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 these matters, recognising that Health and Safety is a Management responsibility equal to any other Management function. Through this policy the Company aims to ensure and promote health, safety and wellbeing.

The statement of general policy in relation to Health & Safety is:

- To provide adequate control of the health and safety risks arising from our activities
- To consult with employees on matters affecting their health and safety
- To provide and maintain safe plant and equipment
- To ensure safe handling and use of substances
- To provide information, instruction and supervision for employees
- To ensure all employees are competent to undertake their work
- To provide employees with adequate training
- To prevent accidents and causes of work-related ill health as far as is reasonably practicable
- To maintain safe and healthy working conditions
- To ensure sufficient funds are available to implement this Policy
- To review and revise this Policy at regular intervals and when there is a major change in circumstances e.g. expansion of our operations, purchase of new equipment etc

Further copies of the Health & Safety Policy statement are available for perusal at any time at: -

1) HEAD OFFICE: - Compliance House, Aviation Way, Southend-on-Sea, Essex, SS2 6UN, (01702)531221

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'

This policy will be updated as and when required, but as a minimum annually. Amendments will be shown by a new revision number and date. All members of staff will be informed of any revisions made by means of a notice placed on each of the company notice boards. If individual responsibilities change, then the individual(s) concerned will be directly advised.

SIGNED .....

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

UPDATED: 16/07/2026
Next review Due: July 2027

POLICY ARRANGEMENTS

Responsibilities

NAME	POSITION	DUTIES
Gary Nicholls	Managing Director	Overall responsibility for Health and Safety
Martin Hembling	Commerical Director (Competent Person)	Day to day responsibility for Health and Safety
Chloe Nicholls	Deputy Competent Person	Providing cover for Competent Person
Vinney Wall, Rhys Farenden-Neill, Joe Mallen	First Aiders	Providing first aid assistance
Julie Garrington, Joe Mallen (Vinney Wall as back up when Julie Garrington not in office)	Fire Wardens	Assisting with evacuation of the premises in an emergency
Chloe Nicholls, Julie Garrington, Abbey Maxwell, Janene Hopwood, Richie Dove, Alison Thornton, Lauren Whittington	Managers	For completing or assisting with risk assessments relating to their areas of responsibility
Richard Lazell, and Jon Conrad ,	Field operations managers	For providing any additional health and safety training to employees (specific to the job role) day to day management of the field staff.
All Employees	Employees	See below

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

Day to day responsibility for ensuring this policy is put into practice, is delegated to the Competent Person who is required to do all that is reasonably practicable to meet the health and safety standards laid down in this policy and in the legislation.

If the Competent Person is absent, the Deputy Competent Person will stand in.

These details can also be found on the Health and Safety Poster which is located on the notice board at Southend office and Leicester office, and one in Stores at Southend Office

Managing Director's Responsibilities for Health & Safety

- Oversee the formulation of the Company's Health and Safety Policy.
- Exercise responsibility for the implementation of the policy.
- Chair regular meetings of the Health and Safety committee.
- Ensure that the effectiveness of the policy is periodically assessed.
- Keep the Board informed of all major developments relating to health and safety.
- 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.
- Ensure that company complies with all Health and Safety at Work Regulation
- Liaise with external organisations concerned with health and safety e.g. HSE, ROSPA, Industrial Society, BESA etc.
- Evaluate and act as necessary on any safety recommendations or suggestions received.
- Foster within the Company an attitude that injury prevention and damage control are an integral part of business and operational efficiency.

Competent Person Duties

- Ensure Risk Assessments are in place for all Company operations, plant and equipment (including vehicles), premises, travel, pregnant staff, new mothers, young persons (under 18), disabled or otherwise vulnerable staff, stress, lone working, Company travel etc. Risk assessments must be reviewed annually and following an incident or accident.
- Ensure all staff are informed of, and consulted on, matters of health and safety.
- Ensure all plant and equipment issued to employees is safe. This includes selection, inspection and maintenance of all items.
- Ensure COSHH Assessments are in place for all substances used and produced at work. The findings of the COSHH Assessments must be passed on to all relevant staff. COSHH Assessments must be reviewed annually and the Competent Person must make sure the most recent Safety Data Sheet is available for each substance.
- Ensure appropriate PPE (Personal Protective Equipment) is provided (if applicable) and that the staff who require this equipment have been trained in its correct use.
- Ensure the Health and Safety Law poster is displayed in a communal area (where all employees have access). The poster must be correctly completed.
- Ensure that all staff are competent to undertake the work for which they have been recruited.
- Ensure that all staff receive annual training in the Company Health and Safety Policy.
- Ensure that all staff receive job-specific training as required e.g. on promotion or change of duties.
- Ensure all relevant staff undertake a DSE Assessment annually. New and expectant mothers and any employee with a muscular and/or skeletal condition or other chronic illness must undertake a DSE Assessment more frequently.
- Ensure there are sufficient trained or appointed First Aiders.
- Ensure all first aid boxes are regularly checked and replenished as required.
- Ensure health surveillance is carried out if required.

- Ensure all accidents and near misses are recorded and investigated. RIDDOR reports to be completed where appropriate.
- Ensure all investigation findings are carried out and followed up.
- Monitor the health and safety system and conduct an annual audit.
- Ensure procedures are in place for emergencies that could occur e.g. fire, pandemic.
- Ensure there are sufficient trained Fire Marshals.
- Ensure all staff take part in at least one fire drill per year.
- Ensure all fire safety records are up to date.
- Ensure welfare facilities are sufficient and maintained.
- Ensure the workplace is safe to work in and that all necessary maintenance is carried out.
- Ensure all sub-contractors and self-employed workers are assessed and monitored.
- Ensure all appropriate records are up to date, correctly stored, and held for at least 4 years.

Health & Safety Committee Members

- To support the Competent Person in running the Company's Health and Safety Management system.
- Attend Health & Safety Meetings to represent the employees.
- Ensure all staff are informed of, and consulted on, matters of health and safety.
- Ensure that employee queries and/or concerns are raised and dealt with adequately.
- Ensure appropriate PPE (Personal Protective Equipment) is used appropriately.
- Ensure that all staff receive annual training in the Company Health and Safety Policy.
- Ensure that all staff receive job-specific training as required e.g. on promotion or change of duties.
- Ensure all accidents and near misses are recorded and investigated. RIDDOR reports to be completed where appropriate.
- Ensure welfare facilities are sufficient and maintained.
- Make suggestions to improve procedures for making the Company's health and safety performance more effective.

Other Responsibilities

All Employees

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.

- Understand and observe the provisions of the Health and Safety at Work Act and Company rules and instructions.
- Co-operate with the Company as far as is necessary to enable the provisions of the Act to be carried out.
- Do not interfere with or misuse anything provided in the interest of health, safety and welfare.

- Notify your immediate line manager of any situations considered to be a hazard to yourselves or others.
- Correctly use any safety equipment or protective clothing as instructed.
- Be aware of risks to your health which may arise from processes in which you are involved.
- Only operate equipment with which they have received adequate training.
- Report all accidents, diseases or dangerous occurrences to your immediate line manager.
- Know what to do in the event of an emergency on the Company's premises or on customer's premises in which you are working.
- Refrain from horseplay and from abusing Welfare Facilities.
- Attend Safety Meetings as required.
- Make suggestions to improve procedures for making the Company's health and safety performance more effective.

Visitors, Sub Contractors and all other Persons attending the Premises.

- Observe the Company safety rules and the instructions given by persons enforcing the Company Safety Policy.
- Work on Company premises must not be started until all relevant safety rules are read, understood and accepted.
- Before starting work on Company's premises show proof of full insurance cover for all the applicable risks.
- Liaise with a representative of the Company before starting on work on the Company's premises.
- 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.
- Notify the Company of any hazards that may be encountered in obtaining a safe means of access and egress whilst on Company's premises.
- Do not interfere with or misuse anything provided in the interests of health, safety and welfare.
- Notify a member of the Company of any situations considered to be a hazard to yourselves or others.
- Refrain from entering any restricted area/s.
- Sign in and out of visitor's book.

RISK ASSESSMENTS

The Company premises and all work activities are subject to a Risk Assessment. These are undertaken by the Competent Person and the findings are notified to all employees.

Actions required to remove and/or control risks will be approved by the Competent Person who will ensure that these control measures are implemented effectively and communicated to the relevant employees accordingly. The method of communication may vary and will be reviewed if the Company increases in size, or if another layer of supervision is introduced.

The Competent Person monitors the effectiveness of Risk Assessments, reviewing them annually or sooner if required e.g. if there is a change in the Company's circumstances. Relevant Risk Assessments are always reviewed immediately following an accident or incident.

