



## **Health & Safety**

## **Policy & Procedures**

**2026**

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# Health & Safety Policy Statement

## **Statement of General Policy**

Our statement of general policy is:

- To provide adequate control of the health & safety risks arising from our work activities for our employees and all persons likely to be affected by them including customers, sub-contractors and the public
- To consult with our employees on matters affecting their health & safety
- To provide and maintain safe plant and equipment
- To ensure safe handling and use of substances
- To provide information, instruction and supervision for employees
- To ensure all employees are competent to do their tasks, and to give them adequate training
- To prevent accidents and cases of work-related ill health
- To maintain safe and healthy working conditions
- To ensure that any contractor or sub-contractor carrying out work on our behalf complies with the relevant regulations and requirements of the company's safety policy
- To provide adequate financial resources for the implementation of the health & safety arrangements
- Employees duties are to co-operate and to comply with all arrangements for health & safety and to keep us informed of any problems arising
- Employees must utilise all PPE issued to them
- To create and sustain a culture of safety and open communication, where management and employees work together to achieve the safest possible working conditions
- To continually improve our health & safety performance
- To comply with all health & safety legislation as a minimum standard
- To review and revise this policy as necessary at regular intervals

Signed:



Managing Director

Date: 2<sup>nd</sup> January 2026

**Last review date:** 2<sup>nd</sup> January 2026

**Next review date:** 2<sup>nd</sup> January 2027

The Director responsible for health & safety is Simon Jevons

# Organisation

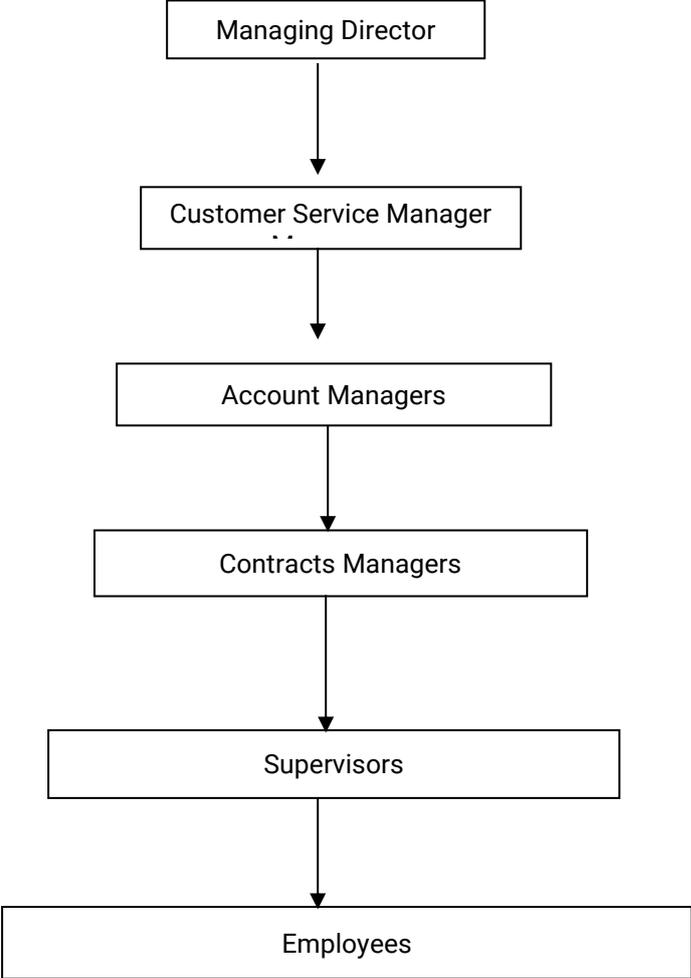
## Organisation

Overall and final responsibility for health & safety is that of the Managing 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 Contracts Managers.

To ensure health & safety standards are maintained and improved, the following people have responsibility in the following areas:

Managing Director	Overall and final responsibility Train Contracts Managers to a competent level
Customer Service Manager	Manage and check Account Managers performance Audit and Monitor H&S performance against KPI's, Manage Office at Diddington Farm and all its functions
Accounts Manager	Manage and check Contract Managers performance Audit and Monitor H&S performance against KPI's
Contracts Managers	Carry out risk assessments on every customer site Review the practical working of the safety policy Co-ordinate and implement safety measures Distribute information as needed Co-ordinate accident reporting and near misses Train appropriate employees Manage and check the Supervisors Make prior arrangements for our employees to use customer facilities
Supervisors	Train all cleaning employees on health & safety Report accidents and near misses Liaison point for cleaning employees & management Report any risks on their site Enforce the safety policy on a day today basis
Employees	Co-operate with supervisors on H&S issues Must use any PPE provided and must not interfere with it Take reasonable care of their own health & safety Report any concerns to their supervisor
Safety Advisor	Mr Charles Urbaniak JP CMIOSH PIEMA External consultant OSCHR registered

**Astrum management structure is as detailed below.**



The responsibilities for each tier are summarised on the previous page.

