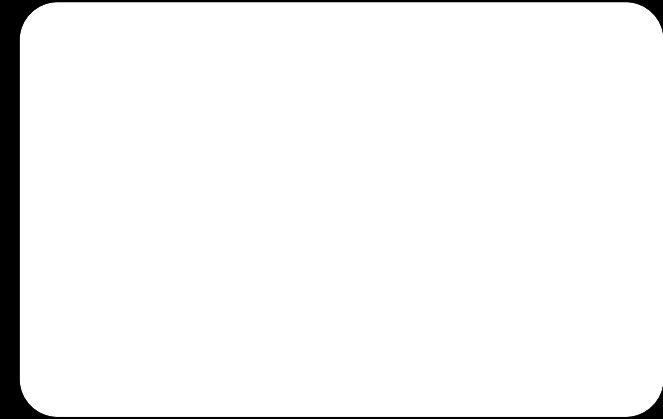


**we clean**  
AND PROUD OF IT!



We Clean Ltd. Rubery House, The Avenue, Rubery, Birmingham. B45 9AL.  
Tel. 0121 453 6191. Fax. 0121 460 1047. Company Reg. No. 4707623

[www.wecleanltd.com](http://www.wecleanltd.com)



## 18. Staff Welfare

Where possible arrangements will be made with the Client Contact for the use of basic welfare facilities such as Toilet/Washrooms and where appropriate rest facilities.

## 19. Monitoring

Health and safety performance will be monitored on an ongoing basis by visual inspection and checking of documentation.

## 20. Environmental Issues

The overall environmental impact of the Company could be considered low.

Our Procurement Strategy will aim to maximize our Environmental Credentials by selecting supply partners who:

- Offer Recycled Paper Options
- Use Recyclable Packaging for their Goods
- Provide Energy Efficient Cleaning Equipment and Motor Vehicles
- Develop equipment that can be either refurbishment or recycled

Instructions on the safe and correct disposal of waste cleaning chemicals and containers will be obtained from the Client Contact to ensure that we comply fully with Duty of Care Legislation.

Instructions will be communicated to employees together with the procedures for the safe and correct disposal of waste generated on site.

Where the Company is responsible for the removal of waste from site an appropriate waste carrier will be appointed who is authorized to carry such waste and a Waste Transfer Note will be kept on file.

## 21. Policy review

This policy will be kept up to date, particularly as the business changes in nature and size. To ensure this, the policy and the way in which it is implemented will be reviewed every 12 months. In addition, reviews of risk and COSHH assessments and site safety inspections etc will take place every two years.

Our commitment to Health & Safety is paramount and sufficient time and funds will be made available to ensure its successful implementation!



# HEALTH AND SAFETY POLICY

March 2013

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Where it is necessary to use a chemical that is classified as hazardous, a full assessment will be made of the risks and appropriate control measures adopted.

Only trained employees will be allowed to handle cleaning chemicals. Employees will be provided with information on any hazards and the safe handling of the product.

All containers will be identified with the manufacturer's label.

Gloves will be worn when handling all types of cleaning chemicals.

### 16. Personal Protective Equipment

As far as possible, tasks will be made sufficiently safe that personal protective equipment is not required. Employees will however be advised to wear gloves when handling any form of cleaning chemical.

The need for personal protective equipment will be identified during the site specific risk assessment.

All employees will be informed as to why the equipment is necessary and be instructed in its safe use, storage and the system to be followed if problems are encountered in its correct use. A record will be kept of all equipment issued.

Suppliers of protective equipment will be made aware of the hazards to be protected against to help ensure that the appropriate type of equipment is selected.

### 17. Risk Assessments

A risk assessment will be carried out of every site before the contract commences. Wherever possible, this will be carried out with the help of the Client to ensure that site specific risks are considered.

Any concerns that are under the direct control of the Client e.g. storage facilities, will be addressed before the contract starts.

All employees will be made aware of the main findings of the risk assessment. Where possible, employees will be involved in the risk assessment process.

All employees will be encouraged to raise any issues for concern as and when they occur. This will help ensure that the risk assessment is an ongoing practice.

