



QCC HEALTH AND SAFETY MANUEL AND POLICY DOCUMENT



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AMENDMENT REGISTER

No amendments.



The Occupational Health and Safety Policy Manual has been approved by:

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(Joanna Goode – Quality Care Cleaning Ltd)

Date: 01.04.2025



Ref	Legislative and Regulatory Requirement	Legislative Effect Covered			
HSL1	Health & Safety at Work etc Act	By placing duties of a general character on employers, employees and others ensuring the protection of the law, rights and responsibilities are available and given to all at work.			
Year	1974	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL2	Management of Health & Safety at Work Regulations	Extends to employers' general safety obligations by requiring additional specific actions on employers to enhance control measures			
Year	1999	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL3	Control of Substances Hazardous to Health	Places obligations to ensure adequate assessment of the risks to health arising from work activities associated with hazardous substances present, including the implementation of control measures, monitoring of employees and equipment.			
Year	2002	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL4	Personal Protective Equipment at Work Regulations	Places obligations on employers and employees regarding the formularisation of the provision and storage of P.P.E.			
Year	1992	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL5	Provision and Use of Work Equipment Regulations (P.U.W.E.R.)	Places obligations on employers and others to ensure work equipment is inspected, maintained and assessed to ensure risks on the use of equipment is minimised.			
Year	1998	Monitoring	Annually	Responsible Person	Designated Appointed Person



Ref	Legislative and Regulatory Requirement	Legislative Effect Covered			
HSL6	Manual Handling Operations Regulations	Places obligations setting out the application of an ergonomic approach to the prevention of injury whilst carrying out manual handling activities.			
Year	1992	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL7	Lifting Equipment and Lifting Operations Regulations (L.O.L.E.R.)	Sets out a coherent strategy for the control of lifting operations and the equipment associated with them.			
Year	1998	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL8	Workplace (Health, Safety and Welfare) Regulations	Places obligations on employers and others in control of workplaces to reduce risks associated with work in or near buildings			
Year	1992	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL9	Electricity at Work Regulations / Electrical Equipment Safety Regulations	Introduces a controlled framework incorporating principles of electrical safety, applying to a wide range of plant, systems and work activities.			
Year	1989	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL 10	Display Screen Equipment Regulations	Sets out obligations to improve working conditions whilst using display screen equipment by providing ergonomic solutions			
Year	1992	Monitoring	Annually	Responsible Person	Designated Appointed Person



Ref	Legislative and Regulatory Requirement	Legislative Effect Covered			
HSL 11	Health & Safety (First Aid) Regulations	To ensure the employer provides equipment and facilities which are adequate and appropriate in the circumstances for administering first aid to employees.			
Year	1981	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL 12	Health & Safety (Safety Signs & Signals) Regulations	Provides the legal means that require employers to provide safety signs in a variety of situations where there is a significant risk to health or safety.			
Year	1996	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL 13	Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (R.I.D.D.O.R.)	To ensure enforcing authorities are informed of specific injuries, diseases and dangerous occurrences arising from work activities.			
Year	2013	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL 14	Health & Safety (Consultation with Employees) Regulations	Provides details of consulting with employees in the absence of a trade union			
Year	1996	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL 15	Safety Representatives and Safety Committees Regulations	Provides a set of entitlements to consultation to nominees and ensuring health and safety matters are consulted with the employer			
Year	1977	Monitoring	Annually	Responsible Person	Designated Appointed Person

Ref	Legislative and	Legislative Effect Covered
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	Regulatory Requirement				
HSL 16	Equality Act	It requires equal treatment in access to employment as well as private and public services, regardless of the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, and sexual orientation.			
Year	2010	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL 17	The regulatory Reform (Fire & Safety) Order	Places obligations on fire safety within Quality Care Cleaning Ltd to ensure that adequate general fire precautions are taken and appropriate means of escape and related precautions are present.			
Year	2005	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL 18	The Control of Noise at Work Regulations	To identify areas and employees at risk and to ensure adequate control measures are in place and monitored			
Year	2005	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL 19	Working at Height Regulations	Places duties on employers and any person who controls the work of others, who may require to work at height			
Year	2005	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL 20	Control of Asbestos at Work Regulations	Provides guidelines on the safety of Asbestos within the workplace			
Year	2012	Monitoring	Annually	Responsible Person	Designated Appointed Person
Ref	Legislative and Regulatory Requirement	Legislative Effect Covered			



HSL 21	Control of Major Accidents and Hazards Regulations	Aimed to prevent major accidents involving dangerous substances and limit the consequence to people and the environment			
Year	2015	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL 22	Dangerous Substances and Explosive Atmosphere Regulations	Sets out obligations to ensure adequate assessment of the risks to health arising from activities.			
Year	2002	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL 23	Confined Spaces Regulations	Provides specific requirements and prohibitions to protect the health and safety of persons working in confined spaces and those who may be affected by the work activity			
Year	1997	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL 24	The Gas Appliances (Safety) Regulations	The Regulations apply to domestic and commercial gas appliances used for cooking, heating, hot water production, refrigeration, lighting or washing and having where applicable, a normal water temperature not exceeding 105 degrees Celsius and includes forced draught burners and heating bodies to be equipped with such burners.			
Year	1995	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL 25	Construction (Design Management) Regulations	Sets out obligations to ensure that health and safety is taken into account and managed throughout all stages of a project, from conception, design and planning through to site work and subsequent maintenance and repair			
Year	2015	Monitoring	Annually	Responsible Person	Designated Appointed Person
Ref	Legislative and Regulatory Requirement	Legislative Effect Covered			



HSL 26	The Pressure System Safety Regulations 2000	Lays down the requirement for thorough examinations & written scheme of examinations covering pressure systems			
Year	2000	Monitoring	Continual	Responsible Person	Designated Appointed Person
HSL 27	Care Standards Act	Provides a framework for persons in social care and independent care services			
Year	2000	Monitoring	Annually	Responsible Person	Designated Appointed Person
HSL 28	The Working Time Regulations 1998	Provides a framework for working time limits, sets out the criteria for monitoring employees working time			
Year	1998	Monitoring	Continual	Responsible Person	Designated Appointed Person
HSL 29	The Control of Vibration at Work Regulations 2005	Aimed at protecting persons using vibrating equipment			
Year	2005	Monitoring	Continual	Responsible Person	Designated Appointed Person
HSL 30	The Health and Safety (Training for Employment) Regulations 1990	Lays down the requirement for Health & Safety training & vocational training for employees			
Year	1990	Monitoring	Continual	Responsible Person	Designated Appointed Person

Ref	Legislative and Regulatory Requirement	Legislative Effect Covered
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HSL 31	Control of Electromagnetic Fields at Work Regulations	Lays down the requirement as an employer under the Control of Electromagnetic Fields at Work Regulations 2016 (the CEMFAW Regulations 2016).			
Year	2016	Monitoring	Continually	Responsible Person	Designated Appointed Person



A. POLICY MANUAL INTRODUCTION

Quality Care Cleaning Ltd is situated at Copley Hill Business Park, Cambridge Road, Cambridge, CB22 3GN and provides commercial cleaning services to over 100 prestigious clients in the Cambridge area. QCC directly employs over 120 staff and is proud to be an employer of local people in the Cambridge area.

This manual provides details of the system that has been adopted by Quality Care Cleaning Ltd to control occupational health and safety as far as reasonably practicable.

To allow Quality Care Cleaning Ltd to maintain a recognised Occupational Health and Safety System, it has adopted the principles of ISO 45001 Occupational Health and Safety Management System Specification as its minimum internal standard.

This specification provides the overview of the management systems relevant to Quality Care Cleaning Ltd along with the responsibilities incumbent upon members of staff for ensuring continuing system compliance.



B. OCCUPATIONAL HEALTH AND SAFETY POLICY STATEMENT

Quality Care Cleaning Ltd recognises that it has a responsibility as an employer to ensure the "Health, Safety and Welfare" of all employees whilst at work. Additionally, it is the responsibility of all persons who work for Quality Care Cleaning Ltd (Directors, Managers, Employees etc) to ensure this policy extends to all other persons who may be affected by our work activities. In this way, each and every individual within Quality Care Cleaning Ltd has a vital and specific role in maintaining Quality Care Cleaning Ltd's occupational health and safety standard.

Responsibility for the overall implementation, maintenance and development of our safety management system, however, rests with the senior management of this Organisation, including the regular setting and reviewing of objectives, and the provision of adequate resources to allow those objectives to be achieved.

It is also the responsibility of senior management within Quality Care Cleaning Ltd to ensure that our occupational health and safety policy conforms with all applicable legislation.

Management recognises the importance of its staff and encourages the reporting of any hazard or risk that may adversely affect our occupational health and safety standard. We also recognise the importance of ensuring that staff are adequately trained, informed and supervised to fulfil their activities in a safe manner.

This Organisation is committed to a management system that demonstrates a pro-active approach through the continual improvement of our occupational health and safety performance. This is further achieved by the regular setting and reviewing of objectives to achieve compliance to current safety legislation applicable to our Organisation, and through matching our industry's best practices.

We as an Organisation also recognise the need for the identification of hazards and the recording and reviewing of risk assessments.

The effectiveness of our occupational health and safety policy and its implementation are subject to regular management reviews and all related processes and procedures are subject to an on-going audit schedule.

Joanna Goode, Managing Director

Date: 01.04.2025



C. PLANNING

C1. PLANNING FOR HAZARD IDENTIFICATION, RISK ASSESSMENT AND RISK CONTROL

In ensuring that sufficient resources are made available for the safety system to be fully effective, it is the aim of this Organisation to first identify the extent of the risks that are posed by routine and non-routine activities undertaken as part of our own work processes.

The basis for identifying these risks within Quality Care Cleaning Ltd is the process of hazard identification, risk assessment and risk control.

Reviews of the risk assessment / risk control process will be completed on an annual basis unless there is a change in the activities, equipment or fabric of the building, which demand that an interim or new assessment is to be completed.

The results of all risk assessments will be entered onto the relevant risk assessment forms, and any remedial actions highlighted as part of the assessment are entered onto an objectives plan; this plan then forms part of Quality Care Cleaning Ltd's on-going commitment to the setting and reviewing of occupational health and safety objectives.

All Objective Plans identify the task to be completed, the person responsible for ensuring the task is completed and a deadline date for its completion.

C2. LEGAL AND OTHER REQUIREMENTS

Many of the procedures and operations used within Quality Care Cleaning Ltd that are included in our risk assessment process have relevant guidance published by external agencies (H.S.E. / B.S.I. etc) that will assist Quality Care Cleaning Ltd in complying with occupational health and safety legislation.

We have produced a legal register of relevant legislation and associated guidance notes that are applicable to the activities currently conducted within Quality Care Cleaning Ltd.

C3. OBJECTIVES

Quality Care Cleaning Ltd's occupational health and safety management system allows for two levels of Objectives:

- i. **System objectives** - Resulting from the management review of the occupational health and safety system
- ii. **Re-active objectives** - Resulting from Risk Assessments, Accident Investigations, Audits etc



C4. OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT PROGRAMME

To ensure that nominated tasks are completed against designated target dates it is the responsibility of the Designated Appointed Person to carry out a review of the actions plans on a 6 monthly basis.

Where tasks have been identified as behind the designated time scales, a joint decision between the senior management and the Designated Appointed Person will be made concerning the best corrective action to be taken.

D. IMPLEMENTATION AND OPERATION

D1. STRUCTURE AND RESPONSIBILITIES

Notwithstanding the fact that all members of staff within Quality Care Cleaning Ltd have a responsibility for their own safety and the safety of others, specific responsibilities have been assigned to designated personnel within Quality Care Cleaning Ltd. This allows us to ensure that the Occupational Health and Safety Management System operates in an effective manner.

An Organisational chart is provided within this policy which outlines the structure within Quality Care Cleaning Ltd for the maintenance and development of its safety management system. Although specific responsibilities and authorities may be contained within various procedures in our Occupational Health and Safety Manual, the main system responsibilities have been assigned as follows:

D1.1. Joanna Goode (Managing Director)

- Has overall responsibility for ensuring that the occupational Health and Safety Plan is formulated, reviewed annually, and provided with sufficient resources in terms of financial, human, time and material to ensure that it can succeed
- Approves Quality Care Cleaning Ltd's Occupational Health and Safety Policy and appoints a Management Representative to implement the management system in line with the Policy

D1.2. Lukasz Pastuszek (Designated Appointed Person)

- Has overall responsibility for ensuring the success of the Development Implementation Objectives through regular review of the Action Plan activities and reporting to the Senior Management Team any variations from the original target dates
- Takes overall responsibility for ensuring that the Re-active Objectives are identified, documented and monitored through the use of Action Plans
- Ensures that statutory, mandatory and other occupational health and safety related training is identified, organised and delivered in a timely manner so as to ensure the maintenance of any necessary licensing / certification of individuals
- Ensures that the risk assessment process is completed on an annual basis, or more frequently where changes in the normal activities occur
- Ensures that any non-routine work is effectively controlled through the inspection of method statements and risk assessments, where appropriate, or by other measures that are from time to time implement.



D1.3. Employees' Responsibilities

In accordance with Quality Care Cleaning Ltd's occupational Health and Safety Policy, all employees have an individual responsibility and duty for:

- Making themselves familiar with, and conforming with, Quality Care Cleaning Ltd's Occupational Health and Safety Policy at all times
- Conforming to the Safety Rules and Safe Systems of Work Procedures at all times, including permit to work systems, inspection and testing etc
- Wearing appropriate safety or protective equipment, personal footwear or clothing and using appropriate safety devices, as specified, at all times
- Making suggestions to improve occupational health and safety in the Company to the Management
- Reporting without delay all risks or hazards, including defects to machinery, unsafe practices, and "near miss" situations directly to his/her Manager
- Reporting without delay any injury suffered as the result of any accident during the course of their work to their immediate supervisor or First Aider as appropriate
- Ensuring that good housekeeping is maintained at all times at their work station and surrounding area
- Taking reasonable care of themselves and other persons who may be affected by their actions whilst at work



D2. TRAINING, AWARENESS AND COMPETENCE

Quality Care Cleaning Ltd recognises training as a key feature in its on-going program to ensure an effective occupational health and safety management system.

Training provisions within Quality Care Cleaning Ltd are divided into three main areas:

- i. **Induction Training** - This is an internal programme covering the occupational health and safety issues and activities of specific importance to employees who have been recruited / employed within Quality Care Cleaning Ltd
- ii. **Job/Task Specific** - This is an internal or external program where specialist skills or knowledge are required to conduct a specific task or activity
- iii. **Refresher** - This is an internal or external programme where additional training will be provided at specified intervals for updating personnel trained in specific tasks

As a means of ensuring training needs are identified and that relevant training is sourced either internally or externally, it is the responsibility of the Designated Appointed Person to ensure the on-going training needs of Quality Care Cleaning Ltd are completed in a timely manner.

D3. CONSULTATION AND COMMUNICATION

Due to the overall size of Quality Care Cleaning Ltd, consultation and communication of occupational health and safety issues is generally undertaken on an informal basis between the management and the staff. The management recognises the importance of its staff in ensuring that we maintain an adequate safety management system.

The setting / reviewing of safety objectives is publicised to all members of staff to make sure that all employees within Quality Care Cleaning Ltd are involved in the development of the safety management system.

However, if where more formal means of communication are required (e.g. accident / incident reports, buildings maintenance etc.), formal reporting procedures exist and employees are encouraged to report any item they feel may present a potential hazard.

In the event of any changes in the structure of Quality Care Cleaning Ltd's safety management system, the need to convene a formal occupational Health and Safety Committee would be discussed at Management Review.



D4. DOCUMENTATION / DOCUMENT AND DATA CONTROL / RECORD AND RECORD MANAGEMENT

All documentation held within Quality Care Cleaning Ltd's occupational health and safety management system is the responsibility of the Designated Appointed Person.

Procedures exist within the occupational health and safety manual for the issue, review and revision of all documents and forms relevant to the occupational health and safety management system.

Procedures also exist for controlling documents used within Quality Care Cleaning Ltd including the retention period and location of documentation.

D5. OPERATIONAL CONTROL

Procedures and safe working practices retained in the occupational health and safety manual have been produced to outline the operational and management controls of relevant activities within Quality Care Cleaning Ltd. These may include:

- Routine and Non – Routine activities or operations that may carry a significant risk
- Activities / Operations that may require the assistance of external agencies (e.g. contractors)
- Building monitoring and maintenance
- Equipment monitoring and maintenance

In the majority of instances, the production of any procedures or safe working practice will normally follow the completion of a suitable and sufficient risk assessment.

On occasions, it may be necessary to acquire risk assessments and method statements from a third party.

D6. EMERGENCY PREPAREDNESS AND RESPONSE

The nature of the work activities undertaken within Quality Care Cleaning Ltd are such that protracted emergency plans are not necessary and the provisions of C.O.M.A.H. (Control of Major Accident Hazard regulations) do not apply. However, where appropriate, procedures and safe working practices have been developed to address the potential emergency situations that could arise within Quality Care Cleaning Ltd.



E. CHECKING AND CORRECTIVE ACTION

E1. PERFORMANCE MEASUREMENT AND MONITORING

The occupational health and safety management system within Quality Care Cleaning Ltd allows for both pro-active and re-active monitoring.

Pro-active monitoring within Quality Care Cleaning Ltd can be achieved by any of the following means:

- Risk Assessments
- Monthly Workplace Inspections
- Daily / Weekly / Monthly Fire Inspections
- Periodic Statutory Inspections (i.e. Portable Appliance Testing, Fixed Electrical, Fire Equipment, etc.).
- Compliance with the various Action Plans

Re-active monitoring is undertaken following serious accidents or incidents, reports of ill-health or property damage.

It is the responsibility of the Designated Appointed Person to review both aspects of monitoring on a 6 monthly basis. This may also be achieved through the assistance of Quality Care Cleaning Ltd's internal Contract Managers who are IOSH qualified. (Lukasz Pastuszek and Stephen Long)

There is no measurement equipment used within Quality Care Cleaning Ltd that affects the performance of the occupational health and safety management system.

Measurement of performance therefore focuses on an on-going evaluation of achieving the safety objectives within the time-scales agreed and from review of the relevant inspection documentation.

E2. ACCIDENTS, INCIDENTS, NON-CONFORMANCES AND CORRECTIVE AND PREVENTIVE ACTION

Procedures exist within Quality Care Cleaning Ltd's occupational health and safety policy to ensure that any variations from its policies and any uncontrolled activities are investigated and where appropriate remedial actions are planned and implemented.

E2.1. Accidents, Incidents and Non-conformances within Quality Care Cleaning Ltd are divided into three main categories:

- Major Accidents /Incidents**
(These are always investigated and where appropriate reported to the enforcing Authorities)
- Minor Accidents /Incidents**
(These are only investigated when sufficiently serious to warrant investigation)
- Substantial variations to working practices resulting in dangerous occurrences arising**
(These are always investigated)

All investigations will be conducted by the designated contract manager and the Designated Appointed Person will inspect and approve all reports.



Any remedial actions resulting from the investigation will be recorded on an objective plan form HS17 for implementation by the Designated Appointed Person.

E2.2. Corrective and Preventive Action

The need for corrective action is identified from the Inspection Documentation, Accident/ Incident Reports or internal system audits. Where remedial action is required this action is divided into specific measurable tasks and entered onto the objective plan form HS17. Any corrective actions resulting from management review will be entered onto objective plan form HS17.

The need for preventative action is normally identified through the Risk Assessment Process; it may also be determined via the Remedial Action Plan process.

In both instances, on-going monitoring within Quality Care Cleaning Ltd assesses the suitability of the remedial actions taken and the successful implementation of these actions. In both instances the activities are reviewed at management review on an annual basis.

F. MANAGEMENT REVIEW

F1. PURPOSE OF THE REVIEW

It is the responsibility of the Designated Appointed Person to ensure that annual Occupational Health and Safety Review Meetings are conducted at least annually and that all key personnel attend. The persons to be present at these meetings are:-

- The Managing Director & Senior Management Team
- The Designated Appointed Person
- The Relevant Departmental Heads (Contract managers)
- Any Other Person Co-opted to assist in the maintenance and development of Quality Care Cleaning Ltd's occupational health and safety management system

The review meeting determines the successful implementation of the occupational health and safety management system and is considered to be the main forum for the discussion of any system objectives.



F2. AGENDA FOR THE REVIEW MEETING

The Agenda for the meeting will typically include the following items:

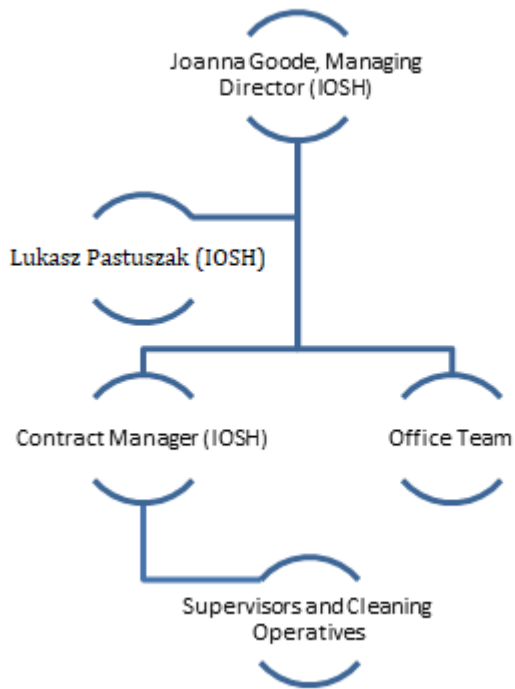
1. Agree previous minutes.
2. Review Non-Conformances / Corrective Actions and Audit results
3. Review of Risk Assessment and Results
4. Changes in Occupational Health and Safety Legislation and its impact on Quality Care Cleaning Ltd
5. Review Objectives
6. Set new Objectives
7. Review the Occupational Health and Safety Policy, Policy Statement, Manual, Procedures and Safe Working Practices
8. Assess any training needs
9. Any other business

It is the responsibility of the Designated Appointed Person to issue and distribute minutes of the meeting, which includes copies of any new objectives that have been set. Copies of the minutes are communicated to each employee and a further copy is retained for Occupational Health and Safety records.



HEALTH & SAFETY COMMUNICATION STRUCTURE

This structure is for Safety purposes only.





	Person Responsible				Responsibility For
	Director	Designated Appointed Person	Office Manager	Supervisor	Employees/Staff
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	General Health & Safety
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Accident reporting
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Near miss/incident reporting
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Accident/Near miss Reporting and Investigation (RIDDOR)
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Asbestos
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Consultation
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Contractors
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Dangerous Substances and Explosive Atmospheres
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Display Screen Equipment
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Electricity
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Emergency Procedures
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Fire
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	First Aid
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Gas Safety
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Hazardous Substances
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Housekeeping
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Information for Employees
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Introduction of New Plant, Equipment and Substances
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Manual Handling
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	New and Expectant Mothers
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Personal Protective Equipment
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Pressure Systems
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Risk Assessments / Safe Working Procedures
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Safety Signs and Signals
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Training
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Vibration
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Visitors
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Welfare Facilities
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Work at Height
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Work Equipment
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Work Environment
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Workplace Structure and Layout
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Young Persons

SPECIFIC HEALTH & SAFETY RESPONSIBILITY MATRIX

HEALTH AND SAFETY POLICY



ACCIDENTS

PURPOSE

The following procedure is to be adopted where an accident, near miss or dangerous occurrence occurs within Quality Care Cleaning Ltd.

PROCEDURE

IMMEDIATELY FOLLOWING AN ACCIDENT

The injured person is to receive first aid treatment by either the appointed first aider or qualified first aider and the emergency services contacted if applicable. Any person (including management) determined to be obstructing a first aider in their duties will be disciplined by a member of senior management and further action taken if applicable.

All accidents are to be recorded within the accident book and the outline of the Data Protection Act followed by management with reference to the storage of accident records.

Witness statements are to be taken from any witness and retained for inclusion in the accident investigation.

The immediate area of the accident is to be cordoned off to allow management to conduct an investigation into the cause of the accident.

ACCIDENT INVESTIGATION

All accident investigations are to be completed by a member of the management team of Quality Care Cleaning Ltd.

All investigations are to be recorded on the accident investigation form HS23a.

Once the investigation is completed it is the responsibility of management to ensure the area is made safe before any work activities are conducted within the area.

ACCIDENT REPORTING

It is the responsibility of the Designated Appointed Person to ensure that any accident or occurrence reportable under RIDDOR is reported to the enforcing authority as soon as possible following the accident / occurrence and that the corresponding online F2508 is forwarded within 10 days. For accidents resulting in the over-seven-day incapacitation of a worker, Quality Care Cleaning Ltd will notify the enforcing authority within 15 days of the incident, using the appropriate online form.

It is the responsibility of the above named person to report any accident / occurrence by any of the following means (ideally telephone) and that the reporting form F2508 is forwarded using the online reporting system:

Link: <http://www.hse.gov.uk/riddor/report.htm>



All incidents can be reported online but a telephone service is also provided for reporting fatal/specified, and major incidents only - call the Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

SurfaceMail: RIDDOR Reports
Health & Safety Executive
Redgrave Court
Merton Road
Bootle
Merseyside, L20 7HS

INCIDENT / NEAR MISS REPORTING

All persons involved in, or observing a near miss incident whilst at work should complete form HS23, whether it is deemed reportable under RIDDOR or not. It is the responsibility of the Designated Appointed Person to determine whether it should be reported under RIDDOR.

A near miss is an incident which could have resulted in personal injury or damage to property; i.e. an unplanned event which does not cause injury or damage, but could have done so.

Examples include:

- Any non-compliance that could have led to an accident
- Observation of unsafe conditions such as fire risks or faulty equipment
- Observation of unsafe acts such as non-authorized personnel entering restricted areas
- Falling or flying objects that do not make contact with individuals nor cause any significant property damage
- Failure of any equipment or associated systems that are in place to protect health and safety

The person making the report should obtain a form from the reception/office and fully complete 'section 1' with as much detail as is possible.

The completed form should be handed to the Appointed Person who will investigate the circumstances of the incident and as far as is reasonably practicable make a recommendation to prevent the re-occurrence of the incident and report to the enforcing authority where required to do so. The details of the recommendations(s) will be recorded in 'section 2' of the form and should typically include what immediate actions were taken or indicate a date as to when the recommendation(s) will be actioned.

The completed form will be copied to the person originating the near miss report when the recommendation(s) have been completed and another copy retained on file.



REPORTING OF A DEATH OR SPECIFIED INJURY

It is the responsibility of the above named person in the event of a fatality on site to inform the local police force of a death on the premises. This person, in consultation with the police, will arrange a visit to the next of kin to notify them of the incident.

Following the above, it is the responsibility of management to notify the following by telephone:

1. Health and Safety Executive (HM Factories Inspector or Agricultural Health and Safety Inspector) or local authority Environmental Health Officer, as appropriate
2. Quality Care Cleaning Ltd's insurance company
3. Any other applicable person within Quality Care Cleaning Ltd

OVER 7 DAY INJURY

If there is an accident which is connected with work which results in an employee being absent for seven days or more (not counting the day the accident happened), it is the responsibility of the Designated Appointed Person to complete form F2508 and forward it to the enforcing authority within 15 days of the accident.

Definition: An over 7 day accident is classed within Quality Care Cleaning Ltd as one which is not a specified injury but results in the injured person being away from work or unable to do their normal work for more than 7 days (including non working days).

REPORTABLE INSTANCES

SPECIFIED INJURIES

- Fracture other than to fingers, thumbs or toes
- Amputation of an arm, hand, finger, thumb, leg, foot or toe
- Permanent loss of sight or reduction of sight
- Crush injuries leading to internal organ damage
- Serious burns (covering more than 10% of the body, or damaging the eyes, respiratory system or other vital organs)
- Scalping (separation of skin from the head) which requires hospital treatment
- Unconsciousness caused by asphyxia
- Any other injury arising from working in an enclosed space which leads to hypothermia, heat induced illness, or requires resuscitation or admittance to hospital for more than 24 hours

DANGEROUS OCCURRENCES

- Collapse, overturning or failure of load-bearing parts of lifts and lifting equipment
- Plant or equipment coming into contact with overhead power lines
- Explosions or fires causing work to be stopped for more than 24 hours



REPORTABLE GAS INCIDENTS

If you are a distributor, filler, importer or supplier of flammable gas and you learn, either directly or indirectly, that someone has died, lost consciousness, or been taken to hospital for treatment to an injury arising in connection with the gas you distributed, filled, imported or supplied, this can be reported online.

If you are a gas engineer registered with the Gas Safe Register, you must provide details of any gas appliances or fittings that you consider to be dangerous to the extent that people could die, lose consciousness or require hospital treatment. This may be due to the design, construction, installation, modification or servicing, and could result in:

- An accidental leakage of gas;
- Inadequate combustion of gas; or
- Inadequate removal of products of the combustion of gas.

DISEASES

It is the responsibility of the Designated Appointed Person to notify the enforcing authority with form F2508A when Quality Care Cleaning Ltd is notified by a doctor that an employee suffers from a reportable work related disease. Diseases will be reported where they are likely to have been caused, or made worse by their work:

- Carpal tunnel syndrome
- Severe cramp of the hand or fore arm
- Occupational Dermatitis
- Hand-arm vibration syndrome
- Occupational asthma
- Tendonitis or tenosynovitis of the hand or forearm
- Any occupational cancer
- Any disease attributed to an occupational exposure to a biological agent

INJURIES TO NON WORKERS

Where work related accidents involve people who are not at work or who are members of the public, it will only be reported when the person is taken from the scene of the accident to hospital for treatment of the injury. If they are taken to hospital as a precautionary means where no injury is apparent, it will not be reported.

RECORDS

In the event of a reportable accident the following list of documentation may be requested by the company insurers. Copies of all documentation will be retained on file for future reference.

1. A copy of the accident recorded in the accident book
2. A copy of the completed accident investigation (recorded on form HS23a)
3. A copy of witness statements
4. A copy of the reporting form F2508 sent to the local authority
5. Copies of relevant risk assessments relative to the incident
6. Training records of persons involved
7. Servicing records for plant or machinery involved



8. Copies of safety instructions / procedures / method statements being followed at the time of the assessment
9. Copies of material safety data sheets involved in the incident (if applicable)
10. Copies of safety committee meetings were the incident was discussed



PURPOSE

To ensure that the general duties of Quality Care Cleaning Ltd with reference to the provision of first aid are provided to an adequate level.