NOTE: Managing Director and Customer Service Manager and Accounts Managers form the Senior Management Team (SMT)

# Safe System of Work

## **Procedure**

The system of assessing risk is based on the premise that cleaning one office or set of toilets is more or less the same as cleaning any other. The nature of work and the environmental factors are very similar from site to site. The bulk of our work can therefore be assessed generically within a Safe System of Work. However, as all buildings are different, we always carry out a site-specific survey (a pre-contract health & safety questionnaire) to establish:

- Is there any work in this building which falls outside our Safe System of Work?
- What are the site specific hazards of carrying out the work here?
- Do we need a more detailed manual handling or COSHH assessment?

The information from the survey is documented and recorded. Significant findings are detailed on the health & safety notice board, and brought to the attention of the supervisor and employees.

There are six Safe Systems of Work:

- Daily cleaning
- The office functions in Birmingham & Coventry
- Area Supervisor duties
- Stores & deliveries
- Carpet cleaning & floor work
- Specialist Work

These are documented in our Method Statement. The Contract Manager carry out the appropriate assessments and the relevant training can then take place. The assessments are reviewed on a regular basis by the Senior Management Team (SMT).

## **Risk Assessments**

### **Policy**

The policy of Astrum is to eliminate hazards or significant risks wherever possible. Where this is not possible, we aim to control the risks so that harm is unlikely. We will carry out a risk assessment prior to starting any work on site. It is also our policy to consult relevant employees, so that they have the opportunity to highlight areas which they consider to be a potential hazard.

### **Procedure**

Before any work can start on a customer's site, the Contracts Manager from Astrum will carry out a detailed risk assessment. This is a careful examination of what significant risks could cause harm to people, and what precautions we need to implement to prevent harm. This will establish whether any of the planned work falls outside of our Safe System of Work. Where this is the case, the significant risk and work identified will be assessed and documented on the risk assessment. These site-specific points will then be posted onto the Health & Safety Board on that site, and brought to the attention of employees working there.

This will then subsequently be reviewed on an annual basis by the SMT. In the event of changes in risks or hazards to a particular site, the assessment will be updated and employees will be informed as soon as reasonably practicable. Contracts Managers are responsible for ensuring the required action is implemented, Supervisors informed, and that the risk is reduced.

We will ensure the competence of the assessors by regular training and supervision. The measure of total danger will be risk factor, as described over the page.

# Risk Factor

In assessing and evaluating the overall risk to our employees, we use a risk rating formula. This is based on the 5x5 matrix of severity of hazard and the consequences if the hazard were to result in actual harm. This enables us to prioritise any risks, so that the most important ones can be dealt with first. The formula is:

$$\text{Degree of Risk} = \text{Likelihood (1-5)} \times \text{Consequence (1-5)}$$

The complete table of possible outcomes is:

*Residual risk is the level of risk that remains after suitable and sufficient control measures are introduced			
L = Likelihood	Score	C = Consequence	Score
Remote, Would not expect to happen in 5 years	1	Minor, no treatment required	1
Improbable, Would not expect to happen in 2-3 years	2	Serious requiring First Aid treatment	2
Occasional, Would expect to happen once a year	3	Reportable not reportable under RIDDOR	3
Probable, Could occur 2-3 times a year	4	Specified injury, reportable to the enforcing authority	4
Frequent, Likely to happen at any moment	5	Catastrophic, Very serious injury, even death	5

Our actions to implement control measures are based on the numerical outcomes are:

## Degree of risk (DR)

### Resultant Action from Risk Factor:

Low Risk Factor < 7 - No action required - monitor

Medium Risk Factor 8-10 - Review procedure to minimise risk or hazard

High Risk Factor  $\geq$  11 - Immediate action required

## **Safe Handling & Use of Substances**

### ***Policy***

It is our policy to use the safest substances and chemicals to carry out the work to a high standard. We will assess the risks to health arising from the use of each substance, and then implement the necessary precautions or controls. We will ensure that control measures are maintained, and that employees are properly informed, trained and supervised.

### ***Procedure***

The SMT's are responsible for ensuring COSHH assessments are carried out on every substance which we use in the course of our work. Providing the risk factor is less than 7, the substance will be approved for use by all cleaning employees. Where the factor is 8 or 9, we will carry out a Detailed COSHH assessment. The substance may only be used by employees that have undergone specialist training. Where the factor is 10 or greater, we will find an alternative substance to carry out the work.

All employees are trained on the safe use of chemicals within our safe system of work (method statement), and must wear any PPE they are issued with. The safety data sheets are always placed on the health and safety board held on site. It is the responsibility of the supervisor to ensure that the boards are kept fully up to date. Contracts Managers are responsible for checking the work of the supervisors.

The SMT will check that new substances can be used safely before they are introduced as an approved product. Assessments will be carried out annually or when the work activity changes, whichever is the soonest.

