



QUALITY CARE CLEANING LTD

COMMERCIAL CLEANING SERVICES

# A SAFER WORKPLACE



QUALITY CARE CLEANING LTD  
COMMERCIAL CLEANING SERVICES

- These health & safety systems have been put in place by Quality Care Cleaning to PROTECT YOU.
- YOU have a legal obligation to take care of yourself & anyone else that may be affected by your actions at work.



## WHERE TO START?

- **Sign in at your workplace**
  - **Use ISYS system** It is essential that ALL staff clock in and out at the agreed contracted times, as these are set up on the ISYS system. Unusual clocking in/ out times could be an indicator that you need emergency assistance. Abnormal times will alert someone at head office., it is therefore essential that you stick to agreed working times.
  - In the case of evacuation this will advise us that you are on site and need to be accounted for.
- **Dress to impress....your Health & Safety Officer!**
  - Wear the uniform provided
  - Wear long trousers
  - NO open toe shoes or high heels
- **Use the correct PPE (Personal Protective Equipment)**
  - When instructed wear appropriate PPE. This may include items such as gloves, safety glasses, laboratory coats and high visibility bibs or toe capped shoes . You're supervisor will issue you with the required PPE on induction.



## WHERE CAN YOU FIND HEALTH & SAFETY INFORMATION?





## SLIPS, TRIPS & FALLS

To avoid unnecessary accidents to you or others

- **Make sure you are aware of your surroundings**
- Look out for steps, changes to levels & ramps
- **Use correct signage when working to warn others.**
- Wet floors = wet floor cleaning sign
- **DO NOT create additional trip hazards with your equipment**
- Plug vacuum cleaner into nearest socket, beware of trailing cables





## USING CHEMICALS

- **DO NOT USE** chemicals if you have not been trained to use them.
- **Use chemicals the RIGHT WAY**
  - Dilute chemicals to the advised strength ONLY
  - Always fill buckets and spray bottles with water first and then add chemical.
  - DO NOT mix chemicals
  - Keep chemicals in their original containers
- **COSHH** (Control of substances hazardous to health)
  - COSHH provides vital safety information regarding the use of the chemical & recommended procedures to follow in case of an emergency/ accident.





# CROSS CONTAMINATION

To avoid cross contamination we use a colour coding system for all cloths, mops and buckets.

**SUITABLE FOR  
LOW RISK  
AREAS**

**GENERAL  
FOOD/ DRINK  
AREAS**

**SANITARY  
FITTINGS &  
WASHROOM  
FLOORS**

**LABORATORY  
AREAS**



OFFICE DESKS  
GENERAL CLEANING  
WASHROOM SINKS

CANTEEN AREAS  
KITCHEN AREAS

TOILET BOWLS AND  
SEATS  
URINALS  
WASHROOM FLOORS

LABORATORY HAND  
WASH SINKS  
LABORATORY FLOORS



## SPILLS

A SPILL would be defined as an un-identified liquid or solid.

- **Where might you find a spill?**
  - Washrooms, corridors, laboratories, kitchens etc.
- **NEVER clear up an un-identified spill without permission to do so.**
  - The spill could be dangerous / harmful.
  - Negative reaction with the cleaning chemicals we use.
  - Risk spreading the issue when using your cleaning equipment

### WHAT TO DO WHEN YOU FIND A SPILL.

1. Display hazard sign
2. Contact a member of site staff or your supervisor.
3. Only once the spill has been identified and you have been given clearance by a manager, the area may be cleaned.





## DEALING WITH BODILY FLUIDS

If you find evidence of a bodily fluid in an unintentional place such as the floor, which would require the handling of the bodily fluid, treat this as **POTENTIALLY HAZARDOUS**.

### What are bodily fluids?

Blood, Faeces, Urine, Vomit etc

### How to protect yourself?

1. Wear appropriate PPE when cleaning toilet areas (i.e double glove)
2. Wash hands after cleaning
3. Avoid the consumption of food or drink when cleaning
4. NEVER empty sanitary bins, nappy bins.

### WHAT TO DO WHEN YOU FIND A BODILY FLUID

1. Contact a member of site staff and your supervisor/ line manager (incidences are recorded/ monitored at head office)
2. You **MUST NOT** clean the bodily fluid without permission from line manager.
3. The client may wish to clean it themselves, or we are able to provide a specialist team who are vaccinated and have completed specialist training to carry out the correct disposal and clean of the area.



