

Allclean Office & Windows Limited

COMPANY

HEALTH & SAFETY POLICY

(Inc. Equal Rights and Environmental Policy Statements)

For

Client/Project Details: _____

Project/Job Ref: _____

Authorised By:		Mr S R Wood	Managing Director	Date	
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Produced by Mr N. J. Gardner CMIOSH, Health and Safety Consultant Adviser to Allclean Office & Windows Ltd.
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CONTENTS

Section	Contents	Pages
i	Schedule of Amendments	3
1.0	General Statement of Health & Safety Policy	4
2.0	Organisation & Responsibilities:	5
2.1	Managing Director	5
2.2	Manager	6
2.3	Office Manager	6
2.4	Employees	7
2.5	Appointed Health & Safety Adviser	8
3.0	Arrangements	8
3.1	Accident Reporting & Investigation	8
3.2	Asbestos	10
3.3	Consultation with Employees & Sub-Contractors	11
3.4	Contractors & Sub-Contractors	11
3.5	Dermatitis	12
3.6	Display Screen Equipment	13
3.7	Electrical Safety	14
3.8	Enforcing Authority	14
3.9	Equipment, Tools & Machinery	15
3.10	Fire & Emergency	15
3.11	First Aid & Welfare	16
3.12	Flat Roofs	16
3.13	Gantries	16
3.14	Hazardous Substances (COSHH)	17
3.15	Housekeeping	17
3.16	Information, Training, Instruction & Supervision	18
3.17	Ladders	19
3.18	Legionnaires Disease	20
3.19	Lone Working	22
3.20	Manual Handling	22
3.21	Migrant Workers	23
3.22	Mobile Elevating Work Platforms	24
3.23	Monitoring Health & Safety	25
3.24	Personal Protective Equipment	26
3.25	Protecting the Public	26
3.26	Reach & Wash System	26
3.27	Risk Assessments	27
3.28	Safety Method Statements	28
3.29	Smoking & Drugs	28
3.30	Stress & Harassment	29
3.31	Suspended Access Equipment	30
3.32	Waste	31
3.33	Work at Height	32
3.34	Workplace Transport	32
Appendix A	Equal Rights Policy Statement	35
Appendix B	Environmental Policy Statement	36
Appendix C	Acknowledgement Form	37

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 3

NOTE: This document shall be monitored on an ongoing basis by the Managers and reviewed annually by the Appointed Health & Safety Adviser as authorised by the Director.

i SCHEDULE OF AMENDMENTS

ALLCLEAN OFFICE & WINDOWS LIMITED HEALTH & SAFETY POLICY - AMENDMENT RECORD		
Date & Issue	Section	Revision Description
February 2007, Issue 1.0	All Sections	New document issued
July 2007, Issue 2.0	Arrangements	Hazardous Substances added to Arrangements
January 2008, Issue 3.0	All Sections	Entire document reviewed and updated
January 2010, Issue 4.0	All Sections	Entire document reviewed and updated. General format updated. Main changes to content include: Section 2.5 – Office Manager added Section 3.1 – Accident Reporting – new RIDDOR contact details Section 3.2 – Asbestos – new section added Section 3.4 – Contractors & Sub-Contractors – new section added Section 3.15 – Housekeeping – new section added Section 3.20 – Migrant Workers – new section added Section 3.29 – Smoking & Drugs – updated to reflect latest laws Section 3.30 – Stress & Harassment – new section added Appendix A – Equal Rights Policy Statement – new Appendix B – Environmental Policy Statement - new
January 2011, Issue 5.0	All Sections	Entire document reviewed and updated. Main changes to content include: Section 3.18 – Legionnaires Disease – New section added Section 3.20 – Manual Handling – Use of waterfed poles added Section 3.26 – Reach & Wash – Adverse weather procedures added Section 3.27 – Risk Assessment – Hazards associated with use of waterfed poles added Section 3.34 – Workplace Transport – Road safety risks added
January 2012, Issue 6.0	All Sections	Entire document reviewed and updated. Main changes to content include: Change to company name Section 2.2 – Manager (Kelly Wills) – Removed Section 2.4 – Supervisory Staff – Removed Section 2.6 – Employees & Sub-Contractors – Sub-Contractors removed Section 3.1 – Accidents – Updated to reflect changes to RIDDOR reporting Appendix C – Acknowledgement Form - New

1.0 GENERAL STATEMENT OF HEALTH & SAFETY POLICY

Allclean Office & Windows Ltd is a professional and safety conscious organisation which values the effective management of health, safety and welfare throughout all areas of its undertaking. The clear objective is to minimise harm to persons and property by adopting a proactive approach to effective risk and safety management.

It is the policy of Allclean Office & Windows Ltd to ensure, so far as is reasonably practicable:

- The health, safety and welfare of all its employees while they are at work, of its visitors to company premises, and of others who may be affected by its actions.
- The provision of systems of work which are safe so as to minimise risks to health, with necessary supervision and control mechanisms to ensure health and safety.
- The maintenance of a working environment that is safe and without risks to health, and the provision of adequate facilities and arrangements for welfare at work.
- The provision of plant, machinery, equipment and vehicles in conditions which are safe and without risks to health; and to provide systems for inspections and preventative maintenance to ensure safe conditions.
- That arrangements are in place for ensuring safety and absence of risks to health in connection with the use, handling, storage and transportation of articles and substances.
- The provision of such information, personal protective equipment, instruction, training and supervision necessary to ensure the health and safety at work of employees, and information to contractors and others who may be affected by our operations and products.
- The provision of a safe means of access to, movement and egress from places of work.
- Cooperation with, and involvement of employees in meeting health and safety objectives.

The Managing Director has overall responsibility for all health, safety, welfare and environmental matters.

Managers and Staff have the responsibility for implementing this Policy throughout the company and must ensure that health and safety considerations are always given priority in planning and day-to-day supervision of all work.

The operation of this Policy and associated Procedures will be monitored and reviewed on a regular basis to ensure that they remain current and applicable to the Company’s activities. Additional monitoring of this Policy will be undertaken by our Appointed Health and Safety Adviser, who will also provide necessary advice, inspections of the work environment and recommendations in order that the management and staff can meet their responsibilities as defined by this Policy.

This Policy document shall be reviewed and updated annually by the Appointed Health & Safety Adviser.

AUTHORISATION:	TITLE:	SIGNATURE:	DATE:
Mr S R Wood	Managing Director		

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 5

2.0 ORGANISATION & RESPONSIBILITIES

The effectiveness of this Health & Safety Policy is dependant on the people who are responsible for ensuring that all aspects of work, whether in the office or on client's premises, are carried out with due consideration for safety and with minimum risk to health.

Ultimate responsibility lies with the Managing Director, but specific duties are delegated to others according to their experience and training.

All Managers and Staff, both individually and collectively, will ensure that this Policy is applied throughout the whole company and that those employed by the company are kept fully informed of its content.

Managers will ensure that this Policy is adopted by all employees, sub-contractors and visitors to company premises.

Each individual person has a duty of care to themselves as well as to all those they come into contact with during any part of the working day.

To assist the Company in fulfilling its duties and obligations, an external health and safety consultancy has been appointed to provide health and safety advice and assistance to the management and employees of Allclean Office & Windows Ltd.

2.1 MANAGING DIRECTOR

The Managing Director has ultimate responsibility for:

- ensuring compliance with all relevant legislation applicable to the company's operations;
- the overall implementation of this Health & Safety Policy;
- ensuring that adequate financial provisions are made available for the implementation of this Policy;
- allocating sufficient resources to ensure the requirements of this Policy and legislation can be fulfilled and to provide and permit safe working practices in respect of all company activities;
- ensuring Managers, Supervisory Staff and all operatives are aware of their responsibilities and that each administers and promotes with enthusiasm the requirements of this Policy throughout the entire company;
- ensuring that only competent contractors and sub-contractors are appointed to assist with the company activities and that they have made adequate provision for health and safety;
- ensuring that employees and sub-contractors are aware of this Health & Safety Policy and company safety procedures;
- ensuring the cooperation and co-ordination of work with clients and other contractors in matters of health and safety for work on sites;
- ensuring that all vehicles, equipment, plant and substances used are suitable for the task and are kept in good working condition. This includes regular maintenance and servicing;
- ensuring the provision of adequate training, instruction, information and supervision to ensure that work is conducted safely;
- ensuring the provision of induction training to all new employees;
- taking immediate and appropriate steps to investigate and rectify any risks to health and safety arising from the work activity;
- ensuring that all accidents are properly reported in accordance with the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 1995 (RIDDOR) and that an investigation is carried out to determine the cause(s) and remedial action taken;
- ensuring the maintenance of safe access to and egress from company premises and workplaces at all times;
- ensuring suitable and sufficient arrangements are in place for first aid and staff welfare;
- ensuring suitable and sufficient arrangements are in place for fire and other emergencies;
- ensuring suitable and sufficient risk assessments are prepared for the company's activities and places of work;
- ensuring risk assessments, safe method statements and all other safety documentation is in place, adhered to at all times and reviewed when necessary;
- ensuring the provision of personal protective equipment as appropriate to safeguard employees and others undertaking or involved in the company activities;
- setting a personal example when visiting sites by wearing the appropriate personal protective clothing and equipment as required by the site;

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 6

- monitoring the effectiveness of this Policy, working practices and health and safety management in order to provide amendment and review of the policy arrangements as necessary;

2.2 MANAGER

The Manager has direct responsibility for health and safety matters, particularly on large contracts (e.g. MOD, NHS). This includes:

- Understanding the company Health and Safety Policy and ensuring that it is brought to the notice of all employees, particularly new starters. Carrying out all work in accordance with its requirements and bringing to the notice of the Managing Director any improvements or additions which may be necessary.
- Organising sites so that work is carried out to the required standard with minimum risk to employees, other sub-contractors, the public, equipment or materials.
- Ensuring that registers, records and reports are up-to-date and properly filled in and ensure that they are kept in a safe place.
- Ensuring risk assessments, safety method statements and all other safety documentation is in place, adhered to at all times and reviewed when necessary.
- Referring regularly to the prepared written assessments/procedures as required.
- Making them available to all employees, including sub-contractors and discussing the requirements with them fully and ensuring that all method statements and risk assessments are read and understood by all site operatives.
- Ensuring that all hazardous materials are properly marked, used and stored, as outlined in the COSHH assessments.
- Planning and maintaining a tidy site. "A safe site is a tidy site".
- Implementing arrangements with sub-contractors and others on site to avoid confusion about areas of responsibility for health, safety and welfare.
- Satisfying yourself that the "competent persons" appointed to make the necessary inspections of scaffolding, access equipment, etc have sufficient knowledge and experience to evaluate all aspects of safety relating to the item being inspected. Request proof of competence where necessary.
- Ensuring that sub-contractors are aware of their responsibilities for safe working and that they are not required or permitted to take unnecessary risks. Stop any work if you consider that there is an imminent risk of serious injury to any person.
- Checking that all machinery, plant and equipment on site is maintained in good condition.
- Ensuring that adequate supplies of protective clothing and equipment are maintained on site and that the equipment is suitable. Ensure that it is issued when required and that all staff wear it appropriately.
- Setting a personal example by wearing the appropriate protective clothing on site at all times.
- Ensuring that first-aiders or appointed persons and adequate first-aid facilities, as required by Health and Safety (First Aid) Regulations 1981, are on site and that all persons on site are aware of their location and procedure for receiving treatment for injuries.
- Ensure that any accident on site which results in an injury to any person (not just employees) and/or damage to plant or equipment is reported in accordance with company policy.
- Ensuring that adequate fire precautions are provided.
- To ensure that all site operatives attend an appropriate site induction prior to commencement of works, and to provide tool box talks as appropriate.
- Where applicable cooperate with the company's Appointed Health and Safety Adviser and ask for advice before commencing new methods of work or potentially hazardous operations.
- Liaising with clients to ensure that any suspended and powered access equipment provided by them for the use of Allclean Office & Windows Ltd has been thoroughly examined and maintained recently and a copy of the last test certificate is available.
- Liaising with clients to ensure it is safe to use a Reach and Wash system.
- Liaising with clients to ensure access onto and working from flat roofs is safe. This includes provision of fall protection measures.
- Ensuring that, where cleaning from height is the chosen method, the safest equipment is provided. This will be determined by the height to be negotiated, site conditions, duration and extent of work and the frequency of required access.

2.3 OFFICE MANAGER

The Office Manager has direct responsibility for health and safety matters for all office-based work. This includes:

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 7

- Understanding the company Health and Safety Policy and ensuring that it is brought to the notice of all employees, particularly new starters. Carrying out all work in accordance with its requirements and bringing to the notice of the Managing Director any improvements or additions which may be necessary.
- Ensuring that registers, records and reports are up-to-date and properly filled in and ensure that they are kept in a safe place.
- Ensuring risk assessments, safety method statements and all other safety documentation is up-to-date, in place and reviewed when necessary.
- Submitting job-specific risk assessments, safety method statements and all other safety documentation to clients as requested.
- Ensure that any accident on site which results in an injury to any person (not just employees) and/or damage to plant or equipment is reported in accordance with company policy.
- Liaise with all concerned and ensure all accidents are properly investigated to determine the cause(s) and remedial action taken.
- Ensure that the conditions of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) be met. Incidents as classified under these regulations (see below) must also be reported immediately to the Managing Director. The Office Manager will ensure the event is reported direct to the Enforcing Authority.
- Where applicable, liaise with the company's Appointed Health and Safety Adviser and ask for advice before commencing new methods of work or potentially hazardous operations.

Persons using the office shall be made aware of the following: -

- Access routes must not be obstructed and no cables allowed to trail or cause trip hazards. Emergency exits must be kept clear at all times.
- Fire fighting equipment must be provided and maintained.
- All accidents must be recorded in the Office Accident Book.
- No person may alter or 'rig' any electrical appliance or system unless qualified and competent to do so.
- No person should bring personal electrical appliances into the office unless PAT tested.
- Persons should at all times be dressed to work safely in their environment with particular regard to footwear.
- Persons must not run on the premises and must exercise caution when opening doors.
- Persons must not attempt to lift loads, which may sensibly be considered to present them with a risk. If in doubt seek assistance.
- Persons who habitually use display screen equipment should consult the Managing Director with regard to eye tests.
- Persons who are suspected of imbibing alcohol or narcotic substances will be required to leave the premises and be subject to disciplinary action. (No person under such influence will be allowed to drive a company vehicle).
- Persons partaking in horseplay may be subject to disciplinary action.

2.4 EMPLOYEES

Employees

The attention of all employees is drawn to their responsibilities under the Health and Safety at Work Act 1974, including in particular the following:

- It shall be the duty of every employee, while at work, to take reasonable care of the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- As regards to any duty or requirement imposed on their employer or any other person by or under any of the relevant statutory provisions, to co-operate with him so far as it is necessary to enable that duty or requirement to be performed or complied with.
- No person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety and welfare in pursuance of any of the relevant statutory provisions.

Employees are reminded here that a breach of safety procedures could possibly result in disciplinary action being taken by the company, and that provision is made in the Health and Safety at Work Act 1974 for certain breaches to be actioned by the Health and Safety Executive. In simple terms this means employees shall:

- Read and understand the company Health and Safety Policy and Site Safety Rules and carry out your work in accordance with its requirements.
- Use the correct tools and equipment for the job.
- Keep tools equipment in good condition.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	

- Wear safety footwear at all times and use, where necessary, all protective clothing and safety equipment provided, eg safety helmets, respirators, etc..
- Work in a safe manner at all times. Do not take unnecessary risks which could endanger yourself or others. If possible remove site hazards yourself, e.g. remove or flatten nails sticking out of timber, tie unsecured access ladders, etc ..
- Warn other employees, particularly new employees and young people, of particular known hazards.
- Do not use plant or equipment on work for which it was not intended, or if you are not trained or experienced to use it.
- Report to your supervisor any damage to plant or equipment.
- Do not play dangerous practical jokes or “horseplay” on site.
- Report to your supervisor any person seen abusing welfare facilities provided.
- Report any injury to yourself which results from an accident at work, even if the injury does not stop you working.

2.5 APPOINTED HEALTH & SAFETY ADVISER

The external Appointed Health & Safety Adviser is:

Neville Gardner, CMIOSH, Chartered Safety & Health Practitioner

Telephone: **01380-830362 or 07540-829-377**

E-Mail: **nevillegardner@btinternet.com**

The external Appointed Health & Safety Adviser will liaise with the Office Manager to advise and assist the Company to undertake the measures that need to be taken to comply with the requirements and prohibitions imposed under relevant statutory provisions. In particular:

- Provision of a 24 hour health and safety helpline;
- Legislation updates;
- Ongoing advice and guidance;
- Liaison with other agencies and clients;
- Review and update this Health & Safety Policy;
- Review and update of Risk Assessments and Safety Method Statements.

It is recognised that the appointment of an external Health & Safety Adviser does not absolve Allclean Office & Windows Ltd from its responsibilities for health and safety under the Health and Safety at Work Act and other relevant statutory provisions.

3.0 ARRANGEMENTS

The following health and safety arrangements are subject to the Health and Safety at Work etc. Act 1974 and refer to all of the company’s activities both at the company premises and out on site.

3.1 ACCIDENT REPORTING & INVESTIGATION

Relevant Legislation

The reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

All accidents, however apparently trivial, must be reported to the Manager or Supervisor in the first instance. The Manager or Supervisor shall ensure the casualty receives prompt first aid or medical treatment. The Manager or Supervisor and casualty will together complete the details of the accident in the Accident Book for the site as soon after the event as possible. Details of the accident shall also be recorded in the Accident Book held at the Company offices in Winchester.

Completed Accident Book Forms are placed in the individual’s personnel file.

The Office Manager shall liaise with all concerned and ensure all accidents are properly investigated to determine the cause(s) and remedial action taken.

The Office Manager will ensure that the conditions of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) be met.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	

Incidents as classified under these regulations (see below) must also be reported immediately to the Managing Director. The Office Manager will ensure the event is reported direct to the Enforcing Authority.

What must I report?

Deaths and injuries

If someone has died or has been injured because of a work-related accident this may have to be reported.

Work-related accidents

The accident that caused the death or injury must be connected to the work activity.

Types of reportable injury

- Deaths
- Major injuries
- Over-three-day injuries

Reportable major injuries are:

- fracture, other than to fingers, thumbs and 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;
- unconsciousness caused by asphyxia or exposure to a harmful substance or biological agent;
- acute illness requiring medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin;
- acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins or infected material.

Over 3 day injuries

This is where an employee or self-employed person is away from work or unable to perform their normal work duties for more than three consecutive days (not counting the day of the accident).

Occupational diseases

Employers and the self-employed must report listed occupational diseases when they receive a written diagnosis from a doctor that they or their employee is suffering from these conditions **and** the sufferer has been doing the work activities listed.

Dangerous occurrences

Dangerous occurrences are certain listed near-miss events. Not every near-miss event must be reported. Here is a list of those that are reportable:

- collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- explosion, collapse or bursting of any closed vessel or associated pipe work;
- failure of any freight container in any of its load-bearing parts;
- plant or equipment coming into contact with overhead power lines;
- electrical short circuit or overload causing fire or explosion;
- any unintentional explosion, misfire, failure of demolition to cause the intended collapse, projection of material beyond a site boundary, injury caused by an explosion;
- accidental release of a biological agent likely to cause severe human illness;
- failure of industrial radiography or irradiation equipment to de-energise or return to its safe position after the intended exposure period;
- malfunction of breathing apparatus while in use or during testing immediately before use;
- failure or endangering of diving equipment, the trapping of a diver, an explosion near a diver, or an uncontrolled ascent;
- collapse or partial collapse of a scaffold over five metres high, or erected near water where there could be a risk of drowning after a fall;
- unintended collision of a train with any vehicle;
- dangerous occurrence at a well (other than a water well);
- dangerous occurrence at a pipeline;

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 10

- failure of any load-bearing fairground equipment, or derailment or unintended collision of cars or trains;
- a road tanker carrying a dangerous substance overturns, suffers serious damage, catches fire or the substance is released;
- a dangerous substance being conveyed by road is involved in a fire or released.

The following dangerous occurrences are reportable except in relation to offshore workplaces:

Unintended collapse of:

- any building or structure under construction, alteration or demolition where over five tonnes of material falls;
- a wall or floor in a place of work;
- any false work;
- explosion or fire causing suspension of normal work for over 24 hours;
- sudden, uncontrolled release in a building of:
 - 100 kg or more of flammable liquid;
 - 10 kg of flammable liquid above its boiling point;
 - 10 kg or more of flammable gas; or
 - of 500 kg of these substances if the release is in the open air;
- accidental release of any substance which may damage health.
- Additional categories of dangerous occurrences apply to mines, quarries, relevant transport systems (railways [3] etc) and offshore workplaces. Detailed information is provided in the relevant schedules to the regulations [4] and the Guide to RIDDOR[5].

Gas incidents

If you are a distributor, filler, importer or supplier of flammable gas and you learn, either directly or indirectly, that someone has died or suffered a 'major injury'[6] in connection with the gas you distributed, filled, imported or supplied, then this must be reported online using form (F2508G1) [7].

