

# HEALTH AND SAFETY POLICY

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## 1. POLICY

### STATEMENT OF INTENT

It is the policy of Crystal Cleaning Solutions Ltd to comply with the terms of the Health and Safety at Work etc. Act 1974 and subsequent legislation, and to provide and maintain a healthy and safe working environment.

We recognise and accept our duty to protect the health and safety of all persons affected by our work activities, including employees, sub-contractors, visitors, members of the public, and other persons, both on our premises, and during remote work on other premises/sites.

In order to fulfil our policy requirement, we will:

1. Make available adequate financial and people resources.
2. Make the working environment as safe and healthy as reasonably practicable to do so.
3. Reduce hazards which cannot be completely eliminated by introducing safe procedures and effectively training and instructing employees and sub-contractors who work on our behalf.
4. Actively involve all employees and sub-contractors in the company's efforts to promote safety and health.
5. Make regular safety inspections of premises, work equipment, and processes.
6. Regularly monitor and review health & safety performance, making adjustments whenever necessary to maintain good health & safety standards.

We will also liaise with sub-contractors and other organisations that perform work on our behalf, to ensure that their work activities are conducted safely and competently, and in accordance with legal obligations.

While the management of Crystal Cleaning Solutions Ltd will do all that is within its powers to ensure the health and safety of its employees and sub-contractors, it is recognised that health and safety at work is the responsibility of each and every individual associated with the company. It is the duty of each employee and sub-contractor to take reasonable care of their own and other people's welfare and to report any situation which may pose a threat to the wellbeing of any other person.

This health and safety policy will be continually monitored and updated, particularly when changes in the scale and nature of our operations occur. The policy will be updated at least every 12 months.

The specific arrangements for the implementation of the policy and the personnel responsible are detailed in the following sections.

Signed  Date: 6<sup>th</sup> December 2017

Title: Managing Director

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## 2. ORGANISATIONAL ROLES & RESPONSIBILITIES

### 2.1 MANAGING DIRECTOR

The Managing Director has overall responsibility for Health and Safety throughout Crystal Cleaning Solutions Ltd.'s business activities, specifically;

- Ensuring that all Managers maintain and demonstrate their commitment to health & safety.
- Ensuring that health & safety risks and other information brought to his attention is appropriately considered and actioned upon.
- Ensuring adequate resources including finance are made available for the delivery of the safety policy.

### 2.2 APPOINTED PERSON

the nominated Manager is responsible for day to day management of Health and Safety at Crystal Cleaning Solutions Ltd. She is responsible for:

- Consulting with staff on health & safety matters.
- Representing to the directorate, views on health and safety issues.
- Ensuring action is taken on reports from Directorate, Officers, Employees and Contractors where health, safety and welfare issues are raised.
- Confirming that the relevant Enforcement Authority has been informed of any notifiable incident with the prescribed timescales as identified in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

### 2.3 MANAGERS / SUPERVISORS / COORDINATORS

Managers / Coordinators and Supervisors with responsibility for other offices, departments and teams are responsible for:

- Assisting the Appointed Person on a daily basis to maintain and enforce safety management procedures.
- Reporting health & safety issues to the Appointed Person so that appropriate action can be taken.
- Leading by example and applying safe practice in own work areas/responsible areas.

### 2.4 FIRST AIDERS

First Aiders are responsible for:

- Rendering first aid in the event of an accident.
- Ensuring the Accident Book is completed.

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- Maintaining first aid equipment held at Company premises.

## 2.5 FIRE MARSHALLS

Fire Marshalls are responsible for:

- Identifying any uncontrollable fire hazards in the workplace and reporting them to their Line Manager or the Appointed Person for immediate risk assessment and the institution of suitable controls.
- Ensuring that any defects or obstructions to designated Emergency Escape routes are immediately reported to the relevant Manager for immediate rectification.
- Taking appropriate and effective action to ensure the safety of all affected in the event of a fire occurring.
- Using fire extinguishers (where safe to do so).
- Recording and reporting their observations to the Appointed Person.

## 2.6 EMPLOYEES & SUB CONTRACTORS

It is the duty of each employee or sub-contractor whilst at work, to;

- Act with due care for the health, safety and welfare of themselves, other employees and other persons, and for the avoidance of damage.
- Comply with all safety instructions and procedures issued by the Company.
- Make proper use of any safety equipment provided.
- Not use or interfere with work equipment for which they are not trained or authorised to use.
- Report dangerous hazards and incidents to their Manager or the Health & Safety Appointed Person.

