

## HEALTH & SAFETY POLICY STATEMENT

### Health & Safety at Work. Act 1974

**This is the Health & Safety Policy Statement of Deeland Ltd t/a ServiceMaster Clean Newbury**  
**Part 1 General Policy**

- 1.1 Aim** It is the aim of the company to prevent accidents, as far as is reasonably practicable and to ensure the health, safety and welfare of all employees and all persons likely to be affected by its operations including sub-contractors and, where appropriate, the public by ensuring that:
- All offices, sites and other areas of work under its control are maintained in a safe and healthy condition.
  - A safe system of work is provided and maintained and that the provisions of the Health & Safety at Work Act 1974 and separate Regulations made under this act including: inter alia Management of Health & Safety at Work Regulations 1999, Provision and Use of Work Equipment Regulations 1998, Manual Handling Operation Regulations 1992 (as amended), Workplace (Health, Safety and Welfare) Regulations 1992, Personal Protective Equipment at Work Regulations 1992, Health & Safety (Display Screen Equipment) Regulations 1992 (as amended in 2002), and Construction (Design and Management) Regulations 2015 (CDM 2015) together with any relevant policies and procedures laid down within the Company are all complied with.
- 1.2 Practice** In line with its aim, it is the policy of Deeland Limited t/a ServiceMaster to provide, in so far as is reasonably practicable, through its departments and management:
- Adequate financial resources for the implementation of health and safety matters.
  - Plant and systems of work which are safe and without risks to health and safety, including operations where hazardous substances are used.
  - The maintenance of any place of work under its control in a condition that is safe and without risk, together with adequate facilities and arrangements for welfare.
  - The establishment of a co-ordinated organisation to ensure comprehensive and competent advice on all accident prevention measures.
  - Facilities for consultation to enable employees to co-operate in promoting and developing effective measures to ensure their health and safety at work.
  - Risk assessments by competent persons.
  - Protective clothing and/or equipment in appropriate situations and weather conditions.
  - Adequate first aid supplies and facilities in accordance with current regulations.
- 1.3 Employees** The co-operation of all employees is vital to achieving the Company aims, so in turn **every employee must realise** that he/she has a legal duty while at work to:
- Take reasonable care for the health and safety of both himself/herself and others.
  - Co-operate with the Company in all matters relating to health, safety and welfare.
- Anyone found working to their own or other person's detriment by disregarding this Safety Policy or other procedures could be held responsible in law and may be subject to disciplinary proceedings which could result in dismissal.
- 1.4 Training** The company will, so far as is reasonably practicable, arrange for training of all levels of staff to ensure proper observance of the requirements of the Health & Safety etc Act 1974 and the provision of all current regulations in so far as they concern the company.
- 1.5 Contract Workers** Any contractor or sub-contractor carrying out work for or on behalf of the Company shall be required to comply with the relevant statutory provisions, Codes of Practice and the requirements of the Company Safety Policy and associated arrangements.
- 1.6** In accordance with the Section 2(3) of the Health & Safety at Work etc Act 1974, the company will:
- Provide to all employees this written statement on its general policy on health and safety and the organisation and arrangements for carrying it out.
  - Review the working of this policy annually and revise it when necessary.



**Andre Gottemaker**  
**Business Operations Director**

**5<sup>th</sup> December 2022**  
To be reviewed 4<sup>th</sup> December 2023

Should you have any questions regarding this Safety Policy Statement, or indeed any other aspect of safety, please ask your immediate Manager for guidance.

