

THE SWIFTCLEAN GROUP

HEALTH & SAFETY POLICY

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SWIFTCLEAN GROUP

HEALTH & SAFETY POLICY STATEMENT

This policy is that of the Swiftclean Group incorporating: -

Swiftclean (UK) Ltd

Any reference to 'The Company' refers to all of those listed above.

The Company recognises that under the Health & Safety at Work etc. Act 1974, it has a legal duty to ensure, in so far as is reasonably practicable, the health, safety and welfare of all its employees, visitors to its premises, its customers, members of the general public and any other 3rd party.

The Board of the Company accepts this duty and it will be their policy to attach proper importance to those matters, recognising that HEALTH & SAFETY is a Management responsibility equal to any other Management function.

The Board is therefore committed to the prevention of injury and ill health and continual improvement in occupational health and safety and occupational health and safety performance.

In order to achieve this, the board have established measurable occupational health and safety objectives which are regularly reviewed, updated and communicated to all staff.

Equally, it is the duty of each and every Employee to ensure that they comply with the above Act, in so far as to protect themselves and others, including members of the general public, by their acts and their omissions.

Co-operation between Management and Employees is essential to ensure that our joint responsibilities to the Health & Safety at Work etc. Act 1974 occurs.

The Board believe that, with care and consideration on the part of all concerned, accidents to persons and damage to property/plant/machinery would be kept to an absolute minimum.

To achieve this end, appropriate Health & Safety training will be given, as and when required.

Joint consultation between all concerned parties will take place as and when required, with at least one meeting per annum including representatives of all departments, known as the Health & Safety committee (see lines of reporting tree). It will be the responsibility of this committee to ensure that reviews and development of this policy take place. Safety advice will be obtained from membership of and consultation with the Building Engineering Services Association (BESA) who have specifically qualified individuals in this respect. All resources required to ensure Health & Safety will be provided by the company.

It will be the responsibility of the Company to supply suitable protective clothing and equipment as and when necessary (**Personal Protective Equipment Regulations 2002**). All Employees issued with the aforementioned equipment, are responsible for keeping it in good condition and to report any loss or defect to a member of Management. In the event of loss or extreme damage, replacements will be provided, the responsibility for maintenance, inspection, testing and supply of PPE will be that of the Store Manager.

Prior to any contract commencing a specific contract risk assessment must be conducted by either the sales consultant, surveyor or project supervisor, in all cases it will be the responsibility of the project supervisor to ensure that all measures identified in the risk assessment to control health & safety risk are strictly followed, monitored and reviewed and where possible risks are avoided.

All individuals who use, Store or transport substances, hazardous to health must ensure that an adequate COSHH assessment has been conducted on that substance and that any necessary protective measures and precautions are strictly followed. COSHH Assessments will be the responsibility of the Service Delivery Director.

Risk assessments must be conducted prior to the commencement of all contracts and it will be the responsibility of the Service Operations Manager to ensure that these are conducted by the appropriate person in all cases.

The control and development of manual handling procedures with an aim to minimise the risk of back strain or injury will be the responsibility of the National Compliance Manager.

Routes of access and egress must at all times be kept clear, free of any obstructions, slip or trip hazards and where appropriate must have suitable hazard warning barriers/signage.

The assessment of sub-contractors for suitable competence will be the responsibility of the Service Operations Manager, who will keep, update and review the companies approved list of sub-contractors.

It will be the responsibility of all members of Management, and all employees to report to their line manager all Health & Safety problems that they cannot rectify themselves.

The responsibility for Safety training, carrying out of site inspections, and the investigation of accidents (where necessary in conjunction with client representatives and/or the Health & Safety Executive) is that of Martin Hembling (Director responsible for Health & Safety), who is certified under the NEBOSH qualification (cert. No. C56277). The HR Director is responsible for ensuring disciplinary action is taken against employees who have been proven of making breaches of the health and safety policy and procedures.

Overall and final responsibility to the Board for the implementation of all Health & Safety matters within the Company is that of Mr G J Nicholls - Managing Director.

All line supervisors and members of management are ultimately responsible to the Board for ensuring that all aspects of the Company Health & Safety policy, and the Health & Safety at Work etc.. Act. 1974 (where applicable) are implemented in all areas under their control.

All personnel (Management and Employees) are issued with a copy of the Company's Health & Safety policy on joining the company and are required to familiarise themselves with the contents of the Policy and in particular their individual responsibilities for implementing the health & safety policy so as to conduct themselves in accordance with the aforementioned requirements, this document is also communicated externally on our company website www.swiftclean.co.uk.

Further copies of the Health & Safety Policy statement are to be found at:-

- 1) HEAD OFFICE:- Compliance House
Aviation Way,

Southend-on-Sea,
Essex,
SS2 6UN
Tel: (01702) 531221
Fax: (01702) 531220

- 2) With any member of the Health & Safety committee.

- 3). On company notice boards.

- 4). In the ISO file in 'masters' under the heading 'Policies'

It is available for perusal at any reasonable time of the day.

This policy will be updated as and when required, but as a minimum annually and amendments shown by a new revision number and the date, when such revisions take place all members of staff will be informed by means of a notice placed on each of the company notice boards. If individual responsibilities are changed then the individual(s) concerned will be directly advised.



SIGNED

G.J. NICHOLLS: MANAGING DIRECTOR
(FOR AND ON BEHALF OF Swiftclean (UK) Ltd)

UP DATED: 22nd June 2021

Next review Due: Beginning of June 2022

POLICY ARRANGEMENTS

Instruction and Assessment

Employees shall not have access to plant/equipment/machinery/materials without prior proper instruction and assessment of their competence in its use. All relevant manufacturer/supplier information will be strictly adhered to and used in any required method statement.

Guard Removal and Isolation

Machinery guards will be kept in place at all times, unless there is no other alternative. Where client machinery is being cleaned or maintained and guards have to be removed or where there are moving parts with no guards, then the company will agree a safe method of work acceptable to all. This may include permits to work or specific isolation procedures where the risk is considered to be significant.

Housekeeping

To assist a safe work-place, good housekeeping will be practiced at all times. This will minimise the risk of accident and incident, including fire. Employees will follow specific client instructions where evacuation and/or fire prevention methods have to be instigated.

Use of Heat

If it is necessary to use heat to conduct any tasks (i.e. blow torches for plumbing) then all combustible materials in the immediate vicinity must be cleared, any combustible items that are fixed must be protected against the application of heat. Suitable portable fire extinguishers must be available at each work area and the heat equipment shall be lit for as short a time as possible. Immediately following and during the use of any heat a fire safety check shall be conducted to discover smoke, smoldering or flames (including void spaces adjacent to works) and immediate steps shall be taken to extinguish any smoke, smoldering or flames.

Confined Space Entry

Where confined spaces have to be entered, all necessary precautions will be taken, inclusive of gas detection monitoring equipment, forced ventilation and breathing apparatus where appropriate. Whenever confined space working occurs, a competent operative will be in attendance in the vicinity, "Safe side" and in regular contact or communication with the person(s) working within the confined space where appropriate. Each confined space operation will be subject to a specific risk assessment and specific written method statements and adhered to by those undertaking the task. Only persons trained and competent will be permitted to carry out confined space operations.

Working at Height

Where working at height is necessary, including the use of scaffolding, edge protection, rope access, fall restraint, steps, ladders, mechanical access equipment etc... a specific risk assessment must be conducted and specific written method

statements must be followed by staff. Only staff competent and trained in the use of such equipment will be permitted to do so. Adaptations/alterations to access equipment will only be carried out by qualified, competent persons.

Heavy Lifting

Where equipment and materials need to be moved mechanical means should be used wherever possible in preference to manual handling.

RIDDOR

All accidents, injuries, diseases and dangerous occurrences will be reported to the relevant authorities as required by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

Reporting Personnel Accidents / Incidence

Personal injuries, diseases and dangerous occurrences will be recorded on an accident report form in accordance with the company procedure (POL023) in the Company accident record file. All employees are required to report all accidents, incidence and dangerous occurrences so that trends can be identified, procedures and methods reviewed and preventative action taken. The file will be stored in the Contracts office and reviewed regularly by the Health & Safety committee. Where a potential insurance claim is possible the company insurance broker should be informed.

Accident Reporting to Clients

Accidents occurring on client premises will be reported to them and if necessary a copy of the HSE forms F2508 or F2508A will be used as appropriate and forwarded for their files. Where a potential insurance claim is possible the company insurance broker should be informed.

PPE

Suitable protective clothing and equipment is supplied by the Company and it is a contractual requirement that employees use this when required.

Safer Working

The above satisfies the 'The Personal Protective Equipment Regulations 2002 and the Personal Protective Equipment at Work Regulations 1992 (as amended), and the Control of Substances Hazardous to Health Regs (2002), however, the Company will always strive to find safer alternatives where hazardous procedures and substances have to be used.