If you are a gas engineer registered with the Gas Safe Register, you must provide details of any gas appliances or fittings that you consider to be dangerous, to such an extent that people could die or suffer a 'major injury', because the design, construction, installation, modification or servicing could result in:

- an accidental leakage of gas;
- inadequate combustion of gas or;
- inadequate removal of products of the combustion of gas.

Complete the online form (F2508G2)[8].

When do I need to make a report?

In cases of death or major injuries, you must notify the enforcing authority without delay, most easily by reporting online. Alternatively, you can telephone 0845 300 9923.

Cases of over-three day injuries must be notified within ten days of the incident occurring using the appropriate online form.

Cases of disease should be reported as soon as a doctor notifies you that your employee suffers from a reportable work-related disease using the online form Report of a case of disease.

How do I make a report?

All incidents can be reported online but a telephone service remains for reporting fatal and major injuries **only** - call the Incident Contact Centre on 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

3.2 ASBESTOS

Relevant Legislation

Control of Asbestos at Work Regulations 2006

Asbestos may be present in a wide variety of products including: ceiling/wall boards; suspended ceiling tiles; floor tiles; soffit boards; roof panels; fire insulation; pipe lagging; boiler lagging; bitumen adhesives; door panels etc.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 11

As part of the pre-site appraisal, the respective Manager shall take into account the presence of any asbestos containing material, or suspected asbestos containing material, that may affect the work. Where there is any doubt regarding the presence of asbestos, the Manager will notify the Client's Site Agent and/or Principle Contractor's Site Supervisor as appropriate and request for it to be removed or otherwise made safe.

Staff should always presume any material contains asbestos unless there is strong evidence to suggest it does not. Some material obviously does not contain asbestos such as glass, solid wooden doors, floorboards, bricks and stone. Where staff do discover suspected asbestos containing material they must not touch or disturb it and must report it immediately to the Manager. Under no circumstances should staff break or damage any material with may contain asbestos to try to identify it.

If a person discovers or disturbs asbestos, or they think they may have done, they must:

- STOP work immediately
- Prevent access to the area
- Report it to the person in charge
- Minimise the spread of contamination to other areas
- Keep exposures as low as possible
- Arrange for the contamination to be cleaned up

3.3 CONSULTATION WITH EMPLOYEES & SUB-CONTRACTORS

Relevant Legislation

Management of Health & Safety at Work Regulations 1999

Allclean Office & Windows Ltd encourages the creation of a positive culture which secures involvement and participation at all levels. This is sustained by effective communications and the promotion of competence which enables all employees to make a responsible and informed contribution to the health and safety effort.

All staff and new starters shall be issued with a copy of the company Health & Safety Policy, Risk Assessments and Safe Method Statements as appropriate to their area of work.

Staff shall be routinely consulted on health and safety matters relevant to their work and environment where they are required to work by informal face-to-face discussion with the respective Manager.

Staff are encouraged to raise any health and safety issues on site with their Manager in the first instance. Where necessary, the matter shall be raised with the client or main contractor.

3.4 CONTRACTORS & SUB-CONTRACTORS

Relevant Legislation

Management of Health & Safety at Work Regulations 1999

Contractors and sub-contractors will be expected to comply with this Policy and be familiar with it. If they employ 5 or more persons, they must supply a copy of their own Health & Safety Policy to Allclean Office & Windows Ltd.

All contractors and sub-contractors are required to hold the relevant proof of competency.

For larger projects, contractors and sub-contractors may be required to provide Allclean Office & Windows Ltd with copies of their risk assessments and safety method statements or safe systems of work.

Contractors and sub-contractors must ensure that the people under their control do not take any unnecessary risks either to themselves or that could affect other persons during the course of their works on site.

Contractors and sub-contractors should also ensure that their personnel do not intentionally or recklessly interfere with anything provided in the interests of safety. They must discourage horseplay and reprimand persons that fail to consider the safety of others.

 Neville J Gardner CMIOSH Chartered Health & Safety Consultant	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 12

Every contractor and sub-contractor has a duty not to interfere with or misuse anything provided under a statutory requirement in the interests of health and safety, neither intentionally nor recklessly.

The contractor or sub-contractor must supply any necessary personal protective equipment and ensure that the same is used wherever there is a risk to the health and safety of the operatives concerned. They must see that it is maintained and renewed as required by law. The contractor or sub-contractor must set a personal example on site in wearing the appropriate PPE.

Any machinery or work equipment brought onto site must be safe and suitable for use and have all necessary guards in place. It must be serviced and a log or register of maintenance and testing held.

Contractors and sub-contractors shall use the correct tools and equipment for the job and should not improvise in any way that could affect the health and safety of others. They should maintain such equipment in a good condition and report any defects to their Supervisor or the Manager. They must not improvise.

The contractor or sub-contractor must not take or bring drugs or alcohol on site at any time, except for prescribed drugs.

Contractors and sub-contractors shall be reminded that any breach of safety procedures could result in disciplinary action against Allclean Office & Windows Ltd, and as a result of this, disciplinary actions against themselves.

Contractors and sub-contractors shall be warned of wrong-doing, both verbally and in writing prior to possible dismissal.

Contractors and sub-contractors shall be required to report all injuries, accidents and dangerous occurrences immediately to Allclean Office & Windows Ltd, Client's Site Agent and/or Principle Contractor's Site Supervisor as appropriate and in line with legislation.

Contractors and sub-contractors shall comply with the Allclean Office & Windows Ltd site rules, shall observe all signs and directions and shall wear all personal protective clothing and equipment required of them.

3.5 DERMATITIS

Relevant Legislation

Management of Health and Safety at Work Regulations 1999

What is occupational dermatitis?

Occupational dermatitis is caused by the skin coming into contact with substances at work. Because of this it is sometimes called 'occupational contact dermatitis'.

Symptoms of the condition can be redness, itching, scaling and blistering of the skin. It is usually the hands and forearms which are affected. If the condition gets worse, the skin can crack and bleed. It can be extremely painful.

How quickly you get it depends on the substance, its strength or potency and how long and how often it touches the skin. Sometimes it can be caused by a combination of things – for instance, using detergents at work means you are likely to have hands in water a lot of the time. Over a period of time the combination of the wetness and the detergents can cause dermatitis.

If dermatitis is spotted early enough and adequate precautions are taken, most people will make a full recovery. But some people will never recover due to sensitisation.

Causes of occupational dermatitis

Water, soaps and detergents

In cleaning occupations, the prolonged contact with water, soaps and detergents – causes about 55% of dermatitis cases.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 13

Other causes

The remaining cases of dermatitis are mainly due to contact with:

- Rubber (including rubber gloves);
- Chemicals and cleaners

Some alcohol-based hand sanitisers/rubs may also cause dermatitis. Such sanitisers/rubs, which are applied to and rubbed between the hands after washing, can contain 30-70% concentration of isopropyl alcohol. The Department of Health advises there is currently no legal requirement for alcohol rubs in cleaning operations and that soap or suitable detergent, used in conjunction with suitable washing and drying facilities, should be sufficient.

Preventing occupational dermatitis

Occupational dermatitis can be prevented by following a few simple precautions. Dermatitis is more easily prevented than cured.

- Sickness absence due to skin problems will be monitored;
- Staff complaints will be investigated fully;
- Managers will consult with staff;
- The cause of the problem will be identified;
- Where reasonably practicable, the cause of the problem will be removed (eg not using alcohol hand cleansers);
- Where reasonably practicable, the cause of the problem will be substituted for something better, eg replacing a high concentration soap/detergent by a milder one;
- Where reasonably practicable, contact with the substance or item will be prevented in another way, eg wearing gloves;
- Where reasonably practicable, providing an after-work moisturising cream to help replace the natural oils the skin can lose when washed or in contact with detergents etc;
- Where reasonably practicable, staff jobs will be rotated or given alternative duties.

3.6 DISPLAY SCREEN EQUIPMENT

Relevant Legislation

Health and Safety (Display Screen Equipment) Regulations 1992

‘Display screen equipment’ means any alphanumeric or graphic display screen, regardless of display process involved.

‘User’ means an employee who habitually uses a display screen as a significant part of their normal work.

‘Workstation’ means: display screen equipment, any optical accessories, disk drive, telephone, modem, printer, document holder, chair, desk and the immediate surrounding area, and the immediate work environment.

It is the responsibility of the Office Manager to ensure that DSE assessments have been conducted for all office staff.

It is the responsibility of all employees to notify management of any issues they have with DSE or workstation set up.

In ensuring the health and safety of staff who use DSE it is the intention of the Company that all DSE users are able to plan their work to incorporate regular breaks from their DSE and that they have training to enable them to carry out their work comfortably and so minimise any risks associated with this type of working.

Risk assessments will be carried out for each workstation and any deficiencies found will be corrected.

A person who is a user as defined by the regulations is entitled to an eye and eyesight test paid for by the Company and to receive any corrective equipment required due to DSE use that these tests might prescribe. The Company will supply such tests and corrective equipment by way of reimbursement.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 14

Eyesight tests will be arranged via the Office Manager.

With incorrect arrangement of the workstation the user is at risk of developing fatigue, headaches, muscular-skeletal discomfort and visual disturbance. These conditions may be alleviated by:

- Making sure that all equipment and furniture work properly;
- Adjusting the height and back support of the chair so that the user sits with their back supported, with their feet comfortably on the floor and lower arm and wrists should be straight in the working position. The weight of their legs should be on the feet and not on the thighs. Where the height of the chair cannot be adjusted to the required height a footrest will be supplied;
- There should be sufficient leg room under the desk;
- The keyboard should be positioned so that the user's wrists are not excessively extended while working and so that they can rest on the desk;
- The screen should ideally be placed in front of the user for comfort;
- Documents should be to one side of the screen and document holders will be supplied if required;
- The screen should not be placed so that there are reflections on it. Where the glare from the screen cannot be adjusted to the user's requirements a filter will be provided;
- Whilst working, the user should avoid twisting by swivelling their chair;
- During the working time regular breaks should be taken from the DSE to do other work, in addition to normal rest breaks;
- Users are entitled to have an eye sight test provided by the Company;
- The workstation should be kept organised and tidy;
- Any defects that develop with equipment should be reported immediately to user's supervisor.

3.7 ELECTRICAL SAFETY

Relevant Legislation

Electricity at Work Regulations 1989

All electrical work will be planned and carried out by qualified competent electricians.

Portable electrical appliances, that is anything with a plug and lead, shall be inspected and tested at a frequency indicated by a schedule drawn up in conjunction with an electrical inspection and test contractor.

Staff shall carry out a visual pre-use check of equipment and report anything faulty to their supervisor, including any suspicious electrical smells.

Only competent persons are permitted to repair or alter electrical equipment. Any defect noted in electrical equipment must be reported to the Manager so that immediate steps can be taken to have defects remedied by an electrical or hire company.

