

Swift Office Cleaning Services (Hounslow) Limited

HEALTH AND SAFETY POLICY

General Statement of Policy – February 2022

Swift Office Cleaning acknowledges and accepts its legal responsibilities for securing the health, safety and welfare of all its employees, subcontractors working on its behalf and all others affected by their activities.

The intent of Swift Office Cleaning to comply with the Health & Safety at Work etc Act 1974 and other health and safety legislation and achieve an exemplary standard of health and safety. We shall provide safe and healthy working conditions for all our employees by: -

- providing and maintaining safe plant and equipment
- providing safe systems of work
- providing a safe place of work and safe access and egress
- providing for the safe use, handling, storage and transport of all particles and substances
- providing adequate and sufficient information, instruction, training and supervision

Health and safety are an integral part of the management of the Company and we intend to enlist the support of all employees towards achieving the safest possible working conditions and to encourage consultation on all health and safety matters. Support, co-operation and consultation will also be sought from clients, other contractors and any other persons who might reasonably be expected to be included in such discussions. To this end, regular health and safety discussions will be held.

Swift Office Cleaning accepts its responsibility for the health and safety of other people who may be affected by our activities including clients' employees, other contractors and members of the public. Swift Office Cleaning also accepts responsibility for any effects our activities may have on the environment.

- Swift recognises that accidents, ill health and incidents can result from failings in management control and are not necessarily the fault of individual employees.
- Swift recognises that the development of a culture supportive of health and safety is necessary to achieve adequate control over risks.
- Swift will ensure a systematic approach to the identification of risks and the allocation of resources to control risks.
- Our health and safety management are subject to continuous improvement.
- Any neglect of safety or infringement of the law will be treated as a disciplinary matter.

The allocation of duties for safety matters and the arrangements which will be made to implement this policy are set out in this document.

This Policy will be kept up to date particularly as regards any changes in activities or the nature or size of the business and will be reviewed annually.

Signed: J Wright

Date: February 2022

Name: John Wright

Position: Managing Director

Organisation for carrying out the policy

Overall responsibility for health and safety rests firmly with the highest management. However, ALL individuals within the workforce must accept a certain duty for health and safety towards themselves and others who might be affected by their acts or omissions.

Head of Company

The Managing Director has overall responsibility for health and safety within Swift Office Cleaning, and will:

- Ensure suitable financial provision is made for health & safety obligations
- Provide appropriate information and instruction to employees
- Ensure work is planned to consider health & safety issues
- Ensure that staff at all levels receive appropriate training
- Monitor and assess the risk to health and safety
- Understand Swift Office Cleaning policy for health and safety and ensure it is readily available for employees
- Set a personal example when visiting the site by wearing appropriate protective equipment
- Actively promote at all levels Swift Office Cleaning's commitment to effective health and safety management

Health and Safety Co-ordinator

The person responsible for H&S is Mr D Gazdic

Health and Safety Experience /qualifications of the above person are 20 years' experience and IOSH training.

The Health and Safety Co-ordinator will undertake and be responsible for:

- Monitoring the implementation of the health and safety policy throughout Swift Office Cleaning and reviewing its appropriateness by regular safety audits/inspections carried out in various workplaces
- Investigating accidents and implementing corrective action
- Reviewing health and safety legislation and implementing any new requirements pertaining to Swift Office Cleaning's undertaking
- Liaising with managers, employees, sub-contractors and specialists as and when appropriate
- Collating and reporting any accidents reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (R.I.D.D.O.R.) 2013.

Employees

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

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

- (A) to take reasonable care of the health and 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 requirement 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 Swift Office Cleaning's health and safety policy and carry out their work safely and following its requirements
- Ensuring that all protective equipment provided under a legal requirement is properly used with any instruction/training given and following this health and safety policy
- Reporting any defects to work equipment immediately to the Site Supervisor
- Reporting to the management any incidents, which have led or might lead to injury or damage
- Reporting any accidents or near misses however minor to the Site Supervisor

- Using the correct tools and equipment for the job in hand and following training and instructions
- Co-operating with any investigation, which may be undertaken with the objective of preventing reoccurrence of incidents.