Welfare Facilities

The Company envisage that on customer sites welfare facilities will always be dealt with on a shared basis, however when this is not the case, the Company will always provide welfare facilities whenever required in line with its statutory duties (This includes welfare facilities at Company premises).

Consultation

The company recognises the Safety Representative and Safety Committee Regs (1977) where management and employees meet to discuss health, safety and welfare concerns and where current and new legislation is brought to the fore so that all concerned have understanding of the same. Updated information is received from various sources, e.g.. Health & Safety Commission/Executive, H.M.S.O. Where employees are not represented under the Safety Representatives and Safety Committees Regulations 1977, the Health and Safety (Consultation with Employees) Regulations 1996 will apply.

Training

The need for planned and continued training is recognised by the company and as such allows for employees to receive ongoing and refresher training. Training systems, analysis of skill requirements and evaluation of training form an integral part of this policy. It is therefore important, to assist in achieving the Companies Health & Safety objectives.

Competence Assessment

Before employees are required to carry out a new task, an assessment of their competence and suitability shall be undertaken by their line manager to identify any training requirements. This training will be given to enable them to safely and effectively undertake that task.

Qualified Trainers

All training will be given by suitably qualified or competent personnel, and wherever appropriate, professional training bodies will be used.

Audits and Investigations

The company has made provision for site safety inspections, audits and accident investigations.

Risk Assessment

A full and comprehensive job risk assessment check- list is included in each supervisor's work Instruction and shall be completed, in all cases, prior to each work shift commencing.

First Aid

Mobile site staff are issued with a first-aid kit for personal use, and sufficient first-aid training has been given to enable them to administer personal treatment for minor accidents.

Procedures

Standard procedure shall be followed for the following:-

- Personal protective equipment (P.P.E) training, enforcement and maintenance.
- Electrical safety of portable appliances.
- COSHH Assessments including Asbestos Awareness
- Emergency in the event of gas leak or collapse.
- Risk Assessments
- Accident investigation
- Accident reporting
- Training and Competency
- Audit and Reviews of Health & Safety Statement
- Working at Height
- Manual Handling

These can all be found within the appendix section of this policy.

These arrangements may change as required, by legislation or by client request, and the amended copies will be forwarded to all relevant parties.

**INDIVIDUAL
RESPONSIBILITIES
FOR
IMPLEMENTING HEALTH
& SAFETY POLICY**

INDEX OF RESPONSIBILITIES FOR IMPLEMENTING GROUP HEALTH AND SAFETY POLICY

A list of individual responsibilities supplementary to the safety policy statement are detailed next

1. Director responsible for Health and Safety.
2. Directors.
3. Company Secretary.
4. Sales Account Manager's & Surveying Team
5. Stores staff
6. Service Delivery Management Team.
7. Administration Staff. (Receptionist, Surveying, Quality, Sales & Marketing and Accounts)
8. Compliance Supervisor & Compliance Technician
9. Compliance Technicians.
10. All other employees.
11. All persons, other than employees, on Company Premises.

DIRECTOR RESPONSIBLE FOR HEALTH & SAFETY

- 1.1 Formulate Company's Health and Safety Policy and organisation.
- 1.2 Exercise responsibility for implementation of policy.
- 1.3 Organise and chair regular meetings of the Health and Safety committee.
- 1.4 Periodically assess the effectiveness of the policy and ensure that any necessary changes are made.
- 1.5 Keep the Board informed of all major developments relating to health and safety at work.
- 1.6 Ensure the Company's safety records are produced at the end of each financial year (Dec) and given to all members of the Board annually.
- 1.7 Set a good personal example
- 1.8 Ensure that company complies with all Health and Safety at Work Regulations.
- 1.9 Develop procedures for the recording and analysis of information on injuries, diseases and dangerous occurrences and ensure that the relevant staff follow these.
- 1.10 Keep up to date with the advice on legal requirements and Codes of Practice affecting health and safety at work.
- 1.11 Assess development in procedures and practices in health and safety.
- 1.12 Initiate and be responsible for organisation of health and safety training within the Company.
- 1.13 Recommend and establish suitable procedures and practices for the Implementation of the health and safety policy. Maintain and review as appropriate.
- 1.14 Liaise with external organisations concerned with health and safety e.g. HSE, ROSPA, Industrial Society, BESA etc.
- 1.15 Initiate accident prevention awareness program and campaigns.
- 1.16 Evaluate and act as necessary on any safety recommendations or suggestions received.
- 1.17 Foster within the Company an attitude that injury prevention and damage control are an integral part of business and operational efficiency.

- 1.18 Make suggestions to improve procedures for making the Company's Health and safety performance more effective.

DIRECTORS

- 2.1 Initiate the Company's policy and organisation for the prevention of injury, damage and wastage.
- 2.2 Ensure that the Company's health and Safety Policy is observed at all times.
- 2.3 Ensure that safety responsibilities are properly assigned and accepted at all levels throughout the Company.
- 2.4 Co-operate with the Health & Safety Committee and give due consideration to their advice and recommendations.
- 2.5 Take a direct interest in the Company's Health and Safety programme and publicly support all persons carrying it out.
- 2.6 Provide adequate staff, funds and equipment to meet health and safety requirements.
- 2.7 Ensure that all levels of staff receive adequate and appropriate training.
- 2.8 Ensure effective communication so that the Company Health and Safety Policy and procedures are understood at all levels.
- 2.9 Set agreed targets for the reduction of accident rates within the Company.
- 2.10 Appraise the safety performance, take necessary corrective action and feedback details to the Service Delivery Director to enable her to publicise the information.
- 2.11 Devise procedures to ensure that in the tendering and planning stages, allowance is made for adequate facilities and equipment to avoid damage, injury and wastage.
- 2.12 Insist that safe working practices are formulated and observed.
- 2.13 Appraise injury, damage and wastage performance, taking these factors into consideration when assessing salary and promotion prospects.
- 2.14 Instigate proper accident reporting and investigation procedures which will promote action to prevent recurrence.
- 2.15 Initiate formation of a Safety Committee. Periodically attend Health & Safety Meetings.
- 2.16 Discipline those employees not following the Company's Health and Safety Policy

and procedures.

- 2.17 Ensure that persons are nominated as being responsible for risk assessments, COSHH assessments, manual handling, and appointment of sub-contractors, fire/emergency procedures, safety inspections, equipment inspections and PPE.
- 2.18 Ensure that adequate welfare and first aid provisions are available at all sites and at company offices.
- 2.19 Ensure that staff are made aware of the importance of reporting injuries, diseases and dangerous occurrences. Conduct investigations of the aforementioned and introduce/develop procedures to minimise risks of reoccurrence.
- 2.20 Ensure that training/induction takes place and that personnel under direct supervision are competent, confident and suitably equipped in conducting tasks assigned to them.
- 2.21 Set a good personal example.
- 2.22 Make suggestions to improve procedures for making the Company's health and safety performance more effective. Company Stores Manager, First Aiders and Fire Marshalls
- 3.1 Understand the Company's Health and Safety Policy and ensure that it is observed at all times.
- 3.2 Ensure there are suitable arrangements for monitoring health and safety in office premises.
- 3.3 Ensure that adequate first aid facilities are available in office premises.
- 3.4 Ensure there is adequate firefighting equipment and that it is regularly maintained.
- 3.5 Arrange six monthly fire drills.
- 3.6 Liaise with Directors to ensure office staff are suitably trained in health and safety matters.
- 3.7 Attend Safety Meetings as required.
- 3.8 Set a good personal example.
- 3.9 Make suggestions to improve procedures for making the Company's health and safety performance more effective.

SALES ACCOUNT MANAGERS AND SURVEYING TEAM

- 4.1 Understand the Company's Health and Safety Policy and ensure that it is observed at all times.
- 4.2 Co-operate with the Health and Safety Committee and give due consideration to their advice and recommendations.
- 4.3 Ensure that you understand the broad requirements of Health and Safety legislation.
- 4.4 When surveying give full consideration to a safe method of working and the safe operation and maintenance of equipment before costing, ensuring that adequate budgets are formulated taking all necessary health and safety risk control costs into account.
- 4.5 Inform customer of the need for detailed surveys in order to protect his interests under the Health and Safety at Work Act etc. Act 1974.
- 4.6 Liaise with customer to clearly establish any special precautions to be taken whilst working on his/her premises and note any special permits to work system required.
- 4.7 Ensure that a safe method of working and a list of equipment required is detailed on to method statements.
- 4.8 If you see any hazardous condition, report it to the customer immediately.
- 4.9 Conduct or assist in conducting risk assessments prior to commencement of works and as necessary.
- 4.10 Attend Safety Meetings as required.
- 4.11 Carry out periodic visits to sites and ensure that the health and safety policy and procedures are being followed.
- 4.12 Ensure that any staff under your supervision receive adequate training, coaching and discipline as necessary and that they are confident, competent and suitably equipped in conducting any tasks or procedures necessary for the proper performance of their duties.
- 4.13 In the event of accidents, diseases or dangerous occurrences ensure that the company procedures are followed in terms of accident reporting and assist any staff as necessary with accident investigations.
- 4.14 Ensure that arrangements are made for staff welfare facilities on client sites during times when our staff need to attend client premises.