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#### Part 2 Organisation

**2.1** Overall and final responsibility for health and safety is that of the Business Operations Director and General Manager/Director. Day to day responsibility for ensuring this policy is put into practice and brought to the attention of all employees is delegated to the Business Operations Director. To ensure health and safety standards are maintained/improved, the following people have responsibility in the following areas:

- Head Office and Grounds – Andrew Goodman
- Newbury Sites – Newbury 1 & 2. Field Manager
- Basingstoke Sites – Basingstoke Field Manager
- Reading Sites – Reading Field Manager
- Oxford Sites – Oxford Field Manager
- Swindon Sites – Swindon Field Manager
- General Needs Sites – Field Service Manager / Contracts Co-Ordinator
- Point of contact for all Areas – Commercial Services Manager or Communal Services Manager

**2.2** The accident prevention function and health and safety generally is regarded as an integral part of operational management responsibilities, with the support of a competent advisory service, and provision is made for this.

#### 2.3 Every Employee must

- Take reasonable care for the health and safety of himself/herself and others and not take risks or leave situations which may be dangerous.
- Co-operate with the Company in all matters relating to their health, safety and welfare and develop a personal concern for accident prevention.
- Use all plant, equipment and tools provided in the manner prescribed for safe working and avoid the use of unsuitable or improvised equipment and tools.
- Not interfere with or misuse anything provided in the interests of health, safety and welfare.
- Use any safety equipment provided when required to do so.
- Report all safety hazards, defects and accidents (however minor) to his/her manager.
- Wear the correct protective clothing and equipment wherever the wearing of such protection is specified.
- Be aware of relevant emergency action plans and/or evacuation requirements, and act accordingly.
- Report all accidents, potential accidents or dangerous occurrences immediately to their immediate supervisor and submit a written report on the relevant report form.
- Not operate any equipment they have not been specifically trained to use or would otherwise not be competent to use.
- Keep workplaces clean, tidy and emergency routes and equipment unobstructed.
- Not indulge in behaviour which may endanger the health and safety of themselves or others.
- Support elected Safety Representatives and appointed Health and Safety Co-ordinators in carrying out their roles.

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#### 2.4 Directors

Responsible for ensuring that:

- Statutory requirements and the Company Safety Policy are fully implemented in respect of activities under their control
- Safe systems of work are implemented at all subordinate levels
- All alterations to existing, or the introduction of new procedures etc., have been thoroughly appraised prior to introduction to ensure, as far as is reasonably practicable, the health and safety of employees or other persons who could be affected.
- To ensure the policy is reviewed on an annual basis.

#### 2.5 Company Health & Safety Officer

Responsible for:

- Initiating (and amending when needed) the Company's Safety Policy, bringing it to the attention of all employees and ensuring that sufficient arrangements and facilities are made available for implementing such policy
- Overseeing the function of safety management within the Company and the effectiveness of the arrangements
- Reporting to the Director accordingly
- Also responsible for providing a safety information service
- Maintaining contact with outside sources of advice.
- Ensuring that the Company Safety Committee is kept apprised of current/impending regulations.

#### 2.6 Company Safety Committee

The Company Safety Committee will include the Company Health & Safety Officer, a member of the operations team and a member of the technical team.

The Committee's function is that of a reporting forum, to co-ordinate company safety measures, disseminate information and review the practical working of the Safety Policy. The Committee will meet every six months.

#### 2.7 Senior Management

- To be familiar with the Company Safety Policy, procedures and Codes of Practice and to ensure that persons under their control are adequately trained and fully aware of potential hazards
- To ensure that adequate provisions are made for the supply and use of protective safety clothing and equipment
- To liaise with the Company Health & Safety Officer in such activities as safety inspections, record keeping, accident reporting, safety training and general safety reviews.

#### 2.8 Management

Responsible for:

- Ensuring that the Company Safety Policy and statutory requirements are fully implemented in respect of activities under their control
- Providing instruction for their staff in safe systems of work
- Providing and maintaining safe working environments under their control
- Ensuring that their staff are aware of the location of fire fighting equipment and are trained in its use
- Ensuring that the staff are aware of the location of first aid facilities and that the contents meet the requirements of current first aid legislation, providing and

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ensuring use of protective safety equipment, ensure that suitable and sufficient risk assessments are carried out.