## 12. Storage of Equipment and Cleaning Chemicals

All equipment and cleaning chemicals will where possible, be stored in secure areas to help prevent unauthorised use and misuse by third parties.

Any issues concerning the safe storage of equipment and chemicals will be raised with the Client.

## 13. Equipment

Equipment will only be used by employees who have been trained in its safe use.

Equipment supplied will be appropriate for the task and suitably maintained. All electrical equipment will undergo tests for electrical safety annually.

All employees will be responsible for checking equipment is fit for use as far as they can tell before use. For electrical equipment, this will include checking for physical damage, frayed wires or leads. All issues of concern will be reported to the employee's supervisor and the equipment removed from use.

In addition, the socket into which the electrical equipment is to be plugged will be visually checked. All issues of concern including problems finding a suitably located socket, will be raised with the Client.

Supervisors will oversee this procedure.

## 14. Access Equipment

Access equipment will only be used if there is no safer method of carrying out a task e.g. by using extension poles.

All access equipment including ladders and stepladders will be suitable for the task and only trained employees will be allowed to use such equipment.

Equipment will be visually checked for defects before each use.

## 15. Cleaning Chemicals

As far as possible, cleaning chemicals that are not classified by manufacturers as hazardous to health will be used.

## 1. Introduction

Welcome to **we clean**

Thank you for taking the time to read this important Company document.

**we clean** operates within the service industry. As a result, the Company needs to be and is very people orientated.

The Directors of the Company recognise that the delivery of 'quality services' is directly determined by the actions of our staff - we cannot mechanise what we do, our people are our assets.

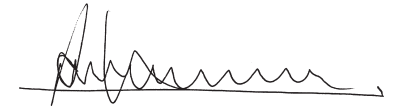
We are committed to providing a motivated and well-trained workforce with the ability to carry out their duties effectively and efficiently.

Our joint objective is to ensure that the client receives total satisfaction, remember, our client is the **only** reason we are here, as a team let's surpass their expectations.

Thank you for your commitment to our Company, enjoy your work and be **proud of it!**



David Harker



Paul Concannon

## 2. Statement of General Policy

**we clean** regards the promotion of health, safety and welfare measures as an essential aspect of effective and responsible management.

It is our policy to seek to provide safe and healthy working conditions, to encourage safe working methods and to enlist the active support of all personnel employed in achieving these ends.

**we clean** will aim as a minimum to:

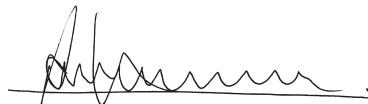
- Safeguard the health, safety and welfare of employees and those whose work is managed by the Company
- Bring to the notice of effected employees the safety policies of both the Company and the client and the arrangements made for their health and safety at work
- Provide the necessary information, instruction, training and management to enable and ensure the adoption of safe systems of work
- Provide equipment that is safe to use
- Provide personal protective equipment where necessary
- Have regard for the health and safety of those not employed by the Company, but who may be effected by the operations of the Company
- Ensure that every effort is made to meet the statutory requirements and codes of practice relating to the companies activities

It is duty of all Directors, Managers and Location Managers to enforce this policy and ensure that health and safety is an integral part of our business activities.

It is the duty of all employees and sub contractors to ensure that they act responsibly and do everything possible to prevent injury to themselves, fellow workers and the public and co-operate with the Company in the operation of this policy.



David Harker  
Director



Paul Concannon  
Director

- Accident Reporting and First Aid Provisions
- Findings of site specific Risk Assessments and Control Measures
- COSHH
- Specific Site Rules
- Communication of Health & Safety to account for changes in Legislation, Accident Reporting and current Best Practice.

Job specific – all employees will receive job specific training that will address Health and safety.

All training will be recorded and a hard copy kept on Company Personnel Files.

Training needs will be reviewed regularly and where appropriate re-fresher training will be provided to ensure that cleaning staff are fully compliment with their Duty of Care obligations.

## 10. Manual Handling

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

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

## 11. Contractors

Contractors will be required to produce a copy of their safety policy, together with examples of risk assessments/method statements.