PROCEDURE

TRAINING

Quality Care Cleaning Ltd shall ensure that first aid cover is available within its operating hours at all times. This will either be provided by persons trained to the Appointed Person level (minimum health and safety requirements) or who have undertaken a four day fully qualified first aid course. Refresher training will be provided at prescribed intervals.

Selection of first aiders will be from persons within Quality Care Cleaning Ltd, who are reliable, likely to receive the call in an emergency and have the ability to cope with an intensive study course.

FIRST AID CONTAINER LOCATIONS

All first aid containers within Quality Care Cleaning Ltd shall be clearly identifiable and easily accessible to first aiders in the event of an emergency, this will be achieved by placing containers at strategic locations throughout the complex.

FIRST AID CONTAINER CONTENTS

Designated first aiders will be responsible to ensure that all first aid containers under their control are adequately stocked at all times.

Contents of first aid containers may vary depending on the size of first aid container in use. Where contents are not specified within containers, Quality Care Cleaning Ltd shall ensure that as a minimum the following contents are available in each container (as outlined in "HSE Leaflet L74 and IND(G)215):

- ▢ 20 plasters of various sizes, appropriate to the type of work (blue detachable for food handling areas).
- ▢ 2 sterile eye pads
- ▢ 4 individually wrapped (preferably sterile) triangular bandages
- ▢ 6 safety pins
- ▢ 6 medium sized (approx. 12cm²) individually wrapped sterile un-medicated wound dressings
- ▢ 2 large sized (approx.. 18 cm²) individually wrapped sterile un-medicated wound dressings
- ▢ 1 pair of disposable gloves
- ▢ 1 pair of scissors, adhesive tape, aprons and moist wipes should also be considered.
- ▢ 20ml eye wash solutions may also be considered

At no time should first aid containers contain any antiseptic cream, tablets etc.

Contents of all containers shall be protected from dust and damp and contain only useful equipment.



EYE WASH SOLUTIONS

Any eye wash solutions used once open will be discarded and replaced with new solutions.

FIRST AID CONSUMABLES

There may be instances within Quality Care Cleaning Ltd where particular areas or persons may require additional items such as resuscitation mouth pieces or blankets to protect injured persons. These items will only be purchased from the Company's nominated first aid supplier.



BASIC ADVICE ON FIRST AID AT WORK

WHAT TO DO IN AN EMERGENCY

Priorities

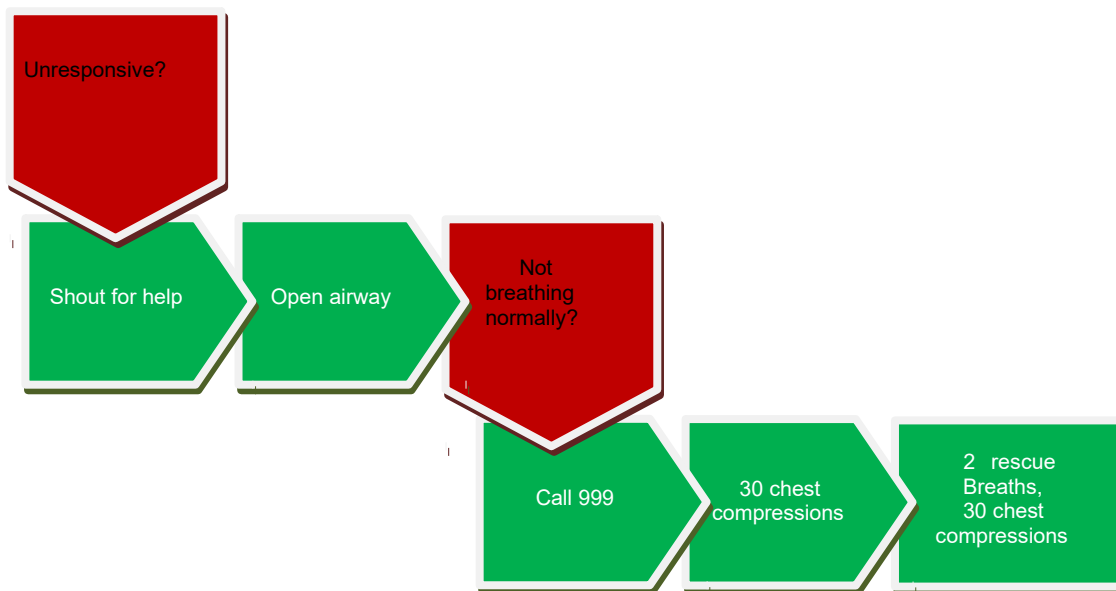
Your priorities are to:

- Assess the situation – DO NOT put yourself in danger
- Make the area safe
- Assess all casualties and attend first to any unconscious casualties
- Send for help – DO NOT delay

Check for a response

Gently shake the casualty's shoulders and ask loudly, "Are you all right?" If there is no response, your priorities are to:

- Shout for help
- Open the airway
- Check for normal breathing
- Take appropriate action



A; Airway

To open the airway:

- Place your hand on the casualty's forehead and gently tilt the head back; lift the chin with two fingertips

B; Breathing

- Look, listen and feel for normal breathing for no more than 10 seconds
- Look for chest movement, Listen at the casualty's mouth for breath sounds
- Feel for breath on your cheek

If the casualty is breathing normally:

- Place in the recovery position
- Get help
- Check for continued breathing



If the casualty is not breathing normally:

- ▢ Get help;
- ▢ Start chest compressions (see CPR)

C; CPR

To start chest compressions

- ▢ Lean over the casualty and with your arms straight, press down on the centre of the breastbone 5-6 cm, then release the pressure
- ▢ Repeat at a rate of about 100-120 times a minute
- ▢ After 30 compressions open the airway again
- ▢ Pinch the casualty's nose closed and allow the mouth to open
- ▢ Take a normal breath and place your mouth around the casualty's mouth, making a good seal
- ▢ **Blow** steadily into the mouth while watching for the chest rising
- ▢ Remove your mouth from the casualty and watch for the chest falling
- ▢ Give a second breath and then start 30 compressions again without delay
- ▢ Continue with chest compressions and rescue breaths in a ratio of 30:2 until qualified help takes over or the casualty starts breathing normally

Severe bleeding

If there is severe bleeding

- ▢ Apply direct pressure to the wound
- ▢ Raise and support the injured part (unless broken)
- ▢ Apply a dressing and bandage firmly in place

Broken bones and spinal injuries

If a broken bone or spinal injury is suspected, obtain expert help; DO NOT move casualties unless they are in immediate danger

Burns

Burns can be serious so if in doubt, seek medical help. Cool the affected part of the body with cold water until pain is relieved. Thorough cooling may take 10 minutes or more, but this must not delay taking the casualty to hospital.

Certain chemicals may seriously irritate or damage the skin. Avoid contaminating yourself with the chemical. Treat in the same way as for other burns but flood the affected area with water for 20 minutes. Continue treatment even on the way to the hospital, if necessary. Remove any contaminated clothing which is not stuck to the skin.

Eye injuries

All eye injuries are potentially serious. If there is something in the eye, wash out the eye with clean water or sterile fluid from sealed container, to remove loose material. DO NOT attempt to remove anything that is embedded in the eye.

If chemicals are involved, flush the eye with water or sterile fluid for at least 10 minutes, while gently holding the eyelids open. Ask the casualty to hold a pad over the injured eye and send to hospital.



Record keeping

It is good practice to use a book for recording any incidents involving injuries or illness which requires first aid attention. Include the following information in any entry:

- The date, time and place of the incident
- The name and job of the injured or ill person
- Details of the injury/illness and any first aid given
- What happened to the casualty immediately afterwards (e.g. went back to work, went home, went to hospital)
- The name and signature of the person dealing with the incident

This information can help the company identify accident trends and possible areas for improvement in the control of health and safety risks.

Definition of an Appointed Person

The minimum requirement is to appoint a person to take charge of first-aid arrangements. The role of this appointed person includes looking after the first-aid equipment and facilities and calling the emergency services when required. They can also provide emergency cover, within their role and competence, where a first-aider is absent due to unforeseen circumstances (annual leave does not count).

To fulfil their role within the company, appointed persons do not need first-aid training. However, emergency first-aid training courses are available.

Appointed persons are not first-aiders and should not attempt to give first aid for which they have not been trained, this includes cardiopulmonary resuscitation (CPR).



Definition of an Emergency First Aider (EFAW) /First Aider (FAW)

A first-aider is someone who has undertaken training and has a qualification that the HSE approves. This means that an individual must hold a valid certificate of competence.

Suggested numbers of first-aid personnel to be available at ALL times people are in work within the company		
Degree of hazard associated with work activity	Number of employees	First-aid personnel needed
Low hazard e.g. offices, shops, libraries	Less than 25	At least one appointed person
	25-50	At least one first-aider trained in EFAW
	More than 50	At least one first-aider trained in FAW for every 100 employed (or part thereof)
Higher hazard e.g. light engineering and assembly work, food processing, warehousing, extensive work with dangerous machinery or sharp instruments, construction, chemical manufacture	Less than 5	At least one appointed person
	5-50	At least one first-aider trained in EFAW or FAW depending on the type of injuries that might occur
	More than 50	At least one first-aider trained in FAW for every 50 employed (or part thereof)

Tablets and Medication

The company recognises that first aid at work does not include giving tablets or medicines to treat illness to any persons. The only exception to this is where aspirin is used when giving first aid to a casualty with a suspected heart attack; this is conducted in accordance with currently accepted first-aid practice.

The company is fully aware that tablets and medicines should not be kept in the first-aid box and periodic checks are conducted by the Contract manager and designated Appointed Person.

The company is also aware that some employees carry their own medication that has been prescribed by their doctor (e.g. an inhaler for asthma). If an individual needs to take their own prescribed medication, the first-aider's role is limited to helping them to do so and contacting the emergency services as appropriate.

Medicines legislation restricts the administration of injectable medicines. Unless self-administered, they may only be administered by or in accordance with the instructions of a doctor (e.g. by a nurse). However, in the case of adrenaline there is an exemption to this restriction, which means in an emergency a layperson is permitted to administer it by injection for the purpose of saving life.



The use of an EpiPen to treat anaphylactic shock is an example of an exemption from the restriction imposed by the medicines legislation. Therefore, first-aiders may administer an EpiPen if they are dealing with a life-threatening emergency involving a casualty who has been prescribed and is in possession of an EpiPen, **and where the first-aiders are trained to use it.**



PURPOSE

To ensure that the general duties of Quality Care Cleaning Ltd with reference to fire safety is maintained at a highly level at all times.

PROCEDURES

FIRE PROCEDURE

In the event of a fire, it is the responsibility of the most senior person on site to contact the local fire service and notify them in a calm manner that there is a fire on the premises.

It is the responsibility of the most senior person on site to ensure that a fire roll call has been conducted and that all persons on site are present (At no time should any person re-enter the building on discovering persons are missing).

When the fire service arrives on site it is the responsibility of the most senior person on site to liaise with the Senior Fire Service Officer to provide the following information:

1. Exact location, type and extent of fire within the premises
2. Details of missing persons and last known location
3. Details of any potential chemicals that may be involved
4. Locations of isolating points (gas, electric etc.)
5. Copy of Quality Care Cleaning Ltd's Fire Building Plan

It is the responsibility of the most senior person to liaise with the Fire Service before allowing persons to re-enter the building.

It is the responsibility of senior management within Quality Care Cleaning Ltd to ensure that a thorough investigation is conducted and recorded into the outcome of any fire.

After any fire, an inspection of all fire extinguishers is to be conducted and all used fire extinguishers replaced immediately.

FIRE PREVENTION

No flammable or combustible products will be stored near heating appliances or other sources of direct heat.

All personnel within Quality Care Cleaning Ltd will be made aware of their responsibilities, in the event of a fire, during the induction process.

A no smoking policy will be in operation in all internal areas.

All fire-fighting equipment used within Quality Care Cleaning Ltd will be supplied, maintained and regularly serviced by an external contractor in accordance with any current agreement.

FIRE ALARM TESTING

Where fitted, the fire alarm will be tested on a weekly basis and the results recorded in Quality Care Cleaning Ltd's fire log.



EMERGENCY LIGHTING

Where fitted, the emergency lighting will be tested on a monthly basis and results recorded in Quality Care Cleaning Ltd's fire log.

FIRE EXTINGUISHERS

All fire extinguisher points within Quality Care Cleaning Ltd will be inspected on a weekly basis and the results recorded in the fire log. The inspection will take into account that the fire extinguisher and appropriate signage is in the designated place.

It is the responsibility of the designated fire marshal to ensure the appropriate check box is signed/initialled to indicate that the inspection is complete and that the fire extinguisher point is correct, free from damage and unobstructed etc.

FIRE SIGNAGE

All fire signage within Quality Care Cleaning Ltd will be inspected on a weekly basis and the results recorded in Quality Care Cleaning Ltd's fire log.

The inspection will take into account that all signage is in place, free from obstruction and undamaged. These inspections will include fire evacuation route signs and emergency exit signs (both inside and outside).

It is the responsibility of the designated fire marshal to ensure the appropriate check box is signed/initialled to indicate that the inspection is complete and that the fire signage is present, free from damage and unobstructed etc.

FIRE ESCAPE ROUTES & FIRE DOORS

All escape routes and fire doors within Quality Care Cleaning Ltd will be informally inspected on a daily basis throughout the working day to ensure no obstructions are evident. This will be conducted by all persons in a managerial role.

On a formal basis, escape routes and fire doors will be inspected on a weekly basis to ensure that they are clear and free from obstruction (this will include both internal and external routes).

It is the responsibility of the designated fire marshal to ensure the appropriate check box is signed/initialled to indicate that the inspection is complete and that the escape routes / fire doors are clear and free from obstruction.

PRACTICE PHASED EVACUATIONS

Practice phased evacuations of Quality Care Cleaning Ltd will be conducted throughout each calendar year. During this period Quality Care Cleaning Ltd, as a minimum, will undertake two practice evacuations though more may be conducted at management discretion.



PURPOSE

To ensure that the general duties of Quality Care Cleaning Ltd with reference to the potential of a major incident at the premises is maintained.

FIRE

- ▢ In the event of a fire within Quality Care Cleaning Ltd the fire alarm will be activated and the emergency services contacted, as per Quality Care Cleaning Ltd's fire responsibilities
- ▢ Once the alarm has been activated, the premises will be evacuated as per Quality Care Cleaning Ltd's fire procedure with all occupants reporting to the designated fire assembly point(s)
- ▢ Once at the fire assembly point the fire marshal / senior person in charge will conduct a role call to determine if all persons have evacuated the premises safely
- ▢ Once the role call has been completed the information is passed to the fire officers at the scene along with any of the information required i.e. fire plan, details of flammable / explosive substances stored within the premises
- ▢ Under no circumstances should any of Quality Care Cleaning Ltd's employees or visitors re-enter the premises until told that it is safe to do so by the fire officer or senior person in charge
- ▢ Following the fire, the Health & Safety Executive should be notified and all appropriate documentation completed

FLOOD

- ▢ In the event of a flood it may be required for the premises to be evacuated; this is completed as per the evacuation procedure for fire. It may also be required for the senior person in charge to contact the emergency services in order to safely evacuate all persons if flooding is severe
- ▢ If the flood has only affected certain areas of the premises, it will be necessary to evacuate these workplaces of people. Once all persons have been safely removed from the area any power to the work area must be isolated to avoid any further possible damage / incident occurring e.g. electrical fires
- ▢ With all persons safely evacuated from the flooded areas and all power sources isolated, where possible, the senior person in charge shall inform:
 - ▢ The water supplier
 - ▢ Environment Agency (0800807060)
- ▢ Under no circumstances should any of Quality Care Cleaning Ltd's employees or visitors re-enter the premises until told that it is safe to do so by the senior person in charge.



CHEMICAL SPILLAGES

In the case of a liquid chemical spillage the following procedure shall be implemented.

- Once the liquid chemical spillage has been reported the spillage must be contained using sand, absorbent granules or any other inert absorbent material. When tackling a chemical spillage it is essential the person is wearing full protective clothing including:
 - Rubber boots;
 - Plastic coverall;
 - Goggles complying with BS2092 chemical standard;
 - Neoprene gloves.
- When undertaking clean-up the person must ensure that all drains and waterways in the vicinity of the spillage are protected suitably by surrounding the spillage with appropriate absorbent material
- Once the liquid spillage has been fully absorbed by the absorbent material the contaminated material should be collected with a brush and shovel and placed in a suitable, sealed container
- Once the container has been filled, the absorbent material shall be disposed of in the appropriate manner
- Once the spillage has been cleaned correctly the person shall contact the Environment Agency (0800 807060) and complete the required HSE documentation

GASEOUS RELEASE / LEAK

- In the event of an accidental gas leak it may be required for the premises to be evacuated; this is completed as per the evacuation procedure for fire. It may also be required for the senior person in charge to contact the emergency services in order to safely evacuate all persons if the leak / release is severe.

Large Release

- In the event of a large release, the premises will be evacuated and the emergency services contacted. All employees shall remain at the designated assembly point, under no circumstances should any of Quality Care Cleaning Ltd's employees or visitors re-enter the premises until told that it is safe to do so by the fire officer or senior person in charge
- Once the affected area has been ventilated of any gas, the person in charge shall instruct all persons that it is safe to re-enter the building. Under no circumstances should any of Quality Care Cleaning Ltd's employees or visitors re-enter the premises until told that it is safe to do so by the senior person in charge
- Once the emergency services have made the situation / premises safe the senior person in charge will then contact the Environment Agency (0800 807060) and complete the required HSE documentation

Small Release

- In the event of a small release, the premises may be required to be evacuated and the emergency services contacted. If this is the case and the building does need to be evacuated, all employees shall remain at the designated assembly point. Under no circumstances should any of Quality Care Cleaning Ltd's employees or visitors re-enter



the premises until told that it is safe to do so by the fire officer or senior person in charge

- ▢ Any leaks should be isolated at source if possible and all doors and windows opened to ventilate the affected area. At this point, if fitted, all extraction units should be utilised to vent the affected area
- ▢ Once the affected area has been ventilated of any gas, the person in charge shall instruct all persons that it is safe to re-enter the building, under no circumstances should any of Quality Care Cleaning Ltd's employees or visitors re-enter the premises until told that it is safe to do so by the senior person in charge
- ▢ Once the situation / premises have been made safe, it is essential that the required HSE documentation is completed

POWER FAILURE

- ▢ In the event of a power failure it may be required for the premises to be evacuated, this is completed as per the evacuation procedure for fire. It may also be required for the senior person in charge to contact the emergency services in order to safely evacuate all persons if power failure is severe
- ▢ If the power failure has only affected certain areas of the premises, it will be necessary to evacuate these workplaces of people
- ▢ Once all affected areas have been evacuated, if required, the senior person in charge will contact the power suppliers

BOMB / TERRORIST THREAT

- ▢ In the event of a terrorist threat the premises shall be immediately evacuated; this is to be completed as per the evacuation procedure for fire. It is also required that the senior person in charge contact the emergency services and give details of the exact threat
- ▢ Once the premises have been evacuated, all employees shall remain at the designated assembly point. Under no circumstances should any of Quality Care Cleaning Ltd's employees or visitors re-enter the premises until told that it is safe to do so by the emergency services

STRUCTURAL DAMAGE / BUILDING FAILURE

- ▢ In the event structural damage / building failure being identified, the premises shall be immediately evacuated. This is completed as per the evacuation procedure for fire. It is also required that the senior person in charge contact the emergency services and gives details of the failure / damage
- ▢ Once the premises have been evacuated, all employees shall remain at the designated assembly point. Under no circumstances should any of Quality Care Cleaning Ltd's employees or visitors re-enter the premises until told that it is safe to do so by the emergency services
- ▢ Once all employees have been evacuated the senior person in charge shall contact the appropriate services to attend site so the work area can be made safe to work in. In the event of the damage / failure representing a very serious risk to health or safety, the appropriate services shall be instructed to segregate the danger area from all persons who could potentially be affected



EMERGENCY EQUIPMENT

- An emergency equipment register shall be produced and maintained by the Health & Safety Officer, which shall provide details of quantities and status of each item. The equipment register shall include:
 - Alarm systems including location plan of break glass point
 - Emergency lighting and power
 - Emergency exit signs
 - Critical isolation valves, switches and cut-outs
 - Fire fighting equipment including location plans
 - First aid equipment including location plans
 - Emergency showers (where appropriate) including location plans
 - Eye wash stations including location plans
 - Communication facilities including location plans

MANAGEMENT REVIEW

This procedure will be reviewed at management review meetings and revised if necessary to ensure that the Emergency Procedures are adequate.



PURPOSE

To ensure that management within Quality Care Cleaning Ltd is not negligent or complacent regarding the health, safety and welfare of all authorised persons on site, this includes employees, visitors and contractors.

PROCEDURES

CONTRACTORS

Quality Care Cleaning Ltd is aware that the use of contractors will result in a network of duties for health and safety being undertaken, with all parties having to fulfil their legal responsibilities as well as those which will be imposed by contractual arrangement.

All contractors must provide evidence that they are adequately insured for any common law damages award that may be made to any person injured as result of the contractor's work activities.

Permission must be obtained from Quality Care Cleaning Ltd before any contractors start work on the site to arrange for deliveries prior to their work commencing.

Upon visiting Quality Care Cleaning Ltd, all contractors are required to ensure all vehicles are parked as not to cause an obstruction. All persons are required to report to the reception area of the premises and complete the visitors' book.

VISITORS

All visitors visiting Quality Care Cleaning Ltd are required to ensure all vehicles are parked as not to cause an obstruction. All visitors are required to report to the reception area of the premises and complete the visitors' book. All visitors are the responsibility of the person receiving them in Quality Care Cleaning Ltd.

RISK ASSESSMENT

This is the primary tool for ensuring an adequate safety management system is in place throughout Quality Care Cleaning Ltd. All risk assessments identify the significant areas of concern and evaluation of the level of risk.

Risk assessments, once conducted, will be reviewed on at least an annual basis and new assessments conducted if required.

WELFARE FACILITIES

Appropriate sanitary conveniences will be provided throughout the workplace for all persons authorized to be on the premises. Sufficient numbers of conveniences will be available for both men and women.

Where facilities are temporarily unavailable, such as during maintenance and repair work, suitable alternative arrangements will be implemented by management.



SMOKING

As a means to protect the health, safety and welfare of all persons within Quality Care Cleaning Ltd, smoking is not permitted in any area of the building.

TEMPERATURE & VENTILATION

Quality Care Cleaning Ltd acknowledges that problems can arise within both natural and artificially created environments. It is our policy to ensure that employees are provided with a comfortable working environment, suitable to the type of work activities conducted. Where air conditioning systems are installed, these will be maintained regularly and employees will be advised on how best to use them in order to ensure effectiveness. Areas that do not have air conditioning systems will be subject to temperature variations throughout the day and Quality Care Cleaning Ltd will endeavour to keep these within a comfortable range.

HOUSEKEEPING

Quality Care Cleaning Ltd will ensure a proper allocation of space is available so to ensure all aspects of its work activities can operate safely.

It is the responsibility of all employees to ensure that all such areas are maintained free from any obstruction. Particular responsibility is given to management of Quality Care Cleaning Ltd to ensure housekeeping is maintained at acceptable levels on a day to day basis.

WATER STORAGE

All water storage areas will be maintained so as to avoid dangers from Legionella. Quality Care Cleaning Ltd will seek assistance from external Organisations with reference to the testing and inspection of its water system.

NOISE

Where noise has been identified as a problem within Quality Care Cleaning Ltd, it is the responsibility of senior management to reduce noise as far as is reasonably practicable. Where noise cannot be sufficiently reduced, sufficient ear protection is readily available from designated areas around the premises.

Where areas within Quality Care Cleaning Ltd have been identified with noise problems, it is the responsibility of the Designated Appointed Person to ensure accurate readings are obtained (by a trained competent person) and any remedial actions identified reported to senior management.

PLANT / EQUIPMENT

Any new plant or equipment purchased by Quality Care Cleaning Ltd shall require a full and sufficient risk assessment to be conducted before any placement. It is a requirement of this Organisation to carry out a risk assessment to identify any risks / hazards that may cause injury of suffering to any persons. This includes locations of electrical cables, water pipes, gas pipes etc.



PURPOSE

To ensure that all statutory and mandatory notices are displayed in all required areas of Quality Care Cleaning Ltd and that all notices are of the specified size, shape, colour etc.

PROCEDURES

GENERAL SIGNAGE

Where appropriate or necessary, signage required to assist in a safe workplace will be displayed in all areas. Where defaced, damaged or removed sign and notices are detected, these will be replaced as soon as practicable.

Where applicable, or deemed necessary by Quality Care Cleaning Ltd, notices with regard to furthering health and safety performance will be displayed in all relevant areas of the workplace.

As required by current legislation Quality Care Cleaning Ltd will ensure that all safety signage displayed is of the correct colour and type, these being: -

Prohibition: Red Coloured

These signs are used where certain behaviour is prohibited. All prohibition signs within Quality Care Cleaning Ltd will be of a circular red band and cross bar, with the red colour being of at least 35% of the signs area.



Warning: Yellow Coloured

These signs are used throughout Quality Care Cleaning Ltd where hazard warnings need to be in operation. All warning signs within Quality Care Cleaning Ltd will be triangular in shape with a black band, with the yellow colour being of at least 50% of the signs area.



Mandatory: Blue Coloured

These signs are used where a specific course of action needs to be taken. All mandatory signs used within Quality Care Cleaning Ltd will be circular in shape with at least 50% of the sign area to be coloured blue.



FIRE SIGNAGE

All fire signage used throughout Quality Care Cleaning Ltd will be of a directional and pictorial type and will be of an illuminating nature. Those being; those which are effective without a power source and can be seen in poor light conditions (including darkness); and those which are provided with a power source.





ACOUSTIC SIGNALS / SIGNS

In the event of a person being employed within Quality Care Cleaning Ltd with a hearing or visual impairment, additional safety practices will be adopted by Quality Care Cleaning Ltd as necessary.

ASBESTOS

In the event of asbestos being found within Quality Care Cleaning Ltd, the area will be clearly labelled so that the presence of asbestos will be evident to any person as an additional safeguard to ensure the asbestos material is not released into the air.



NOTICES, POSTERS, CERTIFICATES

To ensure all persons within Quality Care Cleaning Ltd are kept informed of safety information throughout Quality Care Cleaning Ltd. The following notices, posters, certificates will be prominently displayed throughout:-

HEALTH & SAFETY LAW – WHAT YOU NEED TO KNOW

This will be prominently displayed and can detail who within Quality Care Cleaning Ltd has responsibility for health and safety issues; it will additionally contain contact details for the HSE Infoline.



CERTIFICATE OF INSURANCE

A copy of Quality Care Cleaning Ltd's certificate of employers' liability insurance will be prominently displayed to ensure all persons are aware of Quality Care Cleaning Ltd's insurance details.

FIRST AID

A list of trained first aiders and the locations of first aid boxes and eye wash stations will be prominently displayed to ensure all persons within Quality Care Cleaning Ltd are aware of the location and persons responsible for the administration of first aid.

SAFETY COMMITTEES (WHERE ESTABLISHED)

A list of all persons who sit on Quality Care Cleaning Ltd's health and safety committee and areas of the workplace they cover will be prominently displayed to ensure all persons are aware of means of communicating health and safety issues.

FIRE INSTRUCTIONS

Detailed instructions of what to do in the event of a fire will be prominently displayed throughout Quality Care Cleaning Ltd. This information will include what to do when discovering a fire and on hearing the fire alarm.



EMERGENCY RESPONSE NOTICE

A list of contact details, locations etc with regards to information that may be required in the event of an emergency within Quality Care Cleaning Ltd.



PURPOSE

To ensure a suitable and sufficient risk assessment of the risks to the health and safety of our employees, and others affected by our work activities, in compliance with current legislation, is completed and reviewed in a timely manner.

PROCEDURES

To ensure a safe workplace is managed successfully at all times, it is the responsibility of management to identify all hazards and to measure and evaluate the risk associated with the hazard. Within the Company, either removing or controlling the risks will achieve this. This will be followed by the training and instruction of all relevant persons exposed to the risk and by the implementation, monitoring and review of health and safety objectives and performance.

Within the Company the difference between a hazard and a risk is identified as follows: -

HAZARD is taken to mean any substance, article, material or practice which has the potential to cause harm to the health, safety and welfare of persons at work and any other person adversely affected by our work activities.

RISK is taken to mean the potential to cause harm in the actual circumstances of use and the likelihood of that potential being realised.

The company shall ensure that a uniform approach is taken when carrying out suitable and sufficient risk assessments, and that any person conducting such assessments has received the relevant training and instruction.

To ensure this is achieved the Company will:

1. Identify all hazards with a potential to cause harm to our employees and others who may be affected by our work activities
 - Evaluate the probability and severity of injury or damage.
2. Where we identify a risk of serious or imminent danger:
 - Establish appropriate procedures, including the stopping and resumption of work, for controlling, exposure to this special risk
 - Nominate sufficient competent persons to implement the procedure for evacuation from the premises
 - Restrict access to the danger area for all who have not received adequate instruction
 - Analyse the options for eliminating, reducing or controlling the risks and then take the appropriate action
 - Review the assessments periodically and particularly where they may no longer be valid or where there has been a significant change in work activities, processes, etc
 - Keep records in writing or electronic form of the significant findings of risk assessments and identify employees who may be especially at risk
 - Provide appropriate health surveillance where there is an identifiable disease or potential illness related to our work
 - Appoint competent persons to assist the company in complying with its statutory requirements under current health and safety legislation



- Provide all persons affected with comprehensive and relevant information on risks, preventative and protective measures along with emergency procedures

In addition to the above, it is the policy of Quality Care Cleaning Ltd to conduct specific risk assessments in accordance with other regulations and codes and practice, as may be identified in other assessments that are undertaken by our own internal assessors.

SPECIFIC RISK ASSESSMENTS

FIRE

All fire risk assessments will be conducted by a competent person and recorded on the fire risk assessment form HS1. The risk assessment will be conducted as per the guidelines outlined in the health and safety procedure below.

To ensure that the general duties of Quality Care Cleaning Ltd with reference to fire safety are maintained at a high level at all times, this procedure aims to provide Quality Care Cleaning Ltd with means to ensure a pro-active and methodical process for the identification of potential fire hazards that may pose a "significant risk", and to ensure such risks are quantified and prioritised with necessary remedial action.