### Part 3 Arrangements

#### 3.1 Communications

The Director's of Deeland Limited t/a ServiceMaster recognises the importance of health, safety and welfare within its organisation and the need to ensure that a healthy and safe environment is provided and maintained for all employees and other persons who could be affected by its work activities. In order to meet the legal requirements of the Safety Representatives and Safety Committees Regulations and the Health and Safety (Consultation with Employees) Regulations, they will communicate and consult with all employees on the following issues:

- The content of this policy.
- Any rules specific to a site or job.
- Changes in legislation or working best practice.
- The planning of Health and Safety training.
- The introduction or alteration of new/existing work equipment or technology.

The communication and consultation will take place directly with the employees via regular safety meetings, toolbox talks, monthly company newsletters, e-mails and memos posted on the staff notice board.

#### 3.2 Training

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

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

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

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

Particularly hazardous jobs requiring specialised training are to be identified by Supervisors/Managers and training will be arranged/provided as required. Records of training undertaken, workshops and briefings attended by staff members are to be maintained within the office.

On this Health & Safety induction they will be acquainted with emergency evacuation procedures, assembly areas, location of fire alarm Call Points and the Emergency Telephone Number etc.

Until such a time as the Induction checklist has been signed and handed to the Line Manager, the new member of staff will **NOT** be considered to have been inducted.

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#### 3.3 Risk Assessments

The Company Health & Safety Officer will carry out and record formal risk assessments. In addition risk assessments are carried out continuously by employees throughout their work. Hazards are considered and work methods established to minimise the risk of injury to themselves and others affected by the work. Where the employee does not have the knowledge about a specific hazard, they will seek/take further advice from the Health & Safety officer/Line Manager if required. The Company Health and Safety officer ensures that operators are provided with appropriate instruction and training on risk assessments.

Within the company there exists a wide range of hazards relating to work activities carried out by staff. These hazards should be addressed locally and minimised by completion of a formal **Risk Assessment Form**. Managers and supervisors are responsible for ensuring that all activities that pose a significant threat to the health and safety of staff, visitors and contractors in their area are risk assessed.

Risk Assessments are undertaken and updated continually. Line managers, supervisors and individuals must ensure that all tasks undertaken are covered by appropriate Risk Assessments. Completed Risk Assessments are reviewed, signed and dated by a competent person every year or whenever the activity, equipment or legislation changes (whichever is sooner).

Copies of all Risk Assessments must be located within each Site Document as a convenient point of reference for staff and those persons conducting inspections. For off site activities a copy of the Risk Assessment is kept with the persons performing the activity and a copy held in the project or job sheet file.

No work can begin on a new activity until a formal Risk Assessment has been written and signed.

#### 3.4 Method Statements

Formal method statements (Safe Systems of Work) will be prepared in writing where the risk is particularly high. The method statements will provide site specific information on the task to be undertaken including site setup, chain of responsibility and will detail a clear sequence of work that would be followed in order to undertake the given task safely.

#### 3.5 Co-operation with Clients

Employees will always familiarise themselves with client procedures when first attending site, in particular general site access, emergency procedures and high risk work activities including if necessary permit to work systems. Clients site procedures and specific instructions will be followed at all times.

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

#### 3.6 Welfare Facilities

Wherever possible arrangements will be made with the Client and or Contractor for the use of Welfare facilities at sites under their management. As a minimum the following requirements will be adhered to:

- Toilet/washing facilities accessible on site.
- Eating/rest facilities accessible on site.

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#### 3.7 Work Equipment

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

All 3-phase and hard-wired electrical equipment is to be electrically safety tested by a competent person or by specialist external companies before installation, and then every year after that. It is the Stores Supervisor's responsibility to keep record of all electrical equipment test results.

All mains connected electrical equipment is subject to Portable and Transportable (PAT) electrical safety testing. The period between testing and inspection is dependant upon the type of equipment, its use, its portability and its environment.