All employees have a responsibility to report any concerns about the effectiveness of Risk Assessments and are encouraged to inform the Competent Person or the Deputy Competent Person of any improvements or corrections they think could be made.

The Company has risk assessments can be found on Masters in the ISO File

Risk Assessments for Client or Site Work

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.

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.

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.

EMERGENCY PROCEDURES (including fire)

As part of the Company's commitment to providing a safe place of work, the Competent Person has identified the types of emergencies that could potentially arise and drawn up Emergency Procedures to be followed.

The Competent Person is responsible for:

- ensuring that a plan is in place for dealing with emergencies that could arise. This includes serious injuries, explosion, flood, fire, electrocution, chemical spills, infectious diseases etc. This list is not exhaustive;
- ensuring all employees and anyone sharing the workplace are trained in the Emergency Procedures so that everyone understands what actions to take should an emergency arise;
- reviewing all Emergency Procedures annually, after a drill, after an emergency and when there are any changes to the premises, work operations or national situation.

Fire Safety

All employees will receive induction and refresher training in the procedure to follow in case of fire. All commercial premises will have a current Fire Risk Assessment in place.

Regular fire drills will be undertaken with the intention that all employees will take part in at least one fire drill every year.

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

First Aid

An appropriately stocked first aid box is kept on the premises. Its location is clearly signed. The Company's First Aiders are named in the Responsibilities section.

The First Aiders are responsible for making sure the first aid box is well stocked and replenished when items become out of date or have been used.

Mobile/site teams 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 the types of accidents that may occur whilst undertaking their duties.

Accident/Near Miss Procedure and Reporting

All accidents, dangerous occurrences (including near misses) and cases of work-related ill health must be recorded on an accident report form in accordance with the company procedure (POL023) in the Company accident record file and investigated thoroughly ensuring that the results of the investigation is recorded in writing.

All records are retained by the Competent Person. These records contain the details of the incident, the remedial measures taken at the time and the implementation of any training or other identified actions which may be required as a result.

Employees are required to report all accidents, incidents and dangerous occurrences (near misses) 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.

RIDDOR

Serious accidents, those resulting in absence from work for more than seven consecutive days, cases of work-related ill-health and serious 'near misses' must be reported to the HSE in line with RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013).

This seven day period does not include the day of the accident, but does include weekends and rest days. The report must be made within 15 days of the accident.

Such incidents must be reported online at: www.hse.gov.uk/riddor/report.htm.

Fatal and specified injuries ONLY can be reported by calling the Incident Contact Centre (ICC) on 0345 300 9923 on Monday to Friday 8:30am to 5:00pm.

Specified injuries are:

- fractures (other than to thumbs, fingers and toes)
- amputations
- any injury likely to lead to permanent loss of sight or reduction in sight
- any crush injury to the head or torso causing damage to the brain or internal organs
- serious burns (including scalding) which:
    - covers more than 10% of the body
    - causes significant damage to the eyes, respiratory system or other vital organs
- any scalping requiring hospital treatment
- any loss of consciousness caused by head injury or asphyxia
- any other injury arising from working in an enclosed space which:
    - leads to hypothermia of heat-induced illness
    - requires resuscitation or admittance to hospital for more than 24 hours

Out of hours reporting is only required:

- following a work-related death
- following a serious incident where there have been multiple casualties
- following an incident which has caused major disruption such as the evacuation of people, closure of roads, large numbers of people going to hospital etc
- following an incident which has caused major disruption such as the evacuation of people, closure of roads, large numbers of people going to hospital etc.

If an incident occurs which fits these descriptions the Competent Person will ring the duty officer.

Accident Reporting to Clients

Accidents occurring on client premises must be reported to the Company and your Employer and the Client. If necessary, a copy of the HSE forms F2508 or F2508A will be used as appropriate.

Where a potential insurance claim is possible the company insurance broker should be informed.

Health Surveillance

Health surveillance is not currently required as none of the work undertaken is hazardous to health according to the Risk and COSHH Assessments.

However, should any of the work activities change, the Competent Person (or a person designated by the Competent Person) will review the need for instituting appropriate health surveillance or updating the current health surveillance programme.

Infectious Diseases

In the event of an outbreak of an infectious disease globally, nationally or locally, the Competent Person will draw up and implement an emergency response plan based on the sections detailed below.

Working Group

The Competent Person will establish a Working Group who will monitor and co-ordinate activities to control the outbreak.

An appropriate number of employees are assigned the role of Working Group Member (WGM) each year. "Appropriate number" is defined as a sufficient number of people relevant to the size of the workforce and the duties required. WGMs must be able to carry out their emergency duties in addition to their usual work role.

The Competent Person will appoint duty holders to take charge of specific tasks e.g. communication, PPE, cleaning, workplace rules etc, as appropriate to the Company's premises and working conditions.

If the outbreak is at national or global level, the Working Group will adhere to Government and HSE (Health and Safety Executive) guidelines. The relevant Infectious Diseases Risk Assessment will be reviewed and amended according to the type of outbreak, the nature of the disease and official recommendations. All employees will be trained in the findings of the updated risk assessment.

Communication

The Competent Person will establish regular and frequent two-way communications with all employees throughout the outbreak. This will ensure all staff are kept up to date with how the Company is managing the situation and provide reassurance that risk is being controlled. Employees are encouraged to provide feedback on the control measures in place and to make suggestions about how they could be improved.

Personal Protective Equipment

A stock of appropriate Personal Protective Equipment (PPE) will be held at the Company's offices.

If the relevant Infectious Diseases Risk Assessment identifies additional PPE requirements, these items will be purchased immediately and added to the stock. [insert Competent Person's name here] ensures that all PPE is regularly checked and replaced as required e.g. if items have been used or if use by dates have expired.

Cleaning

An enhanced cleaning regime may be designed and implemented in line with official guidelines. Additional cleaning and disinfecting duties will be drawn up and a timetable agreed with the cleaners. These duties will include the cleaning procedure to follow if someone becomes ill at work.

Workplace rules

The Competent Person will, with the Working Group and or Senior Management, agree the rules to be followed in the workplace throughout an outbreak of disease. The rules will be specific to the type of disease and the official guidelines for dealing with it. These rules could include:

- travelling to and from work;
  staggering arrival and departure times;
- staggering lunch breaks and tea breaks;
- protecting those with whom employees share their home;
- directed movement within the workplace;
- safe use of welfare facilities;
- preventing infection e.g. social distancing, provision of hand sanitiser, introduction of a "Track and Trace" system, not sharing items (including office equipment), restricting staff numbers etc;
- what to do if someone becomes ill at work.

This list is not exhaustive.

WORKPLACE SAFETY

Housekeeping

To assist with maintaining 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 when working on client sites.

Welfare Facilities

The Company will provide suitable Welfare facilities including but not limited to kitchen areas, toilets, showers, (if applicable), rest areas and drinking water.

The Company envisage that on customer sites welfare facilities will be dealt with on a shared basis. When this is not the case, the Company will provide adequate welfare facilities in line with its statutory duties.

Electricity at Work

The Company will ensure that all portable appliances are subject to a risk assessment. All electrical appliances over 12 months old (including but not limited to computers, laptops, printers, kettles etc.) will be PAT tested and should bear a sticker to show the date of testing.

Employees should visually inspect all electrical appliances before they commence use, to ensure that the equipment is safe for use, e.g.:

- casings not damaged or cracked;
- switches working;
- cable in good condition, no exposed wires, damage etc.;
- plug in good condition.
-

If on visual inspection or otherwise the employee feels a piece of equipment is not safe for use it should be taken out of use immediately and reported to a Manager.

Display Screen Equipment

All employees who sit at a workstation and use display screen equipment for an hour or more at a time must complete a DSE Assessment before starting work and on a continual basis. This includes employees who work from home, who hot-desk and mobile workers.

These assessments are undertaken annually, and the findings are acted upon by the Competent Person.

The following categories of employees must undertake DSE Assessments more frequently:

- DSE users who are pregnant or who have given birth within the preceding 12 months;
- DSE users who are breastfeeding;
- DSE users with disabilities;
- DSE users who have suffered an injury, whether at work or outside working hours.

The frequency of the assessment is agreed between the Competent Person and the employee. Medical advice is sought when deemed necessary.

DSE Assessments are also to be undertaken when any change is made to existing workstations or when the layout of the office is changed.

The Company ensures that all workstations are correctly set up and that appropriate desks, chairs and computer equipment are provided.

Stress

Stress at work is a normal part of most jobs. If there is an increase in workload due to seasonal variations, or a colleague's absence, it is normal practice for everyone to pitch in and help out. It becomes a problem when the stress is unrelenting and unending and can cause serious health problems.