- 4.15 Set a good personal example.
- 4.16 Make suggestions to improve procedures for making the Company's health and safety performance more effective.

STORES STAFF

- 5.1 Understand the Company's Health and Safety Policy and Ensure that it is observed at all times.
- 5.2 Make arrangements for bringing to the attention of any supplier of articles or substances to the Company, that their duty is to ensure that either:-
 - a) the articles or substances are safe and without risks to health;OR
 - b) that adequate information is supplied to the Company about conditions of use which are necessary to ensure that the articles and substances will be safe and without risks to health when properly used.
- 5.3 Make arrangements for bringing to the attention of any person who erects or installs on the Company's premises or operational sites any articles for use at work, that person's duty to ensure that nothing about the way in which the article is erected or installed makes it unsafe or a risk to health when properly used.
- 5.4 Ensure that information supplied to the Company about the Hazards which may be encountered and the precautions which must be taken in connection with any articles, services or substances purchased by the Company is passed to the Service Delivery Director and to the persons who will prepare contract budgets, use transport or store the articles, substances or services as appropriate..
- 5.5 Check that all plant and equipment, issued by the company (hired or owned), is in good condition and suitable for the purpose intended.
- 5.6 Ensure that regular maintenance of equipment and safety inspections are conducted on all company plant, equipment and personal protective equipment. Conduct or arrange for repairs or order replacements as necessary and prohibit the use of any unsafe items.
- 5.7 Ensure that all chemicals and substances are stored in the appropriate manner, taking into account the COSHH assessment.
- 5.8 Attend Safety Meetings as required.

- 5.9 Ensure that all portable electrical appliances are tested and maintained in accordance with the current regulations and a suitable record of this is kept.
- 5.10 Set a good personal example.
- 5.11 Make suggestions to improve procedures for making the Company's health and safety performance more effective.

SERVICE DELIVERY MANAGEMENT TEAM including Compliance Managers

- 6.1 Understand the Company's Health and Safety Policy and ensure that it is observed at all times
- 6.2 Co-operate with the Health and Safety Committee and Director responsible for health and safety and give due consideration to their advice and recommendations.
- 6.3 Assist in the investigation of accidents, diseases and dangerous occurrences in co-operation with the Director responsible for Health and Safety and take necessary action to prevent repetition. Complete necessary documentation.
- 6.4 Inform Director responsible for Health and Safety when considering use of unusual processes, materials or equipment.
- 6.5 Liaise with any sub-contractor's employees and offer them all practicable facilities to ensure their Health and Safety, ensure that the Health and Safety Policies of sub-contractors working on our sites are available and checked before their work commences
- 6.6 Ensure that sub-contractor's employees are made aware of the Company Health and Safety policy and individual responsibilities to protect the health and safety of themselves, Company employees and any 3rd parties.
- 6.7 Organise work so that it is carried out to the required standard with minimum risk to employees, equipment, materials and 3rd parties.
- 6.8 Ensure that employees understand how to use equipment and have sufficient training and ability to operate plant and undertake tasks correctly, safely, confidently and competently.
- 6.9 Report any defect to customer's premises, plant or equipment provided by him which prevents work being carried out safely and efficiently. Inform customer and our Director responsible for Health and Safety immediately.
- 6.10 Make sure that protective clothing is available where necessary.
- 6.11 Give all Compliance Supervisors precise instructions on their responsibilities, so that they can select the correct method of working on site.

- 6.12 Ensure that all employees are made fully aware of any unusual or specific hazard that they may meet on site and of any permit to work system required.
- 6.13 Ensure that all site staff are aware of and fully understand their individual Health and Safety responsibilities and that of others.
- 6.14 Arrange pre-contract briefings and/or meetings as necessary with client's representative, supervisors and sub-contractors (as appropriate) to discuss their working methods and other site requirements.
- 6.15 Supply to the Director responsible for Health and Safety appropriate information concerning accidents, diseases or dangerous occurrences, including all necessary documentation (as company procedure).
- 6.16 Regularly assess the competence and confidence of all site personnel and recommend the need for any special training or retraining.
- 6.17 Ensure that risk assessments are conducted by the appropriate person prior to the commencement of each contract.
- 6.18 Be responsible for fire and emergency procedures at company premises.
- 6.19 Ensure that accident books, fire extinguishers, first aid boxes (adequately stocked) are available on all company site vehicles and at company premises.
- 6.20 Attend Safety Meetings as required.
- 6.21 Set a good personal example.
- 6.22 Make suggestions to improve procedures for making the Company's health and safety performance more effective.

ADMINISTRATION TEAM INCLUDING RECEPTION, SURVEYING, QUALITY, ACCOUNTS, INTERNAL SALES & MARKETING

- 7.1 Understand the Company's Health and Safety Policy and ensure that it is observed at all times.
- 7.2 Comply with any instructions given to you and the Statutory Notices which are displayed or issued.
- 7.3 Know the correct procedure to act upon in the case of fire, including the route you are to take to leave the building.
- 7.4 If you see a hazard or anything that could be a danger, report it to your immediate line manager.
- 7.5 Refrain from any behavior that may cause an accident or injury to yourself or others.
- 7.6 Attend Safety Meetings as required.
- 7.7 Set a good personal example.
- 7.8 Make suggestions to improve procedures for making the Company's health and safety performance more effective.

COMPLIANCE SUPERVISOR

- 8.1. Understand the Company's Health and Safety Policy and ensure that it is observed at all times.
- 8.2. Be familiar with Health and Safety Regulations, Company and clients rules and insist that they are observed at all times.
- 8.3 Prior to starting each new job undertake a risk assessment or if one has been prepared on your behalf then check that all risks have been noted. try to avoid risks where possible or otherwise implement control measures to limit the health and safety risk to both staff and others. Check each working shift incase conditions have changed, if necessary update risk assessment and inform staff as necessary.
- 8.4 Do not ask or permit compliance technicians or any staff to take unnecessary risks.
- 8.5 Include safety instructions in routine orders and see that they are obeyed.

- 8.6 Ensure that compliance technicians understand and follow any special instructions concerning risk control measures and methods of working stated in the job documentation and use of any safety equipment provided.
- 8.7 Make compliance technicians aware of the need to watch out for and report any temporary or permanent alterations to the premises since the last visit which may affect safe access or method of working.
- 8.8. Ensure that operatives have and use all the correct and necessary equipment to carry out the work safely and efficiently.
- 8.9 Make all staff under your control aware that it will be the duty of any employee who is required to operate any equipment with which they are unfamiliar to make this fact known to their supervisors so that training can be given.
- 8.10 Report all damage to, or defects in, plant or equipment.
- 8.11 Report any defect to customer's premises, plant or equipment provided by him which prevents work being carried out safely and effectively. Inform customer and Service Delivery Management team immediately.
- 8.12 Where Health and Safety Regulation, Company rules or manufacture's instructions require it, ensure that special precautions are followed and that personal protective equipment (P.P.E.) is used.
- 8.13 Discipline those who constantly fail to consider their own well being and that of others and notify line manager accordingly.
- 8.14 Ensure as far as is practicable, that areas open to members of the public are safe and without risk of health, using safety signs and barriers as appropriate.
- 8.15 Arrange delivery and storage of materials or plant safely, plan and maintain a tidy work place and vehicle.
- 8.16 Know what to do in the event of fire on the Company's premises or on customer's premises in which you are working, ensuring that you and your staff are fully aware of evacuation routes and procedures.
- 8.17 Ensure that chemicals and substances are transported, stored and used taking into account the relevant COSHH assessment and that all staff are aware of the necessary precautions.
- 8.18 Ensure that when manual handling that lifting is done safely and that no individual is asked to lift more than they can reasonably cope with to limit the risk of injury.
- 8.19 Refrain from horseplay and from abusing Welfare Facilities.
- 8.20 Attend Safety Meetings as required.

- 8.21 Set a good personal example.
- 8.22 Make suggestions to improve procedures for making the Company's health and safety performance more effective.

COMPLIANCE TECHNICIAN

- 9.1 Understand the Company's Health & Safety Policy and observe it at all times.
- 9.2. Be familiar with Company and customer's rules and follow them at all times.
- 9.3 Avoid improvising or taking short cuts which might involve unnecessary risks.
- 9.4. Understand and follow all safety instructions given, carry out any special instructions and methods of working stated in job documentation and use any safety equipment provided, including personal protective equipment (safety boots protective eye goggles, protective suits, ear defenders, gloves etc...)
- 9.5. Watch out for and report any temporary or permanent alterations to the premises or job specification since the last visit which may affect safe access or method of working.
- 9.6. If in your opinion, it appears unsafe to carry out the allotted work for any reason at all, report back to your supervisor to enable the situation to be investigated.
- 9.7. Warn new employees of any known hazards.
- 9.8 Only carry out work when all the correct and necessary equipment is available to work safely and effectively.
- 9.9 It will be the duty of any employee who is required to operate any equipment, with which they are unfamiliar to make this fact known to their supervisor so that training can be given.
- 9.10 Report to your supervisor all damage to, or defects in, plant or equipment.
- 9.11 Report to your supervisor any defects to customer's premises, or to permanent equipment, provided by them, which prevents the work being carried out safely and effectively.
- 9.12 Ensure that you do not commence work on any site until your compliance supervisor has undertaken a risk assessment and has advised you of the precautions required.
- 9.13 When manual handling, ensure that you do not attempt to lift anything that is too heavy, which could cause injury and ensure that you use correct lifting techniques.