All users of electrical equipment must check that the equipment is not damaged in any way as well as having a PAT sticker or label on it that has a Test Expiry Date which is still current. If not, the equipment should not be used and should be quarantined in a locker/drawer or marked 'Do Not Use' when quarantine is impractical. If any faults or damage are found on any equipment, report the fault to your Supervisor. Repair or retesting can then be arranged through the Head Office/Stores Manager. The Stores Manager has the authority to withdraw, or render unusable, any item of electrical equipment to safeguard the health & safety of members of staff.

#### Do's and Don'ts

- **DO** check that all electrical items have an "in date" sticker
- **DO NOT** use any item where the PAT test is out of date
- **DO NOT** use any item that does not have a label - treat as untested
- **DO** check the condition and integrity of any electrical item prior to use
- **DO** check plugs and leads prior to use
- **DO NOT** attempt to repair faulty electrical items or fit plugs
- **DO NOT** use privately owned equipment unless tested
- **DO NOT** "Jockey" extension leads
- **DO NOT** over-ride or change fuses until the original fault has been repaired
- **DO** isolate faulty equipment from the mains
- **DO NOT** attempt to hardwire any equipment to the mains
- **DO** use an RCB if necessary
- **DO NOT** overload wall sockets
- **DO NOT** use electrical extension cables whilst fully rolled up
- **DO NOT** use any item that appears to be overheating
- **DO** report any faults as soon as practicable to do so
- **DO NOT** leave faulty items lying around for others to use



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Before new equipment is introduced into the working environment, an assessment will be made by Andre Gottemaker the Company Health and Safety Officer, in order to ascertain that the equipment is suitable for its intended use.

No employee will use, work equipment for which they have not received specific training.

#### 3.8 Personal Protective Equipment (P.P.E.)

The specification of Personal Protective Equipment (PPE) necessary for a task can only be made after a suitable and sufficient assessment has been carried out. Managers, supervisors and others with supervisory status are to ensure that the appropriate PPE is made available for staff where a requirement is called upon by either a Risk/COSHH Assessment or any other Health & Safety Survey. Funds are to be made available for the cleaning and replacement of items due to fair wear and tear.

PPE must always be regarded as the “Last Resort” against risks to safety and health, with engineering controls and safe systems of work always considered before the provision of PPE. It should only be used wherever there is a risk to safety and health that cannot be adequately controlled by other means. All PPE must be provided free of cost with information, instruction and in certain circumstances, training in its usage.

All items of PPE must be thoroughly examined by the user on each occasion prior to use, to ensure it is in good working order and clean from all contaminants. Any defects or damage must be reported to manager/supervisor immediately. Where it might be shared amongst members of staff, arrangements must be put into place for repairing, replacement, cleaning and disinfecting (if necessary). Specific (a labelled cupboard, drawer or cabinet) and suitable accommodation must be provided to correctly store PPE when not in use in order that it remains clean, away from harmful substances and away from direct sunlight and dust.

Where PPE is provided for an individual to undertake an activity, they have a duty in law to wear it. Misuse or neglect of PPE is treated as a serious disciplinary matter.

A written record detailing what PPE has been issued will be signed by the employees on receipt of the equipment and the hard copy kept on file.

#### 3.9 Hazardous Substances

Before any hazardous substances supplied by Deeland Limited t/a ServiceMaster are used during a work process, a material safety data sheet (MSDS) will be requested from the supplier and an appropriate assessment made of the risks from that substance will be undertaken by Andre Gottemaker the Company Health and Safety Officer, in line with the Control of Substances Hazardous to Health Regulations (COSHH). Alternative less harmful substances will be used wherever possible. If the substance is not supplied by Deeland Limited t/a ServiceMaster it is the legal responsibility of the user of that substance to obtain a MSDS and carry out a proper assessment under the COSHH regulations.