The Company has a Stress at Work Risk Assessment in place which ensures that workloads, working hours, bullying and harassment are monitored.

Any concerns about health and safety relating to stress must be reported to the Competent Person.

Home Working

The Company may operate homeworking on a part time and/or temporary basis.

Home working is at the complete discretion of the Company and will be considered where this can be managed effectively and is not detrimental to the needs of the business or where external events require this (e.g. a temporary closure of the premises).

For employees where working from home has been approved, health and safety will be reviewed to ensure the safety of the employees. Arrangements may vary depending on whether the home working is on a temporary or permanent basis. Employees will be asked to complete a DSE Assessment at a frequency agreed with the Competent Person.

Stress can be an issue for home workers due to lack of contact with Managers and colleagues and feelings of isolation. All home workers will have an assigned Manager and an emergency point of contact. Formal contact schedules will be drawn up for each home worker and the Manager will check for signs of stress during these communications.

Home workers can contact their Manager and/or their emergency contact at any time during working hours.

Working Alone

Employees may work alone on occasions. This may include first thing in the morning, last thing in the evening, weekend working and travelling for work. A Lone Working Risk Assessment is in place and all employees who work by themselves will be instructed in how to ensure their own personal safety.

New and Pregnant Mothers

When an employee provides written notification to her employer stating that she is pregnant, or that she has given birth within the past six months or that she is breastfeeding, the Company will take into account any risks identified in their workplace risk assessment.

Where a risk is identified, the Company will take such action as is necessary to reduce or eliminate the risk to an acceptable level. Where this is not possible, the Company will, in consultation with the employee, look at alternative duties. This may include:

- temporarily adjusting the working conditions and/or hours of work;
- offering suitable alternative work (at the same rate of pay) if available;
- suspension from work on paid leave for as long as necessary, to protect the health and safety of the employee and the child.

You must, by law, assess the risks to women of childbearing age as part of your general workplace risk assessment. You must also carry out an individual risk assessment, that covers your worker's specific needs, when they have informed you in writing that they:

- are pregnant
- are breastfeeding, or
- have given birth in the last 6 months

Within a low risk environment there should be minimal risks to new and expectant mothers, but it is still important to review this.

New mothers should avoid manual handling for up to 12 months after the birth of a child.

Young Persons

If a young person under the age of 18 is employed or otherwise engaged (e.g. in work experience) a young person's risk assessment will be carried out and any appropriate procedures implemented.

Consideration will be given to:

- Physical Capacity
- Psychological Capacity
- Maturity
- Supervision
- Child Protection Issues
- Legal requirements i.e. hours of work.

Visitors Procedure

The Company recognises that for the business to service clients and improve revenues and internal services visitors will be required to visit the office; however too many visitors can be a distraction for other employees. External visitors should be kept to a required minimum and agreed with your Manager prior to booking the meeting.

Visitors attending the workplace must be informed of the procedures to follow in the case of emergency. This responsibility is delegated to the person receiving the visitor. The employee and/or Manager receiving the visitor are responsible for that visitor for the duration of the visit.

Receiving employees are responsible for ensuring that the following points are followed by the visitor for the duration of the visit.

- All visitors are to sign in at reception and complete all their details for track and trace purposes.
- Identification badge should be issued (if used).
- Visitors are to remain accompanied at all times by the receiving employee (unless they are in designated meeting rooms)
- Visitors are to be made aware of any restricted areas of the building.
- Visitors are to be made area of any monitoring devices (e.g. CCTV) that may be in place and/or WIFI and/or non-disclosure agreements if applicable.
- Visitors are temporarily covered by the Company's internet usage, data protection and confidentiality policies while they are on Company premises.
- Visitors must not misuse the internet connection, disclose confidential information or take photographs or voice recordings without written consent.
- Visitors are only allowed during working hours. After-hours visitors must have written authorisation from a Director.

Dangerous or restricted areas

Employees may not bring or accept visitors in areas where there are dangerous machines or chemicals, confidential records or sensitive equipment. If employees are not aware of which areas this section may refer to, they are advised to speak to their Manager before they invite any visitors onto the site.

Representatives of regulatory bodies and stakeholders (e.g. health and safety executive) may be exempted, if they have received official authorisation. In these cases, employees should provide visitors with the necessary badges and protective equipment to enter premises when needed.

Unauthorised visitors

Employees who spot a visitor who is unaccompanied or who seems to be lost should approach the visitor and offer to help. If the employee is suspicious of the visitor's intentions, he or she should be asked to leave. If an employee is uncomfortable doing so, then they should report it to a Manager immediately.

Sub-Contractors

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.

TASK SAFETY

Manual Handling

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

The Company is careful to ensure that employees do not carry out manual handling if the task can be carried out by mechanical or other means. However, there are occasions where this is unavoidable. All applicable employees will receive training in correct manual handling techniques as part of their induction and ongoing Health and Safety training. Employees are advised not to manually handle loads which they feel incapable of moving safely

All work involving manual handling is subject to full and regular Risk Assessments.

The Service Delivery Management Team carry out regular tool box talks with site staff.

Control of Substances Hazardous to Health

“Substances” refers to any chemicals used by the Company and to dust, fumes, spray or bacteria which may be produced as a result of work activities. The Company will always strive to find safer alternatives where hazardous procedures and substances have to be used.

The risks associated with hazardous substances are considered for all work activities and the tasks and/or procedures will be subject to a risk assessment.

The Competent Person is responsible for:

- identifying all substances which require a COSHH Assessment (Control of Substance Hazardous to Health) i.e. substances which have the potential to be hazardous to the health of Company employees, visitors, customers, suppliers or members of the public;
- undertaking COSHH Assessments and ensuring that all identified actions are implemented;
- ensuring that all employees are informed about the relevant COSHH Assessments, the findings and the resultant actions;
- checking that all substances can be used safely before they are purchased or generated.

The undertaking and reviewing of COSHH Assessments has been delegated to the Service Delivery Director. COSHH Assessments are reviewed annually or when a new Datasheet is published

The Company’s suppliers provide Health and Safety Datasheets for every substance purchased. The Service Delivery Director ensures that the Company always has the most up-to-date version of all Datasheets. Copies of these are kept by the Competent Person and are available to all employees at all times and 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 within the ISO file.

In case of risks to health, PPE is provided and used by employees, and health surveillance undertaken where necessary.

Provision of Safe Equipment

Overall responsibility for the provision of safe work equipment lies with the Competent Person.

All employees have a responsibility to report, as soon as possible, any faults, breakages or other concerns with the equipment they use.

The procedure for the selection, usage, inspection and maintenance of equipment is as follows:

1. Each work operation is assessed separately, and the safest method of working selected prior to commencement of the work. Items of equipment are compared and selection of which to use is made on the basis of suitability and safety.
2. All Company equipment is inspected regularly. In addition, employees undertake checks of all items immediately before and after usage and any faults are reported straightaway. Faulty equipment is removed and sent for repair. This ensures that all equipment is safe to use.
3. All equipment is regularly maintained. Items with particular technical requirements are maintained by a suitably qualified person. Should any faults occur the item will be immediately taken out of commission until repaired and checked.
4. All employees are trained in the safe use of equipment and the Company always follows the manufacturer's instructions for each individual item.
5. All equipment is stored safely and securely when not in use. This also applies to Company equipment used by employees who work from home.
6. All portable electrical equipment (e.g. computers, printers, kettle etc) is subject to regular Portable Appliance Testing by a suitably qualified electrician. Records of these tests are kept by the Company. The Competent Person is responsible for arranging these tests, acting on their findings and for keeping the records.

All applicable employees will receive instruction and/or training in correct working in confined spaces techniques, if required, as part of their induction and ongoing Health and Safety training.

Driving for Work

In some circumstances the Company may require employees to travel for business using a Company vehicle or their own vehicle.

All employees are required to drive in such a way that will not endanger or inconvenience other road users and to comply with all road traffic regulations. If an employee is undertaking a long journey, they should ensure they take adequate breaks.

Drivers must NOT use handheld mobile phones to make or receive calls unless the vehicle is parked safely with the engine turned off. Drivers must NOT smoke or vape at any times within the company vehicle.

Employees are legally responsible for ensuring the ongoing roadworthiness of their vehicles. They are also legally responsible for ensuring that vehicles are insured, have 'road tax' and are operated in accordance with the rules of the highway. They are also responsible for ensuring that they only operate vehicles for which they hold a suitable licence.

If employees use their own vehicle on Company business, they must check that it is roadworthy and that they are appropriately insured to drive the vehicle on Company business. Employees must also provide a copy of their driving license to the Company.

