replace that piece of equipment until it is checked and deemed fit for use by a competent person.

All items of electrical equipment belonging to Spotless will be identified by either a sticker recording the regular FVIs and/or detailed test, whichever applies.

3.9 Personal Protective Equipment (PPE)

Appropriate personal protective equipment, based on a risk assessment of each task/substance as appropriate, will be issued to employees as and when necessary for work activities.

Training will be provided for employees on the safe use, storage and maintenance of the relevant equipment before issue, and a written record detailing what PPE has been issued will be signed by the employees on receipt of the equipment. This is recorded on the App and kept on the HR file for that worker.

Employees have a legal duty to wear PPE as specified by company policy, in relevant site rules, risk assessments and methods statements. Any defects or malfunction of PPE must be reported immediately to their line Manager.

3.10 **Hazardous Substances**

The risks associated with hazardous substances are assessed for all work activities.

The majority of our products come from the Innoscience range, these have been COSHH-assessed, and COSHH assessment sheets distributed to all client sites via the Communications Diary.

An inventory of all substances and materials hazardous to health used is kept on the S:Drive and any member of staff can gain access to this.

Any new products that are required for use should have a COSHH assessment completed and saved in the company S Drive for review by Rhiannon Abbot, HR and Health & Safety Manager before use may commence.

Colleagues with any skin or breathing issues are encouraged to report this to their manager immediately so that these conditions can be assessed.

3.11 **First Aid**

Spotless endeavours to provide a level of First Aid protection to staff wherever this is possible. In the majority of Client sites, agreement has been reached that the Client's First Aid box is available to Spotless staff as needed. Where no agreement can be reached Spotless will provide Spotless staff with a First Aid box. A First Aid box is also provided to any person driving a vehicle on behalf of Spotless.

Basic training will be given to all staff on the contents of the First Aid box at their location, and on what actions to take should an incident requiring First Aid take place.

Where appropriate, body fluid containment kits and sharps kits are also issued to Spotless Account Managers.

3.12 **Accident Reporting**

All accidents will be reported to the relevant Manager and captured via the Spotless App so that appropriate review and modification to working practices and the surrounding environment can be made.

Certain accidents are reportable to the HSE's Incident Contact Centre. It is the responsibility of Rhiannon Abbott to lodge such an event:

- Any work-related injury that leads to an employee being unable to do their normal work (absent or otherwise) for 7 days or more, not including the first day of injury;
- Fracture other than to fingers, thumbs or toes;
- Amputation;
- Dislocation of the shoulder, hip, knee or spine;
- Loss of sight (temporary or permanent);
- Chemical or hot metal burn to the eye or any penetrating injury to the eye;

- Injury resulting from an electric shock or electrical burn leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours;

- Any other injury: leading to hypothermia, heat-induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours.
- Death;
- Certain illnesses, eg occupational dermatitis or occupational asthma, as diagnosed by a GP, must also be reported to HSE.

3.13 **Manual Handling**

Spotless has a policy of discouraging significant Manual Handling where ever possible. Staff receive basic training in Manual Handling techniques and the use of relevant equipment and aids. Whenever possible, when moving heavy equipment from floor to floor within a building a lift should be used. All staff moving equipment must be trained on RAMS39- Manual Handling.

3.14 **Fire Safety & Emergency Procedures**

It is the Company's policy to take account of fire hazards in the workplace. All employees have a duty to conduct their operations in such a way as to minimize the risk of fire. This involves compliance with the Company's no smoking policy, keeping combustible materials separate from sources of ignition and avoiding unnecessary accumulation of combustible materials.

Managers and where applicable Site Supervisors are responsible for keeping their operating area safe from fire, ensuring that their staff are trained in proper fire prevention practices and emergency procedures.

The person in Spotless local offices with responsibility for the maintenance and testing of fire alarms and firefighting equipment is the Regional Manager.

Spotless managers should make best endeavours to make sure that all fire exits on clients sites are free from hazards and are freely accessible for use at all times.

3.15 **Sub-Contractors and Suppliers**

Spotless may engage sub-contracting companies to undertake specialist activities, the Sub-contractors Questionnaire must be completed prior to any engagement with a new contractor or supplier. This form is to be completed annually.

Contractors are monitored, where possible, by Spotless's Account Managers and any discrepancies between declared risk assessment/method statements and observed activities dealt with.

3.16 **Public Safety**

The safety of members of the public and other contractors is considered at all times whilst on site. Any work area that could place others at risk due to the Company's activities will be closed off by appropriate means (e.g. safety signage, bollards, tape, hoarding) in order to restrict access.

3.17 **Lone Working**

Spotless will, through the iPad Health & Safety Audit, identify any work situations where staff are considered to be Lone Working. Lone Working situations are deemed to be those where staff will work on client premises when there is no other person on that site, nor likely to be on that site for a significant period of time after the Spotless member of staff is scheduled to leave that site.

Spotless will strive at all times to have an out-of-hours contact name and telephone number and spare keys for each of its sites to allow timely entry to premises where Lone Workers may have become incapacitated. However, it is recognised that this may not be possible in all situations.