All assessments should consider storage, handling and aspects of use, exposure, PPE requirements, workers health and emergency actions. Supervisors will brief staff on any hazard or substance precautions, with written records being located in an accessible location within each department.

All members of staff must ensure that all hazardous substances are controlled in accordance with Deeland Ltd t/a ServiceMaster on the **Control of Substances Hazardous to Health (COSHH)**. No hazardous substance is to be used under any circumstances without the relevant **COSHH Risk Assessment Form**, having been signed and dated.

Each site which we clean will have its own Site Document folder containing a Controlled Substance Inventory, a copy of the Safety Data Sheet for each substance and a copy of the COSHH assessment for the activity or process for which the substance is to be used.

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All hazardous substances must be stored in approved and appropriate storage cabinets with adequate bunding for wet chemicals to contain any spillages.

All blank containers containing substances (hazardous or otherwise) must be labelled with a self adhesive label, complete with a description in plain English in indelible ink, as well as the name and contact details of the owner or user. Labels must not be overwritten and labels should not be placed over other labels.

With regard to potential biological hazards, the Health & Safety Officer must be informed prior to any hazardous biological substance/agent being introduced to the warehouse. There are very strict legal guidelines as to the use and storage of such substances or agents.

Copies of all COSHH Risk Assessments must be kept within each Site Document as a convenient point of reference for staff and those persons conducting inspections.

Where Personal Protective Equipment (PPE) is required, the BS EN reference number must be quoted on the assessment and where appropriate (i.e. when using specialised or unfamiliar PPE) a separate PPE Risk Assessment should be completed.

An inventory of all substances and materials hazardous to health supplied by ServiceMaster Limited is held at head office.

#### 3.10 First Aid & Accident Reporting

As part of their responsibilities, supervisors and line managers must satisfy themselves that their staff are fit to carry out their work. Any line manager or supervisor who suspects that a member of staff may be unwell and may be putting him/herself or others at risk should discuss his/her concerns with the person in question to determine the cause and whether any action needs to be taken (e.g. sent home, referral to GP, etc.).

Staff should also be aware that they have a personal responsibility not to carry out work activities if they suspect that their ill health may inhibit their ability to work safely, and/or put themselves or others at risk.

Adequate first aid provision will be made at every place of work occupied by the company.

Each first aid box shall be suitably marked and be easily accessible to all employees at all times when they are at work.

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

At all of our four sites/premises owned and run by Deeland Ltd, we carry and hold first aid boxes.

We have staff that are Qualified First Aiders.

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



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#### Accidents, Incidents & Near Misses

All accidents, incidents, near misses and unplanned events are to be reported immediately to the Head Office – (Speak with Andrew Goodman). For major accidents and incidents, dial **01635 38100**. The Field Supervisor should also be notified, who must then report incidents to the Head Office (01635 38100 – Andrew Goodman). The **Accident Book** must be completed as soon as possible.

When completed, the Accident Book must be submitted to the Health & Safety Officer, and a photocopy retained and kept on file within the Head Office.

If the Head Office considers the incident serious enough, it will request the Health and Safety Officer to carry out a formal investigation, using the **Incident Investigation Report Form**. The Form can be used as evidence in a court of law, so it is important to state facts and not be tempted to express opinions.

If the Health & Safety Officer does not consider the incident serious enough to warrant a formal investigation, the Field Supervisor will initiate his/her own investigation to an extent commensurate with the severity of 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 Control Centre. The Health and Safety Officer 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 Company Health & Safety Officer 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 (H.S.E.).

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?
- **WHERE** did it occur?
- **WHY** did it occur?
- **HOW** could it have been prevented?
- **HOW** can a recurrence be prevented?

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#### 3.11 Fatigue

Any employee must not commence or continue work if he or she is fatigued to such an extent that their condition may prejudice his or her safety, or the safety of others. Managers will not plan work arrangements for personnel who are fatigued or are likely to become fatigued during the work period. Managers and supervisors are authorised to prevent any employee from commencing work or continuing to work if they believe the person is fatigued. To contribute to improved safety performance through the control of fatigue limitations on hours worked will be applied.