Only Trained, competent persons will conduct completion of any risk assessment within Quality Care Cleaning Ltd.

It is the responsibility of the assessor to complete the fire risk assessment on HS1 (Fire Risk Assessment Report Form). The fire risk assessment can either be conducted for the whole Company or it allows the assessor to break the organization into relevant sections. It is the responsibility of the assessor to highlight which assessment is being conducted on the front page of the risk assessment form.

The risk assessment will be divided into four sections which are designed to highlight any potential risks within the Company and control any outbreak of fire within the premises. These being:

1. Fire Hazards
2. Risks to People
3. Means of Escape
4. Fire Detection and Warning

The form is designed to ask closed off questions about the main features that may exist within the Company or relevant section. This will allow the assessor to either comment or to produce a clear remedial action in the comments column.

Any remedial action highlighted during the assessment is to be recorded in section 2 of the risk assessment and the person and completion date highlighted.

Each fire risk assessment will be reviewed on an annual basis and any new assessment conducted as required.



FIRE RISK

The fire risk assessment report (HS1) can be completed for the whole building of an organisation or by splitting the building / premises into suitable manageable areas (i.e. first floor, second floor, warehouse, kitchen etc.). The fire risk assessment should be completed by either a competent person within Quality Care Cleaning Ltd, or by an external contractor. The fire risk assessment must take into effect the following:

THE BUILDING / AREA BEING ASSESSED

The management of Quality Care Cleaning Ltd must determine the total square meterage for the building as a whole. Where assessments are completed for areas being conducted separately, the total square meterage for the area must also be determined.

A description of the building is required to determine additional control measures. The description should include for example:

- What type of building is being assessed
- What materials were used in its construction
- What work activities are being conducted

FIRE EXTINGUISHERS

To ensure a suitable amount of fire extinguishers are available throughout the premises there should be as a minimum one fire extinguisher for every 200m² of space.

FIRE EGRESS ROUTES

Fire exits within premises must be within a certain distance of workstations throughout the premises, these being:

- Only 1 fire exit - within 18mtrs
- More than 1 fire exit - within 40mtrs
- High risk area - within 25mtrs
- Low risk area - within 60mtrs

IDENTIFICATION OF HAZARDS – IGNITION / FUEL

To ensure this section is completed satisfactorily you will need to determine what (if any) flammable materials are being used / stored in the premises / area and produce a register of materials found, this should then be added as appendix B to the risk assessment.

Where gas is supplied to the premises via a fixed means a suitable inspection is required on an annual basis by a Gas Safety registered engineer and a certificate retained.

IDENTIFICATION OF HAZARDS – ELECTRICAL SAFETY

Any electrical item within the premises / area fitted with a plug is subject to portable appliance testing (P.A.T.) on a periodic basis; a register of the equipment should be retained and included as appendix if required.



A fixed electrical inspection should be conducted on the mains electrical supply and wiring throughout the premises / area at timely intervals. These inspections should be conducted by a qualified electrical engineer and an NICEIC certificate retained; all information should be recorded on the fire risk assessment report form as evidence.

Where multi-point adaptors are found within the building / area, these are to be immediately replaced with suitable extension leads with the correct rated fuse.

Cabling for any electrical item within the building should be visually inspected for any signs of damage; where defects are found the equipment should be refrained from use until suitable repairs are conducted.

IDENTIFICATION OF HAZARDS – STRUCTURAL FEATURES

Fire doors should be fitted in suitable areas of the premises / area. All fire doors should be a minimum of 30 minute fire safety, have a suitable label fixed and be fitted with self-closures. Fire doors should not be propped open at any time unless fitted with a suitable automatic closing device.

All self-closures should be inspected to ensure they provide a suitable seal once closed. Where this is not observed, remedial action must be taken at the earliest opportunity.

Where doors are fitted between workstations, the fire exit doors must open in the required direction of travel; personnel should at no time be required to pull doors towards them in the event of a fire / emergency.

PERSONNEL AT RISK

Any risk assessment should take into account not just the employees of Quality Care Cleaning Ltd but anyone else who may be affected by Quality Care Cleaning Ltd's acts or omissions. Suitable controls should be in place if:

- Persons are located on split levels
- Persons who suffer with any type of hearing loss
- Persons who suffer with a visual impairment (i.e. partially sighted / blind)

In the event of a fire / emergency where there are any persons who cannot be fully evacuated from the premises, management of Quality Care Cleaning Ltd must ensure a suitable refuge area(s) is available, this should be located behind at least two thirty-minute fire doors.

Visitors to the premises must sign in / out on a suitable log. This log should be taken to the designated assembly point in the event of a fire / emergency. Additionally, suitable measures should be implemented and monitored to ensure all other persons have evacuated the premises and have assembled at the designated assembly point.

FIRE SAFETY TRAINING

A minimum of two practice phased evacuations should be conducted each year (more may be conducted dependant on persons / type of business activity). Consideration in evacuations should be to determine what to do in the event of a power failure within the building / area.



FIRE SIGNAGE / MEANS OF ESCAPE

Fire signage within the building / area should be positioned to ensure they clearly define the shortest route of egress; additionally, signage should be clearly visible at all times. All fire signage must be both directional and pictorial.

Fire exit doors should be unlocked when the building is occupied and not obstructed internally or externally.

Any emergency lighting fitted within the building / area is to be tested on a six monthly basis by a competent person within Quality Care Cleaning Ltd; six monthly tests should be conducted by an external contractor.

FIRE DETECTION / WARNING

Any fire alarm should be fitted with a suitable battery back-up and should be tested at least once per week by a competent person; where a high number of red call points are installed, consideration should be made to test more than one call point a week.

Consideration should also be made to number all red call points and test in rotation. This method will allow Quality Care Cleaning Ltd to ensure all call points have been tested within a suitable time frame.

The alarm should also be tested / inspected by an external contractor at suitable intervals.

FIRE SAFETY RECORDS

Any premises must have a fire log where information on fire safety should be retained. The fire log should include:

- ▢ Results of fire alarm tests (internally and externally)
- ▢ Results of emergency light tests (internally and externally)
- ▢ Results of practice phased evacuations
- ▢ Results of extinguishing media inspections
- ▢ Results of fire exit / egress route inspections

Any organisation should consider and implement suitable procedures to ensure computer records are copied at suitable intervals as a means of ensuring records are not lost in the event of a fire / emergency.

A floor plan of the building / area should also be available. These should include locations of fire exits, call points, extinguishing media, chemical stores (if appropriate) and pressurised cylinder locations (if appropriate). Floor plans should be included as appendix A of the fire risk assessment report.

FIRE ASSEMBLY POINT / CAR PARKING

The fire assembly point should be located in a suitable area that will not cause an obstruction to the emergency services in the event of a fire or emergency. Where appropriate fire signage, which is both directional and pictorial, should be used to highlight the location of the assembly point.

Vehicles around the building / area should be parked as not to cause an obstruction to the emergency services in the event of a fire / emergency.



DEFECTS / REMEDIAL ACTIONS REQUIRED

In the event a defect or remedial action is observed during the course of the assessment, suitable control measures to reduce the risk should be allocated to the relevant observation; this information should also be recorded in the fire risk assessment remedial objectives plan at the rear of the fire risk assessment report. The relevant question number should be allocated to the remedial action to ensure a suitable cross-reference is implemented.

WORK EQUIPMENT

All work equipment retained within Quality Care Cleaning Ltd will be logged on a plant register document and allocated a unique reference number. Work equipment within the Company is deemed to be any equipment, regardless of whether it is powered, which is used as part of work activities.

The plant register document HS18 will contain the following information:

1. Plant / Equipment Number
2. Name of Plant / Equipment
3. Assessor's Name
4. Assessment Date
5. Risk Rating
6. Re-Assessment Date
7. De-Commission Date

For ease of location and identification of equipment, the register may be divided into the type of equipment or areas of use.

All work equipment risk assessments will be recorded on the risk assessment form HS2 and will be conducted as per the guidelines outlined in the health and safety procedure below.

To ensure all equipment used within the Company by its employees is in a fit and safe condition, additionally to ensure that equipment is effectively maintained and used by those employees who are competent to do so.

The risk assessment of work equipment is aimed at the identification of significant hazards and risk to health. Accordingly, Quality Care Cleaning Ltd recognises the importance to prioritise these assessments so that the most intricate or most highly used piece of equipment is assessed before those lesser used or simple non-powered hand tools.

All risk assessments will be conducted on the general risk assessment form HS2. During the course of the risk assessment, the following headings will be investigated and recorded as necessary:

1. GUARDING

The equipment will be inspected to ensure that all moving parts are sufficiently guarded. Where interlocking guarding is fitted, the risk assessment will incorporate any overriding of the interlock. Any deficiencies with reference to guarding will be recorded on the risk assessment form.



2. MAINTENANCE & INSPECTION

The assessor will investigate the need for the instigation of a planned preventative maintenance system to be incorporated for the equipment. The need to install a system will be recorded on the risk assessment form.

Inspection records will be scrutinised to ensure that the testing of the emergency stop, testing of interlocking guarding and the visual inspection of the integrity of existing guarding is sufficient. Any deficiencies will be recorded on the risk assessment form.

3. TRAINING

The assessor will investigate the training of equipment operators; this will include statutory training where necessary. Any deficiencies in training will be recorded on the risk assessment form.

4. CONTROLS

The assessor will visually inspect all the controls for the equipment and determine whether they are clear and well marked. Any control observed to be damaged shall be recorded on the risk assessment form.

5. ISOLATION

The assessor will visually inspect the equipment to determine in the event of unauthorised use or during maintenance activities it can be safely isolated to prevent use. Any deficiencies will be recorded on the risk assessment form.

6. EMERGENCY STOP

The assessor will visually inspect the equipment to determine the location of the emergency stop buttons / controls. Ideally all emergency stop buttons shall be located within the direct area of the operator controlling the equipment. Any deficiencies will be recorded on the risk assessment form.

7. ENVIRONMENT

The assessor will visually inspect the local environment of all equipment and record any hazardous findings, this may include; poor housekeeping, noise, location, insufficient lighting etc.

8. PERSONAL PROTECTIVE EQUIPMENT

The assessor will visually inspect the equipment and operator to ensure any personal protective equipment that may be required or that the assessor may determine to be required is in operational use. Any deficiencies will be recorded on the risk assessment form.

9. SIGNAGE

The assessor will visually inspect the equipment under assessment and the local area to ensure any relevant signage is prominently displayed. This may include the use of gloves, use of goggles, warning of hot surfaces etc. Any deficiencies found by the assessor will be recorded on the risk assessment form.



10. OTHER HAZARDS

The assessor will visually inspect the equipment and the surrounding area for any other hazards that may be evident, these may include; damaged electrical cables, no evidence of portable appliance testing, improper storage of hazardous materials, cables across walkways, tools left on equipment, spillages (water or chemical), musculoskeletal injuries, burns due to hot surfaces etc. Any deficiencies will be recorded on the risk assessment form.

Any risk or hazard identified will include any current controls that Quality Care Cleaning Ltd may have in place. Where the assessor determines no control measures are in place then "No current controls available" will be recorded on the risk assessment form.

Any risk or hazard identified to have sufficient control measures in place, the assessor will record on the risk assessment form "Maintain current controls".

On completion of the risk assessment, the assessor will record any remedial actions on the objective plan reporting form HS11. This will identify the exact nature of the fault, the person responsible for completing the remedial action and a target date for its completion.

The assessor who will determine if the work conducted is sufficient will inspect any remedial action completed. In the event of the remedial action not being completed to a satisfactory standard, the remedial action will be re-entered onto an objectives plan with the responsibilities and new target date. The risk assessor has absolute discretion with regard to the acceptability of the work and the outcome of any remedial action completed.

During the course of the assessment, should the assessor determine the equipment or process may provide a potential/imminent risk of serious injury, the assessor has the authority to stop the activity immediately, have the matter raised with senior management (this should also be recorded on the risk assessment form) and have the matter recorded on an objective plan. Any work activities will not be restarted without the permission of management. Any permission is to be recorded on the risk assessment form / objective plan.

All work equipment risk assessments will be reviewed on an annual basis unless there is a change to the equipment or process.

MANUAL HANDLING

All manual-handling activities undertaken within the Company will be recorded on the Company's manual handling risk assessment form HS3. Only a competent person will conduct assessments, and all operations will be entered onto the manual handling activities register.

The manual handling activities register HS4 will contain the following information:

1. Activity Reference Number
2. Description of Activity
3. Location of Activity
4. Training Received Date
5. Level of Risk
6. Date of Assessment
7. Assessor's Name
8. Re-assessment Date



For ease of location, area or relevant department may divide the activities register.

All manual handling risk assessments will be conducted as per the guidelines outlined in the health and safety procedure below.

To ensure all manual handling activities conducted within Quality Care Cleaning Ltd are recorded and undertaken in a safe manner and to ensure all mechanical means are used where necessary.

Only trained & competent persons will conduct risk assessment within the company.

All manual handling risk assessments will only be conducted on those activities recorded on the manual handling activities register HS4.

The assessor utilising the manual handling risk assessment form will visually assess the manual handling activity and record any concerns on the risk assessment form. These concerns are to include the identification of any situation during the activity that would cause a risk to the operator due to the ergonomic nature of the work activity, or due to the working environment in which the activity is conducted.

Any remedial action that may be required to reduce the risk is to be recorded on the remedial action plan on the second page of the assessment form and include responsibilities and target dates for its completion.

Any remedial action identified should not purely rely on the need to train individuals in manual techniques, but should incorporate the need to introduce mechanical controls, which will assist in the avoidance of the ergonomic concerns which have been identified.

Where no mechanical means can be introduced, the necessity to rotate individuals concerned in highly repetitive activities is to be investigated by the assessor.

The risk assessor has absolute discretion in the completion of the risk assessment, including the suitability of control measures proposed.

DISPLAY SCREEN EQUIPMENT

All users of display screen equipment will be identified. The management of Quality Care Cleaning Ltd will ensure all individuals are recorded on the display screen equipment register HS6. All persons recorded on the register will be risk assessed by a competent person and recorded on the display screen equipment assessment form HS5.

All display screen equipment assessments will be conducted as per the guidelines outlined in the health and safety procedure below.

To ensure that users and non users of display screen equipment are identified and that all users are not exposed to risks to health because of their working activities.

Only trained competent persons will conduct completion of any risk assessment within Quality Care Cleaning Ltd.

All persons who use Display Screen Equipment (computers, security cameras etc) within the company will be recorded on the DSE register form HS06.

Within the company, a user of display screen equipment will be any person who utilises equipment for at least half their working week or more (i.e. 40 hours worked, 20 hours used / 20



hours worked, 10 hours used). The assessor will be responsible to ensure HS06 is updated with this information.

All persons identified on form HS06 as a user of display screen equipment will undertake a display screen equipment risk assessment. The information gathered as part of the risk assessment will be recorded on the display screen equipment risk assessment form HS05.

HAZARDOUS SUBSTANCE ASSESSMENTS

All substances used within the Company will be recorded on the hazardous substance register form HS9. Any substance not found on the register is to be segregated immediately and not used without direct permission from the management of Quality Care Cleaning Ltd.

Before any substance is used within Quality Care Cleaning Ltd, it is the responsibility of management to ensure the following is conducted.

- Assess the risk to health arising from the use of the substance and what precautions are required to lower the risk
- Introduce appropriate measures to prevent or control the risk
- Ensure that control measures are used and that equipment is properly maintained and procedures observed
- Where necessary, monitor the exposure of persons and conduct an appropriate form of health surveillance
- Inform, instruct and train persons about the risk and the precautions to be undertaken

All risk assessments with regard to the Control of Substances Hazardous to Health will be recorded on the C.O.S.H.H. assessment form.

Once risk assessments have been conducted, it is the responsibility of management to ensure the prevention and control of exposure to a substance is achieved. Either can achieve this:

- **ELIMINATION**
Remove the hazardous substance by the changing of the process
- **SUBSTITUTION**
Substitute with a safe or safer substance, or use it in less hazardous form
- **CONTROL**
Totally enclosing the process or by partial enclosure and extraction equipment or general ventilation
- **PROTECTION**
Using safe systems of work and handling procedures

The use of personal protective equipment will only be used in the Company as a last resort only.

OCCUPATIONAL EXPOSURE LIMITS

The Company will continually monitor the guidance note EH40 to update the occupational exposure limits of all substances used within the company.



YOUNG PERSONS

Any person employed or who volunteers within the Company who under health and safety legislation is classed as a young person (16-18 years of age) will require a sufficient risk assessment to be conducted.

Additionally, any persons below this age who under legislation are classed as children will also require an assessment to be conducted. Where a child carries out work experience within the company, a copy of any risk assessments will be forwarded to the school and parent of the child.

This will be recorded on the risk assessment form HS12.

NEW / EXPECTANT MOTHER

As soon as management within the Company has been instructed of a new / expectant mother, it is the responsibility of the manager to instruct the designated appointed person for safety of this person.

Upon notification of the new / expectant mother, a risk assessment will be completed as soon as possible to ensure the safety of the person and that of the unborn foetus. Any risk assessment will be reviewed before the return date of the new mother to further ensure the safety of the mother and the new-born baby.

Assessments will be recorded on the New / Expectant Mother Assessment form HS11

LONE WORKING

Although the Company recognises that there is no general legal prohibition on lone working, it will endeavour to identify hazards of the work, assessing the risk involved, and putting control measures in place to avoid or control the identified risk / hazard.

OTHER RISK ASSESSMENTS

As a means to ensure the Company maintains a safe working environment, other risk assessments may be conducted to ensure the health and safety of all persons. These may include:

- Traffic Management
- Workplace
- First Aid
- Working at Height
- Confined Space
- Home Working



PURPOSE

To ensure all personnel have the necessary level of skill and or qualification to perform their assigned tasks / duties to an appropriate standard.

PROCEDURES

The Designated Appointed Person is responsible for all aspects of health and safety training and is responsible for the maintenance of all training records related to the occupational health and safety system. Additionally, the Designated Appointed Person is responsible for the formulation of the annual training programme, after reference with senior management, for all personnel.

Training matrices are compiled and maintained as per safe working practice SA10.

Once a person is trained and qualified to an appropriate level it is noted immediately on the training matrix by the relevant department manager / supervisor.

Training requirements within Quality Care Cleaning Ltd are continually reviewed to ensure that any shortfall noted is corrected as soon as possible regarding personnel changes, new employees, or where applicable, interchange due to works holidays or absenteeism.

The currency and validity of certification demonstrating competence is checked for compliance.

Any decision to train an individual in a particular task / activity is the function of the relevant departmental manager / supervisor.

If during the review of training objectives or at any other time of Quality Care Cleaning Ltd's working hours, an employee fails to adhere to an appropriate health and safety standard, an immediate review of the employee's training is undertaken by senior management.

If following any re-training the employee continues to perform below standard, the employee is deemed to be incapable of carrying out the task / activity to an adequate level. The employee is no longer qualified or permitted to perform the task / activity and all training records are amended as necessary.



PURPOSE

To ensure the overall setting of health and safety objectives, arising from management review, audits, risk assessments etc are set, documented and achieved.

PROCEDURES

All objectives and achievable target dates are set down to make improvements where necessary within Quality Care Cleaning Ltd, to achieve, present or future comply with health and safety legislation. By the setting of objectives, it will allow Quality Care Cleaning Ltd to improve its overall health and safety performance and to ensure and document any continual improvement.

The objectives should be S.M.A.R.T. i.e. specific, measurable, achievable, realistic and timely.

Specific - outline in a clear statement precisely what is required

Measurable - include a measure to enable you to monitor progress and to know when the objective has been achieved

Achievable - objectives can be designed to be challenging, but it is important that failure is not built into objectives. Employees and managers should agree to the objectives to ensure commitment to them

Realistic - focus on outcomes rather than the means of achieving them

Timely (or time-bound) - agree the date by which the outcome must be achieved

When establishing and reviewing any objectives, Quality Care Cleaning Ltd shall ensure consideration is made of any legal or other requirements and any other health and safety aspects where practicable.

All set objectives shall be recorded on an objective plan. Copies of all objective plans are to be retained by the Designated Appointed Person for review.

It is the responsibility of the Designated Appointed Person to review all objectives at regular intervals, to ensure all identified persons with responsibilities for the completion of objectives are on track to meet the set objective date.

All objectives are reviewed at the management review meetings that are held at prescribed intervals.



PURPOSE

To allow Quality Care Cleaning Ltd to obtain and maintain objective evidence of the occupational health and safety system and the effectiveness of control measures implemented.

PROCEDURES

The designated person for safety identifies the safety procedure or assessment to be maintained for each operation and is responsible to ensure Quality Care Cleaning Ltd satisfies the requirements of OHSAS 18001.

All occupational health and safety procedures, safe working practices and risk assessments shall be maintained for an appropriate period of time depending upon their importance. A master list of all safety records shows the retention time of individual safety record.

Documents and /or Data relating to Quality Care Cleaning Ltd's health and safety system are controlled by the Designated Appointed Person to ensure that current information is available at the point of use with the right document with the right person at the right time.

The current issue status for all documentation within the occupational health and safety system is recorded on the safety master list retained in Quality Care Cleaning Ltd's occupational health and safety manual. Current legislative documentation is listed on Quality Care Cleaning Ltd's health and safety legal register.

Prior to issue all documents and data shall be verified and approved by the Designated Appointed Person before inclusion in the occupational health and safety manual.



PURPOSE

To ensure a current register of applicable health and safety legislation is produced, maintained and remains applicable to Quality Care Cleaning Ltd's activities.

PROCEDURES

It is the responsibility of the Designated Appointed Person to ensure a register of relevant health and safety legislation and other requirements is compiled. The register will encompass any health and safety legislation that may be applicable to Quality Care Cleaning Ltd through any of its services, processes or activities.

The legal register of legislation shall be readily available to all interest parties, including: employees, directors, visitors, enforcing authorities.

When new health and safety legislation is required to be communicated to all employees, it is the responsibility of the Designated Appointed Person to communicate with all relevant personnel within Quality Care Cleaning Ltd and any other interested parties.

Quality Care Cleaning Ltd maintains a current awareness of new or evolving legislation by means of: -

- Membership of associated bodies
- Legislative updates published by associated bodies
- Attendance at conferences and seminars where appropriate
- External Safety Advisors – Health and Safety Executive



PURPOSE

To ensure all elements of the occupational health and safety system are functioning as intended and that they are achieving the defined objectives.

PROCEDURES

The Designated Appointed Person shall establish, document and implement a programme for conducting health and safety audits, which shall objectively evaluate the adequacy of all aspects of Quality Care Cleaning Ltd's health and safety management system.

The Designated Appointed Person will prepare the annual audit schedule which is based on the clauses of OHSAS 18001. Only trained persons, either within Quality Care Cleaning Ltd or externally, are permitted to conduct audits on behalf of Quality Care Cleaning Ltd.

Where internal auditors may be used, they are only permitted to conduct audits on areas not under their area of responsibility.

All audits will be completed according to SA16.

The Designated Appointed Person checks all completed audits and ensures all identified remedial action is included on Quality Care Cleaning Ltd's objective plan document.

The completed audit is presented at the next management review meeting for discussion.

It is the responsibility of the Designated Appointed Person to ensure all audits are retained for the specified retention period as detailed in SA16.

Each clause of the specification will be audited and identified in the annual audit schedule; the maximum period between audits will not be more than 24 months. All procedures and safe working practices are deemed as being of equal importance.

However, when significant deficiencies in clauses are identified, more frequent audits may be carried out with the intervals relating to the seriousness of the deficiency, and the nature of the changes made.



PURPOSE

To ensure Quality Care Cleaning Ltd's Occupational Health and Safety performance is monitored and measured on a regular basis and records are retained.

PROCEDURE

The conformity of Quality Care Cleaning Ltd's Occupational Health and Safety activities shall be monitored via regular safety inspections, audits and safety tours. The frequency of these inspections shall be reviewed in Quality Care Cleaning Ltd's health and safety meetings. The outcome of the reviews shall be recorded in the minutes of the above meeting and retained as required under document and data control.

Monitoring of the occupational health and safety management system failures shall be reviewed under an agenda item, during Quality Care Cleaning Ltd's health and safety review meetings. These shall comprise of investigations, analysis of accidents, near misses, lost time due to illness and property damage.

The results obtained from monitoring activities shall be used to determine whether Occupational Health and Safety objectives have been achieved, as required by Quality Care Cleaning Ltd's health and safety objectives plan.

The following techniques shall be used within Quality Care Cleaning Ltd as a means of measuring our health and safety performance.

- Risk Assessments
- Accident Reports
- Near Miss Reports
- Health & Safety Audits
- Health & Safety Meeting Items
- Occupational Health & Safety objectives and targets



PURPOSE

To ensure relevant health and safety information / instructions are communicated to all personnel within Quality Care Cleaning Ltd and any other interested parties.

PROCEDURES

Quality Care Cleaning Ltd holds health and safety meetings at periodic intervals to ensure the health and safety system is operating effectively. This meeting provides Quality Care Cleaning Ltd with a forum to communicate health and safety related topics to all attendees. It also provides a forum for any employees to make a contribution to the development of Quality Care Cleaning Ltd's health and safety system.

The health and safety meeting will also allow Quality Care Cleaning Ltd to consult personnel regarding any changes affecting its workplace / environment.

Minutes of these meetings are also displayed on various notice boards around the premises as a means of communicating with all personnel within Quality Care Cleaning Ltd. All personnel within Quality Care Cleaning Ltd have a responsibility to ensure they read any published minutes and communicate any issues to senior management.

Signs and notices are displayed throughout Quality Care Cleaning Ltd to provide additional safety related information to all personnel.



PURPOSE

To ensure the occupational management system used within Quality Care Cleaning Ltd continues to meet its requirements and to consider any appropriate changes to the system through the setting of objectives.

PROCEDURES

Quality Care Cleaning Ltd shall conduct formal health and safety review meetings at pre-arranged dates to ensure that both the occupational health and safety system and company objectives are maintained at an effective level.

The relevant personnel are those deemed to have a significant part to play in the effective operation of Quality Care Cleaning Ltd's health and safety system. From time to time other personnel may be co-opted to attend the review meeting to fulfil any specific requirements.

The safety review meeting will ensure that all topics necessary to ensure the continuing successful operation of the safety system are adequately dealt with. These items will normally form the agenda for the meeting and will also be subject to review at each meeting.

Actions arising from the occupational health and safety review meeting, including the identification of responsible persons (I.R.P.), will be identified within the minutes. The minutes will also include suitable completion dates for the relevant action and will be included on Quality Care Cleaning Ltd occupational health and safety objectives plan for implementation.

In the event of completion dates not being met, the I.R.P. shall report to the Designated Appointed Person immediately, to ensure an agreed revised date is implemented.

The completed minutes shall include a list of all attendees and include details of any person who has sent apologies. The minutes will be signed by the most senior person within Quality Care Cleaning Ltd or in their absence by the Designated Appointed Person.



PURPOSE

To ensure that the suitability of hazardous substances, personal protective equipment etc meets the Company's health and safety and environmental standards and to ensure that all products which are intended for use at the site for whatever reason are properly assessed for risks to health prior to use.

PROCEDURES

HAZARDOUS SUBSTANCES

The Designated Appointed Person shall at all times liaise with the purchasing department of Quality Care Cleaning Ltd and ensure the department has an up to date Approved Substance List.

All products are ordered from the "Approved Substances List".

Where the product is not included on the "Approved Substances List", it is the responsibility of the person wishing to order the product (the Requestor) to obtain the material safety data sheet from the product supplier prior to the product coming onto the site.

On receipt of the material safety data sheet, the Requestor is responsible for passing the material safety data sheet to the designated appointed person.

It is the responsibility of the Occupational Health & Safety Officer to decide whether the product is acceptable for inclusion on the "Approved Substances List".

Acceptance of the product is only made official on issue of a revised "Approved Substances List" and the Requestor is not at liberty to order the product until such time as the product is included on the list.

Any new materials received which have no material safety data sheet (MSDS) shall be placed in a segregated area and will not be used until the relevant information is available. When no MSDS is forthcoming the product will be returned to the supplier.

It is the responsibility of the Designated Appointed Person to ensure all substances included on the Approved Substance Register are risk assessed and details of the assessments have been communicated to all relevant personnel.

PERSONAL PROTECTIVE EQUIPMENT

The use of personal protective equipment within Quality Care Cleaning Ltd shall be used as a last resort only.

All personal protective equipment used on site shall be included on a master register of personal protective equipment under the responsibility of the designated appointed person.

No person within Quality Care Cleaning Ltd is permitted to use their own personal protective equipment without written permission from the designated appointed person.

Where applicable, a product specification for the equipment will be retained on file.



Personal Protective Equipment used within Quality Care Cleaning Ltd will only be purchased if the type of equipment is suitable for the intended task / purpose. It is the responsibility of the Designated Appointed Person to ensure a register of authorised personal protective equipment is produced



PURPOSE

To ensure all electrical items used within Quality Care Cleaning Ltd are used and maintained to an appropriate standard and meet the safety requirements of the Electricity at Work Regulations 1989 so that employees, customers and visitors are not exposed to danger.

PROCEDURES

PORTABLE APPLIANCES

No person may carry out work on any electrical equipment, including the fitting of plugs, fuses and lamps, unless they have been suitably trained. Only competent persons trained and authorised by Quality Care Cleaning Ltd will be allowed to carry out these tasks. It is the responsibility of all Designated Appointed Person to ensure that all equipment is designed for the environment in which it is to be used and suitably protected.

The use and operation of portable appliance equipment within Quality Care Cleaning Ltd will be conducted by trained / competent persons.

Work on all electrical equipment (fixed, portable or transportable) will be carried out so that it does not constitute a risk to employees or any other persons.

No personal mains-powered equipment will be used on any of Quality Care Cleaning Ltd's premises unless permission has been given for its use by management and the equipment has evidence of a current valid test (displayed on an adhesive label on the lead or the equipment itself).

Only competent persons will be allowed to test equipment. A record will be kept of each test and a tagging system will be used on all electrical equipment.

FIXED ELECTRICAL SYSTEMS

It is the responsibility of the designated appointed persons to ensure fixed electrical inspections are conducted at five yearly intervals and certificates are retained for inspection by interested parties.

Quality Care Cleaning Ltd will perform regular periodic tests on all electrical equipment in use and the findings will be recorded. These tests will be carried out either by internal competent staff or external contractors

Staff will carry out visual inspections prior to using all electrical equipment.