- 9.14 Ensure when you use substances or chemicals that your supervisor has explained the necessary precautions as identified by the COSHH assessment and use the correct PPE.
- 9.15 Ensure that access and egress (routes in and out of buildings) are not obstructed by any of your acts or omissions.
- 9.16 Where Health and Safety Regulations, Company rules or manufacturer's instructions require it, follow any special precautions and use P.P.E.
- 9.17 Report all accidents, diseases and dangerous occurrences and give full co-operation to anyone carrying out investigations.
- 9.18 Refrain from horseplay and from abusing Welfare Facilities.
- 9.19 Attend Safety Meetings as required.
- 9.20 Set a good personal example.
- 9.21 Make suggestions to improve procedures for making the Company's health and safety performance more effective.

ALL OTHER EMPLOYEES

- 10.1 Act at all times with due care for the health and safety of the other workers and the general public.
- 10.2 Understand and observe the provisions of the Health and Safety at Work Act And Company rules and instructions.
- 10.3 Co-operate with the Company as far as is necessary to enable the provisions of the Act to be carried out.
- 10.4 Do not interfere with or misuse anything provided in the interest of health, safety and welfare.
- 10.5 Notify your immediate line manager of any situations considered to be a hazard to yourselves or others.
- 10.6 Correctly use any safety equipment or protective clothing as instructed.
- 10.7 Be aware of risks to your health which may arise from processes in which you are involved.
- 10.8 It will be the duty of any employee who is required to operate any equipment with which they are unfamiliar to make this fact known to their line manager so that training can be given.

- 10.9 Report all accidents, diseases or dangerous occurrences to your immediate line manager.
- 10.10 Know what to do in the event of fire on the Company's premises or on customer's premises in which you are working.
- 10.11 Refrain from horseplay and from abusing Welfare Facilities.
- 10.12 Attend Safety Meetings as required.
- 10.13 Set a good personal example.
- 10.14 Make suggestions to improve procedures for making the Company's health and safety performance more effective.

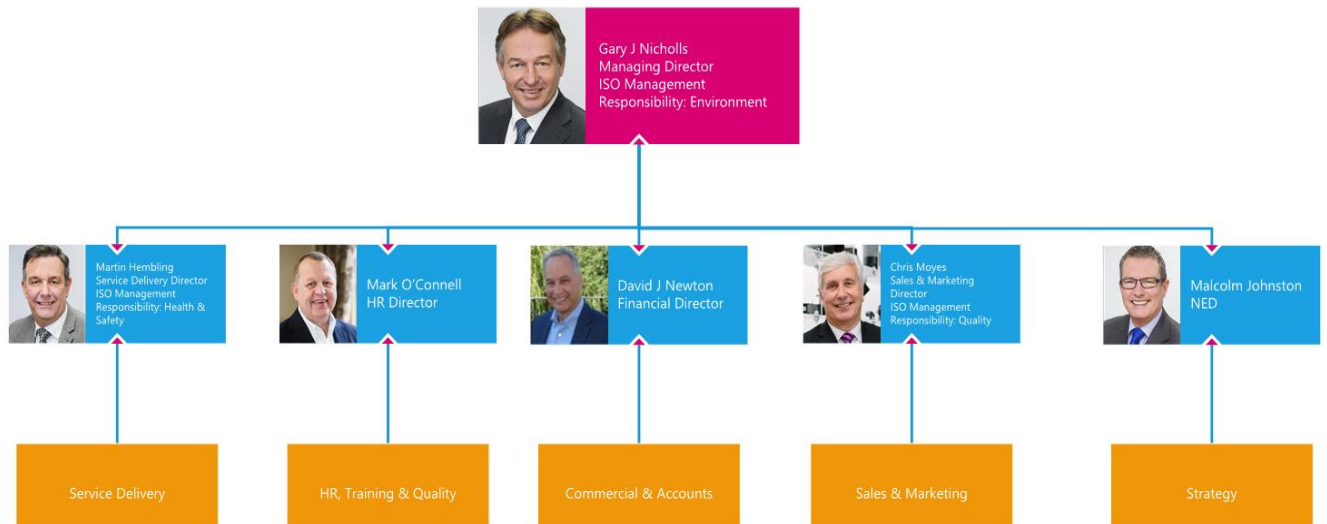
ALL PERSONS, OTHER THAN EMPLOYEES, ON THE COMPANY PREMISES

- 11.1 Observe the Company safety rules and the instructions given by persons enforcing the company Safety Policy.
- 11.2 Work on Company premises must not be started until all relevant safety rules are read, understood and accepted.
- 11.3. Before starting work on Company's premises show proof of full insurance cover for all risks.
- 11.4 Liaise with a representative of the Company before starting on work on the Company's premises.
- 11.5 Notify the Company of any processes or materials which will be used that may present a hazard to the health and safety of the Company's employees.
- 11.6 Notify the Company of any hazards that may be encountered in obtaining a safe means of access and egress whilst on Company's premises.
- 11.7 Do not interfere with or misuse anything provided in the interests of health, safety and welfare.
- 11.8 Refrain from entering any restricted area.
- 11.9 Sign in and out of visitor's book.
- 11.10 Make suggestions to improve procedures for making the Company's health and safety performance more effective.