The company will

- Ensure that the working hours of our employees do not exceed the limit of 48 hour per week on average, including overtime. Unless the employee gives written notice that they wish to opt out of the 48-hour limit on working hours
- Allow workers to have a daily rest period of at least 11 consecutive hours in each 24-hour period (12 hour in each 24-hours period for young works)
- Enforce the maximum working hours for young workers (including overtime) of 40 hours per week and a further limit of eight hours of work a day
- Ensure that staff are aware that they are entitled to rest breaks during their working day of at least 20 minutes whenever the working day or shift lasts for more than six hours.
- Ensure that young persons are aware that they can take a minimum 30-minute break if their working day lasts for more than four and a half hours.
- Ensure that young person do not work between 10.00pm and 6.00am, unless a specified exception applies

Recording and monitoring will take place weekly using the working hours data. Exceedance of these hours in emergency situations shall only be permitted once the risk of fatigue has been assessed and an acceptable outcome achieved. The overall responsibility of this policy lies with the Health & Safety Manager, and this is then cascaded to Department Heads.

#### 3.12 Asbestos

Before any work commences on a client's site, all employees are to make a request to view the site-specific asbestos register.

The position and condition of any asbestos that may be in the area where you will be working should be noted within the asbestos register. If asbestos is noted within your potential work area, contact the Company Health and Safety Officer for further instructions.

Due to the nature of our works on older buildings, there could be a risk of exposure to asbestos.

If during your works, you see a fibrous material that you think may be asbestos, you should:

- Stop work immediately.
- Prevent any dust fibres being released e.g. turn off power tools, minimise air movement etc.
- Evacuate the immediate area and prevent access by others e.g. the public.
- Inform those responsible for the premises and the Company Health and Safety Officer, so that the necessary sampling can be arranged.
- Do not return to the area until informed that it is safe to do so.

**Remember, if you are uncertain as to the content of the material, stop work and seek advice.**

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Managers and technicians must ensure that any Manual Handling activities that might cause injury at work have a formal **Manual Handling Risk Assessment** to identify the specific hazard. This might include lifting, pushing, putting down, pulling, carrying or moving.

Movement of heavy items, such as an activity involving a large number of repetitive movements, might also require an assessment.

If the operation cannot be avoided then control measures are to be incorporated to reduce the risk significantly in accordance with the Manual Handling Regulations.

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.

All employees are asked not to manually handle loads which they feel incapable of moving safely.

No member of staff is permitted to use lifting equipment until they have received adequate information, instruction and training and have proved that they are competent.

#### 3.14 Fire Safety & Emergency Procedures

It is the Company's policy to take account of fire hazards in the workplace. All employees have a duty to conduct their operations in such a way as to minimise 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.

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

#### ACTION TO BE TAKEN UPON DISCOVERING A FIRE

- Do not try to tackle the fire yourself.
- Activate the nearest fire alarm to raise the alarm.
- Leave the building by the nearest fire exit and proceed to the assembly 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 assembly point and await instructions.
- Do not leave the assembly point until the all clear is given.
- Do not re-enter the building for any purpose until the all clear is given.
- Do not stop to collect coats or belongings.
- Close doors when leaving rooms do not stop to close open windows.

#### 3.15 Public Safety

The safety of members of the public and other contractors is considered at all times whilst on site. Any work area that could place others at risk due to the company's activities will be closed off by appropriate means (e.g. safety signage, bollards, tape, hoarding) in order to restrict access.

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Members of staff are reminded that Office premises are a potentially dangerous place for unsupervised children. On the occasions where they are brought on to the premises at 101 Mill Lane, Newbury, they must be supervised and not be permitted to roam free. Children (under the age of 16) and Young Persons (under the age of 18) are not permitted to enter Stores, unless they are on an organised visit that has been authorised by the Director. They are to be supervised at all times during their visit by an appointed person.