OUTDOOR ELECTRICAL SAFETY

In the event of Quality Care Cleaning Ltd requiring to run electrical cables externally, it is the responsibility of all persons within Quality Care Cleaning Ltd and applicable contractors to ensure all electrical cables are inspected before use and kept away from possible hazards caused by passage of vehicles or pedestrians.

The electricity supply to all portable appliances used externally will be protected by a residual current device (RCD) with a rated tripping current of 30mA or less and no adjustable time delay.



WORKING OF ELECTRICAL SYSTEMS

The working on electrical systems within Quality Care Cleaning Ltd will only be conducted by trained electrical engineers only.

Any equipment will be isolated prior to the commencement of work and a permit to work issued by the Designated Appointed Person and will not be used until identified on the relevant permit.

Employees and/or contractors who work on or use electrical equipment should always ensure that all:

- ▢ electrical equipment is visually inspected for faults before use
- ▢ portable electrical equipment has a valid and current test label attached to them (PAT)
- ▢ leads and extension leads have a valid and current test label attached to them (PAT)
- ▢ extension leads will be covered in walkways so they do not present a trip hazard

Quality Care Cleaning Ltd will perform regular periodic tests on all electrical equipment in use and the findings will be recorded. These tests will be carried out either by internal competent staff or external contractors.

Any electrical equipment found to be faulty will be taken out of service and clearly marked



PURPOSE

To ensure that all company vehicles are properly maintained, safety issues are correctly observed and authorised persons who may require to drive vehicles on private or public roads are competent and hold a valid licence for the relevant vehicle.

DEFINITIONS OF DRIVERS

Nominated Holder - This is a person to whom a vehicle has been issued by Quality Care Cleaning Ltd for full time use.

Authorised Person - This is an employee who for business related purposes may be required to operate a vehicle, with the authority from senior management.

Pool Vehicle - These are vehicles not assigned to any individual within Quality Care Cleaning Ltd, but is controlled by a designated appointed person. These vehicles can be driven by either a "Nominated" or "Authorised" person. The use of all pool vehicles must be recorded in the pool vehicle log, stating destination, name of driver, time, date and current mileage.

PROCEDURE

No person either "Nominated" or "Authorised" is permitted to drive a company vehicle unless a current copy of their driving licence is held on file. Copies of all licences are to be provided on an annual basis.

Any person who wishes to be a nominated or authorised driver must meet the following criteria:

- Holds a valid and current UK/EU driving licence (Full not Provisional) which has been examined by a Designated Appointed Person within Quality Care Cleaning Ltd. Drivers holding a valid driving licence issued outside the UK or EU can be authorised for a period of 12 months prior to exchanging their licence for a UK version upon UK residency
- Is a direct employee of Quality Care Cleaning Ltd
- Is not at any time suffering from any illness or taking any prescription medication which would affect their ability to drive
- Has the authority of senior management within Quality Care Cleaning Ltd to drive a company vehicle
- Will only operate a vehicle within U.K. legislation regarding the driving of vehicles on public highways
- Has not had any details changed on their driving licence

MOBILE PHONES

The use of mobile phones when operating a company vehicle is not permitted unless a suitable hands free kit is fitted. The use of mobile phones must not be encouraged and should be conducted when safe to do so.



DRUGS / ALCOHOL

No person is permitted to drive a company vehicle whilst under the influence of drugs or alcohol. Any person who is found to be operating a vehicle whilst under any influence will result in disciplinary action being taken.

Any person required to take prescribed medicines that may influence their ability to drive must notify senior management immediately.

NAVIGATION

Drivers are not permitted to drive whilst reading any maps or directions. All drivers must park in a safe manner in the event they are required to read any written directions / maps.

ACCIDENTS

Any accident in a company vehicle must be reported to senior management at the earliest opportunity (within 24 hours).

NOMINATED PERSONS

All nominated persons who drive a company vehicle must conduct regular inspections of their vehicle to ensure there are no defects. In the instance of defects being observed it is the responsibility of the nominated persons to remedy those which is easily rectified and where no cost is involved. Should a more serious defect be observed senior management should be informed immediately.



All accidents, near misses and dangerous occurrences are to be reported to management as soon as possible following the accident, near miss or dangerous occurrence.

UNSAFE ACTS

Quality Care Cleaning Ltd encourages its employees to report any person who they determine to be conducting an activity which may result in an accident / injury.

All employees are encouraged to report to their immediate supervisor any fault to machinery / equipment that may result in an accident or injury.

ACCIDENTS

To allow Quality Care Cleaning Ltd to fulfil its duties under safety legislation, we encourage all employees to notify management of any accident which resulted in injury, ill-health or damage to property etc. as soon as possible after the incident.

All accidents are to be recorded in Quality Care Cleaning Ltd's accident book and the outline of the Data Protection Act followed at all times by management with regard to the storing of information.

The immediate area of the accident is to be cordoned off following the accident until an accident investigation is completed by management.

All recorded accidents will be investigated by a member of the management team to determine the outcome of the accident and to prevent a re-occurrence. All accident investigations will be recorded on accident investigation form HS23a.

NEAR MISSES

All employees are encouraged to report any instance which either they or a work colleague has been:

- Nearly hit by a moving vehicle whilst at work
- Nearly hit by an object whilst at work
- Catches a body part on equipment / machinery which fails to result in any cut or injury
- Potential slip hazard that may have caused injury

All near misses are to be recorded on a near miss form and investigated to prevent any serious injury from occurring.

ACCIDENT REPORTING

All accidents which are reportable under R.I.D.D.O.R. will be reported by management to the enforcing authority as soon as possible after the accident, the online reporting form F2508 being forwarded within 10 days following the accident using the link:

<http://www.hse.gov.uk/riddor/report.htm>



FIRST AID

First aid training is necessary to prevent and treat sudden illness or accidental injury. The primary objective of first aid is to save lives. This objective can be met within Quality Care Cleaning Ltd by ensuring trained persons are available on site at all times to assist in the following while awaiting the arrival of the emergency services:

- Preventing heavy blood loss
- Maintaining breathing
- Preventing further injury
- Preventing shock
- Getting the victim medical attention where applicable

QUALIFIED FIRST AIDERS

In the event of an emergency Quality Care Cleaning Ltd has a number of fully qualified first aiders; these persons have undertaken an intensive first aid course (First Aid at Work) and certification gained. Each first aider will undertake a refresher course at three yearly intervals.

- a) None on site at present

EMERGENCY FIRST AIDERS

In the event of the absence of qualified first aiders, the Company has trained the following persons in emergency first aid procedures (Emergency First Aid at Work). These personnel have undertaken a half day to full day course and will undertake a refresher course at three yearly intervals.

- a) None on site at present

FIRST AID CONTAINER LOCATIONS

To ensure that first aid containers within Quality Care Cleaning Ltd are easily accessible at all times, first aid containers are positioned in the following location(s):

- a) Office

MEDICAL TREATMENT

Where external medical treatment is required, the patient will be transported to the following hospital by either a designated member of staff or if applicable by ambulance.

Addenbrooke's Hospital
Hills Road
Cambridge
Cambridgeshire
CB2 0QQ



FIRST AID CONSUMABLES AND EYE WASH STATIONS

The first aid consumables in each container will be informally checked by all first aiders after conducting first aid. Any items used will be replaced immediately by the relevant first aider.

The Designated Appointed Person is responsible for the formal inspection of the first aid containers and eye wash stations at regular intervals to ensure they are adequately stocked / within expiry date.

FIRE SAFETY

FIRE RESPONSIBILITIES

On discovering a fire, no matter how small, the discovering person must raise the alarm immediately so that an evacuation can be initiated.

On hearing the fire alarm, the person discovering the fire will contact the reception and inform them of the fire and its location. Where the reception area is closed (outside office hours) it is the responsibility of the senior person on site to contact the emergency services by dialling 999.

When the exchange operator answers, the person making the call, speaking clearly and calmly, should ask for FIRE SERVICE and give the telephone number of Quality Care Cleaning Ltd.

When connected to the fire service, state clearly and calmly:

Fire at:

Quality Care Cleaning Ltd
Copley Hill Business Park
Cambridge Road
Cambridge
CB22 3GN

The person making the call must not replace the receiver until this information has been correctly acknowledged.

Once the information has been passed to the fire service the person making the call must leave the building by the nearest exit and report to the designated assembly point. When at the designated point the person who raised the alarm should inform the most senior person at the assembly point that the fire service has been called and are in attendance.

No person is permitted to re-enter the building unless instructed by either the Fire service or the most senior person from Quality Care Cleaning Ltd.

PRACTICE PHASED EVACUATIONS

Practice evacuations will be conducted at least twice per year; this will be achieved by the sounding of the fire alarm without prior knowledge of persons within Quality Care Cleaning Ltd.

On hearing the alarm all persons will leave the building by the nearest exit and report to the designated assembly point for a roll call.



It is the responsibility of the fire wardens and the designated person for safety to ensure all persons have evacuated the building in a timely and orderly fashion. The results of all evacuations including type of evacuation, persons involved, and time taken will be entered into the fire log, any remedial actions resulting from the evacuation will be entered onto a remedial action plan (Form HS17).

EMERGENCY LIGHTS

The emergency lights within Quality Care Cleaning Ltd will be tested on a monthly basis by a designated fire marshal. This will be achieved by switching the electrical supply off and determining whether the emergency lighting has activated.

It is the responsibility of the designated fire marshal to ensure that all emergency lighting has activated both internally and externally.

The designated fire marshal shall record all results in Quality Care Cleaning Ltd's fire log and will report any defects to the designated appointed person for safety immediately.

The emergency lights will be tested on a bi-annual basis by a competent engineer and a certificate obtained.

FIRE FIGHTING EQUIPMENT

All fire extinguishers within Quality Care Cleaning Ltd will be formally inspected by an external contractor on an annual basis. The results of the inspections will be recorded in the fire log.

A designated fire marshal will conduct a formal inspection of all fire extinguisher points on a weekly basis. The purpose of these inspections is to ensure all extinguisher points are free from obstruction and all extinguishers are readily available, this inspection will also take into account the relevant extinguisher signage.

In the event of used fire extinguishers being discovered it is the responsibility of the fire marshal to inform management immediately so that replacements can be acquired immediately (results entered in the fire log).

In the event of a fire it is important that extinguishers are used correctly. Where appropriate, designated persons will receive formal training in the correct use of portable extinguishing media.

In the unlikely event that persons may need to use a fire extinguisher it is important that all persons remember the P.A.S.S. word.

P	Pull	Pull the safety pin by grabbing the ring and twisting.
A	Aim	Aim the hose at the base of the fire
S	Squeeze	Squeeze the handle
S	Sweep	Sweep the hose from side to side while discharging the extinguisher.



FIRE EXTINGUISHER TYPES

WATER

There are presently two types of water extinguisher:

- ▢ Stored Pressure
- ▢ Cartridge

This type of extinguisher should be used on solid fires only such as wood, plastics etc. The extinguisher works by cooling the fire. This type of extinguisher should not be used for petrol / oil fires and should not be used near any electrical equipment.

Co2

These extinguishers are suitable for electrical equipment - fires occurring in motors, controls, wiring; or involving live electrical current. Where possible, disconnect electrical supply and treat as appropriate for burning material.

The extinguishers are suitable mostly for liquids only such as petrol / paints. These extinguishers are safe to be used near electrical equipment. The extinguisher works by displacing oxygen. The use of this type of extinguisher on a fire does not cool and is not suitable for solids.

FOAM

This type of extinguisher can be used on solids such as wood, plastics and liquids such as petrol / paints. These extinguishers are not safe to be used near electrical equipment. This type of extinguisher extinguishes by smothering liquids with film or cooling and smothering solids.

DRY POWDER

This type of extinguisher can be used on solids such as wood, plastics and liquids such as petrol / paints. These extinguishers are safe to be used near electrical equipment. This type of extinguisher extinguishes the fire by smothering the flames. They do not however cool very well.

FIRE BLANKET

A fire blanket is very effective in smothering the fire and denying it oxygen but has to cover the entire burning area. This type of extinguishing media is good for intense but localised areas such as chip fat fires.

FIRE SIGNAGE / ESCAPE ROUTES / FIRE DOORS

All fire signage / escape routes and fire doors will be formally inspected by a designated fire marshal on a weekly basis. The purpose of these inspections is to ensure that:

- ▢ All fire signage is in place, clear, visible and free from obstruction
- ▢ To ensure all internal escape routes and fire doors are clear, visible and unobstructed
- ▢ To ensure all external escape routes are unobstructed

The results of all inspections will be recorded in the fire log and any remedial action entered onto a remedial action plan (Form HS17).



FIRE ALARM

All fire alarm call points (break glass points) throughout Quality Care Cleaning Ltd will be labelled with an individual number and its identification recorded in the fire log.

The testing of the fire alarm will be conducted by a designated fire marshal and the results of all tests recorded in Quality Care Cleaning Ltd's fire log. The fire marshal will record the call point number under test, the date and if the alarm can be heard.

On a weekly basis the fire alarm test will be activated from a "call point" on a rotational basis and the alarm sounded for at least 10 seconds (This will ensure the call point is in working order and the alarm can be heard by all persons within the area).

Any faults which are detected as a result of the test will be reported to management immediately and the alarm system contractor notified of the fault (The telephone number is located on the alarm control panel).

In the unlikely event of a significant power failure, it is the responsibility of the senior person on site to inform the external contractor of the length of the power failure to ascertain if the fire alarm system requires another inspection.



VISITORS BOOK

All visitors must report to the reception area of Quality Care Cleaning Ltd upon arrival at the premises.

All visitors must sign the visitors' book in the reception area before entering any part of the building. It is the responsibility of persons receiving visitors to ensure the visitors' book is signed before allowing entry.

During the period of the visit, all visitors remain in the care and responsibility of the persons receiving them.

FIRE

Upon hearing the fire alarm, visitors must calmly make their way to the nearest fire exit and proceed to the designated assembly point to allow a roll call to be taken. Visitors must not leave the premises until such a roll call has been conducted.

If visitors are unclear of the location of the designated assembly point, they are requested to please ask any employee of Quality Care Cleaning Ltd who will gladly assist them.

ACCIDENTS

If any visitor is involved in any accident or dangerous occurrence, they are requested to inform the person who received them in Quality Care Cleaning Ltd who will be responsible for ensuring it is properly recorded.

PARKING OF VEHICLES

All visitors to this Organisation must ensure that all vehicles are parked in a safe manner and not causing an obstruction.

This Organisation does not accept any responsibility for any loss or damage to vehicles whilst parked within Quality Care Cleaning Ltd's boundaries.

SMOKING

All visitors are kindly reminded that smoking is not permitted in the building.

PROTECTIVE CLOTHING OR EQUIPMENT

Visitors are reminded that Personal Protective Equipment (P.P.E.) must be worn in designated areas of Quality Care Cleaning Ltd. Visitors are not permitted in these areas without wearing the necessary P.P.E. If you are in any doubt that you may have to enter these areas, please ask the person receiving you for assistance.



SECURITY

Whilst conducting any activities within Quality Care Cleaning Ltd, all visitors remain the responsibility of the person receiving them at all times. All visitors must wear the appropriate visitors badge at all times whilst on the premises.

INFORMATION

Any information which goes beyond the realms of published knowledge, whether made available to visitors from documents, samples or prototypes etc, during the course of the visit, must be treated as confidential. This Organisation retains unlimited ownership of all such information. Any information should not be reproduced without prior agreement with senior management of this Organisation.

CONTRACTORS' RULES

INSURANCE

All contractors must provide evidence that they are adequately insured for any common law damages award that may be made to any person injured as a result of the contractors work activities.

RULES

All contractors must sign the visitors' book in the reception area before entering any part of the building. It is the responsibility of persons receiving the contractor to ensure the visitors' book is signed before allowing entry.

During the period of the visit, all contractors remain in the care and responsibility of the persons receiving them.



The following rules must be applied by employees of Quality Care Cleaning Ltd to ensure we maintain an acceptable housekeeping standard:

1. All equipment used by personnel is to be returned to designated storage areas and maintained at acceptable levels.
2. All electrical equipment will be inspected at the start of each shift and defects reported to management immediately.
3. All substances used by personnel are to be returned to designated storage areas.
4. All internal and external walkways, roadways etc. are to be kept clear and unobstructed at all times (In extreme weather conditions additional safety precautions will need to be adopted by all persons).
5. All areas of the workplace will be maintained in a neat and tidy manner with waste material removed at regular intervals throughout the day.
6. All forms of lighting will be visually inspected and if required cleaned on a regular basis with windows etc. cleaned when necessary.
7. All equipment used for extraction or ventilation will be regularly inspected and any defects reported to management.



The following are rules for the displaying of signs and notices throughout Quality Care Cleaning Ltd.

1. All signage will be displayed in a prominent manner and is to remain unobstructed at all times
2. All persons are to refrain from defacing any signage within Quality Care Cleaning Ltd
3. No signage or notice can be erected in Quality Care Cleaning Ltd without the direct permission of management
4. All signage within Quality Care Cleaning Ltd will be inspected by management at regular intervals, and replaced as necessary

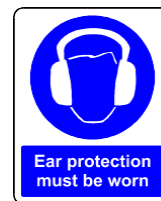
FIRE SIGNAGE

All fire signage within Quality Care Cleaning Ltd shall be of directional and pictorial type.



NOISE

All designated hearing protection zones shall be clearly identified.



PERSONAL PROTECTIVE EQUIPMENT

All designated areas / workplaces shall have all relevant signage posted.



HEALTH & SAFETY LAWPOSTER

The health and safety law poster shall be prominently displayed in designated areas around the premises. This shall include details of appointed persons, safety representatives, the enforcing authority etc.






OTHER POSTERS

All other health and safety related posters / information that may be applicable to Quality Care Cleaning Ltd's operations shall also be displayed in prominent positions; this may include C.O.S.H.H. posters, manual handling posters, details of firstaiders, Quality Care Cleaning Ltd's fire notice etc.



COMMON CHEMICAL SIGNS

	Acute toxicity, Very toxic (fatal), Toxic etc
	Gases under pressure
	Harmful skin irritation, serious eye irritation
	Flammable gasses, flammable liquids, flammable solids, flammable aerosols, organic peroxides, self-reactive, pyrophoric, self-heating, contact with water emits flammable gas
	Explosive, self-reactive, organic peroxide
	Harmful to the environment.
	Oxidising gases, oxidising liquids, oxidising solids.
	Respiratory sensitiser, mutagen, carcinogen, reproductive toxicity, systemic target organ toxicity, aspiration hazard.
	Corrosive (causes severe skin burns and eye damage), serious eye damage.



HANDLING OF CHEMICALS

All chemicals / substances used within Quality Care Cleaning Ltd will be handled in the following manner:

- The handling and use of all substances within this Organisation is to be conducted by authorised personnel only. These persons will have been made aware of the particular hazards of the substance and been provided with appropriate training on its safe use.
- Ensure all designated personal protective equipment is worn before handling or using any substance within Quality Care Cleaning Ltd.
- Do not smoke, eat or drink in any chemical areas.
- Before using any chemical read the label before opening and ensure it is the one required.
- Should the substance require transportation to another area of the premises, this should be conducted in a safe manner and the welfare of all other persons observed.
- Under no circumstances are personnel to mix substances unless directed by a competent member of Quality Care Cleaning Ltd's management team.
- Where a substance is decanted via a tap, personnel must ensure that it is securely closed and where appropriate a drip tray placed under the tap.
- Under no circumstances are substances to be decanted into containers where they will be used for prolonged periods.

All flammable substances used and stored within Quality Care Cleaning Ltd will be handled in accordance with any written or verbal instructions provided by competent persons. Any flammable substance will also be returned to the designated fire resistant storage area when no longer required.

HANDLING OF FLAMMABLE SUBSTANCES

To ensure all flammable substances within Quality Care Cleaning Ltd are handled in a safe manner, all personnel are required to adopt the "VICES" rule while handling and storing.

VICES stands for Ventilation, Ignition, Containment and transportation, Exchange, Separation.

VENTILATION

Ensure adequate ventilation is available when storing / using flammable liquids or gases. Good ventilation will mean that vapours given off from a spill, leak, or release from any process, will be rapidly dispersed.

IGNITION

All personnel involved in the handling of flammable substances will ensure that no ignition sources are present in the storage, transportation and use of any flammable liquid or gas. This includes; smoking, sparks from electrical equipment, welding equipment, soldering equipment, open flames, heating equipment. All personnel requiring to transport flammable materials from the bunker to other locations around the Company will first walk the required route and ensure no ignition source is evident.



CONTAINMENT & TRANSPORTATION

All flammable materials will be transported in original containers only, all personnel will ensure that the lid is properly secured before commencing the transportation of any flammable substance. Any spillage of a flammable substance will be dealt with immediately by trained staff.

Gas cylinders will be transported on suitable trolleys and chained in position at all times.

EXCHANGE

The Company will endeavour to use non-flammable materials where ever possible. Where this is not possible "VICES" will be followed by all personnel.

SEPARATION

All flammable substances will be stored in the bunker only away from other processes and general storage areas (Only gas cylinders in current use will be permitted within the workplace). The use of flammable materials around the workplace will be kept a minimum at all times.

SPECIFIC FLAMMABLE HANDLING PRINCIPLES

In addition to the above VICES rule used within Quality Care Cleaning Ltd all personnel who handle flammable substances will follow the specific guidelines below.

FLAMMABLE LIQUIDS

- ▢ Store flammable liquids in a separate storage area, or in a purpose-made bin or cupboard.
- ▢ Dispense and use them in a safe place where there is good ventilation and no sources of ignition.
- ▢ Keep containers closed when not in use.
- ▢ Dispense liquids over a tray and keep a supply of non-flammable absorbent material close by to mop up any spillages.
- ▢ Dispose of contaminated materials safely (If unsure all personnel are requested to speak to their supervisor).

FLAMMABLE DUST

- ▢ Keep workplace dust free by regular cleaning, vacuuming of spillages as they occur.

FLAMMABLE SOLIDS

- ▢ Do not store flammable solids next to heaters or any electrical equipment which could run hot and possibly act as an ignition source.



FLAMMABLE GASES

- Ensure all cylinders under storage are suitably restrained and their valves protected from any impact damage.
- Ensure the manufacturers' instructions are clearly followed should special valves, fittings or hoses be required.
- Ensure all hoses are protected from any potential hazard that could cut, scuff or weaken them.
- Ensure all hoses are inspected at regular intervals and report any defects immediately so that remedial action can be under taken as soon as possible.

DEALING WITH CHEMICAL SPILLAGES

Spillages can range from a minor inconvenience to a major disaster within the premises. The majority of spillages within Quality Care Cleaning Ltd are small and create minimal or no risk. In the event of the material involved being non-hazardous, operators may simply clean the area using normal operations such as brushing or mopping up the spill.

Plans for minimising the effect of spillages include the following:

- Consideration for the location of work.
- The use of containment trays.
- Various materials for dealing with a spillage (materials for containment, absorbents, neutralisers etc) are available in the vicinity of the work to ensure no delay before tackling and controlling the spill.

When a spillage occurs involving hazardous materials, an immediate assessment of the probable outcome of the spillage MUST be conducted by designated personnel to ensure that prompt and effective action is taken.

The designated person will take overall control of the spillage and ensure an adequate means of communication is available at all times to those persons trained in dealing with the spillage. The designated person must ensure at all times the following:

- Am I Safe?
- Who else is at risk?
- What other risks have been caused by the spillage?
- How can the spillage be controlled or made safe?
- What precautions need to be taken?
- Does the area need to be cordoned off?
- Who should be informed?
- What can the company learn from this incident?

The first priority of the person who notices the spillage is to inform someone else within the work area so that trained assistance can be obtained. In more serious cases it may be required by the designated person to raise a general alarm depending on the severity of the risks created from the spillage.

All persons not involved (trained) in the control of a chemical spillage are to immediately vacate the area, unless specific duties have been given by the designated person in charge of the



spillage. All persons involved in the removal of the spillage will be suitably trained and have the relevant PPE.

In very serious cases or the risk seems large or is out of control and is likely to cause a major event, the emergency services are to be contacted immediately, where possible this should be conducted via reception. The designated person should ensure someone knowledgeable about the materials and the location of the spillage is on standby to advise the emergency services of the situation. Consideration should be made to determine whether all persons currently dealing with the spillage should also vacate the area to a place of safety.

Persons need to be aware that there are several factors which affect the risks caused and the remedial action to be taken:

- ▢ Nature of the Hazard. The nature of the hazard determines what personal protective equipment needs to be used when making the area safe. It also determines what other precautions need to be taken to minimise the risks i.e. spillage of an acid, the first action would normally be to dilute with spillage with water.
- ▢ Physical State. The physical state of the material can increase risks and the difficulty in decontaminating the area of the spillage. Solid materials are usually the easiest to control, but fine dusts once liberated behave in a similar manner to gases and are difficult to control. The use of ventilation and a suitable respirator will probably be necessary while decontaminating a major spillage of hazardous fine dust. Liquids, being more mobile than solids, are more difficult to control after a spillage. They are often volatile or generate fumes and aerosols after a spillage; in these cases ventilation of the spillage area and use of suitable respirator will probably be required when decontaminating the affected area. Spilled liquids should be contained, absorbed, diluted or neutralised. The use of containment is to prevent the spillage from spreading to a flammable solvent which should be contained to prevent them from entering the drainage system. Liquids can be absorbed into a solid such as paper tissues, Spilldri, cat litter or sand which can be swept up and placed in a closed container for future treatment. Dilution is used to lower the risk from the liquid e.g. spilled liquid acids should be diluted with water and then neutralised with carbonate such as sodium carbonate or bicarbonate and then absorbed or mopped up. If the liquid is flammable and water immiscible DO NOT try to dilute with water since the solvent will float on the surface and spread over a wider area thus increasing the risk of fire. Some substances, on their own or in contact with the air or water can generate hazardous gases or vapours. Being gases these are difficult to control and often require the use of appropriate respirators and ventilation of the area where the spillage occurred.
- ▢ Scale of a Spillage. The larger the spillage the greater the risk and the more likely that the emergency services will be needed. The risk of major incidents following large volume spillages of flammable solvents, volatile toxic substances or corrosive substances is high.
- ▢ Location of the Spillage. The risks arising from a spillage vary widely from one location to another. Therefore, when transporting hazardous materials through public areas; or outside the premises, special precautions MUST be observed, by all persons. i.e. unbreakable containers, securable trolleys



LIST OF RISK, SAFETY, HAZARD, AND PRECAUTIONARY PHRASES USED IN SAFETY DATA SHEETS AND COSHH ASSESSMENTS

(Risk and Safety phrases are being replaced by Hazard and Precautionary Statements from June 2015 under The European Regulation (EC) No 1272/2008 on classification, labelling and packaging of substances and mixtures – the CLP Regulation)

HAZARD STATEMENTS (H STATEMENTS)

- H200 – Unstable explosives.
- H201 – Explosive; mass explosion hazard.
- H202 – Explosive, severe projection hazard.
- H203 – Explosive; fire, blast or projection hazard.
- H204 – Fire or projection hazard.
- H205 – May mass explode in fire.
- H220 – Extremely flammable gas.
- H221 – Flammable gas.
- H222 – Extremely flammable aerosol.
- H223 – Flammable aerosol.
- H224 – Extremely flammable liquid and vapour.
- H225 – Highly flammable liquid and vapour.
- H226 – Flammable liquid and vapour.
- H228 – Flammable solid.
- H240 – Heating may cause an explosion.
- H241 – Heating may cause a fire or explosion.
- H242 – Heating may cause a fire.
- H250 – Catches fire spontaneously if exposed to air.
- H251 – Self-heating; may catch fire.
- H252 – Self-heating in large quantities; may catch fire.
- H260 – In contact with water releases flammable gases which may ignite spontaneously.
- H261 – In contact with water releases flammable gases.
- H270 – May cause or intensify fire; oxidiser.
- H271 – May cause fire or explosion; strong oxidiser.
- H272 – May intensify fire; oxidiser.
- H280 – Contains gas under pressure; may explode if heated.
- H281 – Contains refrigerated gas; may cause cryogenic burns or injury.
- H290 – May be corrosive to metals.
- H300 – Fatal if swallowed.
- H301 – Toxic if swallowed.
- H302 – Harmful if swallowed.
- H304 – May be fatal if swallowed and enters airways.
- H310 – Fatal in contact with skin.
- H311 – Toxic in contact with skin.
- H312 – Harmful in contact with skin.
- H314 – Causes severe skin burns and eye damage.
- H315 – Causes skin irritation.
- H317 – May cause an allergic skin reaction.
- H318 – Causes serious eye damage.
- H319 – Causes serious eye irritation.
- H330 – Fatal if inhaled.
- H331 – Toxic if inhaled.
- H332 – Harmful if inhaled.
- H334 – May cause allergy or asthma symptoms or breathing difficulties if inhaled.



- H335 – May cause respiratory irritation.
H336 – May cause drowsiness or dizziness.
H340 – May cause genetic defects exposure cause the hazard.
H341 – Suspected of causing genetic defects.
H350 – May cause cancer.
H351 – Suspected of causing cancer.
H360 – May damage fertility or the unborn child.
H361 – Suspected of damaging fertility or the unborn child.
H362 – May cause harm to breast-fed children.
H370 – Causes damage to organs.
H371 – May cause damage to organs.
H372 – Causes damage to organs through prolonged or repeated exposure exposure cause the hazard>.
H373 – May cause damage to organs through prolonged or repeated exposure exposure cause the hazard>.
H400 – Very toxic to aquatic life.
H410 – Very toxic to aquatic life with long lasting effects.
H411 – Toxic to aquatic life with long lasting effects.
H412 – Harmful to aquatic life with long lasting effects.
H413 – May cause long lasting harmful effects to aquatic life.
- EUH 001 – Explosive when dry.
EUH006 – Explosive with or without contact with air.
EUH 014 – Reacts violently with water.
EUH 018 – In use, may form flammable/explosive vapour-air mixture.
EUH 019 – May form explosive peroxides.
EUH 044 – Risk of explosion if heated under confinement.
EUH 029 – Contact with water liberates toxic gas.
EUH 031 – Contact with acids liberates toxic gas.
EUH 032 – Contact with acids liberates very toxic gas.
EUH 066 – Repeated exposure may cause skin dryness or cracking.
EUH 070 – Toxic by eye contact.
EUH 071 – Corrosive to the respiratory tract.
EUH 059 – Hazardous to the ozone layer.
EUH 201 – Contains lead. Should not be used on surfaces liable to be chewed or sucked by children.
EUH 201A – Warning! Contains lead.
EUH 202 – Cyanoacrylate. Danger. Bonds skin and eyes in seconds. Keep out of the reach of children.
EUH 203 – Contains chromium (VI). May produce an allergic reaction.
EUH 204 – Contains isocyanates. May produce an allergic reaction.
EUH 205 – Contains epoxy constituents. May produce an allergic reaction.
EUH 206 – Warning! Do not use together with other products. May release dangerous gases (chlorine)
EUH 207 – Warning! Contains cadmium. Dangerous fumes are formed during use. See information supplied by the manufacturer. Comply with the safety instructions.
EUH 208 – Contains (name of sensitising substance). May produce an allergic reaction.
EUH 209 – Can become highly flammable in use.
EUH 209A – Can become flammable in use.
EUH 210 – Safety data sheet available on request.
EUH 401 – To avoid risks to human health and the environment, comply with the instructions for use.