## **Manual Handling Assessments**

### ***Policy***

It is the Policy of Astrum to minimise the risk of injury to all employees which may be caused as a result of manual handling. We avoid hazardous manual handling as far as reasonably practicable. We assess the risk of injury from handling which cannot be avoided, and minimise any risk as far as possible. All employees are made aware of the risks of manual handling, and shown how to minimise the probability of injury through training.

### ***Procedure***

The danger to health is assessed as part of our risk assessment process within our Safe System of Work. Where the risk factor is 8 or 9, we will carry out a detailed manual handling assessment. This work may only then be carried out by employees that have undergone specialist training. Where the factor is 10 or greater, we will change the method of work until the factor is less than 10. If this is not possible, we will not carry out the work.

Supervisors will be trained how to minimise the chance of injury through proper manual handling. It is then their responsibility to train cleaning operatives as part of their induction, and then on an annual basis. Any hazardous activity brought to their attention must be reported to the Contracts Manager and if very significant to the SMT.

Employees have a duty to follow our Safe System of Work, to make proper use of PPE provided, to co-operate, and to inform their supervisor of any hazardous handling activities they come across.

## **Employees Training**

### ***Policy***

All employees will be sufficiently trained so that they understand their health & safety responsibilities and the Safe System of Work. They will carry out their work in the safest possible way and appreciate the consequences of non-compliance. Supervisors and Contracts Managers are trained to a level of competence where they can carry out their responsibilities.

### ***Procedure - Cleaning Employees***

There are four co-ordinated systems which help us to train our cleaning operatives. First is our Employees Induction Form. The Supervisor is responsible for explaining the health & safety section on the front of the form. The second system is on the employee's yellow copy of the Induction Form. On this, we have highlighted the 15 key health and safety points within our safe system of work. Supervisors will read this with employees, who can keep this copy for easy reference.

Third, we have the health & safety notice boards at every site. This board contains three areas of information: safety data sheets; site information sheet, including emergency contact numbers; and the 15 key health and safety points. The latter also includes any site specific information picked up during the risk assessment. Employees are shown this key information on the board and how it can help them.

Finally, employees are re-trained in health & safety on an annual basis. The refresher training includes key areas, the 15 points, and any new legislation or operational changes. This training record is documented and filed.

### ***Procedure – Supervisors & Contracts Managers***

There are three systems in place to ensure that Supervisors are properly trained and competent in health & safety. The first is Module 4 of our Supervisor Training Programme. This is a three hour session which covers how to train cleaning employees together with basic introduction to health and safety matters. The second system is an annual training session which usually takes place in February. Finally, Supervisors have several summary sheet reminders which are provided as part of their Paperwork File.

Contracts Managers undergo the entire Supervisor training, and additionally attend the following: CIEH Supervising Health & Safety (three day external course); and Health & Safety for Contracts Managers.

### ***Procedures – Other Employees***

We need to ensure that all of our employees enjoy the safest possible working conditions, including those who are office-based, carry out stores and deliveries, and the floor work team. We therefore have three separate training modules which cover our employees in the relevant area of their work. Employees undergo this training as part of their induction, and then have an annual refresher course.

### ***Procedures – Areas of Specialist Training***

From time to time it may be necessary and unavoidable for some employees to work outside our Safe System of Work. Where this occurs, we provide additional training and equipment so as to make the work as safe as possible. Examples include use of step-ladders, using certain cleaning machinery, and use of more 'dangerous chemicals'. The additional training record is documented and retained in the employee file. This type of work must not be carried out until or unless the person has undergone the appropriate training.

## **Vulnerable Employees**

### ***Policy***

Certain employees, such as expectant mothers, are more vulnerable to health & safety issues than others, or the consequences of any accident may be more serious. It is therefore our policy to identify these groups of more vulnerable employees so that we can implement additional procedures so as to minimise the risk of any injury or accident.

### ***Procedure***

The main groups identified as more vulnerable are: new or expectant mothers; young persons (under 18); elderly persons (over 65); lone workers; employees with a hearing impairment. The Contracts Manager will carry out a specific risk assessment for each person in one of these categories, and

then implement the relevant actions. The SMT will ensure an updated register of all of these groups is maintained.

Employees with a hearing impairment will not be permitted to work alone. The Contracts Manager will nominate a site supervisor or two people on site to guide the person out of the building in the event of a fire alarm. The customer will be informed that the cleaning operative has a hearing impairment by the Contracts Manager or Supervisor.

Lone working especially in the evening on customer sites is avoided whenever possible by Astrum . Where this is unavoidable, the first step is to try to carry out the cleaning in the morning or during the customer's hours of opening. When all options have been eliminated, and the person has to work alone in the evening, we implement our lone worker system. The person's spouse or partner is given a copy of the lone worker form. This details their place and address of work, times of work, expected time of return, and all relevant telephone numbers. If the person is then late, the partner or spouse can then contact the Supervisor, any Contracts Managers, and even the Managing Director via a message-taking service. This should avoid a person incurring a serious injury and not being found until morning.