Employees must never drive under the influence of alcohol and/or drugs and must avoid all alcoholic beverages if driving on Company business. Failure to adhere to this will be dealt with under the Company's disciplinary policy.

INFORMATION TRAINING AND INSTRUCTION

The location of the Health and Safety Law poster is detailed in the 'Responsibilities' section.

Health and Safety information is always available from the Competent Person.

All Health and Safety documentation can be accessed Within the Masters ISO file.

New employees are closely monitored by their Manager until they have completed their initial probationary work period (the length of which depends upon experiences and references). This level of supervision ceases when the Manager is satisfied that the new employee is competent to undertake the assigned tasks.

Consultation with Employees

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.

Joint consultation between all concerned parties concerned 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).

Consultation is provided by the Competent Person and/or the Health & Safety Committee, who ensures all employees receive full and relevant information. Employees are encouraged to raise any health and safety issues at any time by speaking to the Competent Person. Employee opinions will be taken into account by the Director and the Competent Person before any Health and Safety decisions are made.

Safety advice will be obtained from membership of and consultation with the Building Engineering Services Association (BESA) if required.

Health and Safety is a standing agenda item at all Board and Management meetings.

Instruction and Assessment

All employees will be instructed and/or trained adequately for the job role that they undertake.

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.

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.

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

Qualified Trainers

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

Site Inspection Safety Training

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.

Monitoring

The Board is 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.

To check the Company's working conditions and ensure that safe working practices are being adhered to, the following monitoring procedures are undertaken:

- unannounced spot checks;
- analysis of accident reports to determine whether there are any trends, patterns or failures in training, instructions etc;

- review of health and safety concerns raised by employees;
- employees informed of any failure in health and safety procedures and of the steps put in place to prevent a recurrence e.g. re-training, amending the Health and Safety policy or any other appropriate action;
- review of the health and safety policy and associated policy documents;
- a full annual Health and Safety inspection or audit.

The Competent Person is responsible for:

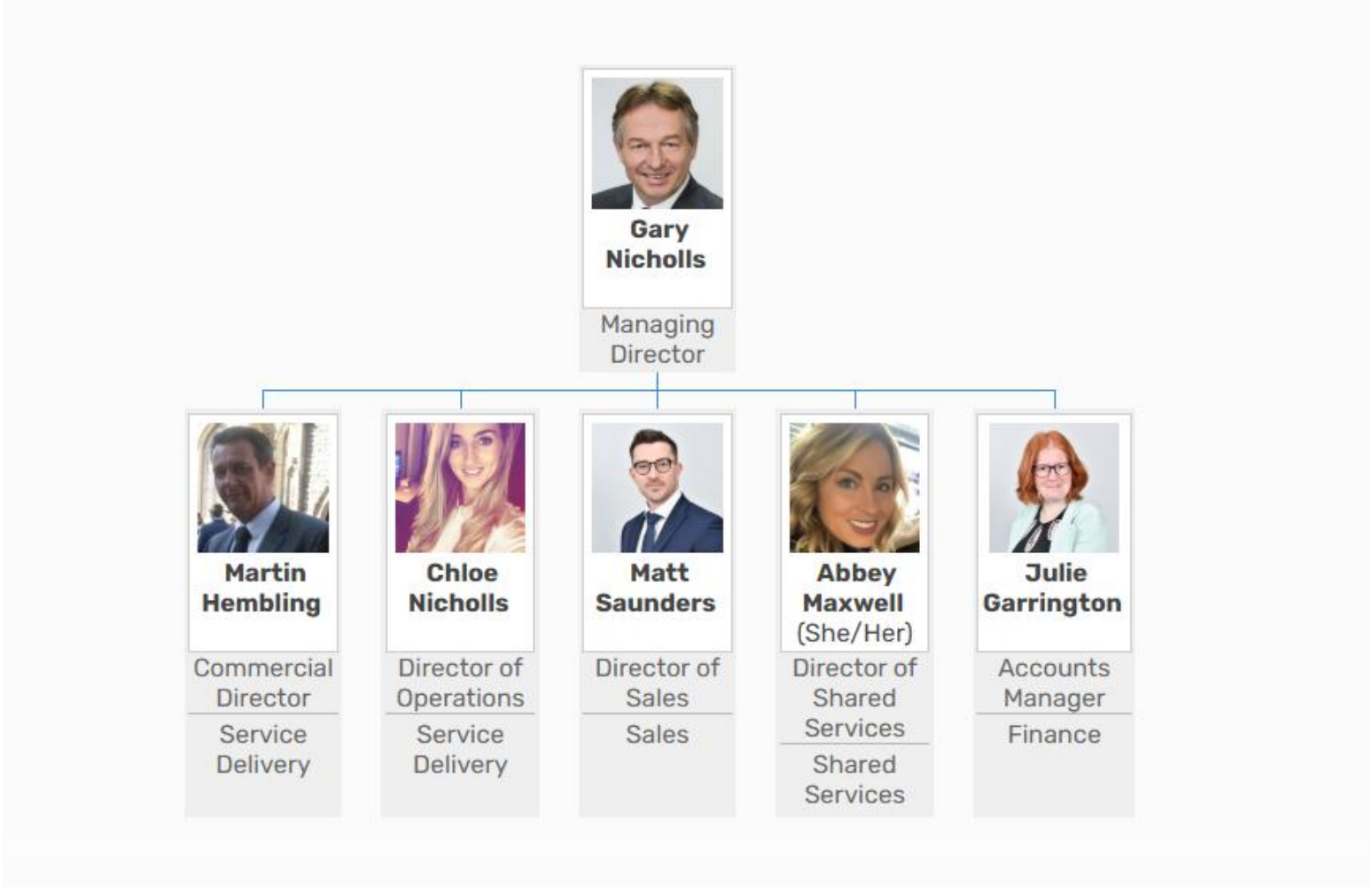
- investigating, or arranging the investigation of, accidents, dangerous occurrences and work-related causes of absence;
- acting upon the findings of any investigations in order to prevent a recurrence.

Audits and Investigations

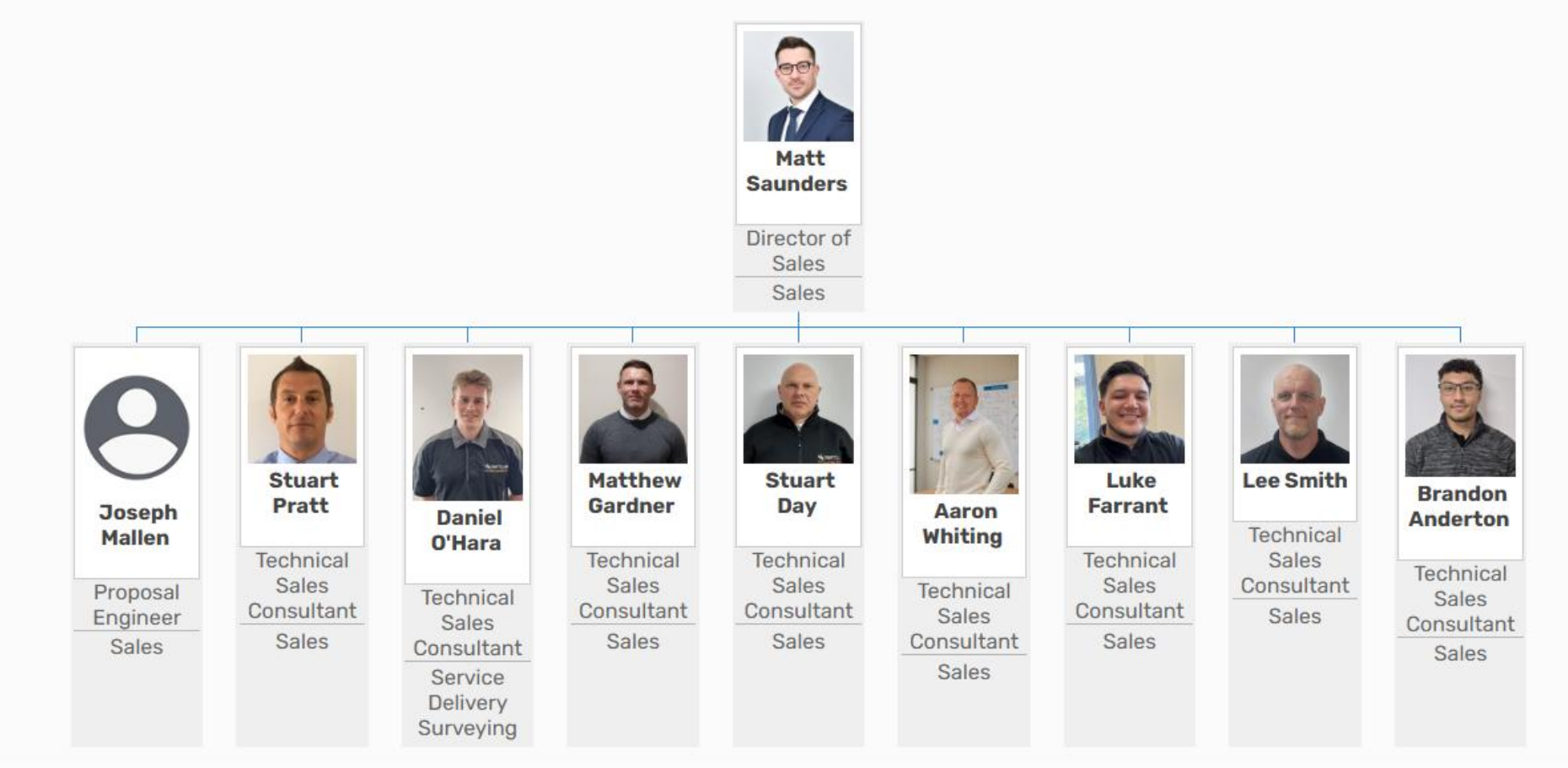
The company has made provision for site safety inspections, audits and accident investigations.