3.18 **Work at Height**

It is Spotless's express policy that all cleaning work undertaken by cleaning staff will be conducted with their feet firmly on ground level. Activity from any height above ground level is not permitted.

Spotless employs "Specials Teams" who are trained to use low level equipment for gaining access to higher levels – eg 3-step "librarian-type" steps, which are fitted with an integral handrail.

3.19 **Display Screen Equipment**

All users and computer workstations in Spotless offices will receive a DSE assessment based on the DSE Assessment Checklist held in the S Drive. All new starters in Spotless offices will receive this assessment within their first week of employment.

Staff who feel they need an eye test for DSE work (this includes laptop and iPad users) will be encouraged to attend an opticians. Anyone requiring visual correction to work with DSE will be entitled to a £40 contribution to the cost of appropriate eyewear. This sum will be paid on receipt of a written recommendation from a practising Optician.

<http://www.hse.gov.uk/pubns/indg36.pdf>

3.20 **Other Important Health & Safety Information**

All Health & Safety queries may be made to the Helpdesk on 0330 094 7733, or by emailing hereforyou@spotlessclean.co.uk

Part 4 – **Covid 19 Pandemic**

4.1 **General Information**

During the ongoing worldwide pandemic of Covid-19, Spotless has introduced a number of new guidelines for our staff to follow in relation to advice provided from the UK government to keep themselves and others safe. We take the Health & Safety of our staff during this ongoing pandemic very seriously and have advised them to follow the advice set down by the UK and Scottish governments.

In general:

- Employees are instructed to heed government advice as seen and heard on the TV and radio news broadcasts. Spotless staff should not breach any of these guidelines for work purposes unless they have discussed their intended actions with Spotless management in advance, and their actions have been authorised.
- Employees are instructed to stay 2 meters apart from each other and other people on sites during the duration of the pandemic.
- Employees are instructed to wash their hands regularly with hot water and soap and use hand sanitiser if washing with soap and water is not available.

- Employees are instructed to remain vigilant about any symptoms they may have, report them as soon as possible to their line manager and must not present for work.
- Employees are provided with PPE and instructed with guidance on their use.

Other more detailed guidance is available in the Spotless RAMS documents which have been modified by Rhiannon Abbott, HR and Health & Safety Manager to reflect additional procedures to deal with the pandemic. See Appendix at the end of this document.

4.2 **PPE**

Spotless will supply our employees with face coverings (masks and visors where necessary) and protective gloves to help protect them from the virus while at work.

Employees with concerns regarding their Health & Safety while working on site, are instructed to raise their concerns with their Account Manager as soon as possible, to allow for the concerns to be investigated and addressed. Account Managers have received instructions on how to deal with such issues, and how to refer them to the company Health & Safety team when necessary.

4.3 **Travel Advice**

Spotless will recommend to all staff that during this pandemic all travel should be restricted to necessary travel only. Staff must check with management before making any work travel plans.

Employees will be advised that when they travel to and from their workplace, they need to observe the social distancing guidance whilst they are travelling, as far as is practical.

Where they feel this cannot be observed they will be told that they do not need to travel and should discuss this with their Account Manager.

No Spotless staff will engage in work-related overnight stays away from home unless this has been cleared by management, is absolutely necessary for work purposes and is in line with government rules and guidance in existence at that time.

4.4 **Medical Advice**

It is the responsibility of every employee to consider their own health and the health of others, and employees are instructed that if they have any of the of the main symptoms of Covid-19, high temp, new and persistent cough, loss of taste and smell they are to self-isolate, as per current government guidance.

They should call the NHS 111 service if their symptoms do not improve after 7 days. Staff will further be advised to call 999 if they feel their conditions are life threatening.

Employees must inform their line manager straight away if they have any of these symptoms and will not be allowed to attend client's premises until after the prescribed time set down by the government.

Line Managers will inform the clients to let them know if there are concerns related to the employee's health regarding Covid-19 and appropriate action will be taken by Spotless management to investigate the situation and inform the client of issues they may need to take into account.

4.5 **Working from Home**

Where possible employees will be required to work at home for the timeframe of the pandemic and post-pandemic era.

Spotless recognise that the Health & Safety of our employees working from home is just as important as employees working from an office or client's premises.

All employees working from home will be issued with a Working from Home DSE Assessment. Further advice on working in a safe environment may be issued but Spotless recognise that home workers are working in their own, domestic environment which should be inherently safe and healthy.

Responses to the home DSE assessment will be assessed by Spotless management and appropriate action taken, as necessary.

4.6 **Special Measures**

Spotless acknowledge that the current situation is unprecedented and are following the government (Scottish and UK) guidance and monitoring the situation for change daily.

REFERENCES:

<https://www.hse.gov.uk/news/coronavirus.htm>

<https://www.gov.uk/coronavirus>

Spotless Coronavirus Risk Assessment

Any concerns during this time please talk with your Account Manager, Line Manager or Rhiannon Abbott HR and Health & Safety Manager

Signed:

A handwritten signature in black ink, appearing to be "Carron Henley", written over a horizontal line.

Date: 20th June 2021

Name: Carron Henley

Position: CEO