Arrangements for Health and Safety

Communication/Consultation

To meet the legal requirements of the Safety Representatives and Safety Committees Regulations and the Health and Safety (Consultation with Employees) Regulations, Swift Office Cleaning will communicate and consult 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 and Safety training
- The introduction or alteration of new work equipment or technology

This communication and consultation will take place directly with the employees via regular safety meeting, toolbox talks, e-mails and memos posted on the staff notice board.

Risk Assessments

The Health and Safety Co-ordinator will carry out and record formal risk assessments. In addition, risk assessments are carried out continuously by employees throughout their work. Hazards are considered and work methods established to minimize the risk of injury to themselves and others affected by the work. Where the employee does not have enough knowledge about a specific hazard, such as work in confined spaces, they will take further advice from the H&S Co-ordinator if required. The head of Swift Office Cleaning ensures operators are provided with appropriate instruction and training on risk assessments.

Hazards will be considered systematically, their level of risk determined, and appropriate control measures and work methods established to minimize the risk of injury.

Risk assessments will be made available to all staff.

If a risk assessment is no longer relevant or on-site issues that affect the risk assessment are discovered this should be reported to the Works Director.

Risk assessments will be subject to monitoring and review to ensure that they are suitable and sufficient.

Staff consultation

The Company plan to meet their duties under the Safety Representatives and Safety Committees Regulations 1977 and the Health and Safety (Consultation with Employees) Regulations 1996. The company will communicate and consult with all employees on the following issues:

- The content of the policy
- Any rules specific to a site or job
- Changes in legislation or working best practice
- The planning of health and safety training
- The introduction or alteration of new work equipment or technology

This consultation will take place through the Company staff website, memos, emails, briefings, toolbox talks or formal staff meetings.

Training

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

- Induction training for new employees (Health and safety awareness, company procedures etc)
- The introduction or modification of new/existing machinery or technology
- A change in employee position/work activity or responsibility.

Training is also specifically provided for work with hazardous substances, use of PPE and manual handling. Any training provided by Swift Office Cleaning will be formally recorded with a hard copy kept on file.

A programme of refresher training will be undertaken to keep employees up to date with legislation and industry best practice.

Fire and Emergencies

It is Swift Office Cleaning's policy to take account of fire hazards in the workplace. All employees must conduct their operations in such a way as to minimize the risk of fire. This involves compliance with Swift Office Cleaning's no smoking policy whilst inside Swift Office Cleaning Head Office, our client's premises, and company vehicles. Smoking is not allowed in any enclosed workplace, public building or on public transport in the UK. Smoking may only take place in designated outdoor areas at designated break times. Keeping combustible materials separate from sources of ignition and avoiding the unnecessary accumulation of combustible materials.

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

The Company takes account of fire hazards in the workplace

ACTION TO BE TAKEN UPON DISCOVERING A FIRE

- Do not try to tackle the fire yourself (unless trained to do so)
- Activate the nearest fire alarm to raise the alarm
- Leave the building by the nearest fire exit and proceed to the muster point
- Do not re-enter the building for any purpose until the all-clear has been given

ACTION UPON HEARING THE FIRE ALARM

- Stop working and calmly leave the building by the nearest fire exit
- Go directly to the muster point and await instructions
- Do not leave the muster point until the all-clear is given
- Do not re-enter the building for any purpose until the all-clear is given

Staff Welfare

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

Where these facilities are not provided by the Client or Principal contractor, Swift Office Cleaning will investigate and attempt to provide suitable welfare facilities.

Work Equipment

All work equipment (including electrical equipment) used at work, as part of Swift Office Cleaning's undertaking will comply with the Provision and Use of Work Equipment Regulations (P.U.W.E.R.).

- Before new equipment is introduced into the working environment, an assessment will be made by The Works Director 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.
- No employee will knowingly misuse work equipment or remove any guards that are in place to minimise a specified risk.
- All work equipment will be maintained and inspected at suitable intervals either internally by a competent person or by specialist external companies. The frequency of work equipment maintenance or inspection will be based on the manufacturer's guidance and industry best practice. Any maintenance/inspections undertaken on company equipment will be formally recorded with a hard copy left on file.
- If any faults or damage are found on any equipment, stop using the work equipment and report the fault to your Supervisor.