SWIFTCLEAN LTD (UK) LINES OF REPORTING TREE

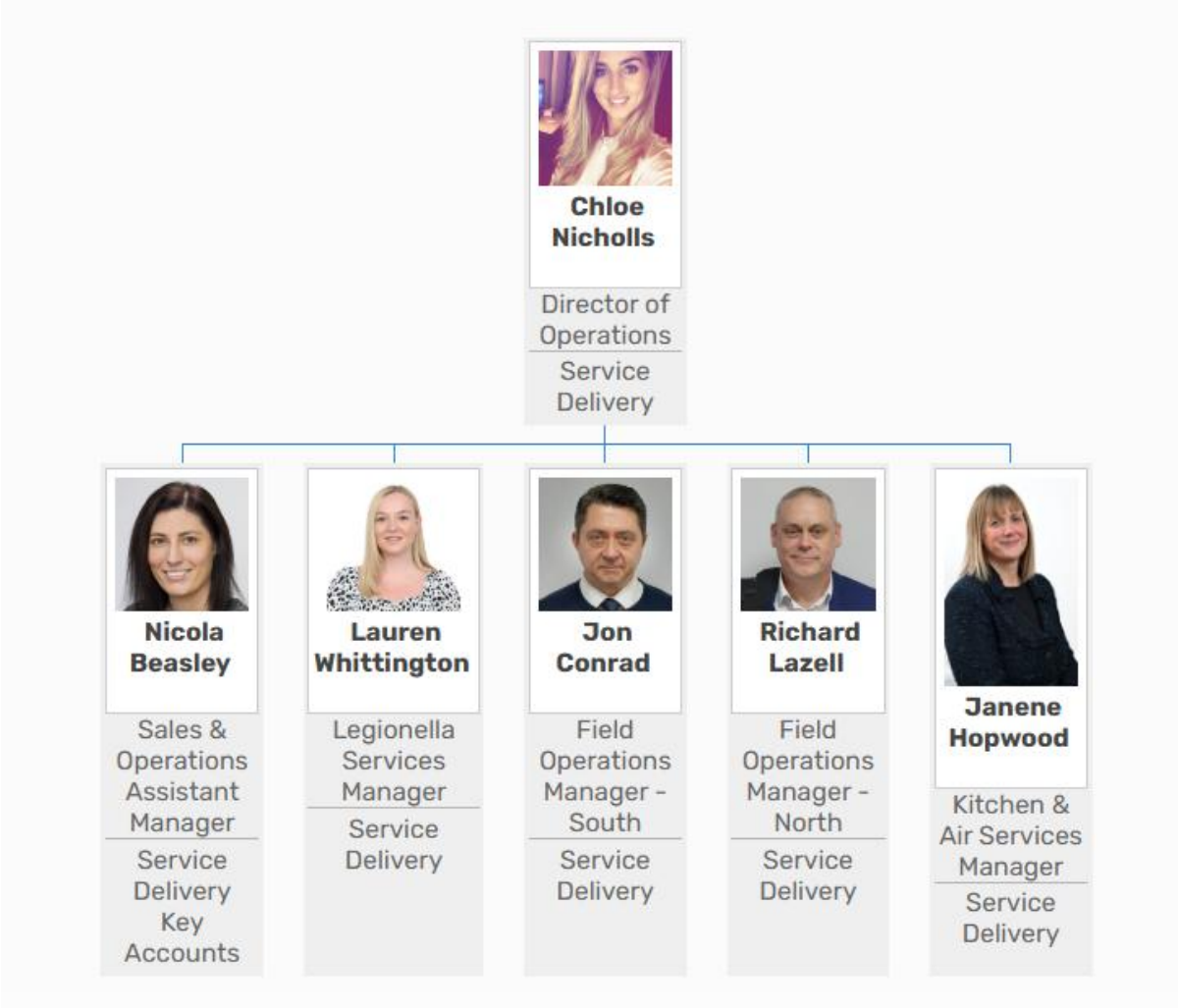
Organisation Chart



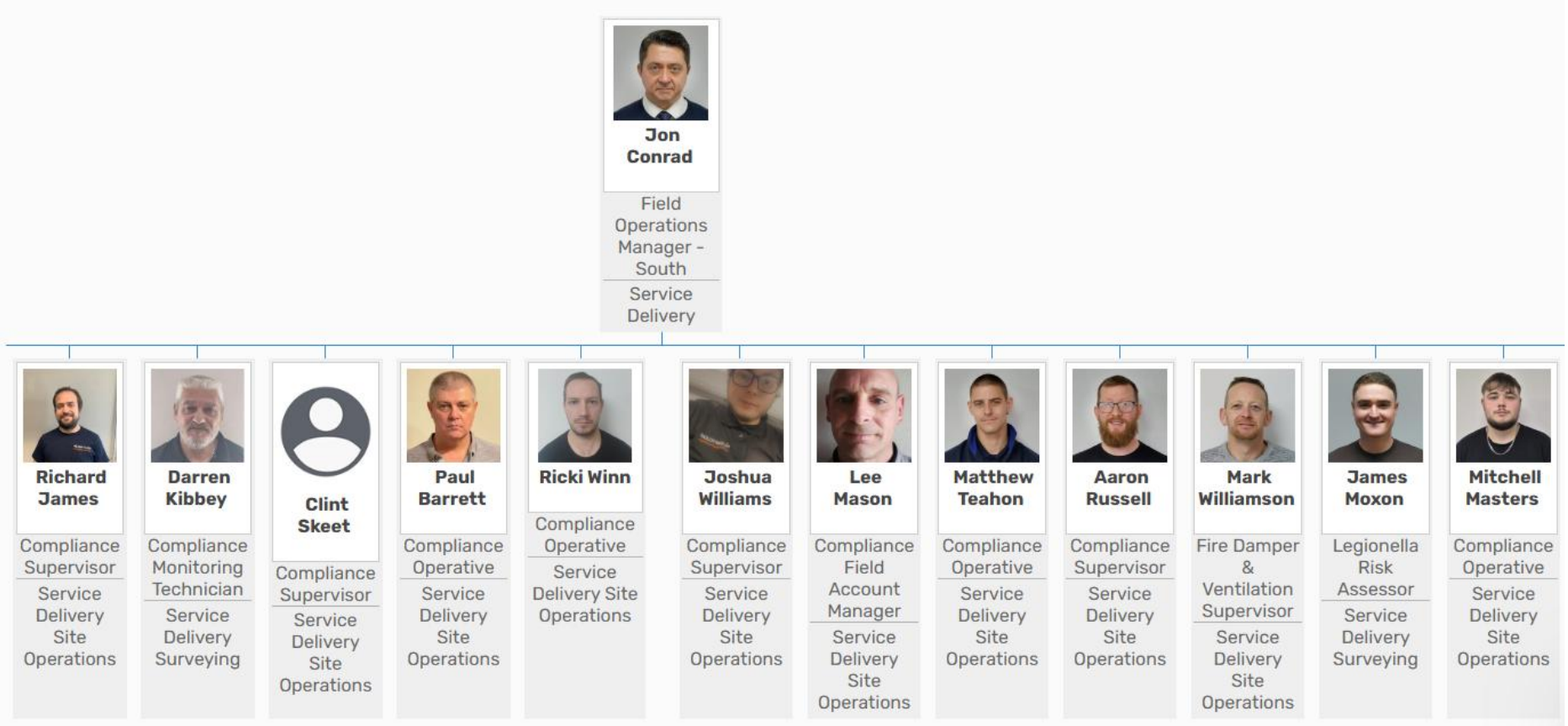
Sales


Matt Saunders
Director of Sales
Sales
Joseph Mallen
Proposal Engineer
Sales
Stuart Pratt
Technical Sales Consultant
Sales
Daniel O'Hara
Technical Sales Consultant
Service Delivery Surveying
Matthew Gardner
Technical Sales Consultant
Sales
Stuart Day
Technical Sales Consultant
Sales
Aaron Whiting
Technical Sales Consultant
Sales
Luke Farrant
Technical Sales Consultant
Sales
Lee Smith
Technical Sales Consultant
Sales
Brandon Anderton
Technical Sales Consultant
Sales

