



HEALTH AND SAFETY POLICY

INDEX

Page	
2	Statement of intent
3	Responsibilities
6	Consultation with Employees
6	Risk Assessment
6	Manual Handling
7	Control of Substances Hazardous to Health
7	Asbestos
8	Display Screens and Equipment
8	Noise
9	Personal Protective Equipment
9	Electricity
10	Work Equipment
10	First Aid
10	Portable Access Towers
11	Suspended access Equipment
11	Ladders and Working at height
12	Rope Access Operations
12	Fire Awareness and Emergency Evacuations
13	Safety checks and safety inspections
13	Training
14	Accident reporting and investigation
15	Near miss reporting and investigation
15	Hazard Reporting
15	Breakdown and Faults
15	Smoking
15	Alcohol and Drugs
16	Welfare facilities
16	Control of Contractors
16	Hierarchy of Control

STATEMENT OF INTENT

Regular Cleaning is certified to ISO 45001, this certification is applicable to all activities at our Service Support Centre and Client sites. The policy and this supporting statement of intent are applicable to all locations operated by Regular Cleaning Ltd.

We recognise that fostering a positive safety culture will improve health and safety performance throughout the Organisation, and as such we are fully committed to the health, safety, and welfare of our colleagues, service partners and other parties who may be affected by our activities. We will ensure Legislative compliance as a minimum standard. Our Organisation will also ensure that it complies with Approved Codes of Practice, industry best practice and guidance when implementing tasks.

We will provide according to the Health and Safety at Work etc. Act 1974 - so far as is reasonably practicable: -

- Safe plant and machinery
- Safe systems of work
- Safe handling, storage and use of substances
- Information, instruction, training and supervision
- Safe access and egress
- A safe working environment

As a responsible organisation we are committed to prevention and reduction of all adverse incidents, all colleagues and service partners are required to report unsafe acts or conditions immediately and take appropriate actions to avoid injury to themselves, colleagues and third parties. All reported incidents will be investigated and corrective and preventive action taken to prevent re-occurrence.

We are committed to the continuous improvement of our Health and Safety Management systems through the use of proactive auditing and the encouragement of colleague involvement in our decision making processes.

A workplace cannot thrive to the best of its ability and prosper in the future if it is not a safe workplace. These therefore are the basic principles we will seek to reflect in our safety decision-making. We recognise that safety involves everyone and that every colleague has a responsibility in this. We will endeavour to support and provide a system of safety that helps everyone make safe decisions in their workplace and we aim to influence the safety culture of our Company by guiding all of our colleagues in safe working practices.

Safety is a dynamic process; we recognise that our safety systems must be flexible and responsive to changes in law, technology, advancements in industry, client requirement and cultural change. This requires us to periodically revise our statements, policies and procedures to ensure the continued provision of safety and compliance with regulations under the HSWA 1974.

This policy, and the procedures and processes that support it will be revised on a yearly basis. Any significant changes to this policy will be communicated to our colleagues, service partners or any other person who may be affected by our operations.



Pauline Carrigan
Chair

2nd January 2024

Title:	Health and Safety Policy	Page:	3 of 18
Version:	2	Date:	3/1/2024

RESPONSIBILITIES

CHAIR

The Chair has ultimate responsibility for Health, Safety and Welfare of all Regular Cleaning employees and the implementation of this policy. They will ensure that suitable resources are available to ensure that the aims of this policy are achieved. The Chair will provide support for appointed Executives and ensure that they are aware of their responsibilities and will encourage them to promote a positive health and safety culture. The Chair will ensure they are provided with the resources to maintain a safe working environment for all Employees, Sub-Contractors and other parties who may be affected by our activities.

CHIEF OPERATION EXECUTIVE

The COE will Champion health and safety strategies and initiatives with the other the Executives and the Chairman, he will ensure that Health and Safety management system is supported by the top team and that necessary resources are established and effectively maintained. He will ensure that teams working under control are aware of their health and safety duties and monitor their effectiveness.