# MANUAL HANDLING

## What is manual handling?

“involves the use of the human body to lift, lower, fill, empty, or carry loads”

- **Safe lifting does not rely on brute strength but on good technique.**
- **Think first, do you need help?**
- **Do not rush your work, ensure you are in the right position when carrying out your duties.**

## Good lifting technique

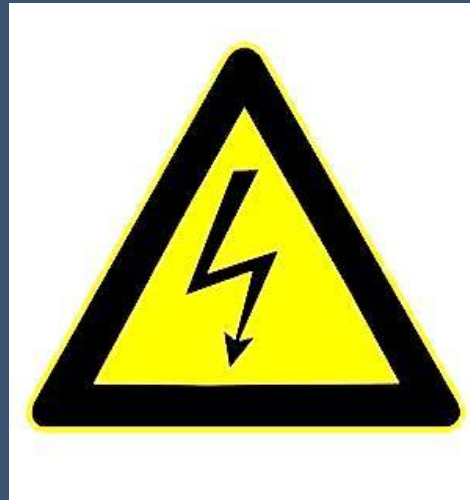
- 1) Keep back straight
- 2) Feet positioned shoulder width apart
- 3) Use the leg muscles
- 4) Keep load close to body
- 5) Tuck elbows





## ELECTRICAL DANGERS

- Check your equipment before you use it
- DO NOT operate electrical equipment near water.
- DO NOT operate equipment you have not been trained to use.
- Report out of date PAT testing to head office.



### EQUIPMENT CHECKS?

- ✓ Is the equipment visually free from damage?
- ✓ Is the lead free from damage?
- ✓ Is the plug free from damage and the lead firmly fitted into the plug?
- ✓ When switched on, is the equipment operating as it would normally?

If not, then DO NOT use it and report it immediately!



## WHAT IS ASBESTOS?

- “Asbestos is a naturally occurring fibrous material that has been a popular building material since the 1950s”
- Inhalation of the fibres in the asbestos can cause long term damage to health resulting in killer diseases such as
  - Asbestos related lung cancer
  - **Mesothelioma**
  - **Asbestosis**
  - **Pleural thickening**

### YOU ARE PERFECTLY SAFE

- Quality Care Cleaning obtain asbestos records from our sites to confirm that it is safe to work on site.
- Asbestos is only dangerous when it is disturbed and fibres are air bourne.
- The use of asbestos was banned in 2000, therefore buildings built after this time should not contain asbestos.



# FIRE AND BOMB THREAT

## WHAT SHOULD YOU DO?

1. Raise the alarm
2. Evacuate the building and go to assembly point.
3. Await further instruction from a supervisor.

Your line manager will now make you aware of

- Emergency exits
- Assembly points
- Alarm Points

## PLEASE NOTE.....

- Emergency exit routes are displayed throughout the building
- Fire procedures are displayed on notice boards
- Emergency procedure information can be found in the back of the Health and Safety Manual



## LONE WORKING

Lone workers are those who work by themselves without close or direct supervision.

### How does Quality Care do their part?

1. Involving workers to consider potential risks & measures to control them.
2. Taking steps to remove/ reduce risks where possible by putting in place control measures, instruction, training and supervision.
3. Review risk assessments periodically or when there has been a significant change in working practice

## ARE YOU A LONE WORKER?

IF YES, PLEASE NOW COMPLETE YOUR LONE WORKER RISK ASSESSMENT WITH YOUR MANAGER.



# INJURIES AT WORK & FIRST AID

## STEPS

1. In the case of emergency –  
Contact First Aider
2. Use First Aid box for minor  
injuries
3. Record all injuries in  
accident reporting book

## Make sure you know...?

- ✓ Location of first aid box
- ✓ Who is your first aider?
- ✓ Emergency contact number
- ✓ Location of accident reporting  
book



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## REPORTING AN ACCIDENT OR NEAR MISS?

- ALL accidents or near misses **MUST** be reported to your supervisor no matter how small!
- An accident report book **MUST** be completed.
- Accident and near miss levels are monitored at head office to identify new safety practise and staff training requirements.







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# LABORATORY INDUCTION





## WHAT'S KINDS OF ADDITIONAL HAZARDS WOULD YOU FIND IN A LABORATORY?

- Hazardous Chemicals
- Biological agents
- Radioactive materials
- Flammable liquids
- Dry ice
- Liquid nitrogen
- Hazardous Waste
- Use of lasers
- Electro magnetic fields





## HOW CAN YOU PROTECT YOURSELF?

✓ ALWAYS wear correct PPE



SAFETY  
GLASSES

✓ ONLY clean the areas you have been instructed to clean.



GLOVES

✓ Remove gloves & wash hands regularly and again before you leave the lab.



LABORATORY  
COAT

✓ If you are not sure, then ASK!