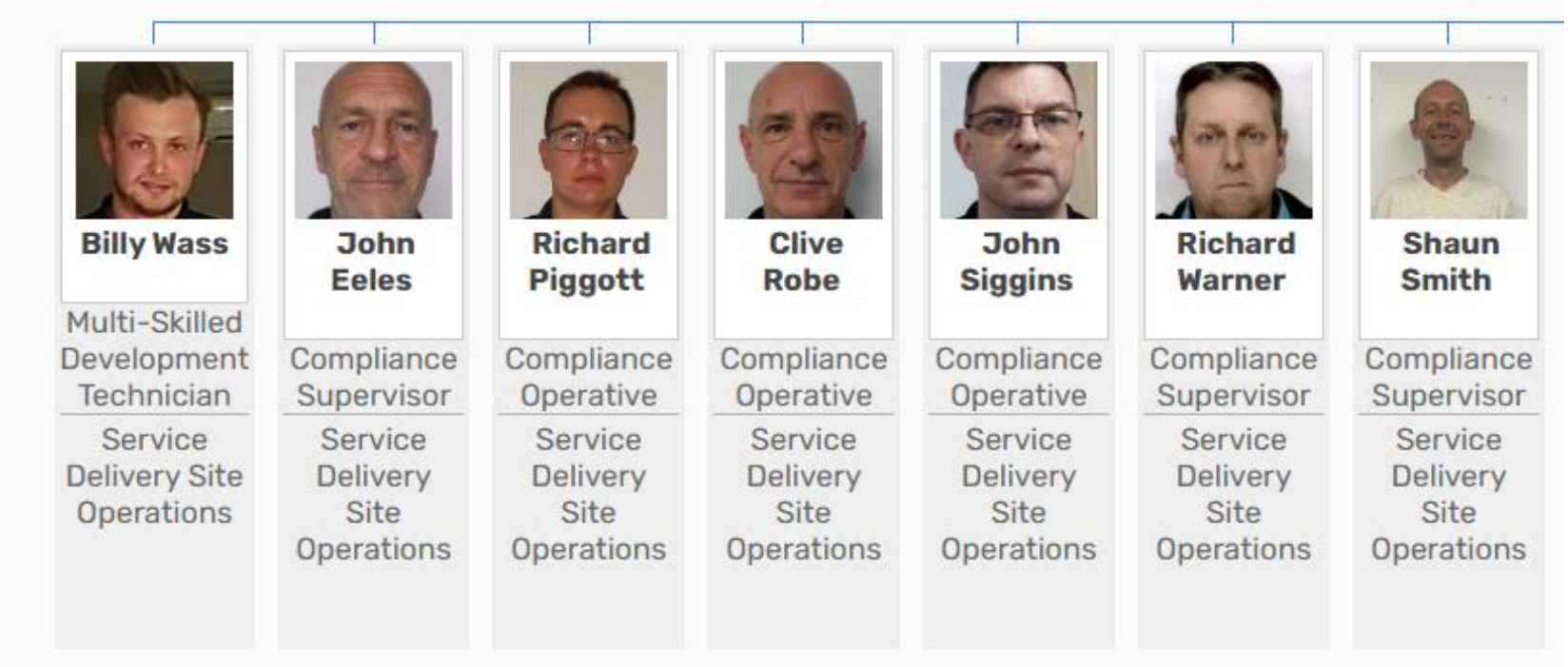
Service Delivery



Southern Site Staff

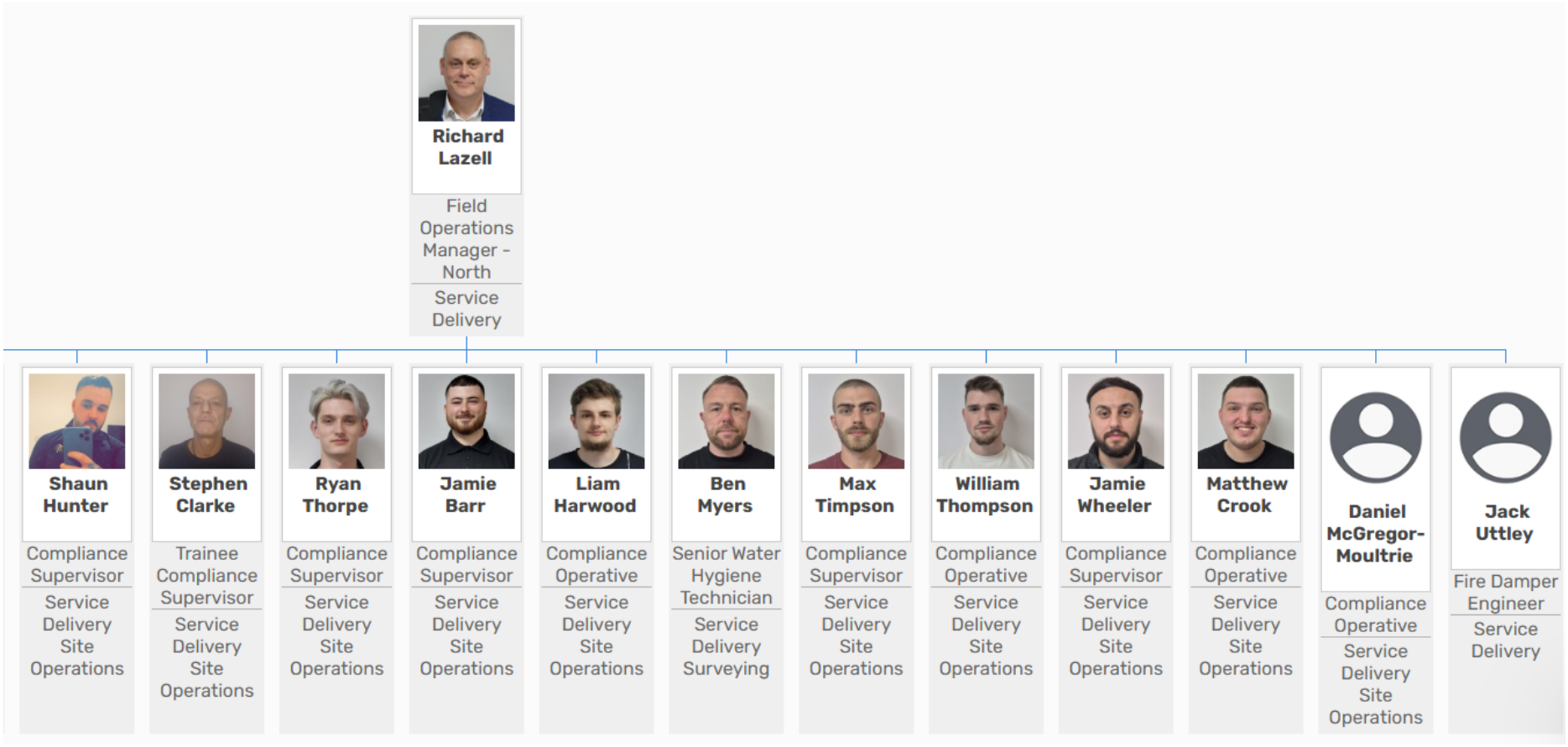


Southern Site Staff

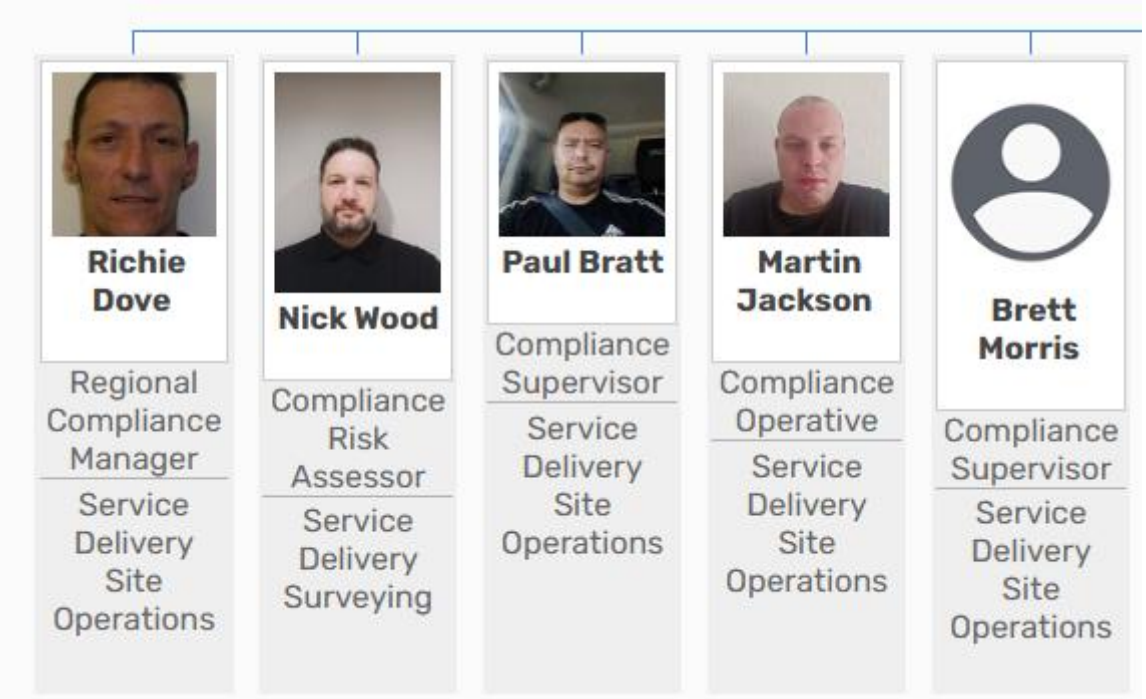


Southern Site Staff

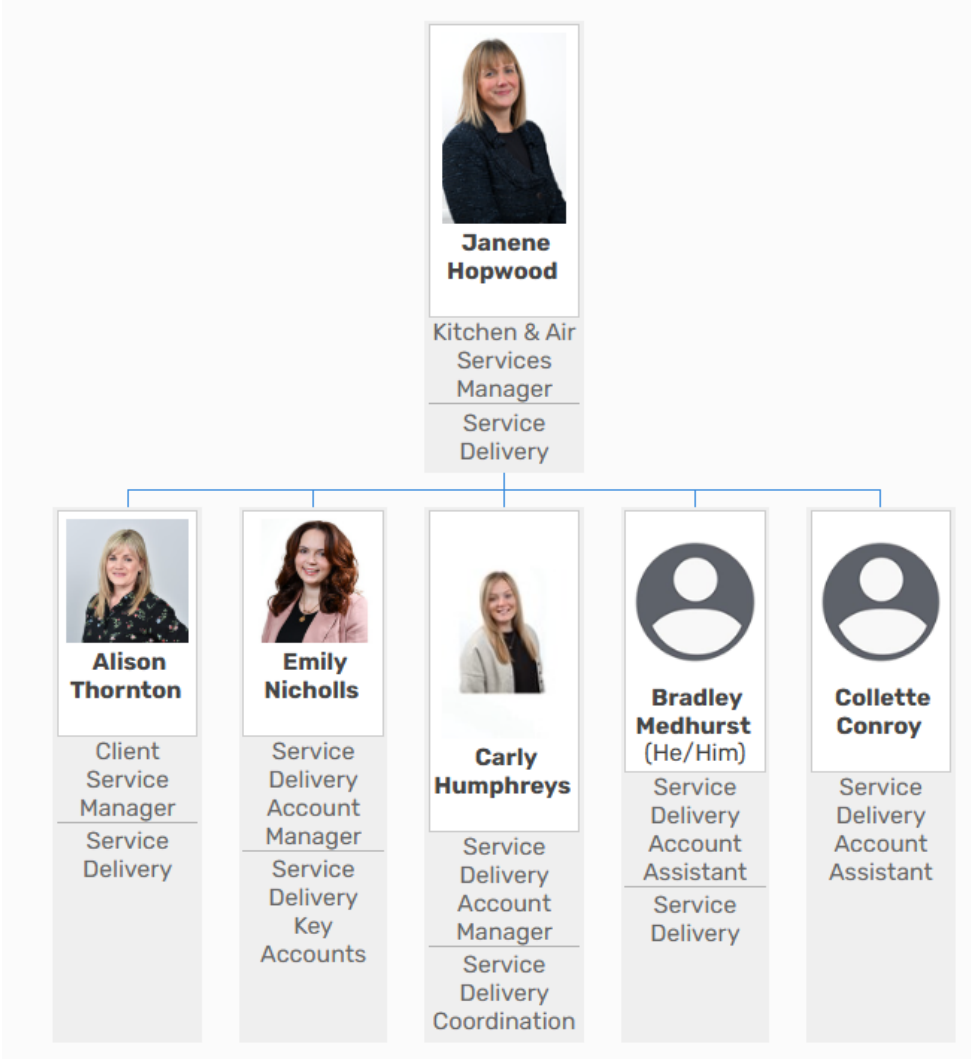
Northern Site Staff



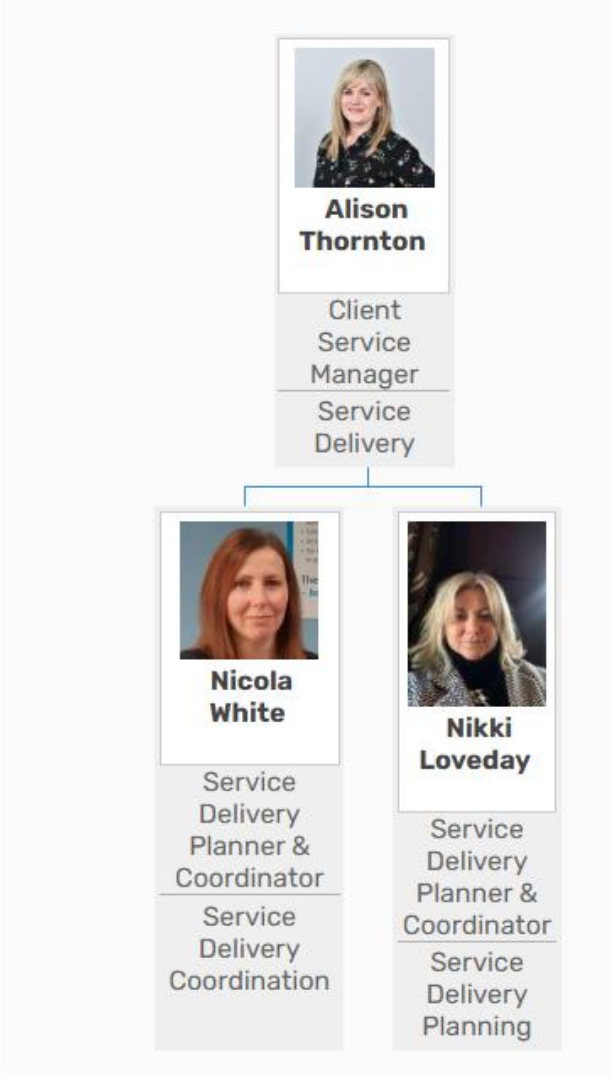