EXECUTIVES

The Executives will fully support the health and safety management system and have a responsibility to ensure that the teams under their control comply with the requirements of this policy. They will provide information and applicable reports regarding health and safety issues on areas under their control. The Executives will also liaise with the Health, Safety, Quality and Environment Director and HSSQE Manager to ensure that health and safety issues are highlighted and addressed.

They will ensure that Teams under their control are aware of their responsibilities and ensure that that they are supported in their roles to maintain effective control of persons within their areas of their responsibility.

HEALTH, SAFETY, QUALITY & ENVIROMENT DIRECTOR

The Chair has appointed the HSQE Director who has responsibilities for ensuring that operations and tasks carried out by our Employees are suitably assessed and reviewed, and that Health and Safety standards are maintained throughout the organisation. He will ensure that that Client site visits are completed and liaise with Clients where necessary on issues that relate to Health and Safety.

The HSQE Director also has responsibilities to:

- > Carry out accident and incident investigations.
- > Complete CoSHH assessments and produce comprehensible information for employees relating to substances used by them.
- > Complete CoSHH assessments and produce comprehensible information for employees relating to substances used by them.
- > Carry out manual handling assessments and where required provide suitable training for Employees.
- > Complete RIDDOR reports in a timely manner.
- > Liaise with relevant Enforcing Bodies
- > Provide statistical data relating to Health and Safety performance

Title:	Health and Safety Policy	Page:	4 of 18
Version:	2	Date:	3/1/2024

- > Monitor and arrange portable appliance testing of all Regular Cleaning owned portable electrical equipment.
- > Provide Clients with relevant Health and Safety advice and documentation that relates to Regular Cleaning operations on their site.
- > Promote a positive health and safety culture within the workforce
- > Develop safe systems of work
- > Provide Clients with risk assessment and method statements
- > Carry out health and safety reviews of Sub-Contractor performance
- > Evaluate compliance to legislation and ACoP's

He will ensure that this policy is subjected to a thorough review within a period not exceeding 12 months.

DIRECTORS

The Directors will fully support the health and safety management system to ensure that Employees under their control are aware of their Health and Safety responsibilities, that they report adverse incidents and ensure that these are formally reported in a timely manner. They will also ensure that the teams under their control adhere to the control measures identified within risk assessments and the safe systems of work that are implemented.

Account Directors will promote a positive Health and Safety culture, ensuring that unsafe acts are challenged and prohibited.

CONTRACT MANAGEMENT TEAM (CONTRACT MANAGERS, OPERATIONS MANAGERS, CLEANING MANAGERS)

The Contract Management Team will fully support the health and safety management system and are empowered to ensure that health and safety issues applicable to the operations and tasks under their control are effectively managed, carried out in a safe manner and that all Employees under their control are suitably trained.

The Contract Management Team must ensure that all employees under their control are aware of the procedures and processes that have been implemented to reduce the likelihood of harm and that they perform assigned tasks in a safe and responsible manner. This will include ensuring that risk assessments and method statements are understood by persons under their control.

They will ensure that all adverse incidents are reported to the HSQE Director or one of the H&S Team in a timely manner, this will ensure that investigations and reports are completed and RIDDOR requirements are complied with.

The Contract Management Team will also ensure that health and safety documentation provided to contracts under their control are maintained. They will also monitor portable electrical equipment on contracts under their control to ensure it is PAT tested and that the test date does not extend beyond its retest date. They will also ensure that only approved and assessed chemicals are used on their contracts.

The Contract Management Team will promote a positive health and safety culture throughout operations under their control.

Managers are encouraged to carry out frequent inspections of areas and tasks and where necessary report the findings to their Line Manager, Director or HSQE Director.

Title:	Health and Safety Policy	Page:	5 of 18
Version:	2	Date:	3/1/2024

HEALTH AND SAFETY ADVISORS

The H&S Advisors will:

Assist the HSQE Director in the day to day tasks of ensuring that our services and provisions are carried out in a safe manner.

Carry out PAT testing at Client sites (Regular Cleaning owned equipment only)

Assist in completing Accident and Incident investigations.

Carry out H&S audits and inspections as directed.

Perform slip tests where required

Train Operatives to use equipment safely and effectively

Assist in maintaining equipment such as scrubber driers.

Assist the Contract Management Team when requested.