# Control of Sub-Contractors

## ***Policy***

We require all of our sub-contractors to ensure that their work is carried out in the safest possible way.

## ***Procedure***

All sub-contractors are required to complete our Sub-Contractors Health & Safety Questionnaire, a copy of which is in the appendices. The response is scored and must exceed the pass rate of 80% to qualify to carry out work on Astrum ' behalf. We must be satisfied of their overall competence in health & safety. All sub-contractors are re-assessed on an annual basis.

## **Removal of Sharps, Needle stick & Human Waste**

### ***Policy***

Our core business is daily office cleaning, and not the removal of hazardous items. This includes needles, sharps, human waste, blood, and the like. Our policy therefore is to use a specialist third party sub-contractor for the removal of these items, and to charge the customer for this service. In exceptional circumstances, we have a number of specially trained operatives who may move some of these items and clean the affected area.

### ***Procedure 1***

Cleaning employees and Supervisors are trained in the dangers of such items and must not attempt to remove nor clean the same. Employees must call their Supervisor or Contracts Manager immediately and explain the problem. The Contracts Manager is then responsible for calling the specialist sub-contractor. Where practicable, the cleaner and Supervisor will cone off the affected area and inform the customer. In exceptional circumstances and as a very last resort, our own trained operative will go to site and carry out the work. They may only carry out this work if they are completely satisfied they have all of the necessary PPE and equipment, and that their training enables them to remove the waste totally safely.

### ***Procedure 2***

#### ***Avoiding occupational exposure to needle stick injuries***

##### ***General good practice advice***

- Cuts and abrasions should be covered with a waterproof dressing before starting cleaning
- Wear gloves when handling sharps

##### ***Good sharps practice***

Used sharps must be discarded into a sharps container provided

- Approved sharps containers must never be over-filled i.e. above the manufacturers' fill line on the box or more than  $\frac{3}{4}$  full
- These containers should be appropriately sealed in accordance with manufacturers' instructions once full, and should be disposed of according to local waste disposal policy
- Items should never be removed from sharps container
- Use of needle stick- prevention devices (safer needle devices) at all times
- Any exposure incident that occurs must be reported and managed appropriately

## ***Responsibilities in the event of a needle stick or similar injury***

### ***The injured person***

When an incident occurs the injured person must ensure that:

- First aid is carried out
- The incident is reported immediately to the supervisor/line manager/
- They must attend A&E/Occupational Health Department/GP for assessment and management of the injury in a timely manner.
- An incident form must be completed.

### ***The Supervisor responsible for the injured person***

When an incident occurs the Supervisor who is responsible for the injured person must:

- Ensure that first aid has been carried out
- Ensure that the injured person attends A&E/ GP for assessment and management of the injury within 1 hour, if possible
- Investigate the cause of the injury

## **Smoking**

### ***Policy***

Smoking anywhere on a customer's premises is absolutely prohibited. Failure to adhere to this will result in disciplinary action. Smoking in our own offices is also prohibited, but employees may smoke in the designated area. In general, smoking is discouraged.

### ***Procedure***

Employees are informed of the policy as part of their induction, and are reminded on an annual basis as part of their health & safety training. For office-based employees, segregated external areas are made available where they may smoke. In general, we discourage smoking. Financial assistance is available for key employees who wish to give up the habit.

## **Noise at Work**

### ***Policy***

Astrum will comply with the Noise at Work Regulations to ensure that we minimise the risk of hearing damage from workplace noise.

### ***Procedure***

During the pre-contract health & safety employee's assessment, the Contracts Manager will identify any areas where the noise level is hazardous (i.e. above 85 dB). Where noise is suspected to be above this level, we will ensure that the exposure is assessed by a competent person. This will identify who is at risk, allowing the introduction of risk control giving priority to engineering controls before PPE is introduced. Where there are no suitable alternatives PPE will be issued to all employees together with appropriate training. These controls will be based upon the hierarchy of controls.

# Equipment Maintenance Programme

## ***Policy***

Our policy is to provide and maintain safe plant and equipment for all of our staff on all of our customer sites.

## ***Testing Frequency***

The frequency of testing any equipment will be assessed according to the usage of that machine. Where usage is normal, the test will be carried out annually. Where usage is deemed to be high, then testing will occur every six months. Testing will be quarterly for all floor work equipment. Every time a machine is repaired, it will be re-tested as below.

## ***Employees Training***

All cleaning operatives must inform their supervisor when they see any damage or areas of potential danger on equipment. Employees are trained to spot these dangers as part of their induction programme. If damaged or considered dangerous, employees must not use the equipment until it has been replaced or properly fixed. Supervisors must carry out visual inspections of equipment on a regular basis. They will look for any signs of wear and tear including damaged leads, broken plugs, any protruding parts, the wheels, hose damage, any parts missing, whether it is being emptied regularly, and so forth.