PRECAUTIONARY STATEMENTS (P STATEMENTS)

- P101 – If medical advice is needed, have product container or label at hand.
- P102 – Keep out of reach of children.
- P103 – Read label before use.
- P201 – Obtain special instructions before use.
- P202 – Do not handle until all safety precautions have been read and understood.
- P210 – Keep away from heat/sparks/open flames/hot surfaces. — No smoking.
- P211 – Do not spray on an open flame or other ignition source.
- P220 – Keep/Store away from clothing/.../combustible materials.
- P221 – Take any precaution to avoid mixing with combustibles...
- P222 – Do not allow contact with air.
- P223 – Keep away from any possible contact with water, because of violent reaction and possible flash fire.
- P230 – Keep wetted with...
- P231 – Handle under inert gas.
- P232 – Protect from moisture.
- P233 – Keep container tightly closed.
- P234 – Keep only in original container.
- P235 – Keep cool.
- P240 – Ground/bond container and receiving equipment.
- P241 – Use explosion-proof electrical/ventilating/lighting/.../equipment.
- P242 – Use only non-sparking tools.
- P243 – Take precautionary measures against static discharge.
- P244 – Keep reduction valves free from grease and oil.
- P250 – Do not subject to grinding/shock/.../friction.
- P251 – Pressurized container: Do not pierce or burn, even after use.
- P260 – Do not breathe dust/fume/gas/mist/vapours/spray.
- P261 – Avoid breathing dust/fume/gas/mist/vapours/spray.
- P262 – Do not get in eyes, on skin, or on clothing.
- P263 – Avoid contact during pregnancy/while nursing.
- P264 – Wash ... thoroughly after handling.
- P270 – Do not eat, drink or smoke when using this product.
- P271 – Use only outdoors or in a well-ventilated area.
- P272 – Contaminated work clothing should not be allowed out of the workplace.
- P273 – Avoid release to the environment.
- P280 – Wear protective gloves/protective clothing/eye protection/face protection.
- P281 – Use personal protective equipment as required.
- P282 – Wear cold insulating gloves/face shield/eye protection.
- P283 – Wear fire/flare resistant/retardant clothing.
- P284 – Wear respiratory protection.
- P285 – In case of inadequate ventilation wear respiratory protection.
- P231 + P232 – Handle under inert gas. Protect from moisture.
- P235 + P410 – Keep cool. Protect from sunlight.
- P301 – IF SWALLOWED:
- P302 – IF ON SKIN:
- P303 – IF ON SKIN (or hair):
- P304 – IF INHALED:
- P305 – IF IN EYES:
- P306 – IF ON CLOTHING:
- P307 – IF exposed:
- P308 – IF exposed or concerned:
- P309 – IF exposed or if you feel unwell:
- P310 – Immediately call a POISON CENTER or doctor/physician.
- P311 – Call a POISON CENTER or doctor/physician.
- P312 – Call a POISON CENTER or doctor/physician if you feel unwell.



- P313 – Get medical advice/attention.
- P314 – Get medical advice/attention if you feel unwell.
- P315 – Get immediate medical advice/attention.
- P320 – Specific treatment is urgent (see ... on this label).
- P321 – Specific treatment (see ... on this label).
- P322 – Specific measures (see ... on this label).
- P330 – Rinse mouth.
- P331 – Do NOT induce vomiting.
- P332 – If skin irritation occurs:
- P333 – If skin irritation or rash occurs:
- P334 – Immerse in cool water/wrap in wet bandages.
- P335 – Brush off loose particles from skin.
- P336 – Thaw frosted parts with lukewarm water. Do not rub affected area.
- P337 – If eye irritation persists:
- P338 – Remove contact lenses, if present and easy to do. Continue rinsing.
- P340 – Remove victim to fresh air and keep at rest in a position comfortable for breathing.
- P341 – If breathing is difficult, remove victim to fresh air and keep at rest in a position comfortable for breathing.
- P342 – If experiencing respiratory symptoms:
- P350 – Gently wash with plenty of soap and water.
- P351 – Rinse cautiously with water for several minutes.
- P352 – Wash with plenty of soap and water.
- P353 – Rinse skin with water/shower.
- P360 – Rinse immediately contaminated clothing and skin with plenty of water before removing clothes.
- P361 – Remove/Take off immediately all contaminated clothing.
- P362 – Take off contaminated clothing and wash before reuse.
- P363 – Wash contaminated clothing before reuse.
- P370 – In case of fire:
- P371 – In case of major fire and large quantities:
- P372 – Explosion risk in case of fire.
- P373 – DO NOT fight fire when fire reaches explosives.
- P374 – Fight fire with normal precautions from a reasonable distance.
- P375 – Fight fire remotely due to the risk of explosion.
- P376 – Stop leak if safe to do so.
- P377 – Leaking gas fire: Do not extinguish, unless leak can be stopped safely.
- P378 – Use ... for extinction.
- P380 – Evacuate area.
- P381 – Eliminate all ignition sources if safe to do so.
- P390 – Absorb spillage to prevent material damage.
- P391 – Collect spillage.
- P301 + P310 – IF SWALLOWED: Immediately call a POISON CENTER or doctor/physician.
- P301 + P312 – IF SWALLOWED: Call a POISON CENTER or doctor/physician if you feel unwell.
- P301 + P330 + P331 – IF SWALLOWED: rinse mouth. Do NOT induce vomiting.
- P302 + P334 – IF ON SKIN: Immerse in cool water/wrap in wet bandages.
- P302 + P350 – IF ON SKIN: Gently wash with plenty of soap and water.
- P302 + P352 – IF ON SKIN: Wash with plenty of soap and water.
- P303 + P361 + P353 – IF ON SKIN (or hair): Remove/Take off immediately all contaminated clothing. Rinse skin with water/shower.
- P304 + P340 – IF INHALED: Remove victim to fresh air and keep at rest in a position comfortable for breathing.
- P304 + P341 – IF INHALED: If breathing is difficult, remove victim to fresh air and keep at rest in a position comfortable for breathing.
- P305 + P351 + P338 – IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.
- P306 + P360 – IF ON CLOTHING: rinse immediately contaminated clothing and skin with plenty of water before removing clothes.



- P307 + P311 – IF exposed: Call a POISON CENTER or doctor/physician.
- P308 + P313 – IF exposed or concerned: Get medical advice/attention.
- P309 + P311 – IF exposed or if you feel unwell: Call a POISON CENTER or doctor/physician.
- P332 + P313 – If skin irritation occurs: Get medical advice/attention.
- P333 + P313 – If skin irritation or rash occurs: Get medical advice/attention.
- P335 + P334 – Brush off loose particles from skin. Immerse in cool water/wrap in wet bandages.
- P337 + P313 – If eye irritation persists: Get medical advice/attention.
- P342 + P311 – If experiencing respiratory symptoms: Call a POISON CENTER or doctor/physician.
- P370 + P376 – In case of fire: Stop leak if safe to do so.
- P370 + P378 – In case of fire: Use ... for extinction.
- P370 + P380 – In case of fire: Evacuate area.
- P370 + P380 + P375 – In case of fire: Evacuate area. Fight fire remotely due to the risk of explosion.
- P371 + P380 + P375 – In case of major fire and large quantities: Evacuate area. Fight fire remotely due to the risk of explosion.
- P401 – Store ...
- P402 – Store in a dry place.
- P403 – Store in a well-ventilated place.
- P404 – Store in a closed container.
- P405 – Store locked up.
- P406 – Store in corrosive resistant/... container with a resistant inner liner.
- P407 – Maintain air gap between stacks/pallets.
- P410 – Protect from sunlight.
- P411 – Store at temperatures not exceeding ... oC/...oF.
- P412 – Do not expose to temperatures exceeding 50 oC/122oF.
- P413 – Store bulk masses greater than ... kg/... lbs at temperatures not exceeding ... oC/...oF.
- P420 – Store away from other materials.
- P422 – Store contents under ...
- P402 + P404 – Store in a dry place. Store in a closed container.
- P403 + P233 – Store in a well-ventilated place. Keep container tightly closed.
- P403 + P235 – Store in a well-ventilated place. Keep cool.
- P410 + P403 – Protect from sunlight. Store in a well-ventilated place.
- P410 + P412 – Protect from sunlight. Do not expose to temperatures exceeding 50 oC/122oF.
- P411 + P235 – Store at temperatures not exceeding ... oC/...oF. Keep cool.
- P501 – Dispose of contents/container to ...

RISK PHRASES

- R1 Explosive when dry
- R2 Risk of explosion by shock, friction, fire or other sources of ignition
- R3 Extreme risk of explosion by shock, friction, fire or other sources of ignition
- R4 Forms very sensitive explosive metallic compounds
- R5 Heating may cause an explosion
- R6 Explosive with or without contact with air
- R7 May cause fire
- R8 Contact with combustible material may cause fire
- R9 Explosive when mixed with combustible material
- R10 Flammable
- R11 Highly flammable
- R12 Extremely flammable
- R14 Reacts violently with water
- R14/15 Reacts violently with water, liberating extremely flammable gases
- R15 Contact with water liberates extremely flammable gases
- R15/29 Contact with water liberates toxic, extremely flammable gases
- R16 Explosive when mixed with oxidising substances



- R17 Spontaneously flammable in air
- R18 In use, may form flammable/explosive vapour-air mixture
- R19 May form explosive peroxides
- R20 Harmful by inhalation
- R20/21 Harmful by inhalation and in contact with skin
- R20/21/22 Harmful by inhalation, in contact with skin and if swallowed
- R20/22 Harmful by inhalation and if swallowed
- R21 Harmful in contact with skin
- R21/22 Harmful in contact with skin and if swallowed
- R22 Harmful if swallowed
- R23 Toxic by inhalation
- R23/24 Toxic by inhalation and in contact with skin
- R23/24/25 Toxic by inhalation, in contact with skin and if swallowed
- R23/25 Toxic by inhalation and if swallowed
- R24 Toxic in contact with skin
- R24/25 Toxic in contact with skin and if swallowed
- R25 Toxic if swallowed
- R26 Very toxic by inhalation
- R26/27 Very toxic by inhalation and in contact with skin
- R26/27/28 Very toxic by inhalation, in contact with skin and if swallowed
- R26/28 Very toxic by inhalation and if swallowed
- R27 Very toxic in contact with skin
- R27/28 Very toxic in contact with skin and if swallowed
- R28 Very toxic if swallowed
- R30 Can become highly flammable in use
- R31 Contact with acids liberates toxic gas
- R32 Contact with acids liberates very toxic gas
- R33 Danger of cumulative effects
- R34 Causes burns
- R35 Causes severe burns
- R36 Irritating to eyes
- R36/37 Irritating to eyes and respiratory system
- R36/37/38 Irritating to eyes, respiratory system and skin
- R36/38 Irritating to eyes and skin
- R37 Irritating to respiratory system
- R37/38 Irritating to respiratory system and skin
- R38 Irritating to skin
- R39 Danger of very serious irreversible effects
- R39/23 Toxic: danger of very serious irreversible effects through inhalation
- R39/23/24 Toxic: danger of very serious irreversible effects through inhalation and in contact with skin
- R39/23/24/25 Toxic: danger of very serious irreversible effects through inhalation, in contact with skin and if swallowed
- R39/23/25 Toxic: danger of very serious irreversible effects through inhalation and if swallowed
- R39/24 Toxic: danger of very serious irreversible effects in contact with skin
- R39/24/25 Toxic: danger of very serious irreversible effects in contact with skin and if swallowed
- R39/25 Toxic: danger of very serious irreversible effects if swallowed
- R39/26 Very Toxic: danger of very serious irreversible effects through inhalation
- R39/26/27 Very Toxic: danger of very serious irreversible effects through inhalation and in contact with skin
- R39/26/27/28 Very Toxic: danger of very serious irreversible effects through inhalation, in contact with skin and if swallowed
- R39/26/28 Very Toxic: danger of very serious irreversible effects through inhalation and if swallowed
- R39/27 Very Toxic: danger of very serious irreversible effects in contact with skin
- R39/27/28 Very Toxic: danger of very serious irreversible effects in contact with skin and if swallowed



- R39/28 Very Toxic: danger of very serious irreversible effects if swallowed
- R40 Limited evidence of a carcinogenic effect
- R41 Risk of serious damage to eyes
- R42 May cause sensitisation by inhalation
- R43 May cause sensitisation by skin contact
- R42/43 May cause sensitisation by inhalation and skin contact
- R44 Risk of explosion if heated under confinement
- R45 May cause cancer
- R46 May cause heritable genetic damage
- R48 Danger of serious damage to health by prolonged exposure
- R48/20 Harmful: danger of serious damage to health by prolonged exposure through inhalation
- R48/20/21 Harmful: danger of serious damage to health by prolonged exposure through inhalation and in contact with skin
- R48/20/21/22 Harmful: danger of serious damage to health by prolonged exposure through inhalation, in contact with skin and if swallowed
- R48/20/22 Harmful: danger of serious damage to health by prolonged exposure through inhalation and if swallowed
- R48/21 Harmful: danger of serious damage to health by prolonged exposure in contact with skin
- R48/21/22 Harmful: danger of serious damage to health by prolonged exposure in contact with skin and if swallowed
- R48/22 Harmful: danger of serious damage to health by prolonged exposure if swallowed
- R48/23 Toxic: danger of serious damage to health by prolonged exposure through inhalation
- R48/23/24 Toxic: danger of serious damage to health by prolonged exposure through inhalation and in contact with skin
- R48/23/24/25 Toxic: danger of serious damage to health by prolonged exposure through inhalation, in contact with skin and if swallowed
- R48/23/25 Toxic: danger of serious damage to health by prolonged exposure through inhalation and if swallowed
- R48/24 Toxic: danger of serious damage to health by prolonged exposure in contact with skin
- R48/24/25 Toxic: danger of serious damage to health by prolonged exposure in contact with skin and if swallowed
- R48/25 Toxic: danger of serious damage to health by prolonged exposure if swallowed
- R49 May cause cancer by inhalation
- R50 Very toxic to aquatic organisms
- R50/53 Very toxic to aquatic organisms, may cause long-term adverse effects in the aquatic environment
- R51 Toxic to aquatic organisms
- R51/53 Toxic to aquatic organisms, may cause long-term adverse effects in the aquatic environment
- R52 Harmful to aquatic organisms
- R52/53 Harmful to aquatic organisms, may cause long-term adverse effects in the aquatic environment
- R53 May cause long-term adverse effects in the aquatic environment
- R54 Toxic to flora
- R55 Toxic to fauna
- R56 Toxic to soil organisms
- R57 Toxic to bees
- R58 May cause long-term adverse effects in the environment
- R59 Dangerous for the ozone layer
- R60 May impair fertility
- R61 May cause harm to the unborn child
- R62 Possible risk of impaired fertility
- R63 Possible risk of harm to the unborn child
- R64 May cause harm to breast-fed babies
- R65 Harmful: may cause lung damage if swallowed
- R66 Repeated exposure may cause skin dryness or cracking



- R67 Vapours may cause drowsiness and dizziness
- R68 Possible risk of irreversible effects
- R68/20 Harmful: possible risk of irreversible effects through inhalation
- R68/20/21 Harmful: possible risk of irreversible effects through inhalation and in contact with skin
- R68/20/21/22 Harmful: possible risk of irreversible effects through inhalation, in contact with skin and if swallowed
- R68/20/22 Harmful: possible risk of irreversible effects through inhalation and if swallowed
- R68/21 Harmful: possible risk of irreversible effects in contact with skin
- R68/21/22 Harmful: possible risk of irreversible effects in contact with skin and if swallowed
- R68/22 Harmful: possible risk of irreversible effects if swallowed

SAFETY PHRASES

- S1 Keep locked up
- S(1/2) Keep locked up and out of the reach of children
- S2 Keep out of the reach of children
- S3 Keep in a cool place
- S3/7 Keep container tightly closed in a cool place
- S3/7/9 Keep container tightly closed in a cool, well-ventilated place
- S3/9/14 Keep in a cool, well-ventilated place away from ... (incompatible materials to be indicated by the manufacturer)
- S3/9/14/49 Keep only in the original container in a cool, well-ventilated place away from ... (incompatible materials to be indicated by the manufacturer)
- S3/9/49 Keep only in the original container in a cool, well-ventilated place
- S3/14 Keep in a cool place away from ... (incompatible materials to be indicated by the manufacturer)
- S4 Keep away from living quarters
- S5 Keep contents under ... (appropriate liquid to be specified by the manufacturer)
- S6 Keep under ... (inert gas to be specified by the manufacturer)
- S7 Keep container tightly closed
- S7/8 Keep container tightly closed and dry
- S7/9 Keep container tightly closed and in a well-ventilated place
- S7/47 Keep container tightly closed and at temperature not exceeding ... OC (to be specified by the manufacturer)
- S8 Keep container dry
- S9 Keep container in a well-ventilated place
- S12 Do not keep the container sealed
- S13 Keep away from food, drink and animal feeding stuffs
- S14 Keep away from ... (incompatible materials to be indicated by the manufacturer)
- S15 Keep away from heat
- S16 Keep away from sources of ignition - No smoking
- S17 Keep away from combustible material
- S18 Handle and open container with care
- S20 When using do not eat or drink
- S20/21 When using do not eat, drink or smoke
- S21 When using do not smoke
- S22 Do not breathe dust
- S23 Do not breathe gas/fumes/vapour/spray (appropriate wording to be specified the manufacturer)
- S24 Avoid contact with skin
- S24/25 Avoid contact with skin and eyes
- S25 Avoid contact with eyes
- S26 In case of contact with eyes, rinse immediately with plenty of water and seek medical advice



- S27 Take off immediately all contaminated clothing
- S27/28 After contact with skin, take off immediately all contaminated clothing, and wash immediately with plenty of ... (to be specified by the manufacturer)
- S28 After contact with skin, wash immediately with plenty of ... (to be specified by the manufacturer)
- S29 Do not empty into drains
- S29/35 Do not empty into drains; dispose of this material and its container in a safe way
- S29/56 Do not empty into drains, dispose of this material and its container at hazardous or special waste collection point
- S30 Never add water to this product
- S33 Take precautionary measures against static discharges
- S35 This material and its container must be disposed of in a safe way
- S36 Wear suitable protective clothing
- S36/37 Wear suitable protective clothing and gloves
- S36/37/39 Wear suitable protective clothing, gloves and eye/face protection
- S36/39 Wear suitable protective clothing and eye/face protection
- S37 Wear suitable gloves
- S37/39 Wear suitable gloves and eye/face protection
- S38 In case of insufficient ventilation wear suitable respiratory equipment
- S39 Wear eye/face protection
- S40 To clean the floor and all objects contaminated by this material use ... (to be specified by the manufacturer)
- S41 In case of fire and/or explosion do not breathe fumes
- S42 During fumigation/spraying wear suitable respiratory equipment (appropriate wording to be specified by the manufacturer)
- S43 In case of fire use ... (indicate in the space the precise type of fire-fighting equipment. If water increases the risk add - Never use water)
- S45 In case of accident or if you feel unwell seek medical advice immediately (show the label where possible)
- S46 If swallowed, seek medical advice immediately and show this container or label
- S47 Keep at temperature not exceeding ... OC (to be specified by the manufacturer)
- S47/49 Keep only in the original container at temperature not exceeding ... OC (to be specified by the manufacturer)
- S48 Keep wet with ... (appropriate material to be specified by the manufacturer)
- S49 Keep only in the original container
- S50 Do not mix with ... (to be specified by the manufacturer)
- S51 Use only in well-ventilated areas
- S52 Not recommended for interior use on large surface areas
- S53 Avoid exposure - obtain special instructions before use
- S56 Dispose of this material and its container at hazardous or special waste collection point
- S57 Use appropriate containment to avoid environmental contamination
- S59 Refer to manufacturer/supplier for information on recovery/recycling
- S60 This material and its container must be disposed of as hazardous waste
- S61 Avoid release to the environment. Refer to special instructions/safety data sheet
- S62 If swallowed, do not induce vomiting: seek medical advice immediately and show this container or label
- S63 In case of accident by inhalation: remove casualty to fresh air and keep at rest
- S64 If swallowed, rinse mouth with water (only if the person is conscious)

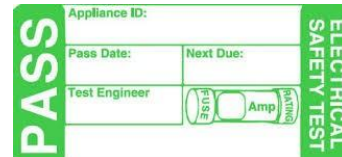


Within Quality Care Cleaning Ltd the definition of Portable Electrical Appliances is equipment which is not part of a fixed installation but is, or is intended to be, connected to a fixed installation, or generator by means of a flexible cable, plug and socket, spur box or other similar means. This includes all equipment either hand held or hand operated while connected to the supply.

All portable and transportable electrical equipment should only be used for the purpose for which it was intended and in the environment for which it was designed and constructed.

All portable and transportable electrical equipment will be tested by a competent person and a label attached to the equipment detailing date of test and next test date.

It is the responsibility of all persons using portable and transportable electrical equipment to carry out a visual inspection of the equipment before use.



These inspections will include:

- Damage to cable / sheath
- Damage to plug
- Damage to any casing on the equipment
- Evidence of over heating
- Loose parts or screws



The above checks also apply to extension leads and associated plugs and sockets. Any faults / defects should be reported to management and the equipment removed from use immediately. Any defective equipment should be immediately labelled as such and not used until sufficient repairs have been conducted.

Any new portable or transportable electrical equipment will be tested by the competent person before the equipment can be used, as far as reasonably practicable.



No person within Quality Care Cleaning Ltd is permitted to conduct any manual handling activities unless they have been provided with sufficient instruction and training.

All manual handling operations as far as reasonably possible are to be conducted via the use of mechanical means e.g. trolleys.

In the event of the use of mechanical lifting equipment not being possible or impractical, the operation is to be individually assessed considering the following:

- The size, weight and shape of the load
- The working environment of which the operation is to be undertaken
- The space available for the operative
- Workplace conditions, including floor surfaces
- The ability, strength and physical condition of the person conducting the activity

Where a person within Quality Care Cleaning Ltd is required to undertake a manual handling activity which requires them to lift above their own individual capacity, assistance is to be requested. Assistance is only to be provided by those persons who have received sufficient training and instruction.

Where a person is required to undertake a manual handling activity above the average weight limit of 25 kg, they will be informed of the potential risks to their health that are involved with that particular operation.

All personnel when conducting manual handling activities must plan the route before starting. Any obstructions or obstacles are to be removed or where this is not possible, a safer route planned.

No person while carrying materials is permitted to carry too much at any one time, all persons must ensure when carrying materials, they have sufficient all round vision.

All personnel should refrain from twisting when carrying or moving heavy loads.

The following is a list of general rules when conducting any manual handling activity:

1. Position the feet correctly; the feet should be hip width apart to provide a large base. One foot should be put forward and to the side of the object, to provide greater balance.
2. Bend or “unlock” knees and crouch to the load. The weight will then be safely taken down the spine, the leg muscles doing the work.
3. Obtain a firm grip of the item; the load should be gripped by the roots of the fingers and the palm of the hand. This keeps the load under control and permits it to be distributed more evenly up the arms (Using the fingertips only can produce tension in the forearms and may result in the possible loss of grip).
4. Extend the neck upwards by tucking in the chin. This will automatically straighten the back as the load is taken. This does not mean in a vertical position, but inclined at an angle of approximately 15° (This will help prevent pressure on the abdomen and reduces the risk of a hernia; it ensures an even pressure on the intervertebral discs).
5. Keep arms close to the body; this reduces fatigue in the arms and shoulders and the effort required by the arms. It also ensures that the load moves with the body and becomes in effect, part of the body.
6. Use the leg muscles; lifting should utilise the thigh muscle. Lifting should proceed by straightening the legs, lifting in one smooth and progressive movement from the floor to carrying position. Push off with the feet.

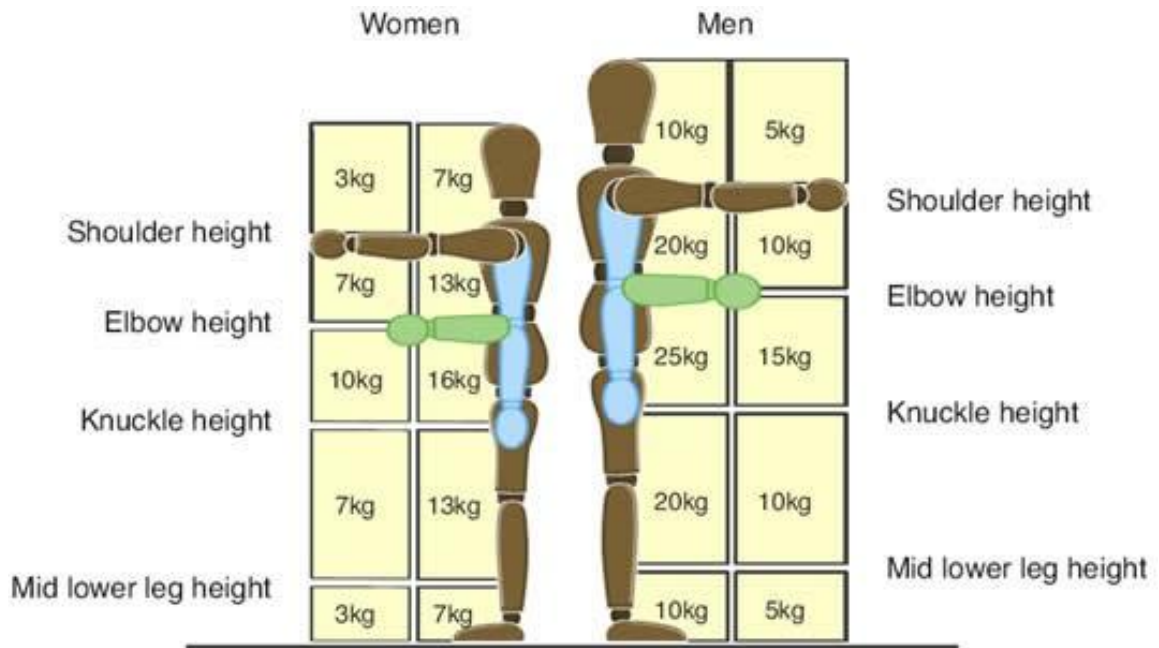


7. Refrain from jerking or shoving the object, lift the object in easy stages, floor to knee, knee to carrying position. This method can also be reversed when setting objects down.

NOTE: The above should be considered as features of an overall smooth lifting technique and not as a sole means of providing any instruction.

The diagram below provides recommended weight positions for both male and female individuals; this diagram is an aid only as each individual has their own capacity. No person should lift beyond the capacity in this diagram.

DIAGRAM 1 (HSE RECOMMENDED LIMITS FOR MANUAL HANDLING)





DEFINITIONS

USER - A person who uses display screen equipment for more than half their working week.

NON-USER - A person who uses display screen equipment for less than half their working week.

WORKSTATIONS

The following recommendations should be implemented by all persons within Quality Care Cleaning Ltd that may require to use display screen equipment. If at any time a person suffers with any pain or discomfort through the use of display screen equipment it must be reported to management as soon as possible.

GETTING COMFORTABLE

Adjust the chair and display screen equipment to find the most comfortable position for work to be conducted. As a broad guide, ensure forearms are approximately horizontal, and the top of the monitor is at eye level.

Arrange the workstation so that any bright lights are not reflected in the screen (Ensure you are not looking directly at windows or bright lights). Where applicable use window blinds or curtains to reduce any glare.

Ensure there is adequate leg room under the desk. Refrain from storing materials under desks.

KEYING IN

Ensure the keyboard is in a comfortable position for use. Ensure when using keyboards suitable room is available at the front of the keyboard to rest hands and wrists.

DONOT rest wrists on the edge of the keyboard or desk or bend hands up at the wrist. Try to keep a soft touch on the keys and don't over-stretch the fingers. Good keyboard technique is important in any operation.

THE USE OF THE MOUSE

Ensure the mouse is within easy reach so it can be used with the wrist straight. Ensure you are sitting upright and are positioned comfortably close to the desk; avoid stretching the mouse arm during use (Consider moving the keyboard out of the way if not required).

Ensure there is adequate support for forearms on the desk and refrain from gripping the mouse tightly.

Rest fingers lightly on the buttons of the mouse and refrain from depressing the buttons hard.



MONITOR

Ensure the screen surface is clean at all times and free from glare.

Adjust brightness and contrast settings for the monitor depending on lighting conditions in the designated room / area.

Ensure screen text is easy to read. D.S.E operators should avoid using red text on a blue background and vice versa. Ensure individual characters on screen are sharply focused and the monitor has no flicker; if after adjusting screen settings flickering is still observed, management should be instructed immediately to allow remedial actions to be implemented.

POSTURE AND BREAKS

Avoid prolonged use of display screen equipment, shift position at regular intervals and avoid reaching for items located on the desk.

Take short, frequent informal breaks when using display screen equipment. All persons using display screen equipment should conduct other activities during prolonged use of display screen equipment e.g. filing, photocopying etc.

CABLES

All electrical cables should be run as to ensure no damage can be caused through misuse.

No cable should run across access ways; where this cannot be avoided, suitable cable covers should be positioned over the cables to prevent any damage.

ELECTRICAL SAFETY

All display screen equipment is subject to portable appliance testing at periodic intervals, any defect in display screen equipment should be reported to management immediately.

The use of multipoint adaptors within Quality Care Cleaning Ltd is not permitted. Personnel should refrain from overloading electrical sockets and use extension leads if appropriate.

EYE TEST POLICY

Any employee who has been identified as a "user" of display screen equipment (through the conducting of risk assessments) and has been included on the problems through the use of equipment, should inform management immediately as to their request for an eye test.