Northern Site Staff



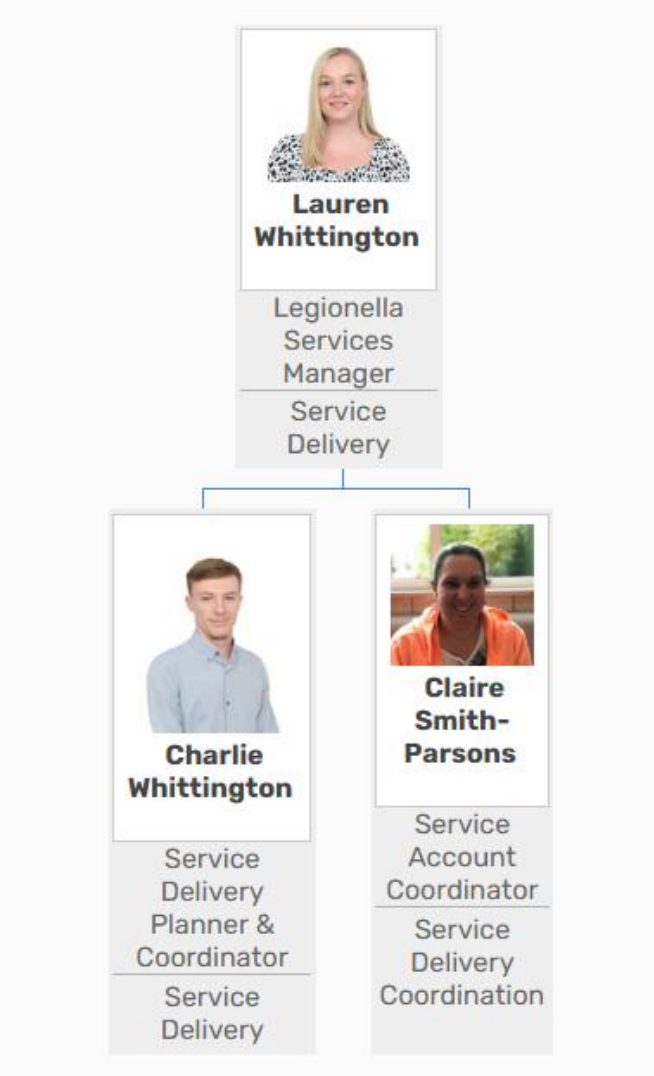
Kitchen & Air Internal



Kitchen & Air Internal



Legionella Services



Stores & Warehouse

Rhys Farenden-Neill

Warehouse & Fleet Supervisor

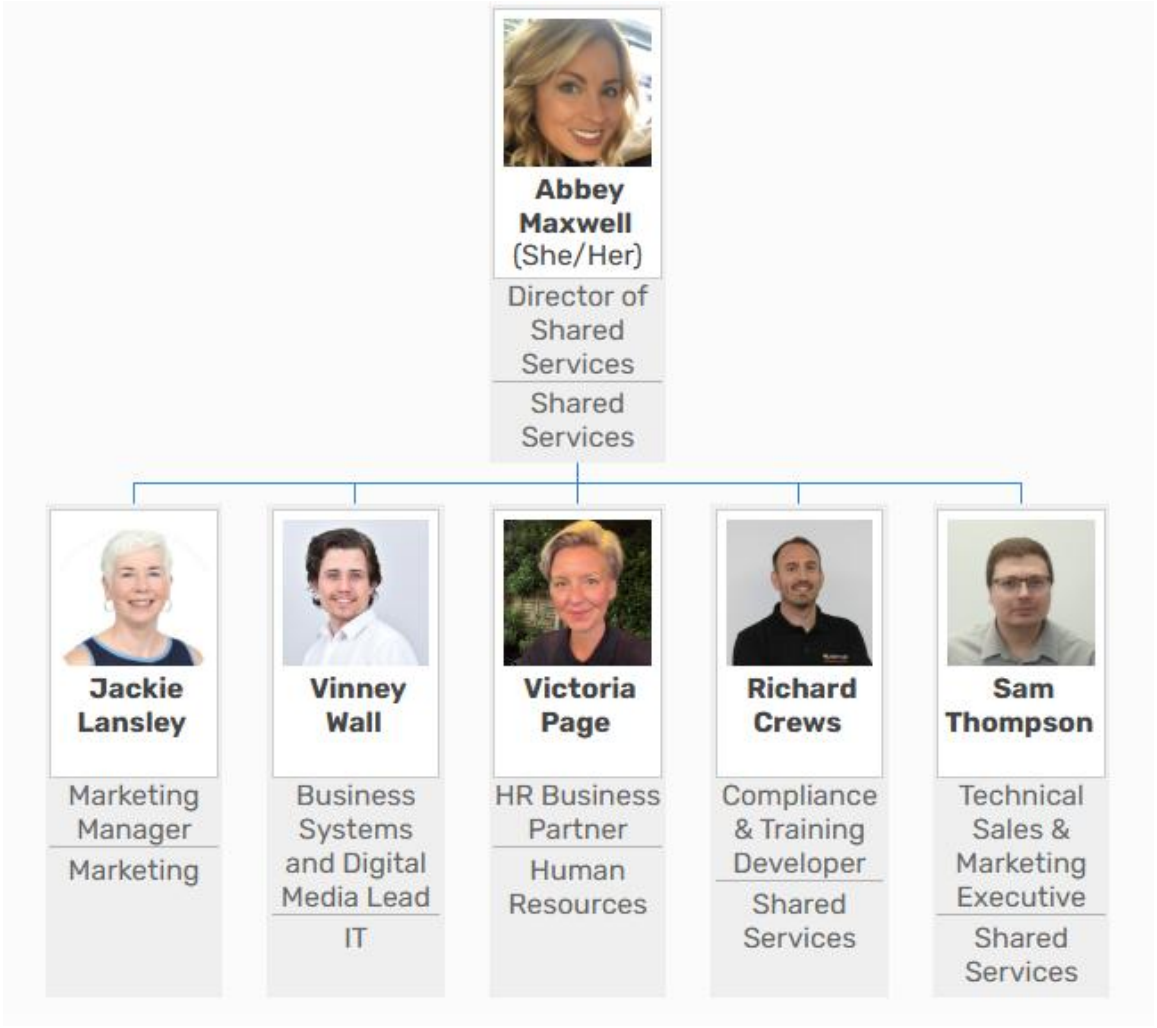
Service Delivery