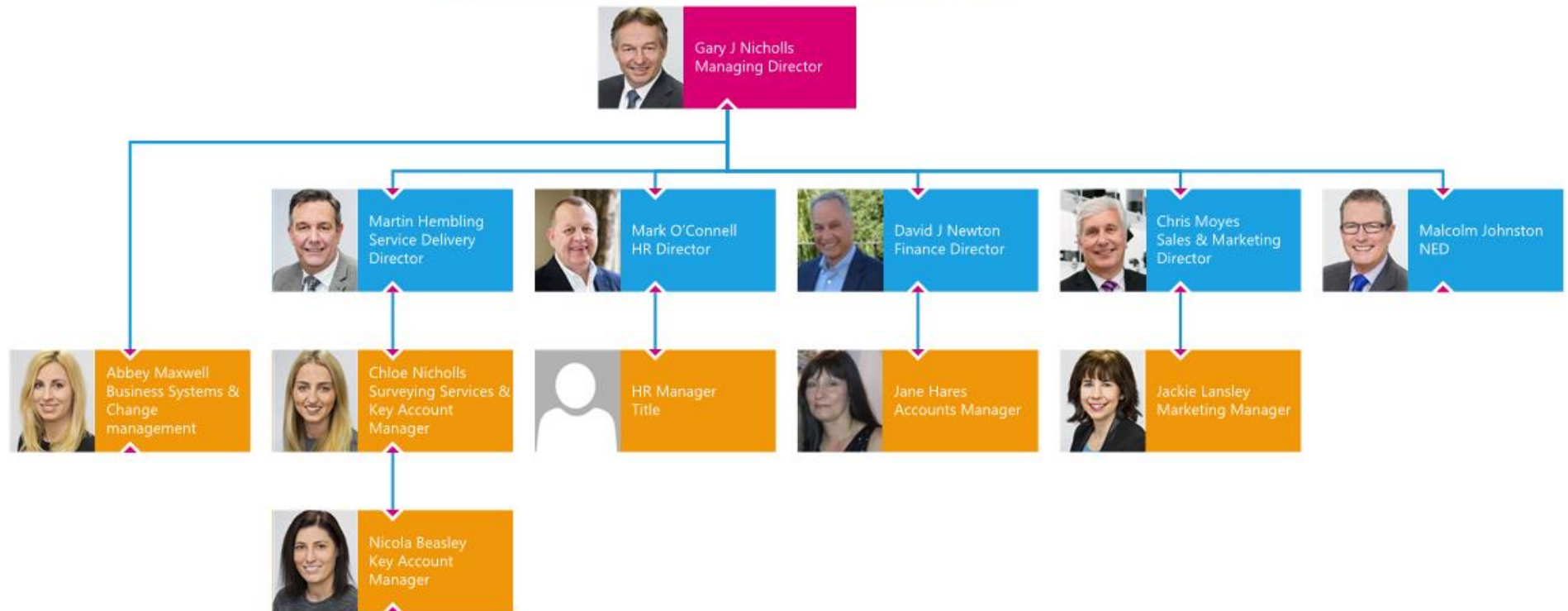
SWIFTCLEAN (UK) LTD

LINES OF REPORTING TREE

Swiftclean Board of Directors and Functional Structure



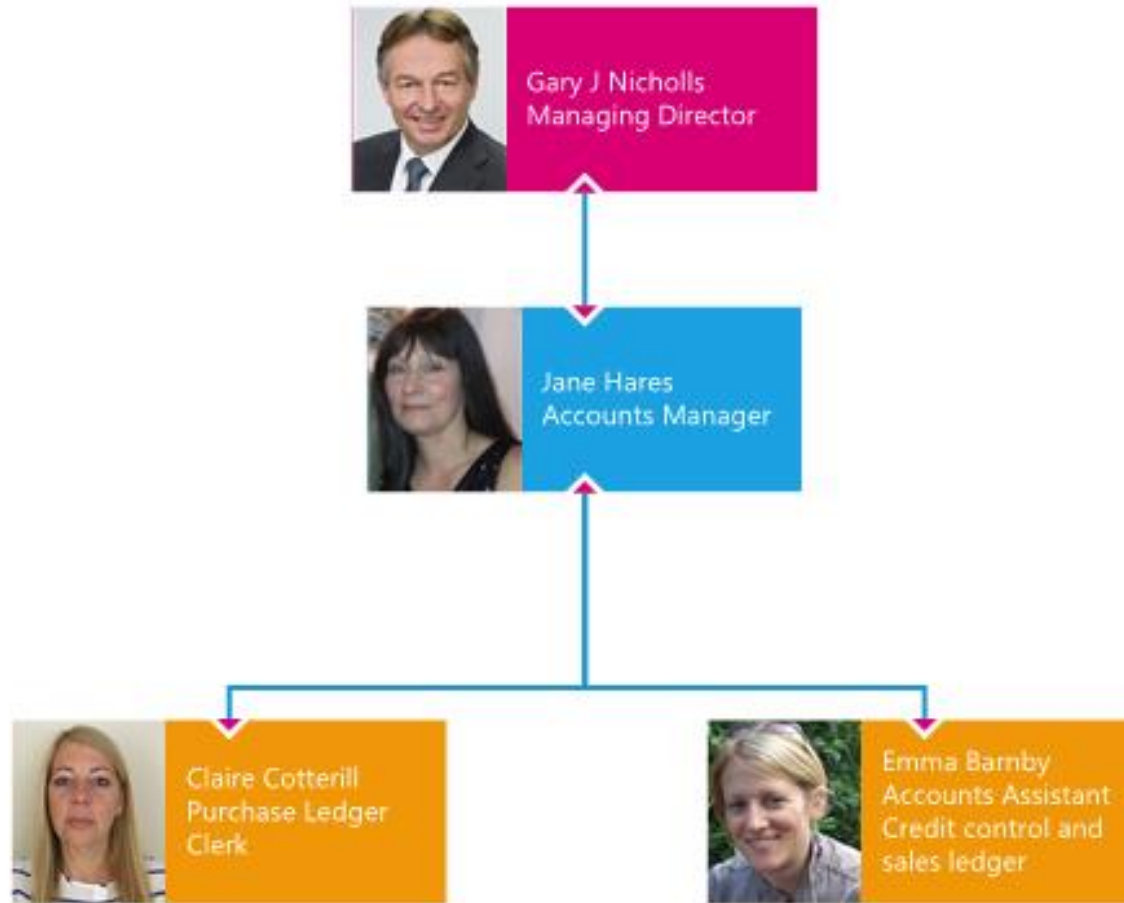
Swiftclean Board of Directors & Management Structure