All cable connections must be properly made. Under no circumstances is insulation tape to be used for any repair or joint in extension cables.

3.8 ENFORCING AUTHORITY

Relevant Legislation

Management of Health and Safety at Work Regulations 1999

The enforcing authority whose health and safety inspectors cover the company premises in Winchester is:-

**Environmental Health Services
Winchester City Council
City Offices
Colebrook Street
Winchester, SO23 9LJ Tel: 01962 840 222 Fax: 01962 841 365**

Details of the Local Enforcing Authority for client's sites shall be displayed in a prominent position by the Client or Client's Site Agent.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 15

3.9 EQUIPMENT, TOOLS & MACHINERY

Relevant Legislation

Provision and Use of Work Equipment Regulations 1998

The Manager or Supervisor shall determine the correct equipment required for any work activity or project and ensure it is provided in safe working order.

The Manager or Supervisor shall ensure that adequate information, instruction and training is provided to all users of work equipment.

All operatives shall ensure they use the correct equipment for the job and in accordance with the relevant safety method statement and risk assessment. All dangerous parts shall be guarded and all guards shall be secured and in good condition. Operatives must use all safety devices properly and wear the required personal protective equipment.

The Manager or Supervisor shall liaise with clients to ensure that any suspended and powered access equipment provided by them for the use of Allclean Office & Windows Ltd has been thoroughly examined and maintained recently and a copy of the last test certificate is available. Allclean Office & Windows Ltd operatives shall be instructed on the safe use of such equipment.

The Manager or Supervisor shall liaise with clients to ensure it is safe to use a Reach and Wash system on site. This shall take account of the risk of falling poles, contact with power lines and the creation of large quantities of water on the ground which could result in an increased risk of slipping, especially if it freezes or is carried indoors.

The Manager or Supervisor shall liaise with clients to ensure access onto and working from flat roofs is safe. This includes provision of fall protection measures.

The Manager or Supervisor shall ensure that, where cleaning from height is the chosen method, the safest equipment is provided. This will be determined by the height to be negotiated, site conditions, duration and extent of work and the frequency of required access. Ladders and stepladders shall only be used for low risk jobs of short duration and where they are acceptable on client premises. When using ladders and stepladders, operatives shall adopt the practice of maintaining three points of contact at all times.

3.10 FIRE & EMERGENCIES

Relevant Legislation

Regulatory Reform (Fire Safety) Order 2005

The respective Manager will liaise with the Client or Client's Site Agent to ensure that all fire and emergency procedures and precautions are known and understood by Allclean Office & Windows Ltd operatives on site.

Written Emergency Procedures must be displayed in prominent locations and brought to the attention of all persons on site. The names, locations and actions to take in the event of an emergency will be displayed at appropriate areas on the site.

Clear access to the site and buildings must be maintained at all times.

Clear signs must be installed and maintained in prominent positions indicating the locations of fire access routes, escape routes and positions of dry riser inlets and fire extinguishers.

The Manager shall ensure that the particular work area on site can be evacuated safely during any alarm situation, and that all Allclean Office & Windows Ltd personnel report to the correct assembly point.

The Manager shall ensure:

- Used fire fighting equipment is replenished immediately after use by a competent person.
- A safe working environment is promoted especially with regard to fire prevention.
- The requirements of any site emergency plan shall be known and complied with.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 16

- A suitable means of raising the alarm on the site shall be provided. The alarm shall be audible in all areas of the site and take account of any noise/operating machinery etc.
- Written procedures shall be clearly displayed and all operatives made aware of the requirements.
- Emergency access routes and areas shall be kept clear.
- Fire exits, routes shall be kept clear and unlocked when persons are on site.
- Adequate fire fighting facilities shall be made available, clearly defined and free of obstructions.

Working areas shall be kept clean and tidy, and waste disposed of promptly. Waste collection areas shall be away from any flammable stores, buildings etc. No flammable materials or substances shall be left on site at the end of the day.

3.11 FIRST AID & STAFF WELFARE

Relevant Legislation

Health and Safety (First Aid) Regulations 1981

The Office Manager, Managers and Supervisory Staff shall assume the role of Appointed Persons for first aid in terms of management of the scene and providing basic first aid (if trained).

Basic first aid kits are carried in all company vehicles.

Staff and sub-contractors shall either have use of those welfare facilities provided on the client's site or nearby. Wherever reasonably practicable, this will include toilets, washbasins, somewhere to change, dry and store clothing, drinking water and cups, somewhere for staff to sit make hot drinks and prepare food.

Smoking is not permitted inside any substantially enclosed workplace or vehicle. Staff shall abide by rules and regulations in force by the client on their premises.

3.12 FLAT ROOFS

Relevant Legislation

Work at Height Regulations 2005

Roofs should only be used for access when there is no other reasonably practicable way of safely reaching and cleaning the windows above the roof.

Many falls through fragile roofs still occur and the suitability of any roof for access needs to be carefully assessed, preferably by inspection and discussion with the owner.

Fragile roof lights can be a particular problem, especially where they are not immediately visible, and any work involving close approach to these will need careful consideration, in conjunction with the building owners.

Safety is often simply achieved on the flat roof area of non-domestic buildings by the use of clearly barriered or marked safe areas or physical distance from the edge of the roof to the window.

If installed, any safety wire system or other suitable means of fall arrest must be used and safety harnesses and lanyards must be worn and used. Anyone who uses fall protection equipment must be trained in its correct use and in rescue procedures. All such equipment must be tested and routinely examined.

Use a suitable support for ladder feet to spread the point load from the stiles and ensure stability if using a ladder on flat roofs.

3.13 GANTRIES & TRAVELLING LADDERS

Relevant Legislation

Work at Height Regulations 2005

Travelling ladders and gantries are normally found running across large areas of glazed roofing and may be powered or moved manually by the operators and (as when using SAE or MEWPs):

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 17

- operators must be fully trained in the use of the equipment and the relevant safe system of work;
- PPE should include full body harnesses with lanyards and suitable footwear;
- work should not be undertaken in adverse environmental conditions, eg rain, ice or high winds;
- rescue arrangements must be in place should an operative fall.

Key elements to check on any travelling ladder or gantry system are:

- Can the task reasonably be carried out from the ladder/gantry, ie is over-reaching a possibility?
- Is there safe access to the travelling ladder/gantry?
- Does the travelling ladder/gantry lock in position when being used or can the control box be activated by unauthorised people when the operators are on it, eg consider trapped-key operated controls?
- Does the vertical sliding eyebolt/fall arrest system lock in position if an operative falls?
- Are the operators using the ladder/gantry capable of moving it – does it need two or even three people to move it?
- Do operators need to be provided with double lanyard harnesses when transferring from one ladder to another because there is no intervening place of safety?

3.14 HAZARDOUS SUBSTANCES

Relevant Legislation

Control of Substances Hazardous to Health Regulations 2002

The cleaning materials and substances used by Allclean Office & Windows Ltd are non-hazardous and present no significant risk to persons or the environment.

Prior to carrying out work on client premises, the Manager or Supervisor shall liaise with the client to ensure any hazardous substances (including biological agents) that may be present in the workplace have been properly identified and controlled.

The Manager will ensure that, before operatives are set to work, they are instructed in the safe use of any product they are using in accordance with the written assessment and manufacturers instructions. They will take into account the circumstances and conditions in which the substance is being used when instructing the workforce. They will ensure that any necessary protective clothing or equipment is provided and used.

3.15 HOUSEKEEPING

Relevant Legislation

Workplace (Health, Safety and Welfare) Regulations 1992

The respective Manager shall liaise with the Client or Client's Site Agent, as appropriate, to ensure that, before the work commences, access routes are planned, cleaning is programmed and that excess materials are not stored on site and operatives are made aware of the company requirements with regard to storage, clearing up, tidiness etc.

The Manager will ensure that all operatives are made aware of the need to maintain the site in a tidy condition throughout the contract.

Every operative has a duty to ensure that his/her workspace and that of those around them are kept in a clean and tidy state.

Particular emphasis is to be placed on instructions to all operatives on the requirements to be placed on hoses and other materials that have the potential to caused tripping hazards and become entangled around plant, materials or even site operatives.

The Manager will ensure that all waste materials are cleared and disposed of safely as work proceeds. All materials delivered to site will be stored safely, ensuring that accesses are not obstructed.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 18

The Manager shall ensure high standards of housekeeping in their areas of supervision by:

- Ensuring that articles are not left on the floor or in walkways
- Ensuring that gangways are not obstructed
- Ensuring that there are no trailing leads, cables or hoses
- Ensuring that all articles are stored in their correct places
- Checking work areas to ensure housekeeping standards are maintained
- Ensuring that obsolete and unwanted articles and materials are disposed of
- Ensuring that floors are kept properly swept and clear of spills

All operatives must be responsible for:

- Ensuring that waste does not accumulate in their work areas and that their areas are tidy at all times
- Maintaining good standards of housekeeping
- Reporting problems preventing the maintenance of good housekeeping standards to their supervisor or manager
- Keeping walkways and gangways clear from obstruction

To maintain good standards of housekeeping all operatives should:

- Check that their work area is free of hazards at the end of their shift and before beginning work each day
- Always put articles away immediately after use
- Clear any spillage etc immediately
- Not leave any obstructions, even if minor, in walkways
- Store waste materials properly and dispose of them regularly
- Ensure the removal of unusual, large or awkward objects immediately after use
- Only store articles and substances in designated areas
- Only keep substances in appropriate containers with correct labelling
- Report any problems affecting their ability to maintain good housekeeping standards to the Manager without delay.

3.16 INFORMATION, TRAINING, INSTRUCTION & SUPERVISION

Relevant Legislation

Management of Health and Safety at Work Regulations 1999

Allclean Office & Windows Ltd recognises that sound training is part of safe working practice and it encourages employees and contractors to undertake training designed to improve their work performance and safety.

As training needs are identified, where appropriate courses will be arranged and employees consulted accordingly.

Where new systems or products are introduced requiring specialist training, appropriate instruction and advice will be provided to those employees and sub-contractors involved.

Employees must only operate machinery, plant and equipment in accordance with the appropriate manufacturers or the Company's operating instructions.

Operation and use of Mobile Elevating Work Platforms (Cherry Pickers) is restricted to staff who have been trained and certificated by IPAF.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 19

Instruction on the safe use of suspended access equipment (cradle) installed on client premises shall be provided by the client and/or access equipment supplier.

Staff shall be trained and instructed on the safe use of fall arrest devices (safety harness).

Staff shall be trained and instructed on the safe use of Reach & Wash systems.

Staff shall be trained and instructed on the safe use of ladders and stepladders.

Employees must only handle and use cleaning materials and substances in line with the appropriate manufacturers or the Company's operating instructions.