Douglas Mukwena

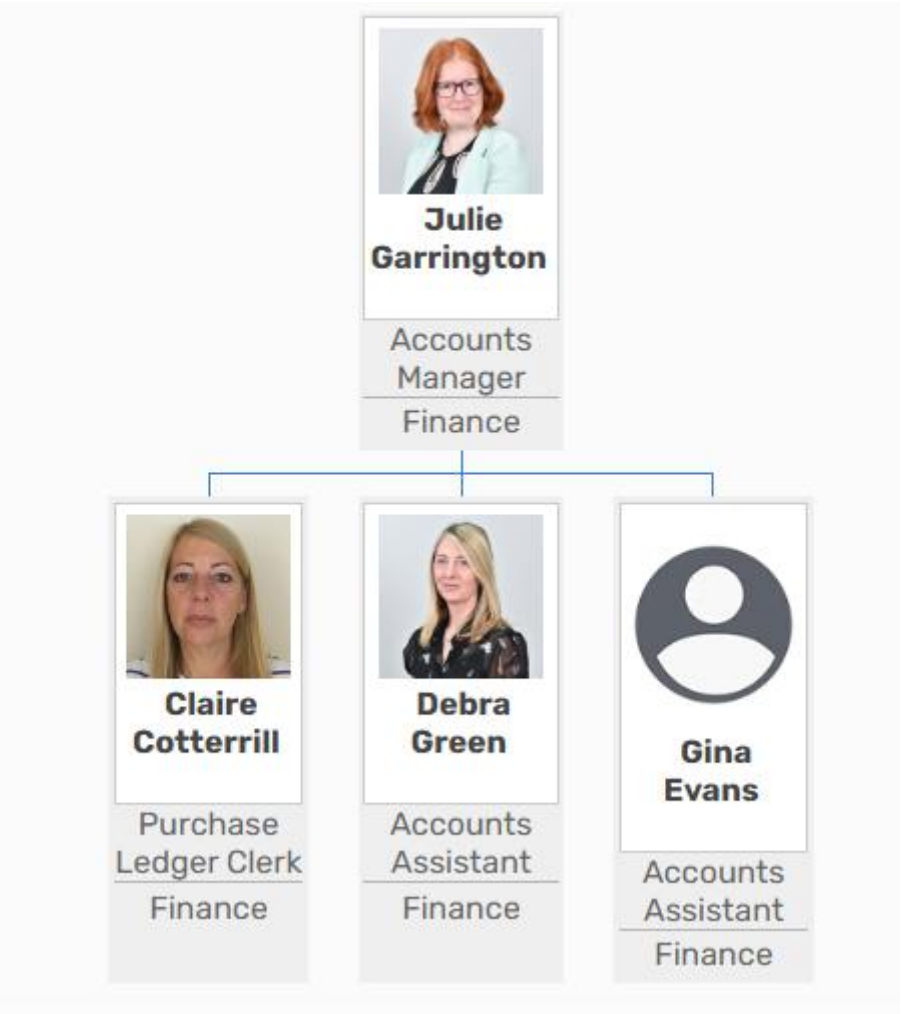
Stores Assistant - Northern

Service Delivery

Shared Services



Accounts


Julie Garrington
Accounts Manager
Finance
Claire Cotterrill
Purchase Ledger Clerk
Finance
Debra Green
Accounts Assistant
Finance
Gina Evans
Accounts Assistant
Finance