Human Resources Department including Training & Quality & Security Vetting



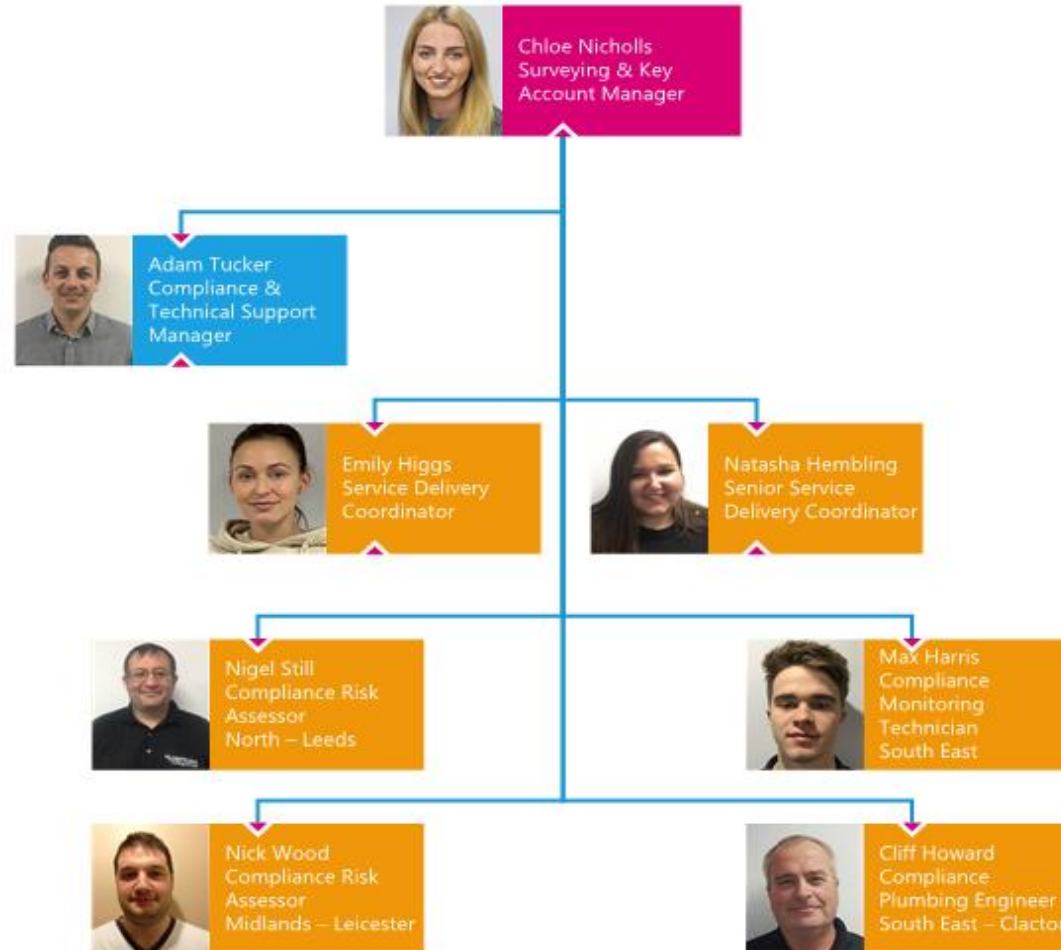
Accounts Department



Service Delivery internal Team

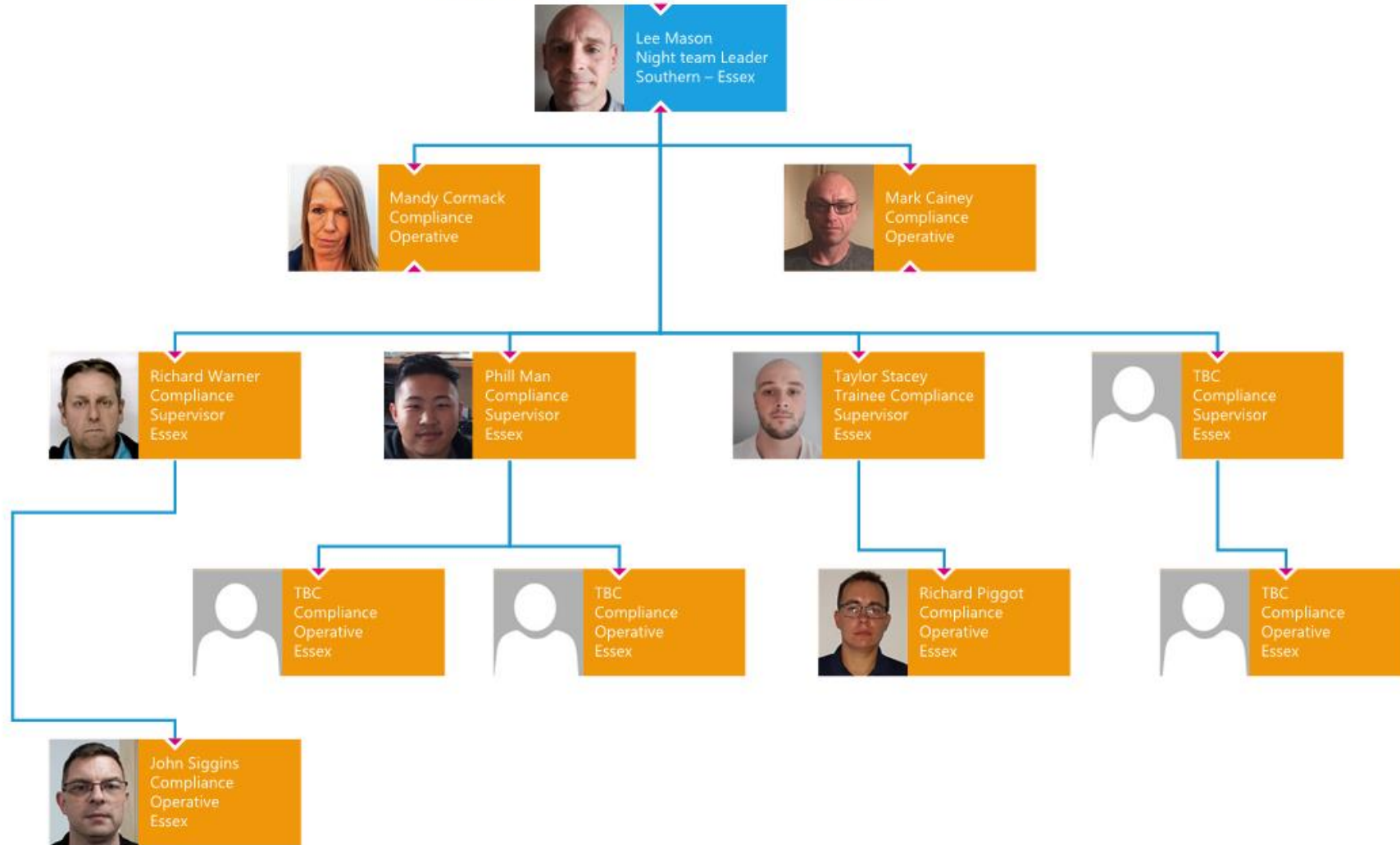


Surveying Services Coordinating Delivery Team

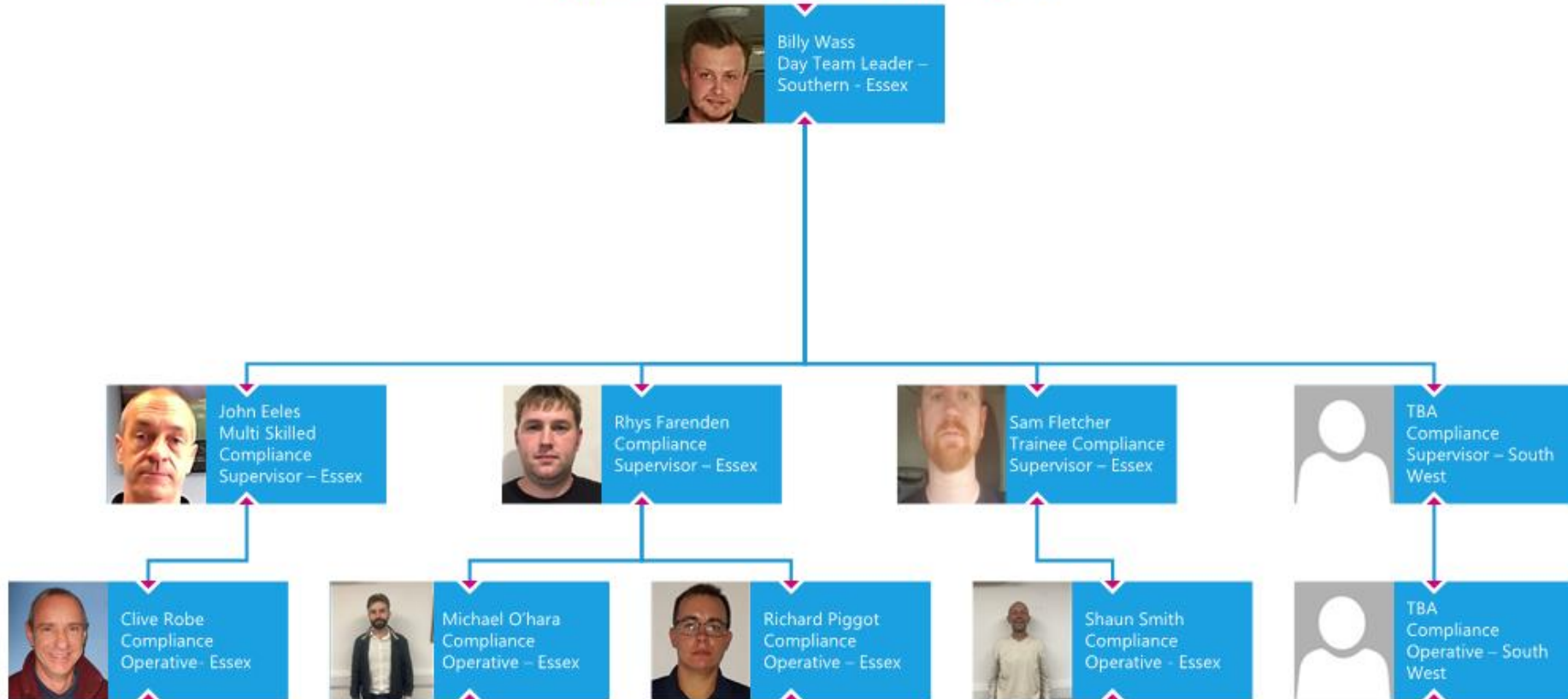




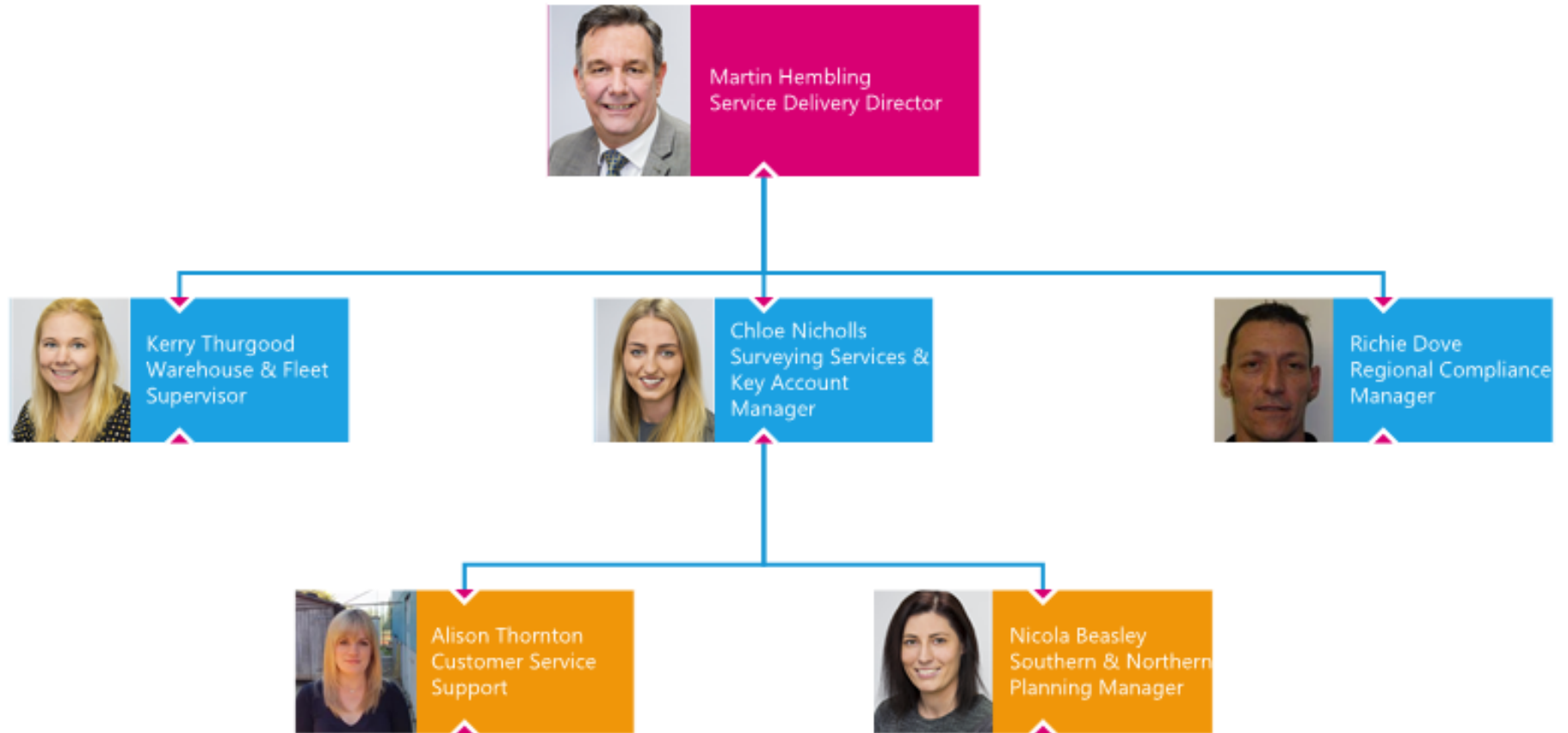
Service Delivery Compliance Teams – South