Personal Protective Equipment (PPE)

Appropriate personal protective equipment will be issued free of charge 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 and the hard copy kept on file.

Employees have a legal duty to wear PPE as specified in relevant site rules, risk assessments and method statements.

Any defects or malfunction of PPE must be reported to Area Managers and Mr D Gazdic.

First Aid and Accident Reporting

Adequate first aid provision will be made at every place of work occupied by Swift Office Cleaning. Each first aid box shall always be suitably marked and be easily accessible to all employees when they are at work.

On Project Sites - wherever possible arrangements are made with clients/principal contractors to use their first aid facilities. Where this is not possible, a member of the project team will be nominated as the appointed person for first aid and a first aid box supplied, which will contain adequate supplies for the total number of employees on site.

Swift Head Office - the first aid box is located at reception. The Appointed Person Mr D Gazdic

All accidents MUST be reported to your Site Supervisor and the details recorded in the accident book (held at head office). Serious accidents where hospital treatment is required must be reported to the Health and Safety Advisor as soon as possible after the incident.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (R.I.D.D.O.R.) 2013:

Certain accidents are reportable to the HSE's Incident Contact Centre. The Health and Safety Co-ordinator must be notified as soon as practicable after incidents causing the following injuries:

- any work-related injury that leads to an employee being absent from work for more than 7 working days (not counting the day of the accident).
- 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.

Over three-day injuries will be recorded in accident books. Over seven-day injuries to be reported within 15 days. The Works Director will be responsible for forwarding the notification to the enforcing authorities via the web at <http://www.hse.gov.uk/riddor/report.htm> - Telephone 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm). All accidents/incidents will be investigated by senior management and/or the Health and Safety Co-ordinator with the following objectives:

- To determine the cause(s) to prevent a recurrence
- To gather information for use in any criminal or civil proceedings
- To confirm or refute a claim for industrial injury benefit
- To prepare notification to be made to the Health and Safety Executive

The degree of the investigation will be dependent on the seriousness of the accident. The investigation will aim to seek to answer the following questions:

- WHAT caused the accident?
- WHO was involved?
- WHEN did it occur?
- WHY did it occur?
- HOW could it have been prevented?
- HOW can a recurrence be prevented?

Hazardous Substances (COSHH)

Before any hazardous substances are used during a work process, a material safety data sheet (MSDS) will be requested from the supplier and an appropriate assessment made of the risks from that substance will be undertaken by the Health and Safety Co-ordinator, in line with the Control of Substances Hazardous to Health Regulations (COSHH) 2002. Alternative less harmful substances will be used wherever possible.

Assessments will consider storage, handling, aspects of use, exposure, PPE requirements, workers health, and emergency actions. Supervisors will brief staff on any hazard or substance precautions, with written records being in an accessible location within each department. Health surveillance will be provided when determined as appropriate in the COSHH assessment. An inventory of all substances and materials hazardous to health is held at head office.

Manual Handling

Manual handling operations will be risk assessed to determine suitable control measures for the management of risk and Swift Office Cleaning will endeavour to eliminate manual handling operations where practicable with any remaining risks being controlled by.

- reducing weights
- reducing the frequency of manual handling
- the use of additional manpower
- through the provision of suitable equipment to assist in the operation
- Sufficient training will be given to staff.
- the selection of persons to carry out manual handling or lifting tasks will be based on the training given, age, physique etc.

Co-operation and Coordination

Employees will always familiarise themselves with client procedures when first attending the site general site access, emergency procedures and high-risk work activities including permit to work systems. Clients site procedures and specific instructions will always be followed.

Before commencing work, the site supervisor will attend any site meetings or inform other trades working in the direct vicinity of the activities of Swift Office Cleaning of the specific risks and requirements of the work being undertaken.

Policy review

This policy will be kept up to date, particularly as the business changes in nature and size and response to changes in legislation and industry best practice. To ensure this, the policy and how it has implemented will be reviewed every year. In addition, reviews of risk and COSHH assessments and site safety inspections etc will take place regularly.

Accident Reporting Flow Chart