Provide reports applicable to the Health and Safety performance of the organisation.

ALL EMPLOYEES

All employees have responsibilities for health and safety under the Health and Safety at Work Act 1974. These responsibilities are laid out on the Health and Safety at Work poster (section 7 & 8) which is displayed in prominent places within the workplace. Employees should be aware of their responsibilities.

It should also be noted that employees must report any significant defect with plant or equipment they are using, and bring to the attention of the management any unsafe practice or condition

Employees must use any personal protective equipment that is supplied to reduce the risk of harm, required by legislation, approved codes of practice or as an identified control measure during the risk assessment process.

Employees must not interfere with, abuse or damage equipment that is provided in the interest of health and safety.

Employees must adhere to safe working practices and any policies that have been developed to reduce the likelihood of harm.

Any deliberate action by an employee, which may place the employee, other employees or 3rd Parties at risk of injury, may be considered as an act of gross misconduct and dealt with accordingly.

HEALTH AND SAFETY ARRANGEMENTS

CONSULTATION WITH EMPLOYEES

Employees will be advised of any changes or future development to Regular Cleaning Health and Safety policies, procedures or safe systems of work. Employees will also be encouraged to assist in the continuous improvement of our Health and Safety management system.

Copies of this policy will be made available within the site safety folder at all contracts, it will be issued to all new employees on commencement of employment with Regular Cleaning and re-issued to all Employees when significant changes to the Policy have occurred.

Title:	Health and Safety Policy	Page:	6 of 18
Version:	2	Date:	3/1/2024

Regular Cleaning will take the opportunity to update Employees on Health and Safety Issues during toolbox talks, site visit's, training presentations or written communications.

RISK ASSESSMENT

Regular Cleaning will ensure that risks arising from our activities are suitably assessed, to this end we will comply with Management of Health and Safety at Work Regulations 1999, with regards to risk assessment and its approved code of practice.

- > All employees must be made aware of the risk assessments and supporting method statements applicable to tasks they are assigned, we will endeavour to ensure that operatives are involved in the process or risk identification.
- > Employees will ensure that control measures identified within a risk assessment are adhered to, they are also encouraged to identify ineffective control measures or measures that may be more effective.
- > These assessments will be reviewed at regular periods to determine the validity of the findings. Assessments will also be reviewed after an adverse incident.
- > Under the management of health and safety regulations 1999 the company has a special duty of care placed upon it, to ensure the following class of employees are taken into consideration;

NEW AND EXPECTANT MOTHERS (REGULATION 16-18 MHSWR)

Under these regulations the company accepts the special duty of care to this class of employee. It is the responsibility of the employee to inform the management of this Company of their condition or the recent birth of a child in writing. Only then can the Company fulfil its obligations under these regulations.

YOUNG PERSONS (REGULATION 19 MHSWR)

Under these regulations the company has a duty to carry out specific assessments to determine the risk to this type of employee. A young person is classified as someone under 18 years of age at commencement of their employment.

Read your risk assessments, it may prevent an adverse incident. If you cannot find them, please report it and additional copies will be supplied

MANUAL HANDLING

Regular Cleaning accepts that manual handling injuries can be prevented and that this must be a joint effort involving the management team and employees.

The Manual Handling Operations Regulations 1992 require that:

- > Hazardous manual handling operations are so far as is reasonably practicable, avoided.
- > Suitable and sufficient assessments are carried out on any hazardous manual handling operation that cannot be avoided.
- > The risk of injury from those operations is reduced so far, as is reasonably practicable.
- > Where reasonably practicable manual handling aids will be provided.
- > Employees may be required to attend training seminars with regards to manual handling techniques, injury prevention and hazard awareness.

Title:	Health and Safety Policy	Page:	7 of 18
Version:	2	Date:	3/1/2024

- > Employees must adhere to safe working practices that are implemented to reduce the likelihood of harm.
- > Employees must use any equipment provided in the interest of their health, safety and welfare.