Service Delivery Compliance Teams – South



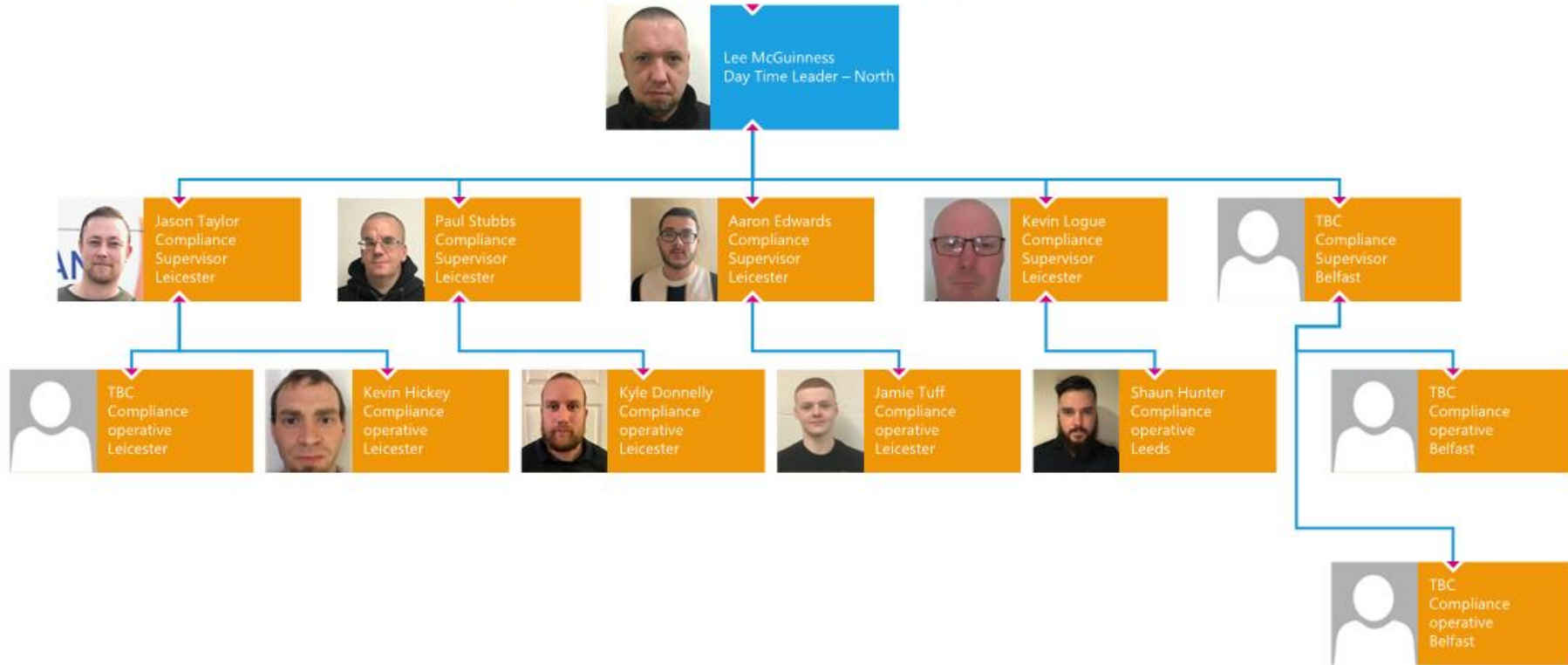
Service Delivery Management Team



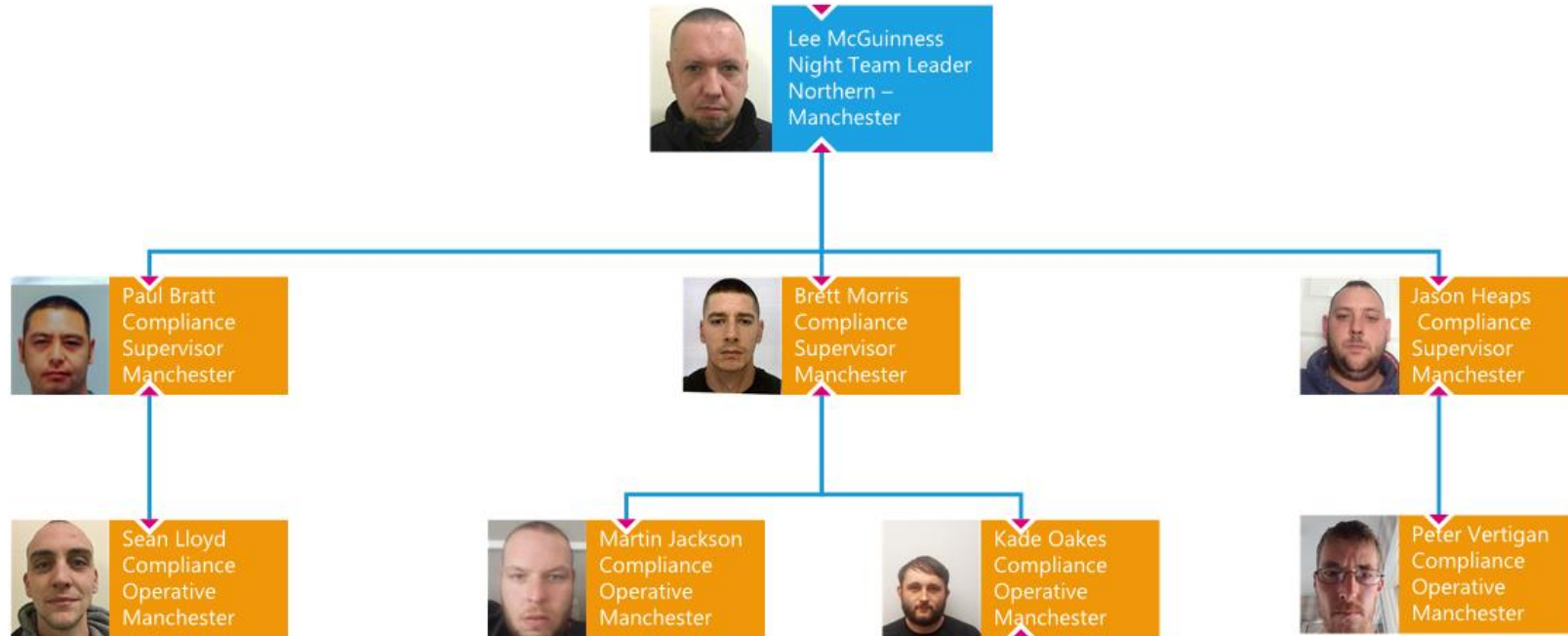
Service Deliver Site Management Team



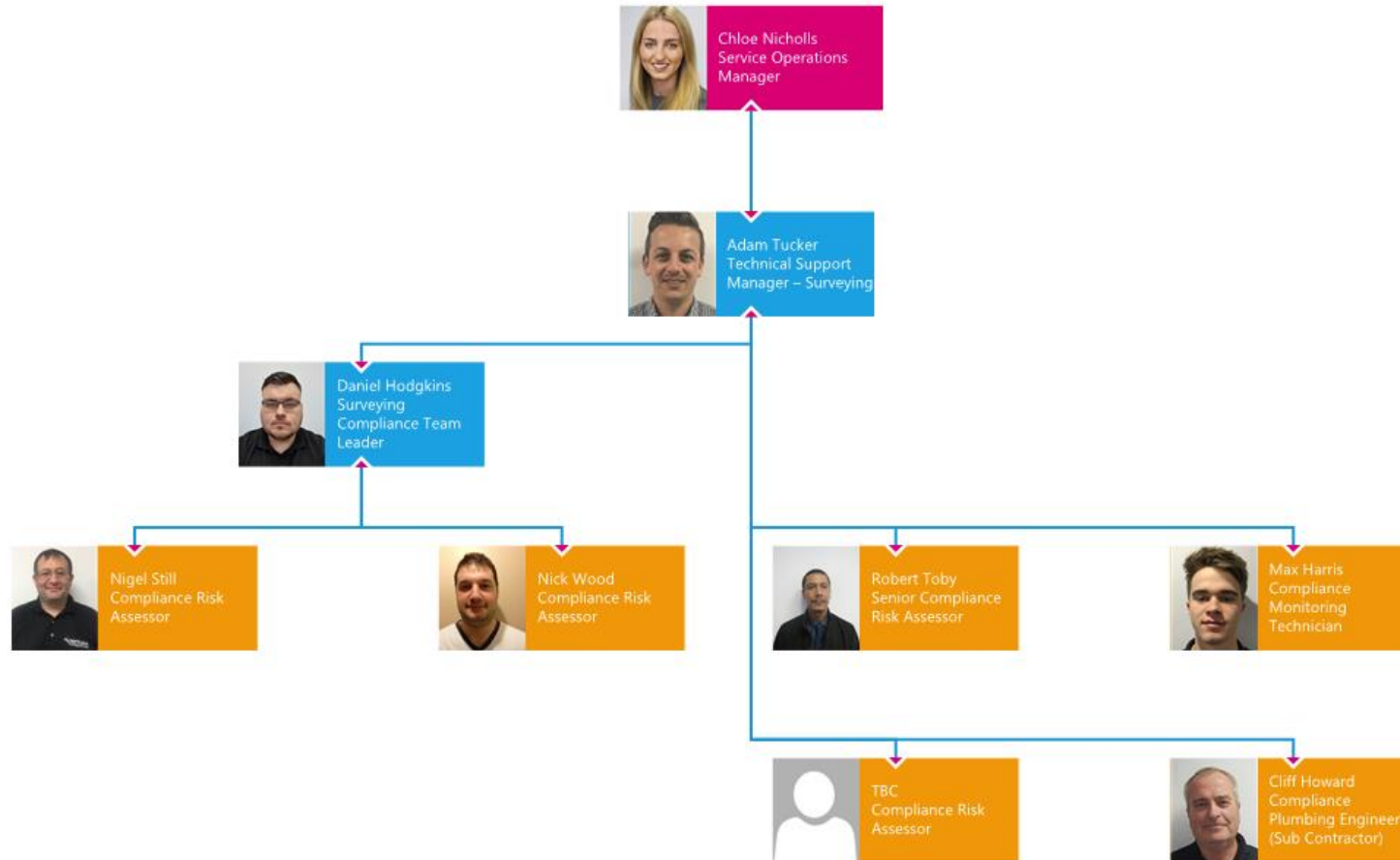
Service Delivery Compliance Teams – North