## 2.7 COMPETENT ADVICE

As required by The Management of Health and Safety at Work Regulations 1999 (Reg 7 – Competent Advice), competent advice and information will be available at a management level to ensure that Crystal Cleaning Solutions Ltd (as the employer) is made aware of any relevant changes in legislation, and the potential effects upon the Company.

The Health & Safety “Competent Person” is Alan Cardy.

He is responsible for:

1. Formal review of health & safety systems.
2. Providing guidance on risk assessment and other safety management applications.
3. Updating the company on legal compliance.

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### 3 ARRANGEMENTS & PROCEDURES

#### 3.1 COMMUNICATION OF THE POLICY

As we do not recognise a trade union, our obligation to consult with employees comes under the Health & Safety (Consultation with Employees) Regulations 1996 (HSCER). We do not have elected representatives; instead consultation takes the form of regular safety briefings and team meetings with all employees.

All employees have a responsibility to participate in safety meetings and contribute by bringing to the attention of management any relevant safety issues, concerns and recommendations they have. Accordingly Management provide feedback and act promptly on issues raised; responses can be either informal or formal, depending upon the specific issue.

The requirements of the Health and Safety Policy and any relevant site specific arrangements will be included in the induction process for all employees and sub-contractors.

Any changes to the Health and Safety Policy or site specific arrangements will be circulated to all employees and sub-contractors (where appropriate).

#### 3.2 RISK REDUCTION AND CONTROL - RISK ASSESSMENTS & PROCEDURES

Crystal Cleaning Solutions Ltd will ensure that suitable risk assessments are completed and the recommended outcomes are implemented.

Employees and subcontractors will be provided with appropriate instruction and training on risks identified and correct procedures to follow.

Risk Assessments will be reviewed when changes occur, and no more than every 12 months.

#### 3.3 INFORMATION, INSTRUCTION AND TRAINING

Employees and sub-contractors will be given appropriate induction training in relation to their responsibilities. Additional training required because of new work activities and the use of new equipment will be provided when needed.

The following training will be mandatory for specific groups of staff / sub-contractors as listed below:

2. Induction training for all staff and sub-contractors
3. Risk assessment training (where appropriate), both general and for specific risks associated with work activities, and safe systems of work related to our services, Display Screen Equipment (DSE), Manual Handling and Hazardous substances.
4. Initial and refresher training for first aiders.
5. Correct use of firefighting equipment, for designated persons.

Training records will be kept for a minimum period of five years.

### 3.4 MANUAL HANDLING

Where manual handling cannot be avoided, action will be taken to minimise the risk through reduction of individual exposure to manual handling, combined with instruction on correct manual handling techniques. A risk assessment will be carried out in all cases where employees/sub-contractors have to carry out significant manual handling activities as part of their work activities.

Crystal Cleaning Solutions Ltd employees and sub-contractors will be provided with manual handling instruction during induction, and will be advised where possible to avoid or reduce the need to manually handle loads.

### 3.5 WORKING AT HEIGHT

The Company has a responsibility to do all that is reasonably practicable to prevent anyone from falling and ensure compliance with the Working at Height Regulations 2005.

Work at height is avoided if possible by ensuring that no work is done at height if it is safe and reasonably practicable to do it other than at height.

Where we have to work at height, we will take appropriate precautions including use of elevated platforms and other appropriate equipment, where reasonably practicable to do so.

Usage of ladders will be kept to a minimum, mainly for access purposes.

### 3.6 ASBESTOS

In general, our work activities pose a low risk of exposure to asbestos; however, as part of initial site assessment, we will request information on the levels and locations of asbestos present at any particular site. This information will be conveyed to workers prior to work commencement.

Employees will be provided with instruction on general asbestos awareness.

In situations where we unexpectedly find asbestos (or consider structures to contain asbestos), we will stop work immediately and report to the site controller.

### 3.7 NOISE

In general, the majority of our work does not involve high levels / lengthy exposure to noise, although some employees are occasionally exposed to noise levels which exceed the Upper Exposure Action Values of 85dB (defined under the Control Noise at Work Regulations 2005).

Where we consider employees will be exposed to noisy working conditions, we will conduct a noise risk assessment and act on the findings in order to ensure that Daily Exposure Levels do not exceed 87dB. This will include measures such as job rotation and wearing of hearing protection.

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Furthermore, where we consider working conditions exceed the Lower and Upper Exposure Action Levels, we will ensure that workers are provided with, and wear appropriate hearing protection.