Staff must not undertake any task for which they do not possess the relevant competency, skill and/or physical capability and for which they have not received training.

Employees are expected to read all authorised company notices on matters concerning health and safety.

Employees must observe and comply with any safety instructions displayed on client premises.

3.17 LADDERS

Relevant Legislation

Work at Height Regulations 2005

For all jobs, a risk assessment shall be made on the appropriate form of access. This will take account of the height to be negotiated, site conditions, duration and extent of work, and the frequency of required access.

Ladders and stepladders shall only be used for light work of short duration at lower levels.

Ladders shall comply with BS EN 131 and shall have a duty rating of 115kg (18 stone) and a maximum vertical static load of 150kg. Allclean Office & Windows Ltd shall not use domestic ladders.

The overall length of a ladder is not the same as its usable length:

- Allow 1 m of ladder length above the highest rung you use.
- Avoid standing on the top three rungs.
- Current best practice is to limit ladder length to a maximum of 9 m.

Maintenance

Ladders are work equipment subject to the requirements of the Provision and Use of Work Equipment Regulations 1998 (PUWER).

Ladders should be numbered individually and placed on an equipment register which records:

- make/type of ladder;
- duty/weight/class rating;
- date first put into use.

The ladder should be subject to suitable, regular documented management inspections, which take into account the degree of use and type of ladder. In practice, three-monthly inspections are recommended.

Procedures should be in place for handling any defect found, which would include repair or removal of the ladder from service.

Ladders should be subjected to a daily pre-use check. Defects will include: cracked, bent or warped stiles; cracked, bent or missing rungs; loose, defective or missing feet, tie rods, brackets; and corrosion of fittings.

Stability of Ladders

In window cleaning work, all ladders longer than 6 m must be secured. The need to secure ladders less than 6 m long will depend on a number of factors including:

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 20

- height - the greater the height, the greater the risk;
- lone work - self-employed cleaners cannot use footed ladders and not all locations may permit the use of stability devices;
- inherent stability of the ladder - the more securely the feet and top are located, eg by wedging on the ground or into a corner of a building, the less the risk.

Unstable conditions include:

- adverse weather conditions, eg high winds, rain, snow, ice;
- uneven ground;
- loose, unstable surfaces;
- slippery surfaces, eg due to wet leaves or moss;
- placing at incorrect angle;
- sloping ground, either in line with or away from the face of the building.

All of these factors should be carefully considered when deciding whether an unsecured ladder will be stable enough to allow window cleaning in safety.

Use of ladders

On every job, ladders should be secured as far as site conditions permit. If you are not securing the ladder by tying it, and using a stability device or footing is not realistic or considered necessary, then correct use of the ladder will be the sole safeguard. For example, using a 4 m ladder in good condition on firm, level and dry ground, with no loose contaminants such as sand or leaves and where it can be held in place firmly by a window reveal, will often be sufficiently safe without further securing.

- Over-reaching is a very common cause of ladder movement and avoiding this cannot be overemphasised.
- Ladders should be fitted with anti-slip feet.
- Ladders should be placed at the correct angle (75 degrees or 1 m out for every 4 m up).
- Both stiles must be in contact with the ground and the upper resting point of the ladder.
- The surface that the top of the ladder is resting on must be strong enough to withstand the load. Plastic gutters, infill panels and glass are unsuitable surfaces to rest a ladder against.
- Ladder rungs and stiles should be clean and not slippery.
- Ladder accessories may improve stability and should be used when necessary. Extensions to stiles can help ensure stability on slopes and swivelling cupped or articulated feet also help.
- The window cleaner should face the ladder at all times when going up and down.
- The window cleaner should always have one hand on the ladder or other secure handhold and both feet on the ladder at all times when working from the ladder.
- The window cleaner should wear suitable footwear that is in good condition, has good grip and is flexible enough to feel the position of the foot on the ladder rung. In practice, trainers with clean soles and a good grip satisfy these requirements.
- Ladders should not be left unattended.
- Warning signs should be displayed in public areas and protection from traffic is essential.
- Personal tools and equipment should be secured at all times when going up and down portable ladders. In practice, this can be achieved by use of tool belts or carriers.

3.18 LEGIONNAIRES DISEASE

Relevant Legislation

Management of Health and Safety at Work Regulations 1999

Legionella Bacteria can be found in low levels in most water sources, the presence of a few bacteria is in itself unlikely to cause a problem, it is when they begin to multiply that the risk increases. Legionella requires nutrients to multiply, these can be provided by sediment, scale, sludge and biofilms. These materials build up in the filters used to purify water, if not replaced at specified intervals filters may become a fertile breeding ground for legionella bacteria. Water temperature is a particularly important factor in the survival and multiplication of legionella, when the temperature of water rises above 20 degrees the bacteria begin to multiply, the optimum temperature being 37 degrees.

Contracting the Disease

The disease is normally contracted after the inhalation of the bacterium in small droplets (aerosols) or in droplet nuclei that are in the residue after the water has evaporated.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 21

Watered poles produce aerosols and it should be noted that aerosols are not restricted to the point of production. Under suitable wind conditions, viable bacteria can travel up to 500 metres. Legionella will not normally multiply in cold water systems or even hot water systems when the water is heated at point of use, or when the system is in regular use. However, legionella will multiply when the right conditions exist, these are:

- When sediment, scale, sludge and biofilms build up in filters.
- When water temperatures rise above 20 degrees (optimum temperature 37 degrees).

Measures that should be taken to control the risk of legionella are:

- Replacements of filters at recommended intervals.
- Following the manufactures servicing recommendations.
- Keeping the system stored in a cool place when not in regular use
- If system cannot be stored in a cool place, drain tank and filters whenever the system is to be left idle for more than three days during warm summer months.

Used filters should be disposed of in accordance with local authority guidelines.

Choice of tank system and equipment

Will be determined by:

- The duration and extent of work.
- The height of windows to be cleaned.
- The site conditions.
- The means of purified water delivery required.

For some jobs waterfed poles may be used in support of other access methods, for domestic properties to reach conservatory roofs or other windows inaccessible to ladders. On high rise buildings to reach the lower elevations and link bridges or on glazed structures in support of abseilers.

Waterfed poles may also be used from MEWPS. In addition to normal guidelines for MEWPS operation, consideration should be given to securing the pole to the MEWP basket to prevent it falling if dropped. Procedures should be implemented to prevent snagging of any hoses trailing from the MEWP basket to the water delivery system. Procedure should include a banksman with a sharp knife to cut hoses in the event of a snag. For many buildings, however, waterfed poles may be used for the entire cleaning operation.

Due to the physical rigor or prolonged use of consideration should be given to the weight of the pole, the lightest pole being the one that adequately reaches the top of the window but does not over reach i.e. do not use a 45ft pole to clean a window which is 20ft high. Composite poles will be best suited for use on sites such as those near to railways and electricity generating stations or substations or any other site that poses an increased risk of electrocution.

Purified water may be delivered to the waterfed pole by flexible hose from a variety of sources, those include de-ionising cylinders/columns or cartridges, vehicle and trailer mounted systems and static systems incorporated into the building design. Delivery hoses pose a trip hazard that can be minimised if brightly coloured hose is used and warning signs are displayed where ever hoses cross a walkway.

Care should be taken to ensure that the weight of the filled water tank does not exceed the vehicles payload or towing capacity and allowance should be made for the weight of other equipment that may need to be carried as well as the weight of personnel travelling in the vehicle.

Maintenance

Waterfed poles should be subject to:

- Pre-use visual inspection – Obvious defects i.e. worn/fractured/dented/bends in pole sections, loose clamps head/brush fittings, worn butt rings etc.
- Regular documented management inspections that take into account the degree of use and type of pole. In practise three monthly inspections are recommended.
- Procedures should be in place for handling any defects found that would include repair or replacement.

The use of waterfed poles requires little skill but can be physically demanding unless the correct techniques are employed. Waterfed poles in a poor state of repair will require more physical effort to operate.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 22

Regular replacement of filters ensures both the quality of the water produced for cleaning and the effective control of legionella bacteria. Manufacturers will specify the appropriate intervals for filter replacement; generally smaller filters shall require more frequent replacement than larger filters.

In order to ensure that the installation in the vehicle continues to meet the requirements of regulations an annual inspection should be carried out by a competent person and any remedial work signalled by the inspection should be carried out.

3.19 LONE WORKING

Relevant Legislation

Management of Health and Safety at Work Regulations 1999

Lone workers are those who work by themselves without close or direct supervision.

The main area where staff may be at risk from lone working involves operatives working on client premises. These premises may be occupied and the operative will be working unsupervised. In such circumstances the operative will report to the person in control of the premises prior to commencing work.

No window cleaner should work alone in any area or location that would involve increased risk to their safety, eg in the delivery yard of a hotel where vehicles might hit a ladder, on a busy street or on a road.

No window cleaner should work alone on portable ladders longer than 6 m.

If you are working in a team on a single site, regular (hourly) checks should be made on any lone worker.

If a window cleaner is dropped on a job to work solo, intervals between contacts should not exceed one hour.

If a window cleaner is working solo for a full shift or day, a one-hour contact system should be established, eg mobile phone or radio.

Operatives and other mobile staff carry mobile phones and are encouraged to let their Manager or Supervisor know where they are going and when.

Allclean Office & Windows Ltd consults its employees who work alone to help ensure that all relevant hazards have been identified and appropriate controls put in place.

Allclean Office & Windows Ltd shall take steps to ensure lone workers are not exposed to greater risk than other employees.

Precautions shall be put in place to take account of normal work and foreseeable emergencies, e.g. fire, illness and accident.

Allclean Office & Windows Ltd will check that lone workers have no medical conditions which make them unsuitable for working alone. This will take account of routine work and foreseeable emergencies which may impose additional physical and mental burdens on the individual.

Adequate training and instruction shall be given where there is limited supervision to control, guide and help in situations of uncertainty in order that lone workers are sufficiently experienced to understand the risks and precautions fully.

Procedures shall be put in place to monitor lone workers to ensure they remain safe. This includes regular contact by telephone.

3.20 MANUAL HANDLING

Relevant Legislation

Manual Handling Operations Regulations 1992

Key manual handling tasks include lifting and carrying 5ltr buckets of water and detergent, ladders and stepladders, and extended Reach & Wash poles. These have all been assessed as low risk in terms of manual handling.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 23

If a ladder is too heavy staff should get assistance. The length of ladder that can be safely handled by a single person will depend on their build, age and experience but, as a general indication, longer ladders for cleaning above 6 m may require two people for some operations.

The Company will, as far as is reasonably practicable, eliminate the hazardous manual handling of any objects, but where this is not possible assessments will be carried out to control and minimise risks. The control of risks may be made by the use of equipment or by redesigning the way in which a job is done.