Any "user" who informs Quality Care Cleaning Ltd that they wish to have an eye test, must gain permission to either visit an optician of Quality Care Cleaning Ltd's choosing or the individuals choosing. Where the optician identifies an employee requires the use of corrective appliances (glasses) for the use of display screen equipment, Quality Care Cleaning Ltd shall cover the cost of the lowest standard corrective appliance and the eye test only. Higher standard corrective appliances must be paid for by the individual.



Any further eye tests will then be conducted as per the relevant optician's schedule.

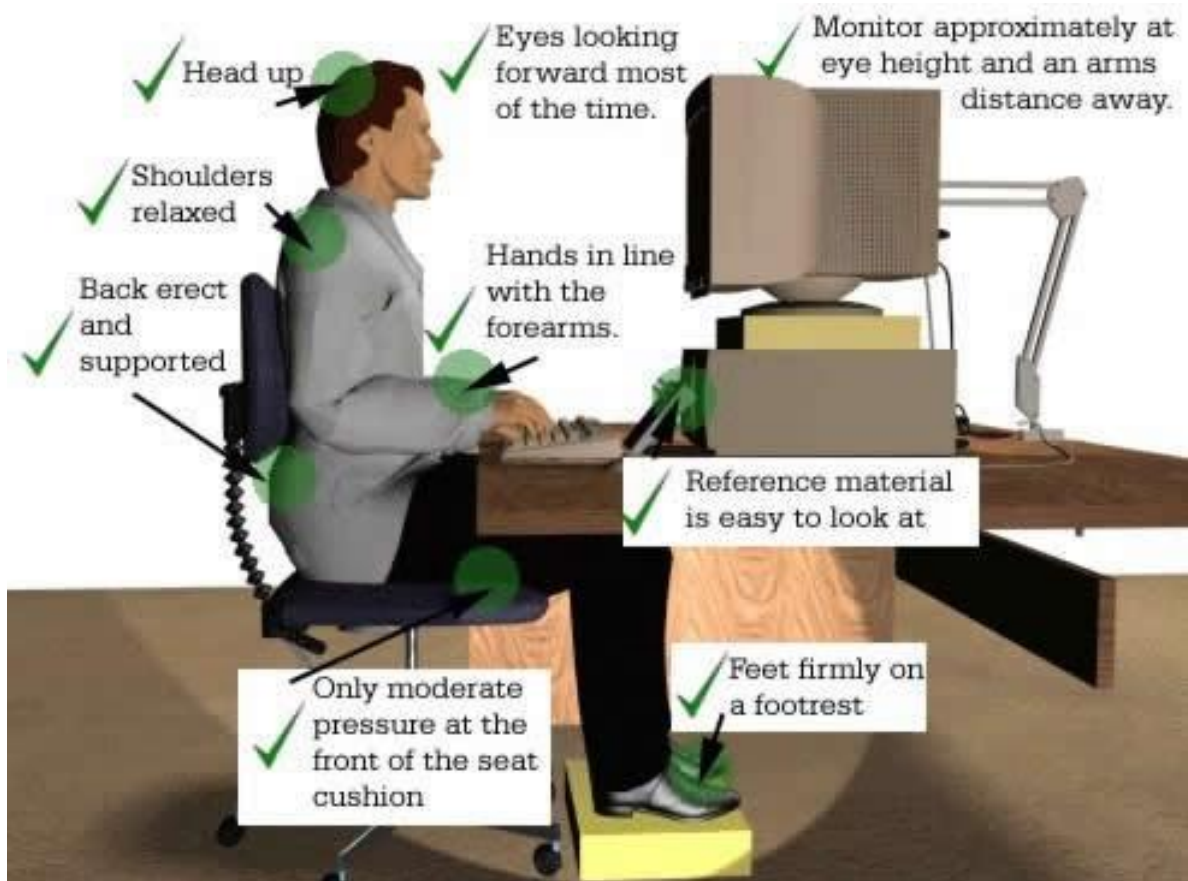
Any agreed costs for the eye test and corrective appliance will be met by Quality Care Cleaning Ltd up to the maximum indicated cost, only when the testing has been conducted / arranged through Quality Care Cleaning Ltd. Where an employee obtains an independent test, without prior knowledge of Quality Care Cleaning Ltd, even when it is identified that it is related to the use of display screen equipment, Quality Care Cleaning Ltd will not be responsible for any costs incurred to individuals.

In the event of glasses being issued to an individual, it is the responsibility of that individual to ensure the safe keeping of the corrective appliance. All individuals are reminded that any corrective appliance issued for the use of display screen equipment is to be used for Organisation's purpose only. No private use is permitted.

Any person issued with corrective appliances for the use of display screen equipment is expected to demonstrate the same degree of care for the glasses as for any other item of Quality Care Cleaning Ltd's property. Any person who fails to comply with these requirements may be subject to disciplinary action being taken against them.

Any person who damages or breaks their corrective appliance after issue, between intervals of eye tests will be liable to the full cost of any required replacement.

DIAGRAM 1





TRAINING MATRICES

Training requirements are identified on Quality Care Cleaning Ltd's training matrix document HS26. Each employee will be added to the relevant training matrix on the first day of commencement by the designated person for safety.

New training matrices are issued at the beginning of each calendar year by the designated person for safety for completion by relevant department managers / supervisors. The completed matrices are then returned to the designated person for safety as soon as possible.

Details of all new employees will be provided to the designated person for safety by the employment / payroll department of Quality Care Cleaning Ltd. The designated person for safety will then originate a separate training matrix for each new employee, to be completed by the appropriate person. These employees will only be added to the original departmental matrices at the start of the following year.

Any person required to participate in any training course will be notified by the designated person for safety, and gain confirmation of their attendance of the required course.

HEALTH & SAFETY INDUCTION TRAINING

Induction training is provided to each individual at the earliest opportunity on the commencement of employment within Quality Care Cleaning Ltd.

Induction training will be conducted by designated persons only.

The health and safety induction process will cover the following topics:

- Quality Care Cleaning Ltd's Occupational Health and Safety Policy
- Quality Care Cleaning Ltd's responsibilities and structure
- The employee's responsibilities regarding health and safety
- Fire Evacuation procedures
- First Aid and Accident procedures and reporting
- The location of Quality Care Cleaning Ltd's Welfare facilities
- Specific Job Hazards and the implemented safe systems of work
- Personal Protective Equipment and its use

Where appropriate any new employee issued with personal protective equipment will have the issue recorded on HS20.

On completion of the induction training, the new employee is required to sign HS40 to highlight that induction training has been conducted. It is the responsibility of the persons providing the induction training to countersign this document to highlight that the employee has understood their obligations. The signed document is then retained in the individual's personnel file.



STATUTORY TRAINING / JOB SPECIFIC TRAINING

It is the responsibility of the designated personnel within Quality Care Cleaning Ltd to identify training needs in line with safe systems of work or any other statutory requirements which may be applicable.

Where a training need for safety is identified, a list of affected personnel is to be produced and copies provided to the designated person for safety. It is the responsibility of the relevant department managers / supervisors to ensure all affected personnel attend an appropriate training course at the earliest opportunity.

Where statutory training is identified within Quality Care Cleaning Ltd, such as first aid training, this training will be provided by either an external agency or an accredited individual within Quality Care Cleaning Ltd. All training will be recorded on Quality Care Cleaning Ltd's training matrix.

No person within Quality Care Cleaning Ltd will be permitted to operate any equipment unless they have been trained in the safe use of that equipment. Where appropriate, Quality Care Cleaning Ltd will ensure that a sufficient number of employees have received suitable training to ensure that adequate coverage on all equipment is available at all times.

Any changes in health and safety legislation which materially affects the operation of Quality Care Cleaning Ltd shall be brought to the attention of all employees as soon as possible. Any re-training required because of these changes shall be implemented as soon as possible.



YOUNG PERSONS

Persons within Quality Care Cleaning Ltd that are classed as a young person / child shall be those that fall into the following criteria:

Young Person: A young person shall be any person above the minimum school leaving age (16 years).

Child: A child shall be any person below the minimum school leaving age.

Where a person falls into the categories above, while under the employment or as a volunteer within Quality Care Cleaning Ltd, he or she shall have a risk assessment conducted relating to specific tasks, taking into account the following aspects:

- The inexperience, lack of awareness of risks and immaturity of these persons
- The layout of designated workstations
- The nature, degree and duration of exposure to physical, chemical and biological agents
- The form, range and use of work equipment and the way in which it is handled
- Quality Care Cleaning Ltd of processes and activities
- The extent of the health and safety training provided or to be provided to these persons

Any person classed as a child, who conducts any activity in Quality Care Cleaning Ltd shall have a detailed risk assessment conducted, this risk assessment will be made available to the relevant school / college and the parent of the child.

Young workers must:

- Follow any safety arrangements implemented for their protection, including attending training sessions, complying with control measures, etc
- Not act in a manner that adversely affects their own health and safety, and/or the health and safety of anyone else
- Report any perceived, or real, shortcomings in protection levels to their employer

LONE WORKERS

To ensure the safety of all persons under the employment of Quality Care Cleaning Ltd, additional control measures will be implemented for persons who are deemed as lone workers. Lone workers are those people within Quality Care Cleaning Ltd who work by themselves without close or direct supervision.

Although Quality Care Cleaning Ltd recognises that there is no general legal prohibition on lone working, it will endeavour to identify hazards of the work, assessing the risk involved, and putting control measures in place to avoid or control the identified risk / hazard.

Where a person falls into this category, while under the employment or as a volunteer within Quality Care Cleaning Ltd, they will have a risk assessment conducted, relating to specific tasks, taking into account the following aspects:

- Can the risks of the job be adequately controlled by one person?



- Does the workplace present a special risk to the lone worker?
- Is there safe access and egress for one person?
- Can the operation of equipment, hazardous substances or any other goods in the workplace be safely handled by one person?
- Is there a risk of violence?
- Is the person medically fit and suitable to work alone?
- Has the person received necessary training to ensure competency in safety matters?
- How will the person be supervised?
- What are the control measures if the person becomes ill, has an accident or there is an emergency?

Where a person is required to drive as part of any of their work activities, they will be required to prove their competency and provide a copy of their driving license which will be kept on file in their personnel file, whilst under the employment of Quality Care Cleaning Ltd.

Any person that may be required to conduct a work activity alone is not permitted to conduct any task that may require more than one person.

Working alone can bring additional risks to a work activity. The company has developed policies and procedures to control the risks and protect employees, and employees should comply with them. Apart from employees being competent in doing the job on their own, the three most important things to be certain of are that:

- The lone worker has full knowledge of the potential hazards and risks to which he or she is being exposed
- The lone worker knows what the task entails and what to do if something goes wrong
- A suitable person knows the whereabouts of a lone worker and what he or she is doing

NEW / EXPECTANT MOTHERS

Any person within Quality Care Cleaning Ltd who discovers they are pregnant must at the earliest opportunity notify Quality Care Cleaning Ltd of their pregnancy. Once notification has been received either verbally or written, it is the responsibility of the Designated Appointed Person to ensure a specific risk assessment is conducted at the earliest opportunity.

A new / expectant mother shall be defined in Quality Care Cleaning Ltd as any employee who is pregnant, who has given birth within the last six months, or is presently breastfeeding.

To ensure Quality Care Cleaning Ltd meets its requirements for the employee and foetus, the specific risk assessment will take into account the following factors:

- Physical agents such as shock, vibration or other movements
- Manual handling of loads
- Noise
- Ionising & non-ionising radiation
- Temperature extremes
- Postures & movements that cause mental & or physical fatigue
- Hyperbaric (high pressure) atmospheres
- Biological agents such as bacteria, viruses & other micro-organisms known to cause adverse human health effects, especially those known to cause abortion or physical/neurological damage



- Chemical agents such as mercury, lead, substances absorbed through the skin, cytotoxic drugs, carbon dioxide & chemicals labelled with the following risk phrases:
 - Possible risk of irreversible effects
 - May cause cancer
 - May cause heritable genetic damage
- May cause harm to the unborn child
- May cause harm to breast fed babies.

Any risk assessment conducted in regard to expectant mothers shall be reviewed at least one month before the employees intended return date, in the event of any additional control measures being required the new mother shall be instructed before her intended return.

In the event of new mothers who breast feed, the risk assessment will be reviewed at regular intervals until notification of breast feeding has stopped.

Unless specific work risks are identified during the course of the specific assessment or the expectant mothers GP provides a medical certificate stating that she must not work nights, night work will carry on throughout the pregnancy.

Quality Care Cleaning Ltd recognises the following aspects of pregnancy could be made worse by the workplace and will ensure "as far as reasonably practicable" suitable control measures are in place.

ASPECTS OF PREGNANCY	FACTORS ON WORK
Morning Sickness, Headaches	Early shift work, Exposure to nauseating smells
Backache	Standing / manual handling /posture
Varicose Veins	Standing / manual, handling / posture
Haemorrhoids	Working in hot conditions
Frequent visits to toilet	Difficulty in leaving job / site of work
Increasing size	Use of PPE, work in confined areas, manual handling
Tiredness	Overtime, Evening work
Balance	Problems or working on slippery, wet surfaces
Comfort	Problems of working in tightly fitting work uniforms

New and expectant mothers:

- Must inform their general practitioner or midwife of the nature of their work
- Are encouraged to notify their employer in writing, as soon as possible, if they are pregnant, have just given birth or are breastfeeding
- Must follow any safety arrangements implemented for their protection, including attending training sessions, complying with control measures, etc.
- Must not act in a manner that adversely affects their own health and safety, that of their child and/or anyone else
- Must report any perceived or real shortcomings in protection to their employer



Where it is identified during risk assessments or outlined within Quality Care Cleaning Ltd's health and safety policy, all designated employees or other personnel will require to wear certain types of personal protective equipment.

The use of personal protective equipment within Quality Care Cleaning Ltd will be used on a last resort basis only. The issuing of personal protective equipment will only be conducted on those items included on the authorised "personal protective equipment register".

Quality Care Cleaning Ltd shall ensure all personal protective equipment used within its operations is suitable for its intended purpose. This will be achieved through the reviewing of product specifications and conducting certain trials.

Quality Care Cleaning Ltd will ensure that appropriate equipment or clothing is chosen which is suitable to each individual, i.e. suitable size, fit etc.

It is the responsibility of the designated person for safety to ensure all personal protective equipment used within Quality Care Cleaning Ltd remains suitable for its intended purpose. This is conducted via regular inspection of protective equipment issued throughout Quality Care Cleaning Ltd.

Any personal protective equipment found to be defective during inspection is to be immediately replaced with suitable equipment and all records updated.

Once issued, it is the responsibility of all personnel to ensure all personal protective equipment remains in a suitable condition. i.e. through storage and use. Any defects, loss or destruction of equipment is to be reported to senior management immediately and new equipment issued.



It is the responsibility of all persons within Quality Care Cleaning Ltd to ensure ear protection is worn in all designated areas.

It is the responsibility of all persons to follow the manufacturer's instructions for the cleaning of any ear protection.

Ear protection used throughout Quality Care Cleaning Ltd should be stored in a clean, dry area when not in use.

EAR PROTECTION

SEMI-INSERTS / CANAL CAPS

- ▢ Operators should refrain from stretching the headband as this may make the equipment ineffective overtime
- ▢ Operators must follow the manufacturer's instructions for the cleaning of equipment
- ▢ To avoid any risk of infection, all personnel must wash their hands before using / inserting earplugs into the ear canal
- ▢ The sharing of ear protection is not permitted within Quality Care Cleaning Ltd
- ▢ Replace inserts at regular intervals

EARMUFFS

It is the responsibility of all persons to conduct daily checks of their earmuffs; any defects observed should be reported immediately and the equipment replaced.

When wearing earmuffs personnel should ensure:

- ▢ No gaps are evident between the seal and head. Earmuffs should fit tightly on the user
- ▢ Operators should ensure the earmuff covers the ear completely to have maximum effect against noise
- ▢ Operators should refrain from stretching the headband as this may make the equipment ineffective overtime
- ▢ Ensure when in use that hair, earrings, glasses or any other items are not trapped between the seal and user's head

EARPLUGS

To avoid any risk of infection all personnel must wash their hands before using / inserting earplugs into the ear canal.

Disposable ear plugs should only be used once.

All personnel should ensure all earplugs are inserted in the ear properly. Any person who is unsure should seek further advice from the designated appointed person.



Quality Care Cleaning Ltd is aware that there are two types of survey that are required depending on either normal occupation or planned refurbishment / demolition activities.

As a minimum, a **Management Asbestos Survey** shall be conducted to ensure no asbestos containing materials (ACM's) are present within any building used by Quality Care Cleaning Ltd.

MANAGEMENT SURVEY

The management survey will enable the management of ACM during the normal occupation and use of premises. The duty-holder will undertake a management survey where the premises are simple and straightforward. Otherwise, a surveyor will be contracted to conduct this work. A management survey will aim to ensure that:

- Nobody is harmed by the continuing presence of ACM in the premises or equipment
- The ACM remain in good condition
- Nobody disturbs ACMs accidentally

The survey will locate ACM that could be damaged or disturbed by normal activities by foreseeable maintenance, or by installing new equipment.

Qualified persons only will remove samples of any suspected asbestos, and in the event of samples showing positive for asbestos, the area is to be suitably labelled as such and all persons notified of its presence.

Removal of any asbestos is to be conducted by qualified contractors only after suitable safeguards have been installed to protect all other persons.

It is the responsibility of the designated appointed person to ensure asbestos locations are designated, marked and entry is limited into any area where exposure to asbestos is likely.

In the event of refurbishment or demolition of property belonging to Quality Care Cleaning Ltd, a refurbishment / demolition survey will be carried out.

REFURBISHMENT / DEMOLITION SURVEY

The refurbishment / demolition Survey will be conducted where the premises, or part of it, requires upgrading, refurbishment or demolition. A qualified asbestos surveyor will be used to conduct the refurbishment / demolition Surveys.

A refurbishment / demolition survey will aim to ensure that:

- Nobody will be harmed by work on ACM in the premises or equipment
- Such work will be done by the right contractor in the right way

The survey will locate and identify all ACM before any structural work begins at a stated location or on stated equipment at the premises. It involves destructive inspection and asbestos disturbance. The area surveyed must be vacated and certified 'fit for reoccupation' after the survey.



Asbestos may be found almost anywhere in a building.

Typical ACM's may be found in older premises and will include:

- Sprayed asbestos - generally used as fire protection to structural steelwork, lining within ducts, fire breaks etc.
- Molded or pre-formed lagging - used in thermal insulation of pipes, boilers, calorifiers, etc.
- Insulation boards used for fire protection, thermal insulation
- Partitioning and ductformation
- Ceiling tiles (Thermal and acoustic)
- Millboard, paper and asbestos rope products used for insulation of electrical equipment (Asbestos paper has also been used as a fire-proof facing on wood fiberboard)
- Asbestos cement products, which can be fully or semi-compressed into flat or corrugated sheets, gutters, rainwater pipes and water tanks
- Textured coatings, i.e. 'Artex', 'Wonderflex' etc.
- Bitumen roofing material
- Vinyl or thermoplastic floor tiles

When considering any works involving asbestos containing materials the HSE guidance sheet with decision flowchart will be used:

<http://www.hse.gov.uk/pubns/guidance/a0.pdf>



ISSUE AND AMENDMENTS

Documents and information held under document and data control are controlled by the designated appointed person.

All documents and data should contain a reference number, issue status and issue date. All updated safety documents shall be given a new issue number and date and processed as normal.

Where amendments are made to relevant parts of the occupational health and safety manual, all relevant persons within Quality Care Cleaning Ltd shall be instructed of the changes via an internal memorandum. It is the responsibility of the relevant persons to ensure they have read and understood the amendment.

All amendments to the occupational health and safety policy are included on the manual amendment register located at the front of the occupational health and safety manual.

Where any procedure, safe working practice etc is requested by interested parties, it is to be reproduced and the copies immediately stamped "Uncontrolled Copy" before being given out.



DOCUMENT RETENTION

The following table highlights the documents used within Quality Care Cleaning Ltd's health and safety system and provides details of responsible persons and retention periods.

	DOCUMENT	RESPONSIBILITY	RETENTION PERIOD
1	Legal Register	Designated Person for Safety	Indefinitely
2	Health & Safety Audits	Designated Person for Safety	5 Years
3	Accident Reports and Investigations	Designated Person for Safety	5 Years
4	Occupational Training Matrices	Designated Person for Safety	1 Year after employee has left employment
5	Health & Safety Related Certificates (LOLER / PUWER etc)	Designated Person for Safety	2 Years
6	First Aid Certificates	Designated Person for Safety	3 Years after expiry of last certificate
7	Health & Safety Management Review Minutes	Designated Person for Safety	5 Years
8	Material Safety Data Sheets (Obsolete)	Designated Person for Safety	Indefinitely
9	Risk Assessments	Designated Person for Safety	10 Years
10	Objective Action Plan	Designated Person for Safety	Indefinitely
11	Obsolete Health & Safety Procedures	Designated Person for Safety	2 Years
12	Obsolete Health & Safety Safe Working Practices	Designated Person for Safety	2 Years
13	Training Certificates	Designated Person for Safety	1 Year after employee has left employment
14	Health & Safety Policy Manual Revision List	Designated Person for Safety	Indefinitely
15	Portable Appliance Test Records	Designated Person for Safety	2 Years after last inspection
16	Fixed electrical inspections	Designated Person for Safety	Indefinitely
17	Gas Certificates	Designated Person for Safety	2 Years after last inspection
18	Completed Fire Log Items	Designated Person for Safety	2 Years after last entry



All audits within Quality Care Cleaning Ltd shall be completed by trained competent persons only.

All questions shall be prepared in advance of the schedule clause under audit.

All audits shall begin with a review of all identified remedial action from the previous audit to ensure that all points have been fully actioned.

All answers are to be recorded on the audit document and all trails followed up and resolved before the information is written onto the audit checklist form.

When the audit checklist has been written up it must be signed by both parties to agree any identified remedial actions and to agree any comments noted. Once signed, auditors are not permitted to add any additional comments without the consent of the auditee.

The auditee shall agree all identified remedial actions. Where the auditor and auditee do not agree on any identified remedial action, it is the responsibility of the Designated Appointed Person to determine the correct course of action.

Once all identified remedial actions are agreed it is the responsibility of the auditor to ensure they are included on Quality Care Cleaning Ltd's objectives plan. The completed audit is then retained by the Designated Appointed Person for the specified retention period.



LEGAL DUTIES

Under general health and safety law, Quality Care Cleaning Ltd must consider the risks from legionella that may affect staff or members of the public and take suitable precautions. As an employer or a person in control of the premises, Quality Care Cleaning Ltd will:

- ▢ Identify and assess the sources of risk
- ▢ Prepare a written scheme for preventing or controlling the risk
- ▢ Implement and manage the scheme by appointing a person to be managerially responsible i.e. person responsible
- ▢ Keep records and check that the actions carried out are effective

ASSESSING THE RISK

Quality Care Cleaning Ltd will assess whether the water systems (including the equipment associated with the system such as pumps, heat exchangers, showers etc.) are likely to create a risk. Quality Care Cleaning Ltd will do this using a qualified and competent person.

Quality Care Cleaning Ltd will assess whether there are:

- ▢ Conditions that are present, which will encourage bacteria to multiply. For example, water temperatures between 20-45°C
- ▢ Water droplets produced and, if they could be dispersed over a wide area e.g. showers
- ▢ Any persons particularly susceptible that will come into contact with contaminated water droplets

If the risk assessment conducted by the competent person decides that the risks are insignificant, the assessment is complete and no further action will be required, however the assessment will be reviewed periodically or when changes are made to the water the system.

Where a risk is identified which cannot be prevented, Quality Care Cleaning Ltd will introduce proper controls. Risks from legionella in water systems can be controlled by careful planning, a successful management policy, competent staff and attention to proper control strategies.

Quality Care Cleaning Ltd will consider whether it can prevent the risk of legionella in the first place by looking at the type of water system required.

Quality Care Cleaning Ltd will prepare a written scheme, this will describe:

- ▢ The system – an up-to-date plan or schematic diagrams will be sufficient;
- ▢ The person responsible for carrying out the assessment and managing its implementation
- ▢ The safe and correct operation of the system
- ▢ What control methods and other precautions Quality Care Cleaning Ltd will be using
- ▢ What checks will be carried out on the system and how often



Quality Care Cleaning Ltd will design, maintain and operate its water services under conditions which prevent or control the growth and multiplication of legionella as far as reasonably practicable.

- ▢ Ensuring that the release of water spray is properly controlled
- ▢ Avoiding water temperatures and conditions that favour the growth of legionella and other micro-organisms
- ▢ Ensuring water cannot stagnate anywhere in the system by keeping pipe lengths as short as possible or by removing redundant pipework
- ▢ Avoiding materials that encourage the growth of legionella
- ▢ Keeping the system and the water in it clean
- ▢ Where necessary treating water to either kill legionella (and other micro-organisms) or limit their ability to grow

EQUIPMENT / SYSTEMS THAT ARE CONSIDERED IN THE ASSESSMENT:

- ▢ Hot & cold water systems
- ▢ Water features including ornamental fountains
- ▢ Equipment producing aerosols, mists or droplets from stored water sources including showers & humidifiers
- ▢ Water tanks & baths
- ▢ Spray taps
- ▢ Water recirculation systems for cooling
- ▢ Rarely used taps & showers
- ▢ Misting equipment
- ▢ Oil / water emulsions for lubricating lathes
- ▢ Air conditioning equipment

WATER TREATMENT METHODS

In hot and cold water systems legionella has traditionally been controlled by storing hot water above 60°C and distributing it at above 50°C, keeping cold water below 20°C if possible. Other methods which can be used include copper/silver ionisation and chlorine dioxide.

Where water runs hot as a control method, the risks of scalding will be assessed and appropriate measures taken to prevent burns, e.g. warning notices and thermostatic mixing valves on taps.

OTHER CONTROLS

- ▢ Temperature monitoring
- ▢ Controlled release of water spray
- ▢ Avoid temp conditions 20 - 45° C
- ▢ Avoid water stagnation - empty & clean regularly
- ▢ Avoid materials which harbour bacteria
- ▢ Maintain cleanliness of spray outlets
- ▢ Water treatment where necessary
- ▢ Ensure correct & safe operation of system
- ▢ Flushing regime for rarely-used outlets



MANAGING THE RISK

Quality Care Cleaning Ltd will appoint someone to take responsibility for managing the control scheme that it has put in place.

The 'responsible person' will be competent – that is, they will have sufficient knowledge and experience of the system to enable them to manage and control the scheme effectively.

Where Quality Care Cleaning Ltd employs contractors to carry out water treatment or other work, it is the responsibility of the 'responsible person' to ensure that the treatment is carried out to the required standards.

RECORDS

The significant findings of the risk assessment shall be recorded. This includes details of any monitoring or checking carried out.

Quality Care Cleaning Ltd will keep records of the written scheme and detail who is responsible for managing that scheme. Quality Care Cleaning Ltd will also keep the results of any routine monitoring and these records will be kept for a minimum of five years.

OTHER DUTIES

Where a case of legionellosis in an employee is identified Quality Care Cleaning Ltd will report this under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

FURTHER INFORMATION

Quality Care Cleaning Ltd refers to guidance which is found in the Approved Code of Practice, and guidance Legionnaires' disease: The control of legionella bacteria in water systems. Approved Code of Practice and guidance L8 (fourth edition).



DRIVERS' RULES

The maintenance or servicing of any Company vehicle must be conducted in accordance with the vehicle manufacturer's instructions.

Servicing or maintenance of vehicles is the responsibility of nominated persons, or in the event of pool vehicles a designated appointed person.

All accidents must be reported to senior management immediately.

For any fines or penalties that a driver acquires through illegal use of a company vehicle, including any convictions, driving offences or any other endorsements, Quality Care Cleaning Ltd will not be held responsible.

Prior to driving a vehicle drivers have a responsibility to ensure:

- They carry out a visual inspection of all tyres
- They carry out a visual inspection of lights
- They ensure the oil level is sufficient for their journey
- They ensure water coolant levels are sufficient for their journey
- They ensure windscreen washer levels are sufficient for their journey
- They have sufficient fuel to complete their journey / are able to drive to the nearest petrol station

The use of mobile phones is not permitted unless a suitable hands free device is fitted. The use of mobile phones whilst driving must be kept to a minimum.

A hands-free device is one that does not require it to be held at any point during the course of its operation. Therefore, use should be made of any voicemail or call divert facility available, rather than make or receive "live" calls. The driver should stop regularly in safe places to check for voicemail messages and to make and return calls.

If the use of a hand-held mobile phone is necessary when driving, you must stop the car and completely turn off the vehicle's engine before using it. A person is regarded as "driving" for the purposes of the law if the engine is running, even if their vehicle is stationary. This means that the use of a hand-held phone at traffic lights, in traffic jams or at other times when the engine is still running is prohibited.

No person is permitted to operate a vehicle whilst under the influence of alcohol or drugs.

Drivers must take at least a fifteen-minute break for every two hours of continuous driving.

ACCIDENT PROCEDURE

In the event of an accident whilst driving a Company vehicle, all persons must follow the following rules; these rules also apply to any company sponsored vehicles:

1. Stop the vehicle and ensure that it is in a safe position. Ensure the handbrake is applied and the ignition is turned off
2. If possible, warn other motorists of the accident by displaying a red triangle (if available) and ensure your vehicle's hazard warning lights are switched on



3. If any other person is involved in the accident and you are able determine their injury remain courteous at all times
4. If safe to do so and required, contact the emergency services giving as much detail about the accident as possible. Remain at the scene of the accident until the local police constabulary arrive
5. Whilst waiting for the emergency services, approach any witness to the accident and obtain names and addresses, remaining courteous at all times
6. At the request of the local constabulary or the other party involved, provide them with Quality Care Cleaning Ltd's name and address. Any details given to you concerning the accident must be written down
7. Provide at the request of the local constabulary or the other party involved your own personal details, insurance company, driving licence number, your name and address etc.

Any accident or contact involving a company vehicle must be reported to senior management immediately to allow a suitable investigation to be conducted.



SAFE USE OF LADDERS

Any ladder in use within Quality Care Cleaning Ltd which is used for access to any elevated position must be used in the following manner:

Before starting a task, you should always carry out a 'pre-use' check to spot any obvious visual defects to make sure the ladder is safe to use.