## ***The Testing***

A qualified person will carry out the following:

- Strip down the machine to check all moving parts (motor, fans, etc)
- Replace plugs, leads etc, where there are any signs of wear
- Replace filters if necessary
- Ensure the hose head assembly is complete with no leaks, and is in a good or reasonable condition
- Check the general condition of the body & other remaining parts
- Carry out a PAT test using a "Clare A252" portable tester
- The earth bond will be tested where applicable; vacuums will not be flash tested. On vacuums, the insulation test will be a visual inspection only
- Attach a sticker only when the machine has passed in all aspects of the test, and is therefore safe for use. The sticker will show: date checked: by whom: date of next inspection: serial number. On the first test, an Equipment History Card will be raised.

# First Aid

## **Policy**

Our policy is to ensure that all of our employees have ready access to first aid in the event of an accident.

## **Organisation**

### **First Aid at Client/Customer premises**

For employees who work on customer sites, it is clearly impractical to provide a trained first aid person for every such site.

We therefore provide our employees on site with several options. First, the location of the first aid box is always posted clearly on the health & safety board, thereby allowing quick access if required.

Secondly, where our customer or their security presence provides first aid, by prior agreement the customer allows the use of their trained first Aiders to deal with any first aid treatment that may be required. During the day this would be the appropriate person, at night the Security employees present provide any First aid when or if needed. Finally, cleaning employees can call upon their supervisor, who can either call an ambulance or take them to A&E as they see fit.

Employees are told at Induction and reminded during the annual refreshment of these arrangements

### **First-Aiders at Astrum Offices**

In our own offices, we have suitably our nominated first aider. This person is re-trained on a periodic basis in line with the prescribed guidelines. Training is conducted by an approved external organisation. Details of qualified First Aiders are provided on the notice board and available at reception.

Contracts Managers, Supervisors instruct new employees, temporary employees, visitors and visiting contractors of the arrangements for first aid and the location of assistance.

### **First Aid Supplies (Astrum Offices only)**

The First-Aider will maintain minimum levels of the First Aid box provided by the company. As there are no mandatory contents of first aid boxes they would normally contain:

- First aid guidance card
- 20 individually wrapped sterile adhesive dressings (assorted sizes)
- Two sterile eye pads
- Four individually wrapped triangular bandages (preferably sterile)
- Six safety pins
- Six medium sized (approximately 12 cm x 12 cm) sterile un-medicated wound dressings
- Two large (approximately 18 cm x 18 cm) sterile individually wrapped un-medicated wound dressings
- One pair of disposable gloves

The First Aider via Purchasing can order any additional supplies as needed.

## **Display Screen Equipment**

### **Policy**

To ensure that all of our employees use their display screen equipment as safely as possible, and in a way least likely to cause any harm to themselves.

### ***Procedure***

First, all employees undergo a workstation assessment on an annual basis. Where risks are identified, we will take the necessary steps to reduce them. As part of this, we check that the workstation meets the minimum requirements; for example, adjustable chairs, suitable lighting, the keyboard, and the work environment.

Employees are trained to take a sufficient number of breaks, and not to sit in front of the workstation for long periods. We provide free eye tests to employees that use workstations. Employees undergo training on workstations on an annual basis, to ensure its safe use and how to avoid health problems. Employees are given information on good posture, the correct sitting position, location of the keyboard and mouse, and on reading the screen.

## **PUWER**

### ***Policy***

It is our policy to comply with The Provision of Use of Work Equipment Regulations (PUWER) regulations so far as reasonably practicable.

### ***Procedure***

On an annual basis, all of our work equipment will be tested for its suitability and safety. All of our work equipment must be suitable by design, construction and condition for the actual work it is provided to do. A formal register will record all of the results of the testing.

# Isolation of Electrical Equipment

## **Policy**

Our policy is to ensure the safety of all employees by having appropriate procedures to prevent any possibly of injury so far as is reasonably practicable

## **Isolation of Electrical Equipment – Cleaning Operatives and office employees**

For the purpose of this policy portable equipment is generally regarded as equipment that has a lead (cable) and plug and which is normally moved around or can easily be moved from place to place, e.g. vacuum cleaners, kettles, heaters, fans, televisions, desk lamps; and also equipment that could be moved, e.g. photocopiers, fax machines, and desktop computers.

All cleaners only use portable appliances such as vacuum cleaners and floor polisher that can be moved around. In addition, for office personnel these would include photocopiers, fax machines, and desktop computers.

To isolate the equipment the cleaners and office employees are instructed (trained) to remove the '13'-amp plug from the socket before e.g. changing filters.

## **Isolation of Equipment at Customer/Client premises – Deep Cleaning activities**

All deep cleaning work e.g. industrial ovens are sub-contracted out. No employee of Astrum Birmingham carries out this activity. Where such activities are carried out on behalf of the client, the client/customer is responsible for ensuring any equipment being deep cleaned is correctly isolated.

They will identify and confirm the correct isolation point for the specific equipment being cleaned has been isolated before work commences. This will take the form of a padlock with key at the isolator next to the equipment due to being cleaned.