Any members of office staff who arrange through the Human Resources for Young Persons to visit the Facility for work experience must take into account their inexperience and their lack of awareness of potential risks.

The Company Management is legally required to ensure that any work activities undertaken by persons under 18 years of age is risk assessed and the main findings communicated to the individual being assessed. Work experience students must also receive a special safety induction before commencing work, as well as the risk assessments mentioned here. Use the general **Risk Assessment Form**.

Taking or allowing others to take unauthorised personnel onto our customer's premises (including family and children) is not permitted. Failure to adhere to this rule can lead to disciplinary action.

#### 3.16 Safeguarding Vulnerable Adults and Children

All staff have a role in the implementation of the safeguarding vulnerable adults and children. If staff believe there is abuse or neglect of vulnerable adults or children at a site where work is being carried out on behalf of Servicemaster, they have a responsibility to notify their line manager or Human Resources Department.

Definitions:

**A child:** Anyone who has not yet reached their 18<sup>th</sup> birthday.

**A Vulnerable Adult:** Any person aged 18 years or over who is or may be in need of community care service because of:

- A physical disability, a physical or mental illness, a learning difficulty, a reduced physical or mental capacity due to older age or a dependency on alcohol, illegal drugs or medication.
- They are unable to take care of themselves or unable to safeguard themselves against significant harm or exploitation.

Whether or not a person is vulnerable in these cases will depend upon surrounding circumstances and environment and each case must be judged on its own merits.

**Abuse:** A violation of a person's human and civil rights by any person(s). It may be:

- A single or repeated act(s).
- Physical, verbal, psychological, sexual, institutional, discriminatory or financial.
- An act of neglect or failure to act.

**Neglect:** Neglect is the persistent failure to meet either your own or someone else's basic physical and/or psychological needs resulting in serious impairment of health and/or development.

This can include:

- Ignoring your own or another's medical or physical care needs.
- Failing to provide access to appropriate health, social care or educational services.
- Withholding the necessities of life, such as medication, adequate nutrition and heating.

**Safeguarding:** The term that is used to describe the function of protecting from abuse or neglect.

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#### Data Protection

We will treat any sensitive or personal information given to us as confidential in accordance with General Data Protection Regulations and data protection legislation and our data protection policy. Our Privacy Policy (available on our website) advises we will only pass this information onto third parties if we are required by law to do so.

#### 3.17 Cleanliness & Office Safety

All Office staff are to ensure that their individual working areas, whether it is an office or workshop are kept free from rubbish and are maintained in a tidy condition. Cleanliness within the office is initially to be the responsibility of each individual although the Cleaner undertakes the main bulk of the cleaning work.

Items of equipment and papers not necessary for immediate use are to be placed in a suitable container such as a locker, wardrobe, bookcase, box or similar receptacle. If not needed for longer periods of time, these items should be stored in a suitable storage area (not in corridors, passageways or near exits). Offices are not to be used as storerooms or workshops unless properly equipped and designated as such.

Common sense should be applied when storing items on top of cupboards/wardrobes and high shelves to ensure that they are secure and will not fall. Filing cabinets are to be loaded from the bottom drawer upwards, with heavier items in the lower drawer.

#### 3.18 Working at Heights

If there is a risk of persons falling from heights of 2m or more or a risk of serious injury from falls less than 2m, physical safeguards must be put in place to prevent such falls. This should include guard-rails (at 0.47m and 1.1m high) and toe-boards (0.15m) to prevent objects falling onto persons below. Tanks, pits and other structures should be securely covered or fenced with guard-rails.

Ladders should be of sound construction, properly maintained and securely fixed. If the ladder cannot be securely fixed a second person must steady the ladder by placing one foot on the bottom rung and holding the stiles. Permanently fixed ladders over 2.5m long at a pitch of greater than 75 degrees should be fitted with safety hoops or a permanently fixed fall-arrest system.