### 3.8 CONTROL OF HAZARDOUS SUBSTANCES

Crystal Cleaning Solutions Ltd, whenever practicable, will prevent hazardous substances from entering the workplace.

No person, including sub-contractors, will be allowed to introduce hazardous substances into Crystal Cleaning Solutions Ltd controlled premises without the explicit consent of the Appointed Person or delegated responsible person. If the hazardous substance is unavoidable, a risk assessment will be undertaken.

The Appointed Person or delegated responsible person will ensure that documents identify hazardous substances which employees/sub-contractors may be in contact with, and devise appropriate systems of work to achieve an acceptable level of safety.

Relevant Hazardous Substance risk assessment sheets identifying the hazards associated with a particular substance, the perceived risks, safe handling, storage and disposal procedures, will be displayed where the hazardous substances are stored and/or used.

All employees/sub-contractors who might be exposed to any hazardous substances will be provided with, and are to use, suitable information on the hazards and how to minimise their exposure to them.

### 3.9 ELECTRICAL SAFETY

All electrical equipment will be subject to routine maintenance, taking into account various factors, including:

- statutory testing
- type of equipment
- amount of use
- consequences of failure

It will be the responsibility of the Appointed Person to ensure this is carried out.

All employees and sub-contractors working at Crystal Cleaning Solutions Ltd.'s premises or on behalf of the Company must follow these simple guidelines:

- Personal electrical equipment must not be brought onto Company premises or used unless it is correctly PAT tested beforehand.
- Multiple socket adapters must not be used. If extra sockets are needed, they should be through a suitably fused multi-plug socket outlet.
- Damaged cables must not be repaired with tape.

### 3.10 THE CONTROL OF VIBRATIONS AT WORK

Regular use of vibration causing machinery and equipment can cause a number of hand and arm related injuries which can lead to serious medical conditions. It is vital that training is provided to minimise the risk of developing these conditions. Most at risk are any staff or contractors who use vibration causing machinery, such as, power tools and related equipment, machinery or cleaning and floor polishing machines etc.

The Control of Vibration at Work Regulations require the following:

- Carry out a brief survey of the workplace. Find out who is exposed to hand-arm vibration and what is causing the exposure
- All staff required to use hand held machinery will be provided with relevant training before use and where necessary receive training in how to use equipment to minimise vibration.
- All electrical equipment will be PAT tested and in working order and maintain equipment in accordance with its manufacturer’s instructions.
- A risk assessment and method statement will be carried out on each site and reviewed and updated regularly.
- Staff are advised to take regular breaks when using the machinery to minimise vibration exposures and make sure exposures are below the exposure limit value (ELV).
- Ensure the legal limits on vibration exposure are not exceeded.
- Ask users of equipment if they feel tingling or numbness during or after exposure to vibration. If they do, their exposure to vibration could be causing them harm.

### 3.11 DISPLAY SCREEN EQUIPMENT (DSE)

All staff that use a display screen will be provided with DSE instruction and risk assessment.

Eyesight tests will be provided for DSE users on request, and where necessary, this will include provision of the basic necessary corrective equipment such as glasses or contact lenses.

A person is defined as ‘user’ if any 4 of the following criteria apply:

- The individual depends on the use of display screen equipment to do the job.
- The user has no discretion as to use or non-use of the display screen equipment.
- The individual needs significant training and/or particular skills in the use of display screen equipment.
- The individual usually uses the display screen equipment for spells of an hour or more.
- The individual uses display screen equipment on a more or less daily basis.
- Fast transfer or information between the user and screen is an important part of the job.
- The performance requirements of the system demand high levels of attention and concentration by the user.

This list is not necessarily exhaustive, and where any doubts exist, staff should contact the Appointed Person.

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Eye and eyesight tests are available free of charge for permanent staff who use DSE for periods of at least 1 hour per day. Where the optician prescribes the use of spectacles or other personal aids to vision specifically and solely for VDU purposes, Crystal Cleaning Solutions Ltd will pay the cost of the lowest standard identified by the optician as necessary, currently set at up to a maximum of £50. Users who wish to purchase more expensive equipment shall pay the additional cost themselves.

### 3.12 FIRST AID

First Aid Appointed Persons and Certificated First Aiders will be provided with suitable training by the Company to ensure that they are able to carry out their functions effectively.

Except for immediate lifesaving, only Company appointed First Aiders are to use the First Aid equipment. First Aiders/Appointed persons are responsible for the maintenance of first aid kits within their location.