To this end and, in accordance with the above regulations, the company will ensure that:

- Unnecessary handling is avoided;
- Before work starts, identify operations which involve either lifting heavy or awkward loads or repetitive lifting operations.
- Use of mechanical aids or handling equipment;
- Planning to reduce the height from which loads have to be lifted and the distance over which they have to be carried;
- Setting limits on the size of commonly used products or materials;
- Ordering bagged materials in small, easily handled sizes where possible;
- Plan difficult manual lifts, particularly if the load is to be shared;
- Train workers in safe lifting techniques and sensible handling of loads.

It is the responsibility of the respective Manager to ensure that an adequate manual handling risk assessment has been conducted. Risk assessments shall consider the task, individual capability, the load and the environment where the task is being carried out. Generic control procedures will also be established and communicated to staff.

Staff shall be instructed to adopt the correct manual handling techniques and not to lift or carry anything which is likely to cause them injury.

Use of waterfed poles

When extending waterfed poles it is desirable to raise the pole vertically, when this is not possible it will be necessary to extend the pole to the desired length horizontally along the ground. Raising the pole from this position will be a two-person operation, one to stabilise the base and steady the pole while the second “walks” the pole up.

It feels more natural to operate a waterfed pole by movement of the arms alone and this is acceptable for poles that extend to a height of 10 metres. For waterfed poles that extend beyond 10 metres excessive strain may be exerted upon the upper body when operated for extended periods. It is recommended that when operating poles that extend above 10 metres use of arms be reduced by greater use of leg/whole body movement.

With experience comes the ability to work with the natural balance of the pole, less effort is expended once the operator has mastered the balance technique and has learned to use the stored energy generated in the bending and flexing of pole as it is guided through the cleaning task. Even with the benefit of training these techniques take time to master and they are easier to acquire when shorter poles up to 10 metres are used. It is important both for development of new skills and in order to deliver acceptable cleaning standards, that new staff become experienced using short poles before moving up to poles that extend above 10 metres.

Measures to reduce fatigue:

- Operate poles with greater use of the legs, by stepping a single stride forward and back use of the arms may be significantly reduced
- Pole sharing with other members of the team.
- Switching from the left hand side of the body to the right, and visa versa.
- Taking regular breaks to undertake other tasks.
- Taking periodic breaks free from activity.

3.21 MIGRANT WORKERS

Relevant Legislation

Management of Health and Safety at Work Regulations 1999

This section gives essential guidance on our responsibilities under health and safety law towards workers from overseas (migrant workers).

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 24

A migrant worker is considered to be someone who is or has been working in Great Britain (GB) in the last 12 months, and has come to GB from abroad to work within the last 5 years.

We, as an employer have wide-ranging responsibilities towards migrant workers under health and safety law including a duty to provide information, instruction, training and supervision and making sure all workers can understand it; and making sure overseas workers have the necessary knowledge and skills to do the work for which they have been employed, competently and safely.

Before workers start at the workplace, we shall consider if any special qualifications or skills are needed for the job and shall ensure that any worker supplied has them. We shall also think about the extent of English language skills of workers before they start work and consider what information, instruction and training will need to be provided at the workplace, by whom and how.

To ensure involvement of the entire workforce, where necessary, we shall make special arrangements for workers who have little or no understanding of English, or who cannot read English. These arrangements may include providing translation, using interpreters, using a 'buddy' system or replacing written notices with clearly understood symbols or diagrams.

Where necessary, our risk assessments shall take account of the tasks the worker will be expected to undertake; any language issues; basic competencies, eg literacy, numeracy, physical attributes, general health, relevant work experience etc; and whether their vocational qualifications are compatible with those in GB.

Where we do employ migrant workers (including sub-contractors and temporary staff), we shall:

- provide essential induction training and any necessary job-related/vocational training;
- provide relevant information about the risks to which they may be exposed and the precautions they will need to take to avoid those risks;
- consider the needs of workers who may not speak English well, if at all, and whether they need translation services;
- make sure workers have received and understood the information, instruction and training they need to work safely and consider how to ensure it is acted upon;
- make sure workers are adequately supervised and can communicate with their supervisors;
- make sure workers know where and how to raise any concerns about their health and safety and about any emergency arrangements or procedures.
- the terms and conditions under which the workers are employed comply with relevant employment law;
- accurate records of the hours worked are kept and are available for inspection;
- there are suitable arrangements for recording accidents and cases of ill health and reporting relevant accidents to the enforcing authority.

As an employer, we shall also make sure:

- that any machinery guarding or other safety devices, vehicles, lifting equipment, ventilation plant, ladders, fixed or mobile elevated work platforms, fixed and portable electrical equipment, guards and barriers and other work equipment used by migrant workers are in good condition, and are being properly used and maintained;
- that, if required, any necessary and suitable personal protective equipment has been provided without cost to the migrant workers;
- suitable provision has been made for toilet and washing facilities for migrant workers, even at remote worksites away from the main business base;
- where relevant, appropriate arrangements have been made to transport migrant workers to and from their place of work;
- there is agreement on the arrangements for providing any necessary health surveillance;
- there are procedures to review the control measures to ensure they remain appropriate and are being implemented correctly.

3.22 MOBILE ELEVATING WORK PLATFORM (MEWP)

Relevant Legislation

Lifting Operations & Lifting Equipment Regulations 1998

Operatives shall be trained and certificated in accordance with the International Powered Access Federation (IPAF).

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 25

The maximum number of people that may be carried on the platform and the safe working load should be clearly marked on the platform.

Anyone using the MEWP's platform must wear a full body harness in good condition, with an energy-absorbing or inertia-reel lanyard attached to a properly rated anchor point.

A set of operating instructions shall be available for use and reference whenever the MEWP is in use.

The maximum permissible wind speed in which the MEWP may operate or remain raised/extended should be clearly specified.

The maximum gradient on which a MEWP may operate should be clearly marked on the platform.

Stabilisers/outriggers should be provided with suitable soleplates for use on soft ground. Prior to use, ground hazards, such as ducts, manhole covers, holes or voids, shall have been identified.

Operatives shall ensure no parts of the MEWP can protrude into any areas where vehicles may strike the MEWP.

The person(s) on the platform should be in control of all movements at all times. Guard-rails at least 920 mm high, with mid-rails or mesh infilling, and toeboards at least 150 mm high, should be provided at the edges of platforms. Alternatively, solid enclosures at least 920 mm high should be provided. Access gates should not open outwards and should return automatically to the closed and fastened position. A vertically sliding section of mid-rail can also be an acceptable means of access.

The upper surface of the platform should be made slip-resistant and adequate means of attachment for safety harnesses should be provided. Properly secured guard-rails may provide a suitable attachment point.

MEWPs should be subject to a thorough examination by a competent person every 6 months. A copy of the recent test certificate should be available to the user.

3.23 MONITORING HEALTH & SAFETY

Relevant Legislation

Management of Health and Safety at Work Regulations 1999

Operatives must immediately report to the respective Manager any health and safety concerns, particularly any unsafe acts or unsafe conditions on site.

The Manager is responsible for inspecting those parts of the site within their control and ensuring any hazards or defects are rectified promptly and that health and safety requirements are being met in accordance with risk assessments and safety method statements.

The Manager shall carry out a daily check of equipment and machinery used by them and their teams to ensure all guards and safety devices are functioning correctly.

The Appointed Health and Safety Adviser shall visit sites periodically and will report on any hazards, risks, defects and breaches of legislation and company policy and provide a written report to the Office Manager. The report will include recommendations on measures required to eliminate or adequately control such matters. The Office Manager shall liaise with the respective Manager to ensure all such recommendations are acted upon.

Employees are encouraged to bring to the attention of their Manager areas in which, in their opinion, this policy appears inadequate. All such comments will be passed to the Appointed Health & Safety Adviser for their consideration and review.

This policy and arrangements will be reviewed on at least an annual basis by the Appointed Health & Safety Adviser. Provision will also be made to undertake a review in the event of the introduction of new, or the amendment of existing legislation, codes of practice or guidance notes.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 26

3.24 PERSONAL PROTECTIVE EQUIPMENT

Relevant Legislation

Personal Protective Equipment at Work Regulations 1992

Although the operations of Allclean Office & Windows Ltd do not generally require operatives to wear protective clothing or personal protective equipment, a full range of PPE is available at the company premises in Winchester.

Where risk assessment does identify the need for PPE or if it is a requirement on a client's site, staff must use all items of personal protective equipment as required. This protective equipment must be used as instructed and kept in good condition. All faults, damage or loss must be reported to the respective Manager or Supervisor immediately.

All personal protective clothing and equipment purchased for use on company sites will be in accordance with the appropriate European Standard.

Before work starts, the respective Manager will ensure that adequate supplies of all necessary protective clothing or equipment is available on site for issue, as required, and that when issued to employees a record is kept.

The respective Manager will ensure that when sub-contractors employees are set to work they have been provided with any necessary protective clothing and equipment.

Any person on site observed carrying out any process which requires the use of protective clothing or equipment will be informed of statutory and/or company policy requirements and instructed not to continue working until protective clothing and/or equipment is obtained.

Those persons issuing protective clothing or equipment will ensure that it is suitable for the specific process for which it is provided.

All staff are required to wear suitable footwear while at work or visiting company sites.

All persons issued with protective clothing, or equipment are responsible for maintaining it in a satisfactory condition and must immediately report to their Manager any loss or defect in the equipment.

3.25 PROTECTING THE PUBLIC

Relevant Legislation

Management of Health and Safety at Work Regulations 1999

Allclean Office & Windows Ltd shall ensure suitable and sufficient measures are put in place for each job to minimise risks to the public and others who may be affected. Such measures may include barriers/cones and safety signs to cordon off the work area.

Trailing water hoses can extend up to 100m from the vehicle. In such cases the hose shall be positioned to avoid any risk of persons tripping over it.

With Reach & Wash systems, operatives shall avoid the build up of large quantities of water on the ground as this can result in an increased risk of slipping, especially if it freezes or is carried indoors.

3.26 REACH & WASH SYSTEM

Relevant Legislation

Management of Health and Safety at Work Regulations 1999

With the Reach & Wash system operatives use an extended pole. At all times the Reach & Wash operative, when cleaning buildings and windows in public places, shall have the safety of the public or any other third party always as a top priority.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 27

With Reach & Wash systems, operatives shall avoid the build up of large quantities of water on the ground as this can result in an increased risk of slipping, especially if it freezes or is carried indoors.

Reach & Wash operatives shall take care to avoid the pole getting caught on overhead obstructions which could be pulled down and fall onto a passer-by, or cause the pole to slip from the operatives hand then fall onto a passer-by.