Please report any tasks which involve carrying items or strenuous repetitive tasks to your line Manager to allow us to assess any potential harm.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (CoSHH)

We will ensure that all cleaning products and chemicals are provided with an assessment of any potential risk to the user and persons who may be affected by its use. We will provide each contract with the relevant information in a comprehensible format that allows the user to use it safely and allow effective first aid measures to be applied.

- > Low risk substances will be afforded simple assessments; high-risk substances will be given more detailed assessments and the CoSHH hierarchy of control will be applied.
- > All cleaning chemicals and products will be stored safely.
- > Flammable and highly flammable substances within the Regular Cleaning Head Office stores will be stored in the flamestore cupboard, the door of the cupboard will be closed at all times.
- > Flammable and highly flammable substances used on client sites will be managed, with only minimum amounts necessary. They will be stored away from sources of ignition and out of direct sunlight.

Do not use unauthorised cleaning products or chemicals, they may be harmful to you, colleagues or other persons.

ASBESTOS

We will request a copy of the asbestos register for the property or confirmation that no ACM's are present on properties that were built before 2000, properties that were built after the year 2000 will not have asbestos present.

Regular Cleaning does not carry out work on Asbestos Containing Materials, we do not abrade or break any fabric of the building, cleaning is achieved through vacuuming and damp or wet cleaning.

Under no circumstances will any Regular Cleaning operative carry out cleaning duties in plant rooms or clean up after any trades people unless a risk assessment has been completed.

Where operatives are working in properties that have asbestos we will ensure that they are provided with a toolbox talk to ensure they are aware of the dangers and the need to report any suspect materials. Under no circumstances will Operatives vacuum broken insulation from pipes or the fabric of the building, this type of waste must be reported to the Facilities Team or your Line Manager.

If you think there is asbestos present in your workplace, report it!

DISPLAY SCREENS AND EQUIPMENT (DSE)

DSE Assessments will be carried out, these can be in the form of questionnaires or actual assessments. Employees must report if their DSE equipment is malfunctioning or unsuitable for their use

Title:	Health and Safety Policy	Page:	8 of 18
Version:	2	Date:	3/1/2024

Assessments will include:

- > Chairs.
- > Lighting
- > Workstation
- > The environment
- > The equipment
- > The user

Hot desk users must remember to sanitise the keyboard, mouse and desk area before they use it, viruses and germs can be easily transmitted through touch.

If your chair is faulty report it, if your DSE equipment is faulty, report it. If you are experiencing headaches or backache, report it.

NOISE

- > Operatives will comply with mandatory hearing protection notices when noise levels are at or above 85 dB(A) our Operatives will be made aware of hearing protection requirements before work commences. Hearing protection will be provided at no cost to the Employee.
- > Where noise levels of 80 dB(A) or above are indicated we will advise our Operatives to wear suitable hearing protection which will be supplied by Regular Cleaning at no cost to the Employee
- > In all cases of the issue of hearing protection, all users will be trained in the use, maintenance, and storage requirements to ensure safe use.
- > The company may request employees to attend a hearing test, carried out by a suitably qualified person, this would be carried out as part of a hearing conservation programme. The results of the test would be made available to the employee concerned.
- > Regular Cleaning accepts that noise can also amount to a statutory nuisance, under the Environmental Protection Act 1990.

If you cannot hear a normal conversation whilst standing 3 feet from the person then there may be noise issue, report it to your Line Manager.

PERSONAL PROTECTIVE EQUIPMENT

Having identified a hazard, Regular Cleaning will only issue protective equipment as a last resort. If equipment is supplied, we will train the recipient in the use, maintenance, and storage of the equipment, to enable its safe use.

- > Regular Cleaning will assess if the equipment presents any further hazard or increases the hazard. The company will also assess that the risk cannot be avoided by any other reasonably practicable means.
- > Any personal protective equipment supplied will be free of charge; this will include any maintenance costs.
- > Employees must wear any personal protective equipment supplied by Regular Cleaning, in the interest of their health and safety.

Title:	Health and Safety Policy	Page:	9 of 18
Version:	2	Date:	3/1/2024

- > Any loss or significant damage to equipment must be reported immediately, to ensure that timely replacements are provided.
- > Failure to use PPE that has been provided to comply with legislative requirements or company policy may be seen as gross misconduct

Personal Protective Equipment is provided to protect and reduce the likelihood of harm, wear it, use it, and report it if damaged or lost.