Service Delivery Compliance Teams – North



Surveying Services External Delivery Team



APPENDIX OF POLICIES RELATING TO HEALTH & SAFETY

APPENDIX

INCLUDING: -

- P.P.E. System for training, enforcement and maintenance
- System for electrical safety of portable appliances
- Emergency procedure for gas leak or collapse
- Training and Competency
- Audit and Review of Health and Safety Statement
- Manual Handling
- COSHH ASSESSMENT
- Risk assessment standard forms
(Doc Ref: F006 or T208)
- Accident Investigation
(Doc Ref: POL023)

PERSONAL PROTECTIVE EQUIPMENT (PPE) SYSTEMS FOR TRAINING, ENFORCEMENT & MAINTENANCE

TRAINING

1. The use and maintenance of P.P.E. is covered in our standard site staff induction/re-induction courses.

2. The P.P.E. training course is carried out by our company Service Delivery Management Team.
3. Specialist training is carried out in association with equipment suppliers i.e. use of breathing apparatus, use of rope access equipment, confined space entry, etc...
4. The P.P.E. in house training course covers the use and maintenance of the following:-

TYPE OF PROTECTION**TYPE OF EQUIPMENT COVERED**

Eye	-	Visors, goggles etc.
Foot	-	Hard toe cap boots, chemical resistant boots
Ear	-	Ear defenders, ear plugs.
Fall Arrest	-	Harness awareness, ladders, towers & scaffolding.
Skin	-	Gauntlets, gloves and suites
Respiratory	-	Dust masks, breathing apparatus
Head	-	Hard hats, bump caps
Back	-	Lifting techniques
Body	-	Hi Vis /Fluorescent suites for un-lit areas.

NOTE: All P.P.E. is provided to employees free of charge.

ENFORCEMENT

1. Correct use and care of P.P.E. is monitored on site on a day to day basis by the site supervisors responsible for that site, as is coaching in the correct use of P.P.E.
2. Spot checks are conducted by company Managers and/or Compliance Managers.
3. Incorrect use, abuse or disregard to the use of P.P.E. is regarded as a disciplinary offence and will be treated in accordance with our disciplinary policy.

MAINTENANCE

1. All P.P.E. requiring periodic maintenance is detailed on company P.P.E. register.
2. Maintenance and inspection of defects are carried out on a planned basis in accordance with manufacturers' recommendations. The Stores Manager calls in P.P.E. when required for maintenance.
3. The users of equipment shall visually inspect on a day to day basis.
4. Defects found will render any P.P.E. inoperative until repairs are carried out. If P.P.E. is not repairable then replacements will be provided.
5. Full records of P.P.E. maintenance must be kept by the Stores Manager and periodically inspected by the health & safety committee.

REGULATIONS

All procedures must comply with The Personal Protective Equipment Regulations 2002 and the Personal Protective Equipment at Work Regulations 1992 (as amended).

SYSTEM FOR ELECTRICAL SAFETY OF PORTABLE APPLIANCES

1. All portable electrical appliances owned by the company must be given a unique identification number and then added to the companies equipment register.
2. Companies equipment register should after the unique identification number, include the storage location, position, serial number, model, manufacturers, supplier, date of purchase and class (1 or 2).
3. Each appliance must have an annual inspection and maintenance schedule added to the company equipment care log book. The schedule must comply with the manufacturers' recommendations and the electricity at work regulations.
4. The maintenance must include a periodic inspection and test with a portable appliance tester. If the appliance has an earth wire then class 1 test should be conducted if not then class 2 test.
5. Any defects identified by the inspection/test must be rectified prior to the appliance being put back into operation.
6. All results must be recorded in the equipment care log book and a label must be fixed to the appliance indicating when the next test is due.

REGULATIONS

Electricity at Work Regulations 1989

EMERGENCY PROCEDURE FOR GAS LEAK OR COLLAPSE

If a gas leak occurs then follow procedure below:-

1. Extinguish any naked flames and cigarettes.
2. If possible, turn off gas supply, assuming that you are not exposing yourself to risk in doing so.
3. If not possible to turn off supply then evacuate area ensure that persons do not enter the area and notify gas supply company and clients representative.
4. Do not return to area until given clearance by client.

If collapse occurs then follow procedure below:-

1. If any personnel are injured following incident then notify first aider.
2. If injury is serious or person(s) are trapped then notify emergency services.
3. Evacuate area and report to client's representative.
4. Do not return to area until given clearance by client.

TRAINING & COMPETENCY

The training record and competency assessment table (Skills Chart) was drawn up by defining the services we offer annually. Regional Supervisors are asked to grade the site supervisors and Operatives. The grading for is as follows:-

- | | |
|--|---|
| 1. New recruitment with no experience: | Requiring training - In house & external |
| 2. Basic Knowledge: | Requiring training - in house & external |
| 3. Experienced: | Requiring coaching |
| 4. Very Experienced: | Refreshers / updates as and when required |

The Operations Manager reviews the grades put forward for all site staff to agree an accurate assessment of each individual.

Obviously it is not necessary for all staff to be trained in all services. We need a spread of skills to be able to fulfill the contracts we have at any one time. If the demand for a particular service increases and we do not have sufficient people trained in that area, it is identified by the Contracts team who program in the work and monitors the level / type of work being undertaken.

These skills shortages are then brought to the Director's attention who will approve training to be carried out. Objectives are set for the training and the individual to be trained is chosen.

Training records are logged against each employee's personnel record file.

Our Training and Career Development Policy (Doc Ref: POL036) can be found in the ISO file.

AUDIT AND REVIEWS OF HEALTH & SAFETY STATEMENT

The Director responsible for Health & Safety and the Service Delivery Management Team will issue safety documentation, as required. Also a permanent Company Hand Book is issued to all Staff. Site Supervisors are also issued information (via smart phones – Drop Box), which includes all main documents for site operations, as well as section on all Health & Safety issues, i.e. Risk Assessments, Method Statements, COSHH data, Health and Safety procedures, Regulations and so on.

The documents issued in this folder are strictly controlled by the Service Delivery Director and the Service Operations manager. Each document issued has a number and date of issue and each update is added to Drop Box by the Sales Administrator who then archives the previous issue. All documents are regularly reviewed at the Supervisors meetings and the Health & Safety meetings.

MANUAL HANDLING

Manual handling risks are considered prior to each work activity. The method of work is adapted to minimise manual handling risks wherever possible, including use of alternative lifting and carrying methods. Our employees are advised not to manually handle loads which they feel incapable of moving safely. When carrying out a manual handling assessment the following must be considered: Task, Individual, Load & Environment (T.I.L.E) Manual handling. Manual Handling Operations Regulations 1992 (as amended 2002)

Our Service Delivery Management Team carry out tool box talks with site staff – see attached copy of tool box talk no. 10.

COSHH - HAZARDOUS SUBSTANCES

The risks associated with hazardous substances are considered for all work activities.

Alternative less harmful substances are used wherever possible. In case of risks to health, PPE is provided and used by employees, and health surveillance undertaken where necessary. Before any hazardous substances are used during a work process, a material safety data sheet (MSDS) will be requested from the supplier and an appropriate assessment made of the risks from that substance through our subscription to COSHH Assessments through the BESA and in line with the Control of Substances Hazardous to Health Regulations (COSHH). Copies of MSDS and COSHH Assessments are issued to all supervisors in their Company Hand Book. An inventory of all substances and materials hazardous to health is held at head office with in the ISO file.

The Control of Substances Hazardous to Health Regulations 2002 (as amended) (COSHH).