Warning signs shall be displayed in clear view and before any obstruction or slip hazard.

Operatives shall be instructed in correct use and balance techniques.

Operatives shall remain vigilant for any overhead obstructions.

Adverse Weather

In windy conditions extra care should be taken especially when moving from a sheltered elevation to one more affected by the wind. Waterfed pole use is not recommended in winds above 25mph. Regardless of wind strength, waterfed poles should never be left unattended in an elevated position.

Purified water is a poor conductor of electricity, however waterfed poles of aluminium construction should not be operated in any environment where they may contact or come within 2 m of a source of high voltage electricity. Any waterfed pole should not be operated when a risk of an electrical/lightning storm exists.

During cold spells the likelihood of purified water freezing in the delivery hoses will adversely affect the use of waterfed poles.

Systems that deliver hot water may be affected to a lesser extent and precautions should be taken to ensure that any water that may fall on to walkways is prevented from freezing by the prior application of sodium grit.

3.27 RISK ASSESSMENT

Relevant Legislation

Management of Health and Safety at Work Regulations 1999

The Management of Health and Safety at Work Regulations 1999 require that work related activities are assessed to determine the risks involved.

The intention of Risk Assessment is to identify hazards and thus reduce any associated risks to the lowest level possible and in so doing reduce the likelihood of accidents occurring.

Hazards may be found in the following areas:

- Trip hazards to general public presented by trailing hoses.
- Slip hazard presented from wet pathways.
- Slip hazard for operator while concentrating on work.
- Falls from height when working from flat roofs.
- Electrocution from pole coming into contact with overhead power source.
- Injury to others from falling poles or fabric of the building that may be dislodged.
- Injury to others from falling poles caused by incorrect handling or failure of pole.
- Injury through incorrect manual handling of poles and other equipment.
- Spread of legionella disease through poor maintenance of the system.
- Hazards from carrying tanks, systems and equipment that are overloaded, unstable, unsecured or incorrectly installed within a vehicle.

The following generic risk assessments have been prepared and are tailored to suit job-specific requirements:

- High Pressure Water Cleaners
- Ladders
- Mobile Elevating Work Platform
- Work at Height
- Safety Harness/Lanyards
- Lone Working
- Slips and Falls

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 28

- Manual Handling
- Suspended Access Equipment
- Flat Roofs
- Gantries & Travelling Ladders
- Reach & Wash
- General Cleaning Operations.

These risk assessments take account of the key hazards associated with the activities, the likelihood of occurrence, potential severity and risk level, persons affected, PPE requirements and additional control measures (including information, instruction and training, managerial controls, physical controls and procedural controls).

These risk assessments are reviewed and updated by the respective Manager to reflect the specific requirements of each particular job and the relevant risk assessments are attached to the safety method statement for the particular job.

Risk assessments are monitored on an ongoing basis by the respective Manager to ensure the necessary controls are in place and being applied and reviewed at least annually by the Appointed Health & Safety Adviser to ensure their validity, or when reports indicate that they may no longer be valid.

3.28 SAFETY METHOD STATEMENTS

Relevant Legislation

Management of Health and Safety at Work Regulations 1999

The Management of Health and Safety at Work Regulations 1999 require that work related activities are assessed to determine the risks involved and safe systems of work or safe method statements introduced.

Safety method statements have been prepared in respect of:

- Commercial Window Cleaning (External)
- Commercial Window Cleaning (Internal)
- Facia/Facade Cleaning
- Gutter Cleaning
- Cleaning of Internal Lights/Diffusers
- Commercial Office Cleaning

The relevant risk assessments shall be attached to the safety method statement for the particular job.

Safety method statements are to be monitored on an ongoing basis by the Manager or Supervisor to ensure they are being applied and reviewed at least annually by the Appointed Health & Safety Adviser to ensure their validity, or when reports indicate that they may no longer be valid.

3.29 SMOKING & DRUGS

Relevant Legislation

Workplace (Health, Safety and Welfare) Regulations 1992

The Smokefree (Premises and Enforcement) Regulations 2006

The company operates a 'No Smoking' policy throughout its workplaces in order to safeguard the health of non-smokers.

The Company shall ensure measures are in place so that operatives are not affected by passive smoke at work. This will apply to any enclosed or substantially enclosed workplace, including use of company vehicles by more than one person.

Premises are considered '**enclosed**' if they have a ceiling or roof and (except for doors, windows or passageways) are wholly enclosed either on a permanent or temporary basis.

Premises are considered '**substantially enclosed**' if they have a ceiling or roof, but have an opening in the walls, which is less than half the total area of the walls. The area of the opening does not include doors, windows or any other fittings that can be opened or shut.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 29

The law also requires vehicles to be smokefree at all times if they are used:

- to transport members of the public or
- in the course of paid or voluntary work by more than one person - regardless of whether they are in the vehicle at the same time.

Vehicles that are used primarily for private purposes are not required to be smokefree.

No-smoking signs shall be displayed in all smokefree premises and vehicles.

Allclean Office & Windows Ltd operatives shall also abide by the client's policy on smoking at work.

Alcohol and drugs may have significant detrimental effects on individuals' health and safety at work. Employees must not consume any alcohol or drugs (including certain medication) whilst at work and during the 8 hours before they start work.

Alcohol and / or drug consumption or dependency may lead to disciplinary action where:

- it exposes any person to potential danger;
- there is a risk of damage to any plant, equipment, machinery or property;
- an employee's work performance is or could be impaired as a result of such dependency;
- an employee refuses to seek advice or accept treatment;
- there are persistent problems or there was a one-off serious incident at work as a result of such consumption / dependency.

3.30 STRESS & HARASSMENT

Relevant Legislation

Management of Health and Safety at Work Regulations 1999

Some stress at work is unavoidable and may have a positive effect. All reasonable measures have been and shall continue to be taken, however, to prevent the risk of work-related psychiatric illness and excess stress to employees. Poor attitude, behaviour or work performance and increased sickness absence may indicate that an employee is suffering from excess stress / psychiatric illness.

An employee who suspects that s/he may be suffering from a work-related psychiatric illness or excess stress, should inform his / her line manager (or any other member of management whom the employee feels comfortable to address) of this as soon as possible.

As far as reasonably practicable, Allclean Office & Windows Ltd shall take steps to alter any working conditions and arrangements or work load which are found to cause the employee's psychiatric illness / excessive stress quickly and adequately.

Reasonable efforts shall be made to reduce the risk of future recurrence of such work conditions, arrangements or work load.

All reasonable security precautions have been and shall continue to be taken to prevent the risk of violence against employees and of harassment or bullying of employees at work. However, should employees be subjected to violence, bullying or harassment at work, they are encouraged to report the matter to line manager at the earliest opportunity, or to any other member of management whom they feel comfortable to address.

All complaints of harassment, bullying or violence shall be taken seriously and shall be investigated fully, promptly and objectively. As far as reasonably practicable, Allclean Office & Windows Ltd shall take steps to keep the employee's identity and complaint, the identity of the alleged offender and the investigation, confidential. If the result of the investigation so merits, disciplinary action shall be taken against an offending employee.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 30

3.31 SUSPENDED ACCESS EQUIPMENT

Relevant Legislation

Work at Height Regulations 2005

Lifting Operations & Lifting Equipment Regulations 1998

As a window cleaning contractor, Allclean Office & Windows Ltd is responsible for ensuring that the workplaces our employees are going into are safe. In particular, we must be satisfied that the suspended and powered access equipment our operatives are being given to use is safe.

Before we commence work or take up any contract, Allclean Office & Windows Ltd shall check:-

- Have the equipment's owners carried out their own risk assessment and recorded the findings on its use?
- Does the risk assessment cover all significant risks, including those brought about by the age of the equipment, its suitability for the work and the management and maintenance regimes?
- Is the risk assessment genuinely specific to that building or does it appear to be just a generic one?
- Does the risk assessment deal with emergency procedures, rescue, communications and breakdowns, eg can operators be manually winched up or down, can operators be retrieved back into the cradle after falling out?
- Has the suspended access equipment (SAE) been thoroughly examined and maintained recently?
- Have you seen a copy of the last Certificate of Thorough Examination and its last maintenance inspection?
- Is there a written or illustrated safe system of work for the equipment?
- Is there a system to authorise access to the equipment?
- Is there a suitable system of communication that takes emergencies into account, eg mobile phones?
- Are powered access users included in any emergency evacuation procedure for the building in the event of a bomb or fire evacuation?

Preliminary checks before use

Before operatives step onto a cradle or platform you must check the following:

- Is a written or even illustrated safe system of work or operational manual for the equipment accessible on-site for users at all times?
- Can the building's roof area be accessed safely or do you have to use a safety wire system to reach the SAE?
- Is it possible to access the SAE from a safe location? Operators must not have to climb over the edge of a building into a cradle, nor unhook any safety harness at any time once they are attached.

Before commencing any work activities you must check that the SAE is safe and appears to be in good physical working condition. Key points include:

- Are all safety devices operating correctly?
- Are all control buttons operating correctly and can the cradle be properly controlled?
- Are designated safety anchorage points provided on the cradle?
- Are there any physical signs of wear or damage?
- Is there any exposed electrical wiring?
- Are all electrical connectors good and secure?
- Are there dents or misalignment in any tracks or runways?
- Is the floor of the cradle damaged when viewed from both above and below?
- Are the ropes correctly reaved on the drum (if visible) and through pulleys?
- Are the ropes frayed, rusted or unlubricated?
- Are there any signs of extensive corrosion to the cradle, tracks or runways?
- For articulated equipment, check all connecting pins are in place by taking the load and inspecting the joints.
- Check all guard-rails by applying a short, sharp pull on them while outside the equipment.

Operation

The safe use of the SAE is essential and the following should be used as a checklist:

- Ensure that the operators have been fully trained in the use of all SAE (it is the responsibility of the window cleaning contractor to carry this out but they must be provided with suitable information on the use of the SAE by the equipment's owners, ie the building management).
- Ensure the safe working load is not exceeded – with both people and equipment.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 31

- Ensure all tools and equipment taken into the cradle are secured, eg by suitable lanyards.
- It is a good idea to check that the cradle runs smoothly and that there are no faults by carrying out a number of ascents and descents prior to starting work. If there are any doubts about the mechanical worthiness of the equipment, do not use it.
- If the building's windows open outwards make sure the building's owner understands that people should not open windows while you are working. Always check for obstructions in the direction of travel.
- Never work outside the confines of the platform.
- Never alter the configuration of the equipment.
- Stop work and report any malfunctions that occur.
- Consider the weather conditions and do not operate if the wind speed is too high;
- Has the manufacturer prescribed a maximum wind speed, eg 25 mph?
- How is this to be measured?
- Is there excessive rain or snow or has ice formed on the equipment?
- Prevent other persons approaching the SAE when it is being operated:
- Has the area of operation been cordoned off?
- Are warning signs posted?
- Can operations be carried out at a different time outside normal working hours, eg at weekends?
- When work is completed, the SAE must be stored or garaged in accordance with local instructions:
- Does the power have to be manually disconnected?
- Does the SAE have to be secured on the roof with ties or straps?
- Does the garage have to be secured and alarmed?