ELECTRICITY

The health and safety team are responsible for testing portable electrical equipment and carrying out necessary repairs, we will only use competent people to repair and/or test its portable electrical equipment.

The following testing regime has been implemented:

- > Fixed services at head office will be tested at least every 5 years
- > Computers and other electrical office equipment at Head Office will be tested at least every 3 years
- > Portable work equipment used on Client sites will be tested at least yearly
- > Portable Electrical Appliances at Head Office will be tested yearly

If the coloured cables inside the main cable are visible do not use it, report it to your line manager. If your machine is faulty or making strange noises, do not use it, report it to your line manager. If the PAT test date has expired, do not use it, report it to your line manager.

WORK EQUIPMENT

It is the policy of Regular Cleaning to comply with the Provision and Use of Work Equipment Regulations 1998 (PUWER) and ensure that all work equipment supplied to its employees is safe for the intended use.

The company will take into account the following factors when selecting equipment for use at work:

- > The selection of the right equipment.
- > Maintenance requirements.
- > Information and instructions.
- > Training requirements.
- > Guarding.
- > Controls.
- > Ergonomics.
- > Warning signs

If the equipment you use is faulty, stop using it and report it, do not use 3rd party equipment unless authorised to do so.

FIRST AID

- > Suitable signage is erected at head office to identify trained first aiders.

Title:	Health and Safety Policy	Page:	10 of 18
Version:	2	Date:	3/1/2024

- > The company whilst being committed to accident prevention, accepts that accidents will occur, we will strive to ensure that first aid provision is available for all employees, however there may be instances where this is not achievable.
- > In some instances first aid assistance is provided by the Client, this will be identified to our employees on induction.
- > Where first aid assistance is not readily available our employees will be made aware of the procedure for summoning emergency aid using the 999 system.
- >
- > All accidents must be reported to the Employees Line Manager or Supervisor as soon as possible.

If you do not report an accident, we cannot investigate it and prevent it happening again. Next time it may be more serious, next time it may be a colleague who is hurt.

PORTABLE ACCESS TOWER SYSTEMS

- > Employees are not authorised to erect scaffolding except for portable access tower systems (PAT's). The use of a Portable access tower requires that the Operative is suitably trained by a recognised PASMA Operator in the erection and safe use of such equipment.
- > All PAT's must be fitted with outriggers when used above 2 metres and fitted with toe boards and suitable work platforms. They must not be used if it has been damaged or suffered significant impact, if this is the case the relevant person must be informed. The PAT's will then be subject to a thorough examination to determine its integrity.

Do not attempt to erect a tower unless you have been trained and have a certificate. Do not "Tower Surf" no-one is to be on a tower when moving it.

SUSPENDED ACCESS SYSTEMS

- > Operatives will only use suspended access systems if they have received site specific training and have a relevant certificate.
- > The Operatives will ensure that the equipment scaff-tags (where fitted) display a current date and that no obvious significant damage is observed, if no scaff-tags are fitted then Operatives will request other evidence of maintenance and inspection.
- > Operatives must verify that wind speed limits are adhered to, they will check it before operating it and if they think that local environmental conditions have changed.
- > Never exceed the stated weight limits on a cradle, if you are unsure of it is limit, ask.
- > All Operatives working within the cradle boat will ensure that their safety harnesses are attached to the cradle harness points. The safety harness will be inspected by the user before use, significant damage noted to a safety harness will require the user to inform their Line Manager and HSQE Director and remove the harness from use, ensuring it is quarantined.
- > Operatives will not climb out of the cradle boat whilst it is suspended over the side of the building or a void. When climbing into or out of the cradle it must be securely grounded ensuring that they retain a secure grasp of the cradle safety rail.
- > All hand held tools must be tethered to the Operative or the top rail of the cradle boat.
- > Ensure that your caution boards are displayed on pedestrian walkways.