The names of the first aiders and appointed persons and the location of the first aid equipment are to be indicated at each location.

All company vehicles will be provided with a basic first aid kit.

### 3.13 ACCIDENT/INCIDENT REPORTING

All injuries, prescribed diseases and dangerous occurrences occurring as a result of work activities must be reported to the Company (Appointed person or other delegated person) and recorded in the Accident book. Sub-contractors are responsible for maintaining their own Accident Book, but must notify the company of any serious accidents or incidents occurring at site.

Injuries, prescribed diseases and dangerous occurrences defined in the Reporting of Injuries, Diseases and Dangerous Occurrences regulations 2013 (RIDDOR) must be reported to the Appointed Person immediately who will have the responsibility of reporting the incident to the national RIDDOR Incident Centre.

All events that result in, or have the potential to cause personal injury, disease or threaten the health and safety of any person are to be recorded and subsequently investigated. Minor events that only require in-house first aid, or that result in an absence from work of less than 3 days, or have no observable injury effect, may be investigated by the Appointed Person and the reports shall be forwarded to the Managing Director for further consideration.

Any reportable event under RIDDOR shall be investigated by the Appointed Person and the reports forwarded to the Managing Director within 3 days of the event. This will be in addition to the requirement for the Appointed Person to notify the Enforcement Authority of any reportable event under RIDDOR.

All reportable events will be raised and discussed and the Accident reports reviewed at Board meetings.

### 3.14 WORK EQUIPMENT

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All equipment provided by Crystal Cleaning Solutions Ltd shall conform to the requirements of the Provision and Use of Work Equipment Regulations 1998 (PUWER) and any other relevant regulations.

All equipment will be subject to routine maintenance, taking into account various factors, including:

- statutory testing
- type of equipment
- amount of use
- consequences of failure

Crystal Cleaning Solutions Ltd will provide suitable training for all staff and sub-contractors in the use of all work equipment provided, and to ensure the proper selection and maintenance of all work equipment.

### 3.15 FIRE SAFETY

We will ensure that we comply with fire safety and prevention codes, for reviewing company practices and procedures, inspecting and testing firefighting equipment, and for advising employees and sub-contractors on safe practices and procedures.

We will conduct a fire risk assessment (in accordance with the Regulatory Reform (Fire Safety) Order 2005) for our own premises, and ensure that appropriate control measures have been implemented and maintained.

Where we are not directly responsible for servicing and maintenance of fire detection/fire warning systems, i.e. premises controlled by another party, we will liaise with the premise controller to ensure that appropriate control measures have been implemented and maintained.

Fire emergency procedures will be communicated to all staff during induction.

Fire Marshals for our premises will be appointed and named in the “Emergency Procedures”. Their function will be to oversee any evacuation, to collect and collate information relating to the safe evacuation of the premises and to inform the attending Emergency Services of any persons not accounted for, and any known hazards to the emergency services within the premises under their control.

Fire Marshals will be provided with suitable training by Crystal Cleaning Solutions Ltd to ensure that they are competent to carry out their functions effectively.

The appointment or existence of Fire Marshalls is not to be considered a reduction in the duties of all other managers, employees, visitors and sub-contractors to act responsibly in respect of fire safety. Any person identifying a fire safety issue is to immediately bring it to the attention of a Fire Marshall/Line Manager/Appointed Person for it to be resolved in the shortest possible time.

### 3.16 VISITORS

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All visitors to Crystal Cleaning Solutions Ltd.'s offices will be supervised by a member of staff. Visitors are not to be allowed uncontrolled access to any part of the building. The only exceptions will be the reception area.

Whilst on Crystal Cleaning Solutions Ltd.'s premises, the visitor will become the responsibility of the host they are visiting, and who will remain responsible for the visitor's health, safety and welfare whilst they are visiting. The host is to ascertain in a sensitive manner whether the visitor might have any perceived difficulty in responding to an emergency evacuation.

It is a legal requirement that in the event of an emergency alarm, the host is to ensure that the visitor is evacuated from the building in line with the relevant local procedures.

### 3.17 WELFARE

Welfare arrangements will be provided in line with the Workplace (Health, Safety and Welfare) Regulations, 1992. We will ensure for all of our premises, that the Workplace approved code of practice is met with regard to;

- adequate ventilation and lighting
- adequate heating or cooling
- adequate sanitary conveniences
- adequate washing facilities
- drinking water
- facilities for rest and eating meals

Where employees work on remote sites, as part of initial planning, the Company will ensure that adequate welfare facilities are made available.