Personal protective equipment (PPE)

PPE will need to be maintained correctly and all operators trained in its safe use.

Harnesses should be full-body with a means of connection to an anchorage point – do you use your own or are they provided? Are they energy-absorbing or inertia-reel? Each one must be suitable for its intended purpose and be subject to regular inspection by the provider. If lanyards feel gritty to touch or are damaged in any way, do not use them. Gloves and overalls should be provided to protect the operators from adverse weather conditions but should not restrict their movement unnecessarily.

Rigging cradles on the day

If you are involved in the use of cradles rigged on the day, as well as ensuring that you check all the matters referred to in the previous paragraphs with respect to permanently rigged cradle systems, all users must be properly trained in all the aspects of setting up the units correctly.

Do's and don'ts

Do:

- always wear a full-body harness with an energyabsorbing or an inertia-reel lanyard to the current BS EN standards;
- always attach the harness to a designated eyebolt or attachment point;
- always ensure that all tools have lanyards attached;
- always check the harness and other PPE is in good condition before using it.

Don't:

- use the SAE in adverse weather conditions, eg high winds, against manufacturer 's or expert advice;
- access or leave the cradle other than at ground level or a designated safe access point;
- enter the cradle from over the parapet unless your harness can be attached to a secure anchor point;
- attempt any reckless or dangerous practices, eg rocking the cradle, dropping equipment to colleagues on the ground, taking friends 'joy riding';
- by-pass any safety device incorporated in any part of the system;
- overload the cradle beyond its safe working load (SWL), eg extra materials or people.

3.32 WASTE

Relevant Legislation

Environmental Protection Act 1990

Waste water and diluted detergent is kept to a minimum and generally soaks away to ground.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 32

3.33 WORK AT HEIGHT

Relevant Legislation

Work at Height Regulations 2005

Some windows may be so dangerous to reach for external cleaning from a ladder that window cleaners and customers will have to accept that cleaning must be done from inside, or at greater expense, for example using other means of access. If these options are not possible, the windows should be left uncleaned.

Where external cleaning from height is the chosen method, using the safest equipment is the best approach to reducing risk. Ladders should not be an automatic choice and alternatives should always be considered first.

The choice of access equipment will be determined by:

- the height to be negotiated;
- the site conditions;
- the duration and extent of work;
- the frequency of required access.

For some jobs, a mobile elevating work platform will be the best option. However, for many jobs, especially on small commercial buildings, risk assessment will demonstrate that because of the short duration of the work and features on the building that cannot be altered, ladders are the only realistic option. Control measures will then be required to reduce the risk from their use in accordance with current legal requirements.

In all cases, a judgment has to be made on the appropriate form of access. For example, on a single job in a location where the great majority of windows can be cleaned in reasonable safety from a ladder, the cost of providing a mobile elevating work platform may be disproportionate to the slightly higher risk of using a longer ladder for a small number of windows.

The purpose of risk assessment is simply to identify the particular risks on any job in order to take the appropriate precautions to minimise them. Conditions change at the same building, for example at different times of year due to weather or slippery surfaces.

For similar jobs, a generic risk assessment for providing safe access will be sufficient, but before work starts at every visit it must be reassessed by whoever is on-site to ensure that the assessment is still valid and the conditions are safe for work to proceed. The generic assessment should cover likely variations in conditions. Window cleaners should know what standards are expected in response to varying conditions, as well as recognising their own limitations, and when more expert assessment is needed before tackling a job.

Ladders should only be used for light work of short duration at lower levels. Current industry best practice is that 9 m is the maximum length of portable ladder window cleaners should use. Even below this length, for some jobs other means of access may be more suitable. For example, where a building has extensive glazing it may be reasonably practicable to clean it more safely from a mobile elevating work platform or tower scaffold where site conditions permit such an approach.

3.34 WORKPLACE TRANSPORT

Relevant Legislation

Provision and Use of Work Equipment Regulations 1998

Workplace (Health, Safety and Welfare) Regulations 1992

It is the responsibility of each employee who either uses an allocated company vehicle or pool vehicle as a key instrument in carrying out their employment, to ensure that such vehicle is suitable for its intended use. Drivers shall carry out a basic pre-use check to ensure the vehicle is safe and roadworthy. Any defects are to be reported to their Manager.

Employees Duties

- Employees shall not drive any company vehicle for which they do not hold the appropriate driving license.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 33

- Employees shall not drive their vehicle recklessly or at a speed likely to cause danger to their fellow employees, others or themselves.
- Employees shall observe all speed restrictions, traffic controls, road signs and parking restrictions.
- Employees shall keep their vehicle in a clean and tidy condition.
- Employees shall not carry unauthorised loads and shall not overload their vehicle.

Any authorised driver proven to be in an intoxicated condition will be subject to disciplinary action, as seen fit by the Managing Director, which may involve suspension from duties and ultimately dismissal.

Use of Plant

All operators of plant and vehicles will have been appropriately trained with records maintained at the Company offices in support of such training. Plant operators will be in possession of plant operators' cards detailing the level of competence. The respective Manager will provide the client with copies of appropriate certification or other evidence of such training for inspection at project commencement.

The Manager will maintain documentary evidence to demonstrate that all statutory requirements for certification of plant, machinery and equipment have been implemented. In particular, certification shall be available for all lifting machines and equipment required to confirm to the requirements of LOLER.

All plant and equipment shall be operated only by persons trained, certificated and competent to do so. Emergency procedures to deal with power failure, fire, injury to or collapse of the operator should be established and personnel made familiar with them.

Equipment must be suitable for its intended use, be soundly constructed and regularly maintained with records of the maintenance kept.

The safe working load (SWL) of lifting equipment shall be clearly displayed and must not be exceeded.

The condition of the surface on which equipment is to operate shall be checked for its suitability and stability and equipment shall not be permitted to be operated on excessively uneven or sloping ground in accordance with the manufacturers recommendations.

No part of any elevating plant shall be allowed closer than 15m to an overhead electricity cable carried on a steel tower, or 9m to a cable on a wooden pole, except by arrangement with the electricity company. Suitable precautions shall be taken to prevent any part of the equipment from touching any overhead electricity cable or from approaching close enough to allow arcing.

Base units and outriggers (where fitted) shall be protected from damage or disturbance.

Due consideration shall be given to the effects of inclement weather, including high winds in siting and using the equipment.

Tools, strops, drink bottles and similar items must not be stored within cabs where they can become loose and lodge beneath pedals.

No persons shall be carried on any item of plant unless specifically designed for this purpose.

All plant movements will be accompanied by a banksman, and the area of operation clearly designated and cordoned off to prevent inadvertent entry into the working area.

Road Safety

Journeys to and from the workplace are subject to documented risk assessment. Assessment of these risks will include security of the load to ensure that it does not shift under normal driving conditions, emergency braking or during a collision.

Responsibility rests with the driver of the vehicle; however, Allclean Office & Windows Ltd have a responsibility to provide suitable vehicles, equipment and means of securing the load.

Consideration should also be given to the potential for the overloading of the vehicles fitted with water tanks for when a water tank is full a vehicle is likely to be close to its maximum payload capacity.

To assess road safety risks consideration shall be given to:

- The design of water treatment/delivery tanks.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 34

- The manufacture of water treatment/delivery tanks.
- The installation/anchorage of water treatment/delivery tanks.
- The payload capacity of the vehicle and the potential of overloading.
- The security of waterfed poles, hose reels and ancillaries etc.
- Driving conditions and braking distances.

Design and manufacture of tank systems and equipment should comply with HASAWA 1974 and PUWER.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 35

APPENDIX A

EQUAL RIGHTS POLICY STATEMENT

STATEMENT OF INTENT:

We as a servicing contractor are committed to equal rights and employment of the various Ethnic minorities regardless of race, colour, creed religion. We do not have pre-conceived ideas as to the employment of persons from different races, but sometimes persons may not be suitable for the specific type of work in the construction operations of which we are engaged.

We will select and employ staff on the basis of their experience, ability to perform the work required according to current requirements and legislation binding on us as employers. Our industry places particular demands on physical and mental abilities, we employ staff to meet these demands.

We provide training relating to the work and safety within the works, the imparting of information & instructions for our staff and sub contractors to enable them to perform to acceptable standards and the satisfaction of our Clients. The different races of persons will not deter us from employing competent persons. For example we cannot employ persons with medical disabilities on sites where the risk is too great. e.g. Persons suffering from Epilepsy should not be climbing ladders or steps though they may be able to do the work.

We would assure our Clients of our every intention to work safely at all times and to perform the work in accordance with statutory requirements.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 36

APPENDIX B

ENVIRONMENTAL POLICY STATEMENT

STATEMENT ON ENVIRONMENTAL ISSUES:

As a servicing company we are committed to preserving and enhancing the environment, for the benefit of all persons concerned; both employees, other contractors, members of the public and future generations, who may thereby be affected by our works.

Allclean Office & Windows Ltd is committed to:-

- Complying with all applicable environmental legislation, regulations and standards;
- Making the most efficient use of energy;
- Reducing the need for movement of both people and goods and encouraging walking, cycling and the use of public transport as alternatives to the private car;
- Minimising and where possible, eliminating, all forms of pollution;
- Avoiding waste and encouraging the appropriate conservation, re-use and recycling of resources;
- Reducing the environmental impact our product through the use of design and specification and by assessing and monitoring environmental impacts rather than responding to them afterwards;
- Promoting a sense of responsibility and understanding for the environment and participation in environmental issues, by raising staff awareness, by additional training;
- Working with our contractors, suppliers and others to comply with all regulatory requirements along the supply chain;
- Protecting the health and well being of all who may be in contact with us and safeguarding the quality of the environment in which we work, live, or spend their leisure time;
- Reviewing and where possible, improving our performance each year with positive action and areas of non-compliance.

	ALLCLEAN OFFICE & WINDOWS LIMITED	QA Issue 6.0
	Southgate Chambers – 37-39 Southgate Street – Winchester – Hants SO23 9EH	January 2013
	COMPANY HEALTH AND SAFETY POLICY	Page: 37

APPENDIX C

ACKNOWLEDGEMENT FORM

This form must be read carefully, signed and returned to the Office Manager.

I, (name)....., hereby acknowledge that I have read, understood and agree to comply with the requirements of the company Health and Safety Policy.

Signed: _____

Name: _____

Date: _____