Title:	Health and Safety Policy	Page:	11 of 18
Version:	2	Date:	3/1/2024

Refresher training will be provided in the event of:

- > Significant accident involving a suspended access system.
- > Near miss using a suspended access system.
- > A significant break between operational use and or amendments or alterations to the installed system.
- > Introduction or amendments to current legislation, ACoP's or standards.
- > Client imposed refresher training requirements.

You must report any damage to cradle systems or property facades immediately. Stop work if you feel at risk and report the situation to your Line Manager or HSQE Director.

LADDERS AND WORKING AT HEIGHTS

It is vital that Employees who are engaged in working at height activities do so in a safe manner and comply with previously identified safe systems of work and/or permits to work issued by our Clients.

- > Ladders must be used in a safe manner, ensuring that the correct incline is used (1 metre out for every 4 metres up).
- > Ladders are designed to be used by one person at a time, under no circumstances will Operatives climb onto a ladder in use by another Operative.
- > Operatives will avoid over-reaching when working on a ladder and ensure that they maintain 3 points of contact with the ladder at all times.
- > Ladder users are required to carry out a brief inspection prior to use, ensuring that the ladder stiles and rungs are free from significant damage and that the feet are secure. All significant damage or faults will be recorded and reported and removed from service.
- > Operatives will avoid placing ladders against plastic guttering and glazing and other structural facades that may not support the ladder. All equipment used by the ladder user must be placed against the wall or structure directly beneath the ladder.
- > Operatives must ensure that suitable warning signage is erected in areas where 3rd party ingress into the task area is expected or feasible.
- > Operatives will not drop or throw tools, equipment or other items up/down whilst working on ladders.
- > Under no circumstances will Operatives use ladders that are not the property of Regular Cleaning or provided by Regular Cleaning for site specific use and stored as such. Operatives will not allow 3rd parties to use ladders provided by Regular Cleaning.

Three points of contact with the ladder always involves both feet, if one foot is raised off the ladder it means you are overreaching and need to reposition it.

FIRE AWARENESS AND EMERGENCY EVACUATION

Title:	Health and Safety Policy	Page:	12 of 18
Version:	2	Date:	3/1/2024

The company has responsibilities placed upon it under the Regulatory Reform (Fire Safety Order) and as such will comply with the requirements of the order and subordinate legislation enacted under it.

Regular Cleaning will ensure that a suitable risk assessment is carried out to ensure that all significant hazards are identified, and suitable control measures are implemented to reduce the level of risk to an acceptable level.

Regular Cleaning will also ensure that:

- > All firefighting equipment is regularly inspected and serviced.
- > All fire exits and signs will be maintained in a suitable condition.
- > Means for detecting a fire are maintained.
- > All firefighting equipment is readily accessible and clearly identified.
- > Fire drills will be carried out at least every six months, for all employees based at head office.
- > The Fire alarm system is tested on a weekly basis
- > All employees have received training with regards to fire awareness. This may be passed on through information booklets.

Relevant Regulations: The Regulatory Reform (Fire Safety) Order 2005

SAFETY CHECKS AND SAFETY EQUIPMENT INSPECTIONS

Regular Cleaning ensures the performance of personal protective equipment and working at height access equipment by carrying out periodic inspections. The users of such equipment are trained to carry out pre-use inspections which are formally recorded. These safety checks include the following:

- > Ladders
- > Safety Harnesses and ancillary equipment
- > Rope access equipment
- > Permanently installed suspended access equipment
- > Portable suspended access equipment

Rope access equipment is provided with a thorough examination under LOLER, this inspection is carried out by a level 3 Operative.

TRAINING

Regular Cleaning acknowledges its responsibility to ensure that employees are suitably trained and competent to carry out assigned tasks. Training will be reviewed periodically and recorded. These records will be held in the Human Resources office or in electronic format on a designated computer system.

Before training commences, the company will take into account the capabilities of the employee, to ensure that the work demands do not exceed the ability of the employee, and therefore cause undue risk to themselves or others.

Induction training will be carried out on all new employees at commencement of employment. This training will consist of:

- > General health and safety awareness.