A pre-use check should be carried out:

- By the user
- At the beginning of the working day
- After something has changed, e.g. a ladder has been dropped or moved from a dirty area to a clean area (check the state or condition of the feet)
- **Check the stiles** – make sure they are not bent or damaged, as the ladder could buckle or collapse
- **Check the feet** – if they are missing, worn or damaged the ladder could slip. Also check ladder feet when moving from soft/dirty ground (e.g. dug soil, loose sand/stone, a dirty workshop) to a smooth, solid surface (e.g. paving slabs), to make sure the foot material and not the dirt (e.g. soil, chippings or embedded stones) is making contact with the ground
- **Check the rungs** – if they are bent, worn, missing or loose the ladder could fail
- **Check any locking mechanisms** – if they are bent or the fixings are worn or damaged the ladder could collapse. Ensure any locking bars are engaged
- **Check the stepladder platform** – if it is split or buckled the ladder could become unstable or collapse
- **Check the steps or treads on stepladders** – if they are contaminated, they could be slippery; if the fixings are loose on steps, they could collapse

If you spot any of the above defects, don't use the ladder and notify your supervisor or manager

Use your ladder safely

Once you have done your 'pre-use' check, there are simple precautions that can minimise the risk of a fall.

LEANING LADDERS

When using a leaning ladder to carry out a task:

- Only carry light materials and tools – read the manufacturers' labels on the ladder and assess the risks
- Don't overreach – make sure your belt buckle (navel) stays within the stiles
- make sure it is long enough or high enough for the task
- Don't overload it – consider workers' weight and the equipment or materials they are carrying before working at height. Check the label on the ladder for information
- Make sure the ladder angle is at 75° – you should use the 1 in 4 rule (i.e. 1 unit out for every 4 units up)
- Always grip the ladder and face the ladder rungs while climbing or Descending – don't slide down the stiles
- Don't try to move or extend ladders while standing on the rungs



- Don't work off the top three rungs, and try to make sure the ladder extends at least 1m (three rungs) above where you are working
- Don't stand ladders on moveable objects, such as pallets, bricks, lift trucks, tower scaffolds, excavator buckets, vans, or mobile elevating work platforms
- Avoid holding items when climbing (consider using a tool belt)
- Don't work within 6m horizontally of any overhead power line, unless it has been made dead or it is protected with insulation. Use a non-conductive ladder (e.g. fibreglass or timber) for any electrical work
- Maintain three points of contact when climbing (this means a hand and two feet) and wherever possible at the work position where you cannot maintain a handhold, other than for a brief period (e.g. to hold a nail while starting to knock it in, starting a screw etc), you will need to take other measures to prevent a fall or reduce the consequences if one happened
- For a leaning ladder, you should secure it (e.g. by tying the ladder to prevent it from slipping either outwards or sideways) and have a strong upper resting point, i.e. do not rest a ladder against weak upper surfaces (e.g. glazing or plastic gutters)

STEPLADDERS

When using a stepladder to carry out a task:

- Check all four stepladder feet are in contact with the ground and the steps are level
- Only carry light materials and tools
- Don't overreach
- Don't stand and work on the top two steps (including a step forming the very top of the stepladder) unless there is a suitable handhold
- Ensure any locking devices are engaged
- Try to position the stepladder to face the work activity and not side on
- Try to avoid work that imposes a side loading, such as side-on drilling through solid materials (e.g. bricks or concrete)
- Where side-on loadings cannot be avoided, you should prevent the steps from tipping over, e.g. by tying the steps. Otherwise, use a more suitable type of access equipment
- Maintain three points of contact at the working position. This means two feet and one hand, or when both hands need to be free for a brief period, two feet and the body supported by the stepladder

When deciding if it is safe to carry out a particular task on a stepladder where you cannot maintain a handhold (e.g. to put a box on a shelf, hang wallpaper, and install a smoke detector on a ceiling), this needs to be justified, taking into account:

- The height of the task
- Whether a handhold is still available to steady yourself before and after the task
- Whether it is light work
- Whether it avoids side loading
- Whether it avoids overreaching
- Whether the stepladder can be tied (e.g. when side-on working)

Only use a ladder:

- On firm ground
- On level ground—refer to the manufacturer's pictograms on the side of the ladder. Use proprietary levelling devices, not ad-hoc packing such as bricks, blocks, timbers etc.



- On clean, solid surfaces (paving slabs, floors etc.). These need to be clean (no oil, moss or leaf litter) and free of loose material (sand, packaging materials etc.) so the feet can grip. Shiny floor surfaces can be slippery even without contamination
- Where they will not be struck by vehicles (protect the area using suitable barriers or cones)
- Where they will not be pushed over by other hazards such as doors or
- Windows, i.e. secure the doors (not fire exits) and windows where possible
- Where the general public are prevented from using it, walking underneath it
- Or being at risk because they are too near (use barriers, cones or, as a last resort, a person standing guard at the base)
- Where it has been secured.



No person within Quality Care Cleaning Ltd is permitted to use any spraying equipment or materials unless sufficient training and instruction has been provided and authorisation has been recorded by the designated appointed person.

To ensure Quality Care Cleaning Ltd controls exposure and contains the risks from flammable vapour, spraying within Quality Care Cleaning Ltd is only permitted in enclosed spray booths or in controlled spray spaces.

All substances used in spraying activities are not to be used unless a sufficient risk assessment has been completed against the Control of Substances Hazardous to Health (C.O.S.H.H.) Regulations.

No spraying is permitted within Quality Care Cleaning Ltd unless effective segregation from other persons and adequate ventilation is available.

All personnel must wear all relevant personal protective equipment when conducting any spraying operations. In the event of air feed masks being used. The quality of air is to be monitored at all times to prevent any adverse effects.

No spraying is permitted in any area of Quality Care Cleaning Ltd if there is a risk from any ignition source; this includes lighting, smoking, damaged electrical cables, heating systems etc.

No spraying is permitted above head height of any person conducting any spraying operation. Any spraying required above head height of an individual should only be conducted once a suitable structure has been erected.

All operators must ensure care is taken when spraying cavity areas. The use of low pressure is recommended in these areas to prevent any bounce back from the sprayed material.

In the event Quality Care Cleaning Ltd requires two operators to conduct spraying of the same item, sprayers must work in the same direction and refrain from spraying towards one another.

No eating, drinking, or smoking is permitted in or close to any area where spraying activities are conducted. All employees are responsible to ensure they maintain a high standard of personal hygiene and wash hands BEFORE and AFTER using the toilet and BEFORE handling any food.

All areas where spraying activities is conducted will be suitably identified and access to such areas restricted to authorised persons only.

SPRAY BOOTHS

In the event of spraying in a spray booth, all operators whenever possible must stand upstream of the object being sprayed.

All personnel using spray booths must ensure that airflow or air pressure differential switches are working to warn if designed exhaust ventilation flow of rates are not maintained.

Personnel are responsible for ensuring that they maintain any interlocks fitted between spray guns and exhaust ventilation.

No person is permitted to conduct any spraying activities where damaged spray booth panels have been identified; all panels must be repaired immediately to maintain the fire resistance of the unit.



All operators must ensure all escape routes and any rescue equipment is unobstructed at all times.

All operators must ensure all air intakes are not obstructed and that discharge vents are correctly sited and in good repair.



SPRAYING AND MIXING OF PAINTS

No person within Quality Care Cleaning Ltd is permitted to use any spraying equipment, materials or mix such materials unless sufficient training and instruction has been provided and authorisation has been recorded by the designated appointed person.

To ensure Quality Care Cleaning Ltd controls exposure and contains the risks from flammable vapour, spraying within Quality Care Cleaning Ltd is only permitted in enclosed spray booths or in controlled sprayspaces.

All substances used in spraying or mixing activities are not to be used unless a sufficient risk assessment has been completed with regard to the Control of Substances Hazardous to Health (C.O.S.H.H.) Regulations.

No spraying, mixing or cleaning of spray guns and other such equipment, is permitted within Quality Care Cleaning Ltd, unless carried out by authorised, competent personnel and effective segregation from other persons and adequate ventilation is available.

All personnel must wear all relevant personal protective equipment when conducting any spraying operations. In the event of air fed masks being used, the compressed air is to be checked by a competent person every **3 months** to ensure the quality of air inhaled by employees satisfies the requirements of C.O.S.H.H. Regulations (2002) (Reg 9.) recorded in the RPE log.

It is a requirement of the COSHH regulations (Reg. 9) that a thorough visual examination of all parts of the Air Fed Mask is carried out **at least monthly including air filters** with any change being recorded in the RPE log. Visual inspection should be carried out before every use and any defects including any ill-fitting issues should be rectified before further use.

Routine medical surveillance for lung function, contact dermatitis and other associated medical issues shall be carried out on a regular basis

No spraying or mixing is permitted in any area of Quality Care Cleaning Ltd if there is a risk from any ignition source; this includes lighting, smoking, damaged electrical cables, heating systems etc.

No spraying is permitted above head height of any person conducting any spraying operation. Any spraying required above head height of an individual should only be conducted once a suitable structure has been erected.

All operators must ensure care is taken when spraying cavity areas. The use of low pressure is recommended in these areas to prevent any bounce back from the sprayed material.

In the event Quality Care Cleaning Ltd requires two operators to conduct spraying of the same item, sprayers must work in the same direction and refrain from spraying towards one another.

No eating, drinking, or smoking is permitted in or close to any area where spraying activities are conducted. All employees are responsible to ensure they maintain a high standard of personal hygiene and wash hands **BEFORE** and **AFTER** using the toilet and **BEFORE** handling any food.

All areas where spraying or mixing activities is conducted will be suitably identified and access to such areas restricted to authorised persons only.



SPRAY BOOTHS

In the event of spraying in a back draught spray booth, all operators whenever possible must stand upstream of the object being sprayed.

All personnel using spray booths must ensure that airflow or air pressure differential switches are working to warn if designed exhaust ventilation flow of rates are not maintained.

Personnel are responsible for ensuring that they maintain any interlocks fitted between spray guns and exhaust ventilation.

No person is permitted to conduct any spraying activities where damaged spray booth panels have been identified; all panels must be repaired immediately to maintain the fire resistance of the unit.

All operators must ensure all escape routes and any rescue equipment is unobstructed at all times.

All operators must ensure all air intakes are not obstructed and that discharge vents are correctly sited and in good repair with the booth filters changed on a regular basis by competent personnel and also being recorded in the RPE log, the LEV system shall be serviced by a competent person no later than every **14 months** with the resulting report recorded in the RPE log.

NOTE: ALL RECORDS TO BE KEPT FOR A MINIMUM OF 5 YEARS



No person is permitted to undertake work at height unless they have received sufficient training and instruction.

Working at height within Quality Care Cleaning Ltd is classed as any height where there is potential of a person being injured falling from it, this includes at or below ground level.

Any work at height should be avoided where possible. In the event it cannot be avoided all work should be conducted under a permit to work system only after the task has been suitably planned.

Guard rails should be used where appropriate to prevent any fall from height.

All relevant personal protective equipment is to be worn when working at height e.g. harness.

Wherever possible, mobile elevated work platforms should be used to assist in any work at height.

Inspections of working areas at height are to be conducted at each individual place, on every occasion before it is used. This includes checking the surface and parapet, permanent rail etc.

Where there is a risk of equipment falling from any height; safety nets must be positioned to protect any other parties.

The following rules should be observed before any work at height is conducted:

1. Check there is a safe method of getting to and from the work area
2. Decide what particular equipment will be suitable for the job and the conditions on site
3. Make sure work platforms and any edges from which people are likely to fall have guard rails and toe boards or other barriers
4. Make sure the equipment is in good condition and make sure that whoever puts the equipment together is trained and knows what they are doing
5. Make sure those who use the equipment are supervised so that they use it properly. The more specialised the equipment (for example, boatswain's chairs and rope access equipment), the greater the degree of training and supervision required to ensure safety
6. Check any equipment provided by another company is safe on site before using it
7. Find out who to tell if any defects need to be remedied or modifications need to be made and keep them informed

When selecting a means of access, remember:

- Only when it is not practicable to provide a work platform with guard rails should other means of access (for example, boatswain's chairs or rope access techniques) be used
- Only when no other method is practicable, or when work platforms cannot comply with all requirements for safe work (e.g. a guard rail has to be removed to land materials), should a way of arresting falls (for example, a harness and lines or nets) be relied upon
- Only use harnesses and lines or nets to provide safety as a last resort - they only provide protection for the person using the harness in the event of a fall - they do not prevent falls



- ▯ Harnesses or nets may also be needed to protect those working to put guard rails or other protection in place
- ▯ Ladders should only be used as workplaces for short periods and then only if it is safe to do so. It is generally safer to use a tower scaffold or MEWP even for short-term work
- ▯ Before any work at height, check that there is adequate clearance for equipment. For example, overhead power lines can be a risk when erecting scaffolds or using MEWPs; there can be a risk of crushing against nearby structures when mobile access platforms are manoeuvred

Ensure all relevant signage and notices are posted when persons are working at height.



VIBRATION

Quality Care Cleaning Ltd recognises that regular exposure to continuous vibration from the work process has the potential to cause long-term ill health due to a range of occupational diseases collectively known as hand-arm vibration and whole-body vibration. Quality Care Cleaning Ltd is aware that the exposure of vibration at work is regulated by The Control of Vibration at Work Regulations 2005.

Quality Care Cleaning Ltd will assess the risks to health from exposure to continuous levels of vibration, and determine the control measures needed.

Effective control measures will be introduced to ensure that levels of exposure to hand-arm vibration and whole-body vibration are eliminated or reduced as far as is reasonably practicable following carrying out appropriate risk assessments.

Quality Care Cleaning Ltd will record the assessments and review them periodically or when changes occur.

Quality Care Cleaning Ltd will ensure that the most appropriate equipment is used for the job. Also, it will ensure that those persons responsible for managing work likely to result in exposure to hand-arm vibration and whole-body vibration are adequately trained and competent

Quality Care Cleaning Ltd will inform, instruct and train employees about the risks and the precautions to be taken to protect themselves from the harmful effects of continuous exposure to vibration.

Where there is a foreseeable risk of activities of hand-arm or whole-body vibration, Quality Care Cleaning Ltd will ensure no new equipment or processes shall be introduced into the work carried out without a risk assessment and approval of a designated manager

Quality Care Cleaning Ltd will maintain an inventory of all vibration equipment used that is likely to cause hand-arm vibration and whole-body vibration. Such equipment will be maintained to the manufacturers specification to avoid worsening vibration.

Quality Care Cleaning Ltd will monitor exposure of hand-arm vibration and whole-body vibration, and undertake appropriate health surveillance, where necessary.

Policies and risk assessments related to vibration at work will be assessed periodically.

It is the responsibility of the designated appointed person along with management to ensure that such arrangements are adhered to.



Upon successful tender of all work to be undertaken, all Contractors must ensure full compliance with the following procedure:

The originator of the contract must make sure the Contractor is aware of The Company's Health & Safety Policy & Environmental Policy who in turn must ensure all of their employees are aware of the policies.

The Contractor must complete the Contractor's questionnaire, supply a method statement, risk assessment and forward valid insurance information and return it to the initiator of the contract before attending site.

Method statements should include information referring to job location, step by step job procedure for all work tasks stating who is responsible for the work. Equipment to be used on site and any substances used must have material safety data sheets and Health & Safety Manual notified in advance.

A Method Statement on how the contractor intends to dispose of the waste. Upon approval by the Designated Appointed Person small amounts of waste may be disposed of through the internal (Company) waste system. This will be clearly indicated on the Company Permit to Work.

If the Contractor is required to remove wastes from site, a copy of the Contractors Waste Carriers Licence must be available.

On completion of the contract, Contractors may be required to supply copies of Waste Transfer documentation.

The main contractor/sub-contractor must sign and date Method Statements

The main contractor is responsible for ensuring that all subcontractors are made aware of the requirements of the policies, completing and returning the relevant information.

All contractor information is to be held by Quality Care Cleaning Ltd before the contractor Permit is issued. A copy of all the relevant information is to be forwarded to the Designated Appointed Person by the initiator of the contract. The appointed person is to hold blank plant Permit forms.

The initiating department is to process the Permit to Work and send to the Designated Appointed Person for authorisation.

GENERAL STATEMENT

Where contractors are engaged to undertake work for, or on behalf of the company, it is our policy to carefully select them and plan, monitor and control their work for the safety of everyone who could be affected.

LEGAL POSITION

Regulation 11 of the Management of Health and Safety at Work Regulations requires that Quality Care Cleaning Ltd co-operate with and co-ordinate other employers who share our workplace, to ensure compliance with health and safety law. This duty applies equally to the contracting organisation as to us.

In relation to construction work, we are also subject to specific legal requirements under the Construction (Design and Management) Regulations (CDM). These cover most maintenance,



repair and redecoration works and require that in addition to checking the competence of appointed contractors, we:

- Ensure there are suitable management arrangements for the project including the provision of welfare facilities for use by contractors
- Allow sufficient time and resources for all stages of the project;

and

- Provide pre-construction information to designers and contractors. The CDM Regulations also place additional duties on use where a project is likely to exceed 30 working days or 500 person days of construction and is therefore "notifiable" to the HSE using Form F10.

OVERALL RESPONSIBILITY FOR CONTRACTOR MANAGEMENT

The designated person for safety has overall responsibility for planning and coordinating contractwork. It is their responsibility to ensure compliance with this policy in practice. It is also their specific responsibility to identify whether the project is "notifiable" under the CDM Regulations, tell directors that this is the case and explain the additional actions which will apply.

PRE-CONTRACT INFORMATION

Contractors will be given general information covering essentials such as access and parking rules, waste management information, fire procedures, smoking rules, information about vulnerable building users and their protection, safety rules regarding the use of our power supplies, any areas where PPE is compulsory restrictions on high-hazard equipment, permit-to-work requirements, restrictions and rules about the use of hazardous substances or generation of noise, work at height rules, the use of our facilities, requirements for supervision and quality assurance, restrictions on the use of sub-contractors, security and site contact details.

We have developed a set of "Site Rules for Contractors" covering the above points and these will be supplemented with project specific information as appropriate.

In relation to specific projects, to enable contractors to take account of all issues affecting health and safety within their tender, we provide such information as is deemed necessary to enable them to plan for safe working on site. This will usually include a copy of the above site rules plus any additional information required. The specific list will vary according to the work in hand and will be taken from our "Pre Construction Information Checklist". The information provided will include any residual risks identified by designers.

CO-ORDINATION OF LARGER CONSTRUCTION PROJECTS

In the planning stages of the work, the designated person for safety will identify whether it is part of a project which is likely to exceed 30 working days or 500 person days of construction work. If this is the case, Part 3 of the CDM Regulations will apply, i.e. it will be "notifiable" to the HSE.

In the case of notifiable projects, the designated person for safety will, in addition to general project requirements, ensure that:



- A competent designer is appointed in accordance with our Contractor Selection Policy.
- A competent and adequately resourced Principal Contractor is appointed in accordance with our Contractor Selection Policy
- The work does not begin until there is a Construction Phase Plan in place and suitable welfare facilities for workers
- Information is provided to the designer for inclusion in the project Health and Safety File.

Note: For notifiable projects the specific health and safety requirements for the work will be determined by the Principal Contractor and set out within the Construction Phase Plan. As a rule, the remainder of this policy will not apply to these projects other than where there is an interface between a designated "construction site" and our operational site.

CO-ORDINATION OF ANOTHER CONTRACT WORK

In the case of contract work which is not "notifiable" as described in the section above, the designated person for safety will:

- Define the scope of the work
- Evaluate any new hazards introduced to the workplace and any hazards arising from our activities which are likely to affect the contractors
- Decide whether it is necessary to segregate the work of contractors from other activities taking place on site either by scheduling the work out of hours or by physical separation
- Check that if any design work is carried out on the company's behalf that hazards are eliminated, and risks are reduced at the design stage
- Put together a pack of information for potential contractors as described in Section 4 above
- Identify potential contractors, send the tender information and select a competent and adequately resourced contractor in accordance with our Contractor Selection Policy
- Discuss detailed work plans with the successful bidder and review their risk assessment and method statement for the work
- Include within the contract a requirement to comply with the site safety rules provided
- Review our own risk assessments to identify any new or changed risk control measures which need to be implemented for the duration of the work
- Ensure that contractors' representatives are briefed in essential health, safety and emergency information including the requirement to sign in and out of the site each day
- Ensure that contractors are aware of the tasks which require a permit-to-work and the arrangements for obtaining one
- Monitor the work periodically throughout the day to ensure that the method statement and site safety rules are being adhered to and to identify any additional hazards not previously anticipated
- Ensure that on completion, the required certification, operating instructions, guarantees etc. are received before payment is authorized
- Make sure that any new inspection and maintenance requirements for new equipment are identified and scheduled
- Review the project at completion, or periodically for on-going contractors for the purpose of ensuring any learning points are identified.



CONTRACTS

Contract conditions will stipulate that the contractor and all of their employees/sub contractors must follow our site safety rules, their own safety procedures and method statements and all health and safety legislation applicable to the work undertaken. The conditions will also state that our representatives have the authority to halt the work at any time if they believe that it is unsafe, in which case the matter will be reviewed as promptly as possible by our senior management team.

CHECKING IN ON SITE

All contractor representatives are required to sign in on arrival and out when they leave. They are issued with a visitor or contractor badge.

Our representative will check the scope of work and access required, ensure that the contractor's representative has received a briefing on the essential safety requirements and ensure that permits are issued in accordance with our permit-to-work policy. All contractor representatives are required to sign to confirm that they have understood our site safety rules.

MONITORING AND REVIEW

All work by contractors is monitored periodically to ensure that it is proceeding in the manner expected, including a high quality of workmanship and a safe method of operation. Monitoring also assists us in checking that our signing-in procedure has been followed and identifies any problems with the work or new hazards at an early stage.

Where monitoring uncovers poor standards, our representative will stop the work until the matter can be resolved.

The frequency of monitoring will be determined based on the likelihood of safety concerns arising, i.e. due to the nature of work and past experience.

On completion of work, or periodically where there is an on-going maintenance contract, we will undertake a contract review process to evaluate satisfaction with the contractor's work and identify any other concerns which may have arisen. The review covers quality of workmanship, safety of operations and the effectiveness of communications with the contractor.

Improvements are identified where needed to either the specific working arrangement or the contractor control arrangement in general.

Where the review indicates that the contractor's standards are below those required, we will take action to ensure that the contractor is not used again or that other suitable measures are taken to improve performance.



HIGH PRESSURE WATER JETTING

The term high pressure water jetting refers to all water jetting processes including those using additives, abrasives or chemicals whereby there is an energy input to increase the pressure applied to water. This may range from small domestic power washers to large industrial tanker units.

It is recognised by Quality Care Cleaning Ltd that the use of high-pressure water jetting equipment is high risk due to the nature of the jet and the potential proximity of operators and others to the operation of such equipment. This should always be carried out by competent and authorised staff, as deemed by the designated appointed person.

It is the responsibility of the designated appointed person to ensure that only trained and competent staff operate the high-pressure water jetting equipment and that the risk and control measures are made clear to them.

Before jetting commences, an area of public exclusion should be created. This can be done by means of cones, tape, and signage, or however deemed adequate by the designated appointed person, providing it ensures that all persons in close proximity to the working area are aware that they should not enter. Authorised persons wishing to enter this area should always wait until jetting has stopped. If for any reason any unauthorised persons enter the area, jetting should immediately stop. It should also be noted that any hoses left outside this area should be protected.

All water jetting operations should be risk assessed and any control measures understood by the persons who are to operate the equipment, this includes the correct use of PPE that should be provided by Quality Care Cleaning Ltd. It is the responsibility of Quality Care Cleaning Ltd and the designated appointed person to ensure that correct PPE for such tasks are issued and maintained.

All jetting equipment should be checked prior to use. Checks should be recorded on a log sheet/book and any defects or requirement for maintenance should be reported to supervisors and/or the designated appointed person.

All staff should be aware that other types or risks may be involved with the task of water jetting i.e. leptospirosis, COSHH, slips, trips falls etc.

Under no circumstances should water jetting tasks be carried out on unstable surfaces or equipment i.e. ladders, mobile towers etc.

Water jetting is a high-risk task which should always be carried out in the most serious manner. All staff should follow safe systems of work for the use of this equipment:

- Do not attempt to alter or change the equipment attachments / setting when in use
- Ensure the nozzle is facing downwards when not in use
- Two hands should always be used to operate the trigger / nozzle
- Never leave the unit running unattended
- Under no circumstances should the trigger / nozzle be aimed or pointed at other persons
- If using the equipment where electrical points are present, these electrical points should be sufficiently covered and protected
- COSHH assessments should be conducted where cleaning chemicals/abrasives are used



- ▯ Breaks should be allocated and planned to reduce the risks of hand/arm vibration, noise and fatigue.



Quality Care Cleaning Ltd recognises that it is especially important to have trained, competent staff appointed as rack safety personnel when there is a high degree of activity within warehouse / storage areas of the business, or where there is the greatest risk of rack damage due to mechanical handling equipment.

Quality Care Cleaning Ltd also recognises that when a rack has been struck by a forklift truck or any other object, one of the first priorities should be to identify any unsafe components in order to reduce the dangers of collapse. Removing the damaged segments out of service immediately may be the only prudent response to prevent possible risk to injury to personnel caused by continued use of damaged racking.

RACKING DESIGN & MATERIALS HANDLING EQUIPMENT

Storage racking for products on pallets is designed specifically for the size, shape and weight of the products being stored within the premises. The racking design should be compatible with the pallets and the material handling equipment in use within the workplace. Quality Care Cleaning Ltd recognises that the aisle width should be matched to the turning circle of the forklift truck or other mechanical handling equipment used to put away, replenish or pick.

SAFE WORKING LOADS

Regular inspections of racking should be conducted both in-house and independent to check its integrity, identify maintenance requirements to ensure racking is not overloaded.

Employees are reminded – Do not exceed the Safe Working Limit (SWL) for the unit load or the Safe Working total load per bay for the racking

Quality Care Cleaning Ltd recognises that there should be some means of ensuring that personnel using the racking are aware of its SWL; e.g. having one or more signs in conspicuous locations, such as at the end of all aisles, which contain the following information:

- Racking manufacturers name and trademark
- Safe working unit load
- Safe working load for each shelf beam level
- Safe working total unit for each bay

ALTERING THE RACKING DESIGN OR COMPONENTS

Any alterations to the racking are to be scrutinised by a competent person and should take into account the effects on the SWL. Operation procedures, signs and drawings should be amended accordingly.

Quality Care Cleaning Ltd recognises, a competent person is an individual who, by way of training and/or experience, is knowledgeable of applicable standards, is capable of identifying storage equipment hazards relating to the specific operation, is designated by the employer, and has the authority to advise on appropriate actions.

Physical alterations to uprights, bracings, beams or components, such as welding on additional cleats or bearers, should not be made.



Replacements of uprights, bracings, beams or other components should be with compatible parts. If not practicable, an engineering report should be obtained confirming the integrity and SWL of the racking with these alternative replacement parts.

GOODS ON PALLET TO BE STORED IN RACKING

Goods stored on pallets destined for storage are termed within the company as unit loads. The design of the pallets should take into account the nature of goods in the unit load. A change in pallet design should not be permitted unless the:

- Racking design is suitable to support the weight of the unit load, and
- Pallet design keys into the racking and so prevents the unit from being dislodged.

An assessment of any change to the pallet design should be conducted by a competent person to prevent storage problems arising, such as:

- Changing from timber pallets to post pallets meaning that the legs do not key into the racking
- Using pallets larger than allowed for in double racking, as they can overlap pallets behind or push them off their supports
- Using pallets smaller than allowed for in the racking, as they can drop through
- Using skid pallets in racking without timber decks, as they can drop through

Boxes, cartons and other such items stored on pallets should not overhang the pallet. Unit loads on upper levels containing boxes, cartons and other loose loads should be effectively prevented from falling by wrapping, strapping or some other means.

COLLISION PROTECTION

Bottom portions of those frames/racking within Quality Care Cleaning Ltd that are exposed to possible collisions by forklift trucks or other moving equipment should be protected at all times.

DAMAGE REPORTING

Employees should report any damage or near miss occurrences, however minor, to management so that its effect on safety can be immediately assessed and the hazard eliminated, or risks reduced.



Quality Care Cleaning Ltd recognises that hand hygiene is the single, most effective means of controlling infection & contamination; it is the responsibility of all personnel within Quality Care Cleaning Ltd to practice cleanliness of the hands as a matter of routine.

Hands are to be washed effectively at all break times & before any food is consumed; the use of gloves does not remove the need for hand washing.

SOCIAL HANDWASHING

Hand washing within Quality Care Cleaning Ltd is through washing of hands with non-medicated soap or detergent and water. This method of hand washing helps remove dead skin and bacteria.

Quality Care Cleaning Ltd recognise that hand washing should take place:

- Before starting work
- Before ending work
- After the removal of gloves
- When contaminated
- After eating or smoking
- After use of toilet facilities or other personal hygiene activities

Appropriate hand washing facilities and consumables are provided by Quality Care Cleaning Ltd to enable this process to be adhered to.



HOMWORKING

Quality Care Cleaning Ltd is committed to ensuring the health, safety and welfare of its homeworkers and those affected by homeworking as far as is reasonably practicable. A homeworker is any employee who works at home on behalf of Quality Care Cleaning Ltd.

Homeworkers are subject to the same health and safety requirements as workers based on company premises and must be managed accordingly.

All homeworking activities will be considered and assessed for risk using form HS67; this can be done by self-assessment. Where there is little or no risk to the homeworker or others in the home environment no further action will be taken. If a risk assessment indicates the need for action, Quality Care Cleaning Ltd is committed to putting in place appropriate controls to reduce the risk as far as are reasonably practicable. Homeworkers are covered by existing health and safety law in the same way as any other worker within Quality Care Cleaning Ltd.

The implementation of this policy requires the total co-operation of all members of management and staff. There will be full consultation with employee representatives through existing channels of communication.