Or

If this is not possible at the distribution board and locked off with a padlock

Or

Removal of the relevant circuit fuse (or lockable fuse insert and padlock)

On completion of this operation by the client or customer, a tag is placed on the point of lockout, containing details of the name of the responsible person, area or equipment locked off, date of lock off and any relevant remarks.

In addition, the Contractor Supervisor, or a responsible person nominated, will in the case of electrical isolation, apply the following: -

- a) In order to confirm that the correct switch has been locked open, the start button of the equipment will be tried to confirm it will not function
- b) On completion of the work, the person (on behalf of client) who secured the isolation will remove the lock and tags
- c) The above padlocks keys or combinations and removed fuses will be given to the supervisor or responsible person carrying out the work.

## **Portable at client sites**

To isolate this equipment the cleaners are instructed (trained) to remove the '13'-amp plug from the socket before e.g. changing filters.

# Accident Reporting Procedure

## **Policy**

It is our policy to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR 2013) so far as reasonably practicable

## **Procedure**

Astrum ' accident reporting procedure is:

1. For all serious accidents, the first course of action is to dial 999 for an ambulance/paramedic. For all other injuries the first aider on site should provide appropriate treatment where applicable.
2. The person involved in the accident should tell their supervisor as soon as practicably, following treatment.
3. If there is no site supervisor, they should contact their supervisor or Contracts Manager as soon as practicably. The telephone numbers are given on the health & safety board, which is in the cleaning cupboard.
4. The supervisor must then inform the Contracts Manager as soon as practicably, but always within 24 hours of the incident being reported to them.
5. The Contracts Manager has the Accident Book (form B1 510) which must be completed to record the details of the incident. If appropriate, the Supervisor will complete the customer's site copy of the accident book.
6. If the accident is a specified injury (formerly Major Injury\*), the Contracts Manager must inform the HSE via the Incident Contact Centre (having briefed the MD, Customer Service Manager and H&S consultant previously).
7. For all other accidents including 7 day lost time accidents\*\* if it is necessary to do so, the Contracts Manager must complete the appropriate RIDDOR form and: (a) On line HSE Website <http://www.hse.gov.uk/riddor/report.htm> and (b) place a copy of the same with the personnel file of the employee involved.

The procedure for reporting near misses is the same, except that the supervisor must complete a near misses form.

\* Specified injury accident is a fracture, amputation etc. as defined in RIDDOR 2013

\*\* 7 Day lost time accident is 7 consecutive days absent from work or not able to carry out normal duties excluding day of accident as defined in RIDDOR 2013

## **Monitoring & Measuring Information**

### ***Policy***

By monitoring and measuring key information on a regular basis, Astrum will be able to identify any patterns or trends in health & safety. These trends can then be used to regularly review our policies and procedures, and may highlight any areas for improvement.

### ***Procedure***

To check our working conditions and ensure our Safe System of Work is being followed, we carry out the following: inspect premises at regular intervals; investigate all accidents and near misses; Contracts Managers to carry out spot checks of processes on site; the SMT are responsible for acting on investigation findings to prevent a recurrence.

The key information which we record and evaluate is:

Near misses – to be recorded on the near misses form

Minor injuries – to be recorded in the accident book

Major injuries – to be recorded as per our policy and reported using the appropriate RIDDOR form

Fatalities – to be reported to the enforcing authority

On a six-monthly basis, all of the above will be recorded on the health & safety key information form. The results will then be evaluated and discussed at the SMT meeting. Any necessary changes to our procedures will be decided and directed at this meeting. The SMT is responsible for ensuring these changes are put in place.

We additionally send out a random sample of health & safety questionnaires to our cleaning operatives. This covers the salient points of the Policy. The questionnaires are marked, and we expect operatives to achieve a score of 80%. The results are analysed by the SMT to establish whether the systems are actually working at a grass roots level. If the system is not effective in certain areas, the SMT will take the necessary steps.

## **Emergency Procedures – Fire & Evacuation**

### ***Policy***

To ensure that the hazards to all of our employees from fire are minimised, both on our own premises and on customer sites.

### ***Procedure***

On our own premises, the SMT are responsible for carrying out a fire risk assessment on a regular basis, normally annually. Where risks are identified, we will take the necessary steps to reduce them.

Where we are responsible for fire extinguishers, the SMT will ensure that we have the appropriate extinguisher, and that it is maintained and checked on an annual basis. All employees are trained on the correct use and contents of fire extinguishers. However, employees must not attempt to extinguish a fire unless they are absolutely sure that they are using the correct extinguisher, and that they can do so with no risk of injury.

Their utmost priority is to raise the alarm and evacuate the building. Employees must adhere to the relevant emergency evacuation procedures.

On customer premises, all employees are shown the emergency exits as part of their induction. They are reminded on an annual basis as part of their health & safety update. Site employees are given the same training and instruction as office-based employees on tackling a fire. All employees must adhere to the relevant emergency evacuation procedures as applicable to the site they are working in.