Title:	Health and Safety Policy	Page:	13 of 18
Version:	2	Date:	3/1/2024

- > Training relating to specific hazards encountered.
- > Safe systems of work.
- > This training may comprise of on-the-job training, off the job training or a mixture of both.
- > Fire awareness training

There will be no minimum or maximum time allocated to specific training relating to the operation or task. The complexity of the task and hazards involved will dictate the training required. The conclusion of all training will involve the trainer validating that the trainee is competent to carry out the task. Part of that competency must be the confirmation from the trainee that all

operating procedures have been fully understood. Trainees do not necessarily require constant supervision by a supervisor, but provisions must be made to ensure that the safety of the trainee.

ACCIDENT AND ILL HEALTH REPORTING AND INVESTIGATION

Regular Cleaning is committed to reducing the number of accidents and preventing ill-Health, we will investigate all accidents and where applicable instigate control measures to prevent a re-occurrence. All employees are encouraged to report accidents and incidents.

We will adhere to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations. (R.I.D.D.O.R. 2013)

These regulations require the reporting of specified accidents, ill health and dangerous occurrences to the enforcing authorities. These include:

- > Death
- > Major injury defined as:

- (a) any bone fracture diagnosed by a registered medical practitioner, other than to a finger, thumb or toe;
- (b) amputation of an arm, hand, finger, thumb, leg, foot or toe;
- (c) any injury diagnosed by a registered medical practitioner as being likely to cause permanent blinding or reduction in sight in one or both eyes;
- (d) any crush injury to the head or torso causing damage to the brain or internal organs in the chest or abdomen;
- (e) any burn injury (including scalding) which:
 - (i) covers more than 10% of the whole body's total surface area; or
 - (ii) causes significant damage to the eyes, respiratory system or other vital organs;
- (f) any degree of scalping requiring hospital treatment;
- (g) loss of consciousness caused by head injury or asphyxia; or
- (h) any other injury arising from working in an enclosed space which—
 - (i) leads to hypothermia or heat-induced illness; or
 - (ii) requires resuscitation or admittance to hospital for more than 24 hours,

Title:	Health and Safety Policy	Page:	14 of 18
Version:	2	Date:	3/1/2024

- > An injury that results in more than 7 (consecutive) days lost time following an accident but not including the day of the accident
- > Where a person not at work suffers an injury requiring hospital treatment
- > Where there is a dangerous occurrence
- > A record of each reportable incident must be kept at the place of business for a minimum of 3 years
- > All accidents are to be reported to the HSQE Director by either email or telephone.
- > All accidents will be entered into the Regular Cleaning accident book, a record may also be established by a Client.
- > Work related ill health will be investigated and where necessary a RIDDOR report will be generated, all Employees are encouraged to report incidents of ill health which their G.P or medical practitioner considers may be linked to their occupation.

Any employee can record an accident in an accident book. It is the responsibility of the injured employee to bring this record to the attention of the Area Manager or Supervisor.

The Health, Safety, Quality & Environment Director or a delegated deputy will report all RIDDOR reportable accidents.

Relevant Regulations: The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

NEAR MISS REPORTING AND INVESTIGATION

Near misses must be reported to the HSQ Team, we will then investigate the near miss. The aim of the investigation will be to determine the cause of the near miss and to implement a control method that will prevent the near miss occurring again, or, becoming an accident that may result in injuries to employees or other persons.

HAZARD REPORTING

Any significant hazard must be reported as soon as possible, this will ensure that timely investigation and where necessary suitable control measures can be implemented to reduce the level of risk. All Employees are encouraged to report hazards to their Supervisor, Manager or to Head Office.

BREAKDOWN AND FAULT REPORTING

Employees must report all equipment failures to a Manager or Supervisor; this will allow the failure to be rectified and possible injuries to any other person averted. Failure to report malfunctions of equipment may be viewed as gross misconduct.

SMOKING AT WORK

Employees are prohibited from smoking on Regular Cleaning property and whilst on Client controlled sites. Employees are also prohibited from smoking in company vehicles.

ALCOHOL AND DRUGS

Employees are not allowed to attend work under the influence of alcohol or narcotics, employees who do so will be in breach of company policy and disciplinary action will be taken on the grounds of gross misconduct.