Quality Care Cleaning Ltd will, in consultation with homeworkers and their representatives:

- provide information, instruction, training and supervision
- assess all significant risks, including display screen equipment if used
- make adequate arrangements for putting in place control measures and for managing control measures
- ensure that manual handling loads are appropriate and that appropriate lifting aids and/or training are provided where it is not possible to avoid the risk
- supply all necessary equipment, machinery and plant
- ensure that all equipment, machinery and plant is suitable for the job
- ensure that all equipment, machinery and plant is safe, regularly maintained and appropriately guarded
- arrange for the maintenance of all electrical equipment supplied for use in the employee's home

Note:

- The hard wired electrical sockets and ring mains supplies are the employee's own responsibility but the employer's representative will advise on cabling and socket usage in the risk assessment.
- ensure that any substances provided are assessed and suitably controlled
- supply personal protective equipment if needed
- provide, where practicable, scope for varying work patterns and to allow employee input into how the work is carried out, to ensure homeworkers take periodic breaks during the working day
- ensure that homeworkers have the opportunity to be kept informed of what is going on within the company via their management
- review risk assessments whenever there are significant changes and at least annually.

Quality Care Cleaning Ltd is responsible for the health, safety and welfare of homeworkers as far as is reasonably practicable while line managers are responsible for ensuring homeworkers receive the appropriate training and information and for facilitating risk assessments and putting in place appropriate controls.



Risk assessors are responsible for undertaking risk assessments of homeworkers on behalf of line managers. They should advise both the homeworkeer and the relevant line manager of risks and their appropriate controls.

Homeworkers are responsible for their own health, safety and welfare and that of others affected by their work whilst working at home. They are required to report any problems directly to their line manager. This will include incidents and near misses.

Homeworkers are required to follow all training and instruction received, and are to use personal protective equipment when appropriate (as identified as a safe system of work).

If the homeworkeer is unable to follow the work arrangements, training and instruction, the homeworkeer must cease work and report the problems to his or her line manager immediately.



PERMIT TO WORK

Quality Care Cleaning Ltd recognises the importance of controlling certain works on their premises by enforcing a permit to work system.

These provide a formal safety control system aimed at prevention of accidents, damage to property / premises and damage to products, when foreseeably hazardous works are undertaken. The Health and Safety at Work Act 1974 placed further duties on employers and the self-employed to “provide and maintain plant and systems of work that are, so far as reasonably practicable, safe and without risks to health”.

A permit to work is a formal written system used to control certain activities, which pose a significant risk. It is a document that specifies the work to be carried out, and the precautions that should be taken to minimise any associated risk.

ACTIVITIES THAT REQUIRE A PERMIT TO WORK

With the support of employees, responsible managers should identify both the tasks involved with, and the areas of plant that present the greatest risks and decide where they feel a permit to work is required. It is important that the tasks are displayed on any site notice board. However, all the information should be made accessible by displaying suitable signage on all plant identified as requiring a permit to work.

A permit to work should be considered for the following:

- Confined space entry
- Working on or near unguarded moving machinery
- Working at height without secure edge protection
- Working on high voltage or complex electrical equipment
- Excavations in or around plant and equipment
- Conveyor tracking with guards removed
- Hot work
- Any maintenance activity involving potential exposure to asbestos
- Any other activity, which has been identified through a risk assessment as being potentially hazardous

Permits apply whether using contractors, sub-contractors or employees.

AUTHORISING A PERMIT TO WORK

The responsible manager must display an up to date list of all persons who are authorised to sign and issue a permit to work document. It is compulsory that those nominated to issue permit to work documents are trained to do so and are deemed competent.

ISSUING AND RECEIVING A PERMIT TO WORK

The authorised person who issues the permit must ensure:



- The person in charge of the task fully understands the requirements of the permit
- He/she explains the precautions and procedures to all others involved
- He/she acknowledges any concerns the receiver of the permit has and acts immediately to either rectify the situation or raise it to a higher authority

The person receiving the permit must:

- Ensure that only the task specified on the permit is undertaken
- Abide by all relevant safe system of work instructions
- Report back to the authorised person if any changes have taken place which result in the permit becoming invalid (i.e. the receiver of the permit leaving site)

Before a Permit can be issued, several factors need to be considered:

A specific risk assessment and safe system of work needs to be available for all activities that require a permit to work. All employees and contractors should be made aware of potential dangers that could arise through their work. The authorised person should discuss the task with the person receiving the permit and any other involved parties.

For the area of the works in question, consideration should be given to the following:

- The area is clearly visible to all persons
- Suitable barriers and signage are displayed and remain in place for the duration of the works
- All persons involved or whom the works could potentially affect are made aware of any risks and control measures

All machinery and equipment that presents a significant risk must be isolated to nullify the hazards BEFORE THE PERMIT IS ISSUED. Multi-hasp locking systems and interlocking systems require careful monitoring and key security. Area demarcation that prevents mobile plant and unauthorised personnel access to the area must also be considered.

All other tools and equipment used must be identified as being 'fit for purpose' as specified in the Provision and Use of Work Equipment Regulations.

The most significant factor in the occurrence of accidents and incidents is the participation of people. It is imperative that only competent persons undertake any task or activity. An individual should never undertake a task if he/she has not received training or authorisation to do so.

PERSONAL PROTECTIVE EQUIPMENT

All personal protective equipment required to undertake the task safely must be made available and used. Personnel not working in the area but who may possibly be affected must be considered, e.g. in the vicinity of arc welding or noise.

PPE must be suitable for the task and specified in the permit. Some items of PPE require test certificates and must be inspected by authorised personnel. All PPE must be inspected by users prior to use. Any person using specific PPE must be adequately trained in its correct use.



EXTENDED TIME

The permit to work must specify the time limitation of the task. If the task is not completed within that time, the person who received the permit must stop the task. The authorised person can then either:

- Endorse the permit with a revised task duration; or
- Cancel the permit and issue a new one if appropriate.

Note: If the area is to be left for any length of time, barriers and signs to prevent unauthorised entry may need to be present and/or sentries posted.

HAND BACK OF PERMIT

Before a permit is handed back, the authorised person must ensure that the work has been completed and that the whole area is safe; only after this can the permit be signed off.

If the work has not been completed (even after an extension of time endorsement), then the authorised person must suspend the work, and ensure that the workforce is withdrawn from the area prior to contacting the responsible manager.

CHANGE OF PERSON IN CHARGE

If the receiver of the permit needs to hand over his/her responsibilities to another person the work must be suspended immediately. The workforce must be withdrawn and the site left in a safe condition. The authorised person must be contacted to cancel the permit and decide on further action.

EMERGENCY PROCEDURES

Due to the increased risks involved in activities requiring a permit to work, it is essential that sites specific emergency procedures are in place that can adequately deal with the potential consequences if things go wrong. All involved in the activity must fully understand the emergency procedure and their responsibilities for implementing them.

For emergency purposes, contact telephone numbers must be listed on the permit to work document.

REVIEW

A review of the entire operation is beneficial once it has been completed to evaluate the overall performance of the contractors and the effectiveness of the permit to work arrangements.

ASSOCIATED DOCUMENTATION

Permit to work form HS 66



WELFARE FACILITIES FOR PREMISES & SITE WORK

Quality Care Cleaning Ltd is committed to ensuring the health, safety and welfare of its employees whilst working on sites and is aware of the responsibilities regarding welfare facilities for employees on all occupational premises.

Any pre-construction information prepared by Quality Care Cleaning Ltd includes the arrangements for welfare provisions. On notifiable projects Quality Care Cleaning Ltd ensures the construction phase does not start unless we are satisfied that there are adequate welfare facilities provided.

It is the responsibility of the contractors to maintain the facilities throughout the life of the project.

Quality Care Cleaning Ltd is aware that the nature and scale of facilities required will depend on the size, location and type of project.

Facilities will include:

- Toilets
- Washing facilities
- Drinking water
- Changing rooms and lockers
- Facilities for rest & meals

Everyone who works on any site has:

- Access to adequate toilet and washing facilities
- A place for preparing and consuming refreshments
- Somewhere to store and dry clothing and personal protective equipment

If mobile teams are working at a number of locations over a few days, then these facilities will be provided at a central location accessible within a reasonable distance or time.

TOILETS

Toilets are suitable and sufficient, ventilated, well-lit and kept in a clean and orderly condition.

Washing facilities are provided so that employees can use them immediately after using the toilet or urinal.

WASHING FACILITIES

General washing facilities are suitable and sufficient, kept clean and orderly and with basins or sinks large enough for people to wash their face, hands and forearms.

The facilities include:

- Clean, hot and cold, or warm running water
- Soap or other suitable means of cleaning



- ▯ Towels or other suitable means of drying
- ▯ Showers where the nature of work is particularly dirty or there is a need to decontaminate

DRINKING WATER

Drinking water is provided & made available at readily accessible and suitable places.

CHANGING ROOMS AND LOCKERS

Changing rooms are supplied where employees have to wear special clothing for the purposes of their work and cannot be expected to change elsewhere.

FACILITIES FOR REST AND TO EAT MEALS

Suitable and sufficient, readily accessible rest facilities are provided. Seats are to be provided for employees to use during breaks and where employees regularly eat meals at work, suitable and sufficient facilities are provided for that purpose.

Eating areas at Quality Care Cleaning Ltd include a facility for preparing or obtaining a hot drink.

SMOKING

Quality Care Cleaning Ltd is aware that it is against the law to smoke in virtually all enclosed public places and workplaces in the UK, including most work vehicles, and ensures that this is sufficiently controlled.



PURPOSE

This establishes Quality Care Cleaning Ltd's policy for protecting employees who must do service or maintenance on machines or equipment and who could be injured by an unexpected start-up or release of hazardous energy. Service or maintenance includes erecting, installing, constructing, repairing, adjusting, inspecting, unjamming, setting up, trouble-shooting, testing, cleaning, and dismantling machines, equipment or processes.

This policy will ensure that machinery or equipment is stopped, isolated from all hazardous energy sources, and properly locked or tagged out.

SCOPE

This policy applies to all Quality Care Cleaning Ltd's employees who may be exposed to hazardous energy during service or maintenance work. Uncontrolled energy includes potential, kinetic, flammable, chemical, electrical, and thermal sources

EMPLOYER AND EMPLOYEE RESPONSIBILITIES

Quality Care Cleaning Ltd is responsible for implementing and enforcing this policy. All employees must comply with this policy.

Supervisors must enforce the use of lock out and tag out devices when employees do service or maintenance work and may be exposed to hazardous energy.

Employees who conduct service and maintenance work must follow the lock out / tag out procedures described in this policy.

Employees who work in areas where lock out / tag out procedures are used must understand the purpose of the procedures and are prohibited from attempting to restart machines or equipment that are locked or tagged out.

LOCK OUT AND TAG OUT DEVICES

Lockout and tagout devices must meet the following criteria to ensure that they are effective and not removed inadvertently:

- Lock out devices must work under the environmental conditions in which they are used
- Tag out device warnings must remain legible even when they are used in wet, damp, or corrosive conditions
- Lock out and tag out devices must be designated by colour, shape, or size. Tag out devices must have a standardized print and warning format
- Lock out devices and tag out devices must be strong enough that they can't be removed inadvertently. Tag out devices must be attached with a single-use, self-locking material such as a nylon cable tie
- Any employee who sees a lock out or tag out device must be able to recognize who attached it and its purpose
- Each lock must have a unique key or combination



Energy-isolating devices are the primary means for protecting Quality Care Cleaning Ltd's employees who service equipment and must be designed to accept a lock out device. Energy isolating devices must clearly identify function.

ELECTRICAL ENERGY SOURCES

Lock out or tag out of electrical energy sources must occur at the circuit disconnect switch. Electrical control circuitry does not effectively isolate hazardous energy.

ENERGY CONTROL PROCEDURES

Authorised employees who lock out or tag out equipment or do service and maintenance must follow specific written energy-control procedures. The procedures must include the following information:

- The intended use of the procedure
- Steps for shutting down, isolating, blocking, and securing equipment
- Steps for placing, removing, and transferring lock out devices
- Equipment-testing requirements to verify the effectiveness of the energy control procedures

When re-energising equipment is necessary, when power is needed to test or position the equipment, for example—temporary removal of lock out or tag out devices is allowed. This applies only for the time required to perform the task and the procedure must be documented.

Employees should do the following before they begin service or maintenance work:

- Inform all affected employees of equipment shutdown.
- Shut down equipment
- Isolate or block hazardous energy
- Remove any potential (stored) energy
- Lock out or tag out the energy sources
- Verify the equipment is isolated from hazardous energy and de-energised.

Employees should do the following before they remove lock out or tag out devices and re-energise equipment:

- Remove tools and replace machine or equipment components
- Inform co-workers about energy-control device removal
- Ensure all workers are clear of the work area
- Verify machine or equipment power controls are off or in a neutral position
- Remove the lock out or tag out device
- Re-energize equipment



SPECIFIC ENERGY-CONTROL PROCEDURES

When an energy-isolating device is locked or tagged, and it is necessary to test or position equipment, do the following:

- Remove unnecessary tools and materials
- Ensure that all other employees are out of the area
- Remove locks or tags from energy isolating devices
- Proceed with test
- De-energise equipment and lock out or tag out energy-isolating devices
- Operate equipment controls to verify that the equipment is de-energised

CONTRACT SERVICE AND MAINTENANCE

Quality Care Cleaning Ltd's and contractors must be aware of their respective lock out/tag out procedures before the contractor does onsite work. Quality Care Cleaning Ltd's employees must understand and comply with the contractor's energy-control procedures.

GROUP LOCK OUT

When authorised employees must service equipment that has several energy sources and several energy-isolating devices, the employees must follow group lock out procedures.

SHIFT CHANGES AND LONG-TERM SHUTDOWNS

Employees must follow Quality Care Cleaning Ltd's specific written procedures when it is necessary to continue lock out/tag out when work shifts change and during long-term shutdowns.

Joanna Goode is responsible for monitoring lock out and tag out devices that control the energy to equipment during long-term shutdowns.

ALTERNATIVE METHODS

When lock out or tag out is not used for tasks that are routine, repetitive, and integral to the production process, or prohibits the completion of those tasks, then an alternative method must be used to control hazardous energy.

Selection of an alternative control method must be based on a risk assessment of the machine, equipment, or process. The risk assessment must consider existing safeguards provided with the machine, equipment or process that may need to be removed or modified to perform a given task.

For example, when control circuits are used as part of the safeguarding system, the system must be designed to ensure protection as effective as a mechanical disconnect switch or master shut-off valve. A control-reliable dual channel hardwired circuit of industrially-rated components that satisfies the design features with a safety relay or safety PLC to ensure integrity and performance of the safeguarding system, must be used.

Under all circumstances, the individual must have exclusive personal control over the means to maintain the state of the control circuit in a protective mode.



TRAINING

Employees who may be exposed to hazardous energy will receive training before assignment to ensure that they understand Quality Care Cleaning Ltd's energy-control policy and have skills to apply, use, and remove energy controls.

- Affected employees will be trained in the purpose and use of energy-control procedures. An affected employee uses equipment that is being serviced under lock out or tag out procedures or works in an area where equipment is being serviced
- Authorised employees will be trained to recognize hazardous energy sources, the type and magnitude of energy in the workplace, the methods and means necessary for isolating and controlling energy, and the means to verify that the energy is controlled. An Authorised employee locks out or tags out equipment to do service work. An affected employee becomes an Authorised employee when that employee's duties include service or maintenance work on equipment
- Employees whose jobs are in areas where energy-control procedures are used will be trained about the procedures and the prohibition against starting machines that are locked or tagged out
- Employees will be retrained annually to ensure they understand energy-control policy and procedures
- Authorised and affected employees will be retrained whenever their job assignments change, energy-control procedures change, equipment or work processes present new hazards, or when they don't follow energy-control procedures

Current training records will be maintained for each Authorised and affected employee including the employee's name and the training date.

INSPECTIONS OF WRITTEN ENERGY-CONTROL PROCEDURES.

Quality Care Cleaning Ltd's will perform and document annual inspections of energy-control procedures to ensure that employees understand and use them effectively. Documentation will include the following:

- The equipment on which the procedure is used
- The date of the inspection
- The employees included in the inspection
- The inspector

If an inspector finds that employees are not following an energy-control procedure or that the procedure is not protecting them, employees must be retrained and the procedure's deficiencies corrected.

The inspector must understand the procedure and must be someone other than those following the procedure at the time of the inspection. Each procedure's accuracy, completeness, and effectiveness must be verified.

If the inspection covers a procedure for equipment with an energy-isolating device that can be locked out, the inspector must review the procedure with the employees who use it to service the equipment. The inspector can review the procedure with the employees individually or in a group.

If the inspection covers a procedure for equipment with an energy-isolating device that can only be tagged out, the inspector must review the procedure with the Authorised employees who service the equipment and with affected employees who may work in the area when the



equipment is serviced. The inspector can review the procedure with the employees individually or in a group.

SA 77 LOCK OUT TAGOUT



HOT WORK

All hot work at Quality Care Cleaning Ltd is conducted by designated persons who have received sufficient training and instruction in the correct use & methods of how to conduct hot work safely. Hot work includes cutting, welding & grinding.

Each undertaking involving hot work will be subject of a fit for purpose risk assessment. Where possible, all hot work will be conducted in designated safe areas. Where mobile hot work is required, the area will be made safe by removing all combustible materials and substances and ensuring housekeeping is to an acceptable standard; all combustible materials that cannot be removed will be covered with non-combustible sheets, and consideration to any gaps in walls or floors taken into account.

All work equipment is subject of risk assessments and will be checked prior to each use to ensure they are in a safe working condition. All gas bottles will be removed from the vicinity of the work at the end of each shift and stored in a suitable & secure location.

All persons within Quality Care Cleaning Ltd that conduct any hot work will be administered with all PPE appropriate to the task they are to undertake e.g. Welding face mask, heat resistant overalls, respiratory protection, and gloves

FIRE WATCH

A fire watcher will be designated whilst any hot work operations are in progress to patrol in or about any structure of the building close to the hot work operations. It is the responsibility of the fire watcher to remain in the area of the hot work, for one hour after completion to ensure there are no signs of smouldering etc. All staff have been informed of the action to be taken in the event of a fire and how to activate any alarms.

If a fire point is not in the immediate vicinity, then portable fire extinguishing equipment will be made available at the site of operations. Any heat or smoke detectors that have to be isolated will be done so and put back into operation by a competent person.

PERMIT TO WORK

Prior to any work starting, a check will be made to identify whether there is a permit to work system in place for hot work. Where a permit is required, Quality Care Cleaning Ltd will liaise to obtain one.

The contents will be briefed to all representatives of Quality Care Cleaning Ltd involved in any hot work with the conditions of the permit being followed at all times.

On completion of the hot work, the supervisor & fire watcher will confirm that hot work area is safe and free from sources of ignition or signs of smouldering, arrange for the area to be tidied up and for the removal/replacement of fire-fighting equipment.

The supervisor will sign the permit off and return it to the permit holder.



RESPIRATORY DISEASES

The respiratory diseases of construction workers may include pneumoconiosis arising from silica (silicosis) or asbestos exposure, asthma and other allergic reactions (e.g. due to isocyanate paint or resin exposure) and chronic obstructive pulmonary disease. Some hazards encountered in construction can cause lung cancer. Smoking can contribute to the respiratory damage and the risk of these diseases.

OCCUPATIONAL ASTHMA

Occupational Asthma (OA) is an important occupational health problem with serious implications for both affected individuals and their employers. For the affected individual, continued exposure to the causative agent usually leads to deteriorating asthma and the risk of severe (or, on rare occasions fatal) asthma attacks. Even if exposure ceases, the more severely affected individuals may still be left with persistent asthma and chronic disability.

RESPIRABLE CRYSTALLINE SILICA (RCS) EXPOSURE

Occupational exposure to RCS in construction work occurs in concrete removal, demolition work, tunnel construction, concrete or granite cutting, drilling, sanding and grinding. Other people in the vicinity of such work may also be exposed. If workers are employed in occupations listed in 'Health surveillance for those exposed to respirable crystalline silica (RCS)' (G404, HSE 2006) you should consider health surveillance. If the risk is low, you may decide (with advice from a health professional) that health surveillance is unnecessary, but where there is a reasonable likelihood of silicosis developing then health surveillance will be appropriate. The decision must be made by the duty-holder, in the light of competent advice, taking account of current (and past) exposure circumstances. Health surveillance could require chest x-rays (at intervals, in addition to symptoms enquiries) and a baseline assessment would be appropriate. However, the benefits of such health surveillance need to be weighed against the risks associated with serial chest x-rays. It is good practice to monitor workers exposed to respirable crystalline silica for signs of COPD, which could include questionnaire and lung function testing.

CHRONIC OBSTRUCTIVE PULMONARY DISEASE (COPD)

COPD is a common chronic progressive lung disease which is mainly caused by smoking. It is a lung condition that encompasses chronic bronchitis (regular phlegm production) and emphysema (damage to the air sacs in the lung)

Although smoking is the main cause of COPD, exposure at work to dusts, gases, fumes and vapours contribute to about 15 deaths in every 100 from this condition – meaning that there about 4000 more deaths each year than there would otherwise be. COPD by definition results in slowly progressive irreversible decline in lung function. The main emphasis should be on primary prevention, which is best achieved by smoking cessation, and the elimination or reduction of exposures to causative substances in the workplace. The evidence for a link between exposure to silica and COPD is such that annual spirometry is recommended to monitor workers for early signs of this disease. This recommendation should be distinguished from the need for health surveillance involving chest x-rays where the risk indicates this is required under COSHH (2002)



ASBESTOS

Where workers are exposed to airborne levels of asbestos above the action levels specified in the Control of Asbestos at Work regulations (2012) then the provisions laid down will apply and a doctor must be appointed for the purposes of the regulations. The requirements for Health surveillance are specified in the regulations.



WHAT IS LOCAL EXHAUSTS VENTILATION?

LEV is a ventilation system that takes dusts, mists, gases, vapour or fumes out of the air so that they can't be breathed in. Properly designed LEV will:

- Collect the air that contains the contaminants
- Make sure they are contained and taken away from people
- Clean the air (if necessary) and get rid of the contaminants safely

WHY SHOULD I BOTHER WITH LEV?

The law says you must control the risks from these substances (the Control of Substances Hazardous to Health (COSHH) Regulations). Installing LEV may help you to do this. However, this may not be what you need to solve your particular problem and you should consider other options first, such as:

- Eliminate the source
- Substitute the material being used by something safer
- Reduce the size of the source
- Modify the process to reduce the duration or frequency of emission
- Reduce the number of employees involved with a process
- Apply simple controls, e.g. fitting lids to equipment

WHAT MAKES UP AN LEV SYSTEM?

A typical LEV system will have:

- Hood(s) to collect airborne contaminants at, or near, where they are created (the source)
- Ducts to carry the airborne contaminants away from the process
- Air cleaner to filter and clean the extracted air
- Fan must be the right size and type to deliver sufficient 'suck' to the hood
- Discharge the safe release of cleaned, extracted air into the atmosphere
- An LEV hood may be tiny and built into a hand-held tool or it may be large enough to walk into

HOW DO I MAKE SURE I GET THE RIGHT TYPE OF LEV?

When LEV doesn't work as well as it should, a common reason is that the hood doesn't catch or contain the contaminants effectively. It is important to match the hood to the source that you want to control.

There may be a standard, 'off-the-shelf' system that would be suitable for you. However, it needs to be fit for purpose and capable of adequately controlling exposure.



WHAT DO I NEED TO DO ONCE THE LEV IS INSTALLED?

The law says that you need to make sure it carries on working properly. You will need to regularly check and maintain the LEV over the year and have it 'thoroughly examined and tested'. To do this you will need the user manual, logbook and training. If you don't have any of these, ask your LEV supplier for them or get professional advice. The work needs to be done by competent people.

If you have an LEV system that hasn't been commissioned, you will need to have its performance tested to ensure that it is adequately controlling exposure. Ask the LEV examiner to provide a user manual and logbook.

CHECKING AND MAINTENANCE

How often you check your LEV and how you do it will depend on how complicated the system is, how likely it is to fail, and the consequences if it does. Complicated LEV that will have serious consequences if it goes wrong needs more frequent checks and maintenance.

As you gain more experience in running the LEV system, you may need to change the frequency of your checks in the user manual.

Checks and maintenance tend to cover four types of parts:

- Moving parts that may wear, such as fan bearings or filter shakers
- Non-moving parts, such as hoods, ductwork and seals (which can suffer physical or chemical damage and wear)
- Parts that deteriorate with use, such as filters or flexible ducting
- Items that need regular attention, such as filters that need replacing, or removing sludge from a wet scrubber

If the LEV can become contaminated with toxic substances, you may need to use 'permits to work' and formal method statements when people work on the system. Give people responsibilities for checks and maintenance. These may overlap, for example:

- Operator - Make daily checks, report faults
- Safety/workers' representative - Make weekly, monthly checks
- Supervisor - Make weekly checks, arrange repairs, correct deviations from the correct way of working, record findings and actions
- Section manager - Identify problems, receive regular reports from the supervisor, be responsible for maintenance and testing
- Works engineer - Repair faults, carry out maintenance, arrange thorough examination

If there is any obvious damage to the LEV or it clearly isn't working properly, employees should report this and you should have it repaired straight away. Also ask employees using LEV, and any workers' representatives, for feedback and suggestions on how the LEV and working practices can be improved.

WHAT RECORDS DO I NEED TO KEEP?

In your logbook, keep a record of all LEV checks and maintenance to show that it has been done and that the LEV is working as well as it should be. This will also help you keep track of repairs and sort problems out before they get more serious. Keep the logbook for at least five years. You also need to keep thorough examination and test reports for at least five years.



WHAT IS THE THOROUGH EXAMINATION AND TEST?

Most LEV systems need a thorough examination and test once each year (legally, you are allowed 14 months between tests) to make sure it works well and continues to protect your employees. Some LEV systems (such as those controlling more critical or high-hazard processes) need more frequent thorough examination and testing. The COSHH Regulations require more frequent testing for some processes.

The thorough examination tests the LEV against the performance recorded in the commissioning report. It should include airflow and pressure measurements, checks on control effectiveness and, possibly, exposure measurement. If you don't have the design performance data, you will not know whether your system is working correctly, so you may need to have your system commissioned. If your system has already been commissioned, but you have changed the process or layout since then, you need to re-commission it. A professional advisor can help you work out what you need to do. The examination and test need to be done by a 'competent person'. It isn't normally something you can do yourself.

You and your employees will need to co-operate with the examiner. Give them the:

- ▢ LEV commissioning report;
- ▢ LEV user manual;
- ▢ logbook with details of checks and maintenance activities.

The examiner will attach a 'tested' label to all hoods. This will include the name of the examiner and the date of the next test. If a hood has clearly failed, then a red 'fail' label will be attached instead, and urgent action will be necessary. The examiner will give you a report of the examination and test, which should include a prioritised action plan listing anything that you need to do.

If the examination and test show that the LEV isn't adequately controlling people's exposure to airborne contaminants, stop the work and repair the LEV. If you want work to continue while you arrange repair, employees will need further protection, such as suitable personal protective equipment and respiratory protection. The system should carry the red 'fail' label until it has been repaired.

If the thorough examination and test report action plan contains long lists of repairs and poor performance, this tells you that your checking and maintenance is not good enough. Use the test report as an audit of your procedures and an opportunity to review all your exposure control measures. Improve them if you can.

COMPETENCE

You must make sure that anyone who designs, selects, checks and maintains the LEV system and does the thorough examination and test is competent. They should have the knowledge, skills and experience to do the job properly.



HEALTH SURVEILLANCE

'The Management of Health and Safety at Work Regulations 1999 requires every employer to ensure that his employees are provided with such health surveillance as is appropriate having regard to the risks to their health and safety'

Quality Care Cleaning Ltd will determine these requirements from the results of risk assessments.

Quality Care Cleaning Ltd may consider pre-employment health assessments, assessments when employees change jobs within the company, if there are significant changes in the work activity, or there are changes to the employee's health or circumstances.

Health surveillance may be required if during employment any employee will be:

- Undertaking regular nightwork
- Exposed to noise or vibration
- Exposed to certain substances (fumes, dusts, biological agents etc.)
- Undertaking regular repetitive work
- Exposed to asbestos or lead

The main objectives of health surveillance will be to:

- Protect the health of individual employees by detecting as early as possible adverse changes
- Help evaluate the measures taken to control exposure
- Collect, keep up to date and use data and information for determining and evaluating hazards to health

The appropriate level, frequency and procedure of health surveillance will be determined by the risk assessment process. In certain circumstances this may require the assistance of a qualified medical practitioner.

The type of health surveillance required will depend on the risk and severity of any potential ill-health effects. Quality Care Cleaning Ltd will ensure that for all health surveillance undertaken, a health record is retained and maintained throughout an employee's employment.

Where an employee is found to have an adverse health effect or identifiable disease believed to be the result of exposure to an activity or substance hazardous to health, Quality Care Cleaning Ltd will arrange for the employee concerned to be interviewed and informed.

Clearly, where applicable under RIDDOR, this will be reported to the enforcing authorities.

EMPLOYEES DUTIES

Employees are under a general duty (HSWA section 7) to co-operate with Quality Care Cleaning Ltd in any health surveillance participation. These duties are discussed at induction.



- HS 1** Fire Risk Assessment Report
- HS 1a** Fire Log Book
- HS 2** General Risk Assessment Form
- HS 2a** General Risk Assessment Form - Photographic
- HS 3** Manual Handling Assessment
- HS 4** Manual Handling Register
- HS 5** DSE Risk Assessment Form
- HS 6** DSE Register
- HS 7** COSHH Risk Assessment Form
- HS 9** COSHH Register
- HS 10** First Aid Risk Assessment
- HS 11** Expectant Mothers Risk Assessment
- HS 12** Young Person Risk Assessment
- HS 13** Lone Workers Risk Assessment **HS**
- 16** Risk Assessment Review Register
- HS 17** Action Plan
- HS 18** Plant Register
- HS 19** Authorised PPE Register
- HS 20** Individual PPE Register
- HS 21** PPE Inspection Checklist
- HS 22** Emergency Response **HS**
- 23** Incident Reporting Form
- HS 23a** Accident Investigation Form
- HS 24** Pre-Fire Risk Assessment Questionnaire
- HS 25** Fire Notice
- HS 26** Training Matrix
- HS 27** Vehicle Inspection Checklist
- HS 29** Ladder Checklist
- HS 30** Workplace Transport
- HS 33** Employers Record Sheet
- HS 34** Personal Record of Training & Authorisation
- HS 40** Employee Health & Safety Induction
- HS 41** Confidential Health Questionnaire
- HS 44** Pre-Tender Contractor Evaluation/Health & Safety Questionnaire
- HS 45** Contractors Rules
- HS 57** Risk Assessment Acknowledgement Form
- HS 65** Health & Safety Induction Checklist
- HS 66** Permit to Work