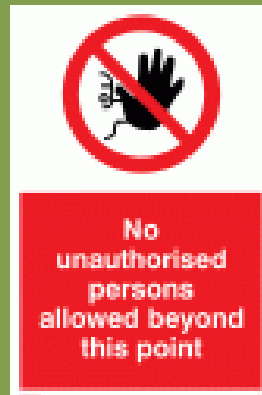


## RESTRICTED CLEANING



### What to clean?

- Clean laboratory floors
- Clean hand wash sinks only
- Removal of waste



### What NOT to clean?

- NO ACCESS to restricted areas.
- DO NOT touch
  - Lean, rest against or sit on;
  - Laboratory equipment
  - Laboratory machinery
  - Laboratory work benches
  - Laboratory sinks
  - Contaminated waste bins



## LABORATORY WASTE MANAGEMENT

1. Follow site instructions regarding waste disposal

2. Be cautious of any rubbish

7. Dispose of lab floor sweepings in clinical waste bin

3. Only empty black bin bags, no clinical waste

6. Dispose of gloves/ HEPA filters in clinical waste bins

4. Use recycling bins where provided



5. Pour dirty water down cleaning cupboard sinks, NOT laboratory sinks or surface water drains



## SHARPS POLICY

- Sharps include needles, razor blades, broken glass or other items that may cause a laceration or puncture.
- Used needles, syringes, razor blades **should NOT** be handled by any employee.



### PREVENTION OF SHARPS INJURIES

- **NEVER** place sharps or needles into plastic waste bags . Always place sharps waste in a designated sharps bin.
- **NEVER** put hands into the bins to pick waste out or push waste down.
- **DO NOT** pick up broken glass with hands, use a dustpan and brush.
- Staff should cover any cuts or open legions on exposed areas of the body with waterproof dressing.



## WHO TO CONTACT?

- **During normal working hours:**  
Contact client facilities team/ security/ line manager
- **Out of hours:**  
Contact your line manager or security



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## LADDER SAFETY







## LADDER USERS

- Using a ladder should not always be your first choice. Look for safer alternatives i.e. reach and wash
- You may only use a ladder at work if you are listed with the company as an “Authorised ladder user”
- NEVER use a ladder if you have not been trained to use it.
- ALWAYS use safe working practise when using or working from ladders.



## THE LADDER

- ALWAYS carry out a check on your ladder before use.
- All QCC ladders are inspected regularly and labelled with a colour coded tag to indicate last inspection.
- If your ladder is damaged in any way, DO NOT use it, report it immediately and label it out of order.
- ALWAYS lean your ladder at an angle of 1 to 4



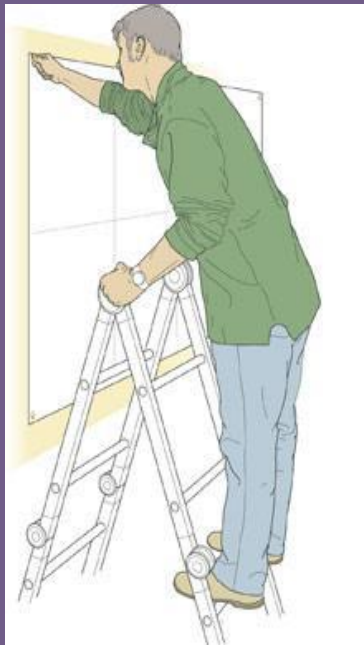
## WORKING POSITIONS

- ALWAYS Maintain 3 Points of contact to the ladder
- If you have to use two hands for a job a fixing should be put in place.
- ALWAYS face the ladder when climbing or descending.
- If your lean a ladder against a wall, use a covering on the top block to avoid marking the wall.





## WORKING POSITIONS



*Is your ladder the  
right size for the job?*

*Whatever height you work at,  
you must leave the  
recommended number of  
rungs above your working  
height.*

ALWAYS leave 2 x clear rungs.  
Don't work any higher on this type of  
step ladder



ALWAYS leave 3 x clear rungs.  
Don't work any higher on this type  
of step ladder



## WORKING POSITIONS



Correct - steps facing work activity

*If your work requires the use of the ladder in a sideways position, YOU MUST buddy up for extra support.*

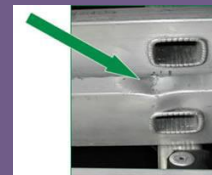


Incorrect - steps side-on to work activity



## LADDER CHECKS

- Stiles need to be in good condition.  
(DO NOT USE if they are bent or damaged in any way).
- Check the feet on the ladder.  
(DO NOT USE if they are missing or worn)
- Check the rungs on the ladder  
(DO NOT USE if they are damaged or missing).
- Check the locking bars on the ladder  
(DO NOT USE if the fixings are loose or bent).
- Check the step ladder platform  
(DO NOT USE if it is bent, damaged or contaminated)



STILES



FEET



RUNGS



PLATFORM