Title:	Health and Safety Policy	Page:	15 of 18
Version:	2	Date:	3/1/2024

Employees who are receiving medical treatment and taking a prescribed drug which may affect their judgement or cause drowsiness, must inform their supervisor or manager as soon as possible and before starting work.

WELFARE FACILITIES

Employees who are permanently located at Client sites will be advised of the welfare provision on induction this will include sanitary provision, and suitable rest areas to facilitate meal breaks. Mobile workers such as window cleaners and mobile Supervisors will be advised of these provisions on induction.

CONTROL OF CONTRACTORS

All Sub-Contractors must meet the requirements of this policy, Regular Cleaning does not require them to adopt this policy, however we do require them have procedures and arrangements in place that reflects the hazards encountered in their operations. All Sub-Contractors are subject to an annual compliance assessment, copies of Health and Safety policies including a statement of intent must be provided before confirming approval.

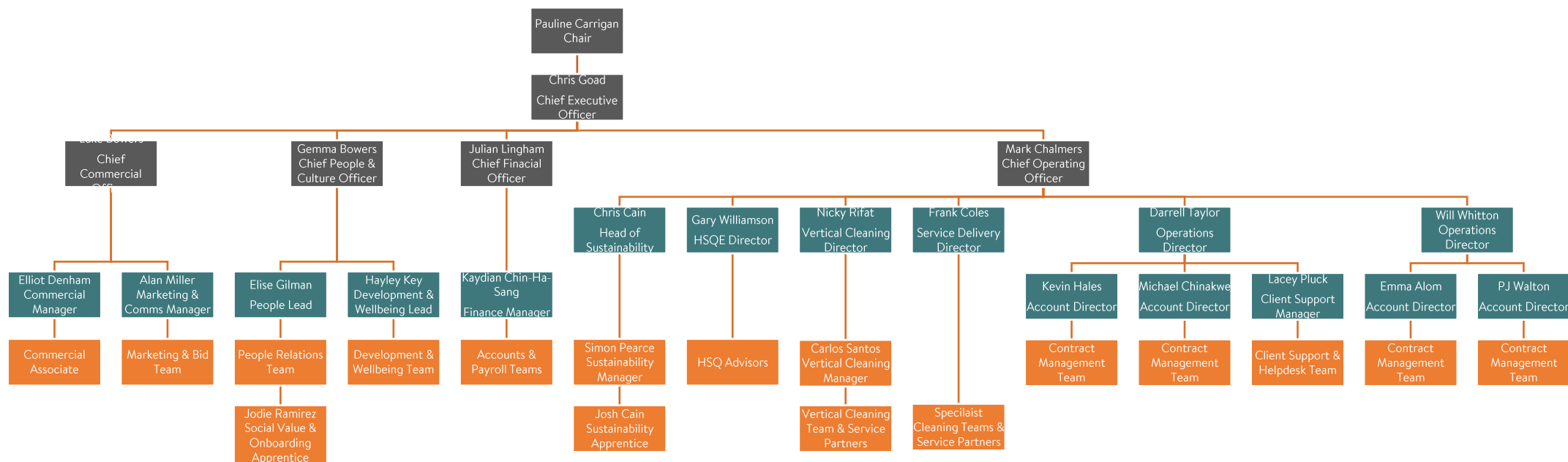
Sub-Contractors and Regular Cleaning Contract Managers are responsible for co-operating and coordinating their efforts to ensure that both parties comply with any relevant Statutory Duties, Approved Codes of Practice, Guidance Notes and where necessary Industry Best Practice or International Standards.

Sub-Contractors must report any adverse incident immediately and provide assistance in any investigation. All contractor Operatives must be competent to carry out planned works. They must not use Regular Cleaning owned equipment unless agreed prior to the task being approved and suitable and sufficient risk assessments being provided. Sub-Contractors are also responsible for providing method statements detailing the task or process and the safe system of work to be adopted.

Title:	Health and Safety Policy	Page:	16 of 18
Version:	2	Date:	3/1/2024

HEALTH AND SAFETY POLICY

HEALTH AND SAFETY HIERACHY CHART



Title:	Health and Safety Policy	Page:	18 of 18
Version:	1	Date:	28/04/2022