Before commencing works, a copy of the task and site specific method statement that addresses all the main risks will be obtained and clarified.

Proof of insurance cover will be obtained.

The contractor will be made aware of any site specific rules.

The Company has two designated First Aiders based at the Company Head Office.

## 8. Fire Safety & Emergency Procedures

The company will ensure that the Client's fire procedures are adequate and communicated to each employee.

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

Location Managers are responsible for keeping their operating areas safe from fire, ensuring that all **we clean** staff are trained in proper fire prevention practices and emergency procedures.

### ACTION TO BE TAKEN UPON DISCOVERING A FIRE

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

### ACTION UPON HEARING THE FIRE ALARM

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

## 9. Training

Induction – all employees will receive training on joining the company that will include a section on health and safety to cover the following issues:

- Responsibilities of employers and employees
- Company Procedures
- Fire Procedures

## 3. Alcohol & Substance Abuse Policy Statement

**we clean** recognises that people carrying out work under the influence of alcohol, drugs or other substances, such as solvents, maybe a danger to themselves, our clients or the public, as a result of their judgement, co-ordination or concentration impaired.

The purpose of this policy is to ensure that the possible consequences of substance abuse on the individual, and other employees, sub contractors and the public are reduced to a minimum and if possible avoided.

This policy applies to all employees including administrative staff and managers.

The Directors have ultimate responsibility for the effective implementation and operation of the policy. Managers and site location managers are responsible for applying the policy within the operations for which they have responsibility.

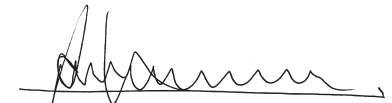
Substance abuse refers to the use of illegal drugs, abuse of prescribed drugs, abuse of alcohol and substances such as solvents which harm or have the potential to harm the individual, both physically and mentally and through the individual's actions, other people.

Employees reporting for work, or at work, under the influence of alcohol or any other substance may be of guilty of gross misconduct, and as result can lead to summary dismissal.

Employees who are aware of a colleague with a drug, alcohol or other substance misuse problem, or who have a problem themselves, are encouraged to discuss the issue with their line manager. The matter will be dealt with in strict confidence, subject to the provisions of the law.



David Harker  
Director



Paul Concannon  
Director

## 4. Health & Safety Policy – Organisation

### Overall Responsibilities

Scope	Job Title	Location
Overall responsibility	Co. Directors	All contracts
Implementation of policy	Contract Management	All contracts
Execution of policy	Location Manager Staff Contractors	Specific sites

## 5. General Arrangements

The Health and Safety Policy will be communicated to all employees when they commence employment and they will be issued with this comprehensive handbook.

All employees will be asked to sign to confirm receipt of this Handbook and that they understand fully its contents and its importance.

Detailed below is how specific issues will be handled.

## 6. Accidents

All accidents MUST be reported to your Location Manager and the details recorded on the Company Accident Report Form held in the Site Location Guide and forwarded to Head Office for the details to be recorded in the Master Accident Book. Serious accidents where hospital treatment is required must be reported to the Health and Safety Advisor as soon as possible after the incident.

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

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

- any work related injury that leads to an employee being absent from work for more than 7 working days
- fracture other than to fingers, thumbs or toes;

- amputation;
- dislocation of the shoulder, hip, knee or spine;
- loss of sight (temporary or permanent);
- chemical or hot metal burn to the eye or any penetrating injury to the eye;
- injury resulting from an electric shock or electrical burn leading to
- unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours;
- any other injury: leading to hypothermia, heat-induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours.

All accidents / incidents will be investigated by Senior Management and/or the Health and Safety Co-ordinator / Representative with the following objectives;

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

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

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

## 7. First Aid

Adequate provisions will be made for first aid.

Provisions will be based on an assessment of the site, together with consideration of the number of persons working for the company at the site.

Any First Aid provision provided by the Company will be suitably marked and easily accessible to all **we clean** employees at all times whilst at work.

Contracts with less than 6 **we clean** employees, arrangements will be made with the client contact to use their first aid facilities.