### 3.18 LONE WORKERS

Crystal Cleaning Solutions Ltd will identify and assess risks to lone workers and will ensure that it reduces the risks associated with lone working to the lowest practicable level through use of appropriate procedures, such as frequent telephone communication with staff who visit client premises remotely, logging of diaries, and instructing staff/sub-contractors on lone working safety.

A 'Lone Worker' is defined as;

*'Any member of staff who works by themselves without close or direct supervision or without the ability to summon immediate assistance at any time; whether on Company premises or elsewhere'.*

In cases where a risk assessment has identified higher risk activity, employees will always be accompanied by an additional person.

### 3.19 SUB CONTRACTORS

We use sub-contractors to provide services on our behalf. We may also use other contractors to provide services to us, e.g. electrical contractors.

All sub-contractors who provide services on our behalf under the 'Crystal Cleaning banner' will be provided with relevant health & safety training.

All contractors who provide a service to us will be taken through a selection process which includes the assessment of their health and safety policy, procedures and risk assessments.

### 3.20 VEHICLE USE

Employees who drive on behalf of Crystal Cleaning Solutions Ltd must comply with the following criteria to minimise the risk to themselves, passengers and members of the public:

- Private vehicles used by colleagues on behalf of the Company must be maintained in a road worthy condition.
- Drivers must always drive with due consideration for safety and within the expectations of legislation and the Highway Code.
- Vehicles must be appropriately insured for business use.
- The use of mobile phones is strictly prohibited while driving and must not be undertaken. If calls are to be made or received by the driver the vehicle must be stationary.
- The use of seatbelts is required at all times by the driver and passengers.
- Driving while under the influence of alcohol or drugs is strictly prohibited. If drugs are a prescribed medication, then confirmation must be given from the doctor that they will not impair the ability to drive.

### 3.21 NEW AND EXPECTANT MOTHERS

We will take all reasonable steps to safeguard the health, safety and welfare of new and expectant mothers and of their unborn children. When the Company has been made aware of the employee's condition, a risk assessment will be carried out as a matter of priority.

Furthermore, we will regularly monitor the work undertaken by new or expectant mothers especially during the development of pregnancy in order to continually assess the individual's ability to work safely and without risk.

Any employee who knows or reasonably suspects that they may be pregnant should inform either their manager or the Appointed Person as soon as is practicable; in addition they should not undertake any work that they feel may put them or their unborn child in danger until advice has been sort.

### 3.22 HEALTH SURVEILLANCE

We will carry out periodic employee health monitoring, normally at beginning of employment and annually. Where an employee advises of a particular impairment, we will conduct a risk assessment to ensure that risks from work activities are minimised.

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### 3.23 PERSONAL PROTECTIVE EQUIPMENT (PPE)

The use of PPE shall be considered as a last resort, only when all other practicable measures have been explored.

We will ensure (as far as is reasonably practicable) that all employees are supplied with sufficient and adequate protective equipment (at no cost to the user) to ensure their continued health, safety and welfare whilst undertaking duties on behalf of the Company.

PPE shall be used in accordance with necessary instructions **by all persons**, and stored in a suitable storage place when not in use.

Employees must not under any circumstances, tamper with or miss-use any equipment that has been supplied for personal safety and leave it in a condition which may injure or harm others.

PPE will be regularly inspected and maintained in an efficient condition, or replaced if necessary.

Suitable instruction and training shall be given to users of PPE to ensure correct usage and application of PPE. All PPE Users will be required to sign to confirm receipt of PPE and appropriate instruction.

### 3.24 EMPLOYER’S LIABILITY INSURANCE

Crystal Cleaning Solutions Ltd has Employer’s Liability Insurance which ensures that compensation is available for injuries or ill health suffered by employees during their work and arising from negligence on behalf of the Company. The level of cover is reviewed with our insurance brokers annually.

We will display a copy of the current Certificate of Employer’s Liability Insurance at our Company premises.

### 3.25 MONITORING OF POLICY & SAFETY COMPLIANCE

The Crystal Cleaning Solutions Ltd Health and Safety Policy will be continually reviewed by the Appointed Person and Competent Person, to measure and report on levels of compliance.

‘Local Arrangements’ will be continually reviewed by the Appointed Person, and relevant Line Managers to ensure compliance with the Organisational Policy and to take account of changes in local circumstances, needs and practices.