## **Purchasing New Equipment**

### ***Policy***

When making a significant purchase of equipment, by either value or number, it is our policy to take account of the safety performance of that item. Ceteris paribus, we will invest in the safest option.

### ***Procedure***

On significant items, such as vacuums, we will carry out a pre-purchase risk assessment to establish the safety performance of that item, together with its suitability for the task it will perform. This will be carried out by a competent assessor, who will report his findings to the SMT. the SMT can then make an informed decision on the acquisition.

# Driver Safety

## ***Policy***

To do all we reasonably practicably can to minimise the chance of our employees suffering an injury as a result of a vehicular accident.

## ***Procedure***

In the purchase of vehicles, we opt for those which are safe and offer the latest safety technology as far as reasonably practicable. We normally finance cars on a contract hire basis, with full maintenance cover in place.

All employees that drive on our behalf must provide a copy of their driving licence, so that we can check the same. Employees are responsible for setting their own schedules, and are expected to do so in such a way as to minimise stress and to ensure the route can be completed within a sensible time-frame. Where requested, we provide eye tests for employees to ensure they can drive within the legal eyesight limits.

Employees must obey the Highway Code, and drive sensibly and within the law at all times. The floor team and delivery employees are responsible for ensuring that their vehicle is safe before starting any journey.

Employees must not use a mobile phone while driving; they should stop the car and park safely before replying to any call. Employees who have an approved hands-free mobile may use the same whilst driving, but should keep the call as short as possible and call back later.

# Employee Welfare

## ***Policy – Employee Welfare***

It is our policy to ensure that our employees are in the safest possible environment in their workplace, and that we take account of their welfare needs. We therefore ensure that there are adequate toilet facilities, and that the working conditions in the area are acceptable.

## ***Procedure***

### ***Employees Welfare off site – at Client/Customer Premises***

At clients premises as part of the contractual agreement cleaners will have access to their welfare facilities which will include the toilets/washing facilities they are cleaning and have access to eating/rest facilities.

As part of our pre-contract survey, we check that the following items are in place and at an acceptable level, so as to facilitate a comfortable environment for our employees: adequate toilet facilities, sufficient ventilation of the room, comfortable temperature, that water is available to drink, and that all gangways are clear and free from obstruction.

In the event that one of these items is inadequate, we will ask the customer to make the necessary changes. We will not start work on the site until we are fully satisfied that we are providing a decent environment for our employees, and that their welfare is considered.

## ***Welfare facilities at Astrum offices***

### ***Sanitary Convenience***

Sanitary conveniences, which are sufficient and suitable for the persons employed on the Company's premises, are provided. They are maintained in a serviceable condition, regularly cleaned and be equipped with sufficient lighting.

### ***Washing Facilities***

Washing facilities, which are suitable and adequate for employees and others employed on the Company's premises, are provided. A supply of clean, running hot, cold or warm water and, in addition, soap and clean towels or other suitable means of cleaning and drying are available. These facilities will be conveniently situated, accessible and kept in a clean and orderly condition.

### ***Drinking Water***

An adequate supply of wholesome drinking water is provided for all persons at work in the workplace.

### ***Clothes Changing Facilities***

Changing facilities will be made available for workers who need to change into special work clothing, where they remove more than outer clothing and/or where it is necessary to prevent worker's own clothing being contaminated by harmful substances. The privacy of users of this facility will be ensured.

### ***Rest and Eating Facilities***

Suitable and sufficient rest facilities are provided at readily accessible places.

# Personal Protective Equipment

## ***Policy – PPE***

It is our policy to ensure that our employees are provided with all of the PPE which they require to carry out their job in the safest possible way.

## ***Procedure***

Employees are issued with PPE as part of the induction process, and signs to confirm receipt of the same on our standard Induction Form (see Appendices). Employees are told that they must wear the PPE at all relevant times, and that they are responsible for maintaining the equipment in good order. When the PPE needs to be replaced due to wear and tear, the company will bear the expense. If, however, the deterioration of the PPE is due to deliberate mistreatment or similar; the employee will be expected to pay for the replacement.

PPE will be used where:

- The work is of short duration and or
- After all other options to eliminate the risks by other means have been evaluated

Supervisors are responsible for selecting the correct PPE for the work in hand, for its issue, and inspection (prior to use).

PPE will be maintained in a good condition and kept in storage provided for that purpose (Cleaning storage cupboard)

Common items of PPE are safety shoes, safety glasses, high visibility clothing, gloves, and respiratory protection.

Wherever possible any PPE purchased will comply with the relevant British Standard (BS) or European Standard (EN).

## ***Training***

Prior to issue of PPE users will be given instruction on its correct use and be informed as to the arrangements for its replacement when worn or damaged. Employees' attention will be drawn to their legal duty to take due care of their PPE and to wear the PPE where and when required. Any defects or malfunction must be reported to their supervisor.