Safe systems of work must be employed at all times when working at height. Work at height must be restricted to specified persons who have received the appropriate training. If fall arrest systems are required, users must receive appropriate training in its use before commencing work at height. In the majority of cases a written '**permit-to-work**' issued by the Health & Safety Officer is required to ensure that all measures have been taken to reduce the risk of falls. The need for a 'permit-to-work' system will be determined by the risk assessment for the activity.

#### 3.19 Smoking

Smoking is not permitted within our workplace or either whilst visiting or working at a client's premises with no exceptions. Anyone using our vehicles, whether as a driver or passenger, must ensure the vehicles remain smoke-free.

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#### 3.20 Sub-Contractors

All sub-contractors must complete the 'Sub-Contractors Questionnaire' and include the Method Statements, Risk Assessments, Insurance Policies and Accreditations achieved. Once documents have been checked and approved, the sub-contractors will be added to the companies 'Approved Suppliers List'. All sub-contractors will be reviewed on an annual basis where updated records will be required.

#### 3.21 COVID-19

Regular updates regarding Covid-19 will be communicated via Health and Safety Bulletins. All staff will follow instructions given in Risk assessments specific to COVID-19 when carrying out a work activity at the office, client site, residential property, travelling between sites or any other activity/task being carried out for Deeland Ltd t/a ServiceMaster.

Government guidelines must be followed at all times.

#### Face Coverings

It is essential everyone wears a Face Covering when government guidelines stipulate that face coverings should be worn on a client site, traveling to sites in pairs, site visits or contractors visiting office/warehouse. Face coverings should also be worn when requested by the client or as a personal preference.

#### Social Distancing

ServiceMaster staff are to maintain two-metre social distance unless this is not possible or practical. If a one-metre plus social distance is adopted, additional mitigation controls must be implemented, which may include:

- Use of face coverings and/or face visors
- Increased cleaning of desks, chairs and other relevant surfaces, equipment, etc.
- Reduce the duration of activities, keep them as short as practicable
- Usage of screens

#### Implement good hygiene practices

Regardless of government guidelines good hygiene practices should be followed.

- Wash your hands regularly with soap and warm water, particularly on arrival at site, when moving from one working space to another, and after taking breaks. If hand washing facilities are not available then Hand Sanitiser is to be used.
- Sneeze or cough into a tissue or your elbow. Dispose of the tissue into a bin immediately and wash your hands.
- Avoid touching your face, mouth and eyes to prevent contamination from your hands. Disposable gloves should be worn when carrying out cleaning tasks or other areas where they have been deemed necessary by risk assessment e.g. when providing first aid.
- Wipe down equipment within workspaces at the beginning and end of a shift/work session or if space/equipment is shared between users, clean with SaniMaster 6.
- Leave shared facilities like kitchens, showers and toilets in the same state you would like to find them. Please be mindful and respectful of others.
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#### If you develop the symptoms of COVID-19 while at work

- Inform your line manager and if you feel unwell and need to go home. Wear a face covering, if possible, during your time at work and during your travel home if using public transport. Your line manager will contact you to discuss working from home if possible.
- Deeland Ltd t/a ServiceMaster will continue cleaning high touch points with SaniMaster 6 to reduce the risk of infection.



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#### 3.21 Reviews

This policy will be reviewed on a regular, and at least annual, basis and proposed revisions will be presented to management for discussion prior to approval being sought from the Director. In year alterations will be circulated to management to ensure prompt action and to avoid delays where there is a period of time until the next meeting. Where significant changes warrant such action, all members of staff will be requested to read, and confirm adherence to, the latest version of the Policy.



**Andre Gottemaker**  
Business Operations Director

**5<sup>th</sup> December 2022**  
To be reviewed 4<sup>th</sup> December 2023