Refresher training will be carried out each year with all employees that use PPE and a record kept of such training.

# Communication & Consultation

## ***Policy***

It is our policy to ensure that we consult with all relevant parties at all times, but with employees and customers in particular.

## ***Procedure***

Our communication to employees must be succinct, clear, and containing relevant and helpful information which actually promotes a safer working environment and better workplace habits. Our senior management team is always open to ideas from their employees which concern H&S, and will consult relevant employees where appropriate. We will keep our customers informed of key changes to our H&S policy and procedures.

When we first start a contract, the Contracts Manager will visit the site at least a week before we commence any work. We will carry out a full risk assessment, and ask the customer to complete our Pre-Contract Questionnaire. Relevant information will then be posted onto our H&S board, and recorded on the Non-SSOW risk assessment. Managers are trained to listen carefully and consider all suggestions by employees concerning H&S matters, and to report these to the SMT for their consideration.

Major changes to our policies and procedures are normally communicated to employees by either memo or at the annual H&S update training. Customers are advised in writing.

In the event that a member of employees' first language is not English, the supervisor is responsible for ensuring that all H&S directives are fully understood. In the event that we are not absolutely certain that the understanding is full, we will translate into the appropriate language.

# Appendices

1. Sub-Contractor Health & Safety Questionnaire
2. Pre-Contract Health & Safety Assessment
3. Customer Questionnaire

# Appendices

## 1. Astrum Sub-Contractors Health & Safety Questionnaire

### 1. Company Details

- 1.1 Company name
- 1.2 Address
- 1.3 Telephone number & e-mail address
- 1.4 Nature of core business
- 1.5 Who is the person in your organisation responsible for health & safety?
- 1.6 What relevant qualifications does this person hold?

### 2. Health & Safety Policy Documentation

- 2.1 Please enclose a copy of your health & safety policy documentation
- 2.2 Describe the arrangements for implementing this policy and training all employees in the policy
- 2.3 Please enclose the following items for the work to be undertaken:
  - Risk assessment
  - Method statement
  - COSHH assessment
  - Manual handling assessment
  - Material Safety data sheets (MSDS) or 'COSHH sheets'

### 3. Health & Safety Performance

3.1 Please complete the table below for the period covering the last 3 years:

	Employees	Other People	Public
Fatal accidents			
Major injuries			
"Seven day" accidents*			N/A
'three day' accident			N/A
Dangerous occurrences			N/A

\* Prior to 6<sup>th</sup> April 2012 was 3 – day accident

- 3.2 Has your company been prosecuted for any breach of health & safety legislation within the past five years? If so, please give details and action taken to prevent a recurrence.
- 3.3 Has any Prohibition or Improvement notice been served on your company within the past five years? If so, enclose a copy and give details of actions taken following the serving of the notice.

### 4. Insurance

- 4.1 Do you have the following insurance Certificates and Schedules? Please give details of limits and copies of the certificates and schedules:
  - Employers' Liability Compulsory Insurance:
    - Limit of liability: \_\_\_\_\_
    - (Note minimum is £10,000,000)**
    - Expiry date: \_\_\_\_\_
  - Public Liability: \_\_\_\_\_
  - Limit of liability: \_\_\_\_\_
  - (Note minimum is £ 5,000,000)**
  - Expiry Date: \_\_\_\_\_
- 4.2 Please provide up to date evidence (scanned copies acceptable)

## 2. Customer Pre-Contract H&S Assessment

Customer \_\_\_\_\_ Start Date \_\_\_\_\_

## Appendices

Astrum utilise a "Safe System of Work." For each of the areas below, state whether the cleaning in this building falls within that safe system. Where the work falls outside the System, record the significant risks and hazards involved.

Area	Within System?		Details	RA
	Yes	No		
Offices				
Toilets				
Landings				
Lifts				
Kitchens				
Canteen				
Car parks				
Work at height				
Waste disposal				
Carpet cleans				
Floor work				
Other				
Other				

Is a Detailed Manual Handling Assessment required?                      Yes  No

Is a Detailed COSHH Assessment required?                      Yes  No

Location of fire exits \_\_\_\_\_

Location of first aid box \_\_\_\_\_

First Aid Arrangements \_\_\_\_\_

Welfare arrangements \_\_\_\_\_

Emergency telephone numbers \_\_\_\_\_

Assessment completed by \_\_\_\_\_

Signed \_\_\_\_\_                      Date \_\_\_\_\_

# Appendices

## 3. Customer Questionnaire

1. Do you know of any hazardous waste in this building? *Provide Details*

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2. Please send Astrum any relevant documentation concerning the safety of our employees in cleaning this building (e.g. your risk assessment).

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3. How will you inform Astrum of any changes which will affect the safety of our employees in cleaning this building? Provide details of procedure

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4. Are there any other unusual hazards that we should know about before we start? *If Yes Provide Details*

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Questionnaire completed by \_\_\_\_\_

Signed \_\_\_\_\_

Date \_\_\_\_\_