



T 0800 0190039

F 01933 278168


[www.realcleaning.co.uk](http://www.realcleaning.co.uk)

[info@realcleaning.co.uk](mailto:info@realcleaning.co.uk)

## Health and Safety Policy and Management System Document

The information contained herein is the responsibility of Howard Ashcroft and is approved by the following, to whom all enquiries should be directed in the first instance:

Approved By            Howard Ashcroft

Sign                      

Date                      14<sup>th</sup> March 2009

## 0.1 Contents

<b>Section</b>	<b>Page</b>
0.1 Contents	2
0.2 History	4
0.3 Issue control	4
0.4 Documentation control	4
<b>1. Introduction and scope</b>	<b>5</b>
<b>2. Related documents</b>	<b>6</b>
<b>3. General statement of health and safety policy</b>	<b>7</b>
<b>4. Organisation</b>	<b>9</b>
4.1 Management organisation and responsibilities	9
4.2 Organisation Chart	11
4.3 Responsibilities of key functions, departments and site managers	12
<b>5. Planning and implementation</b>	<b>13</b>
5.1 Performance standards	13
5.2 Organisational arrangements	13
5.3 Setting objectives	13
5.4 Competence	14
5.5 Co-operation and communication	14
<b>6. Measuring performance</b>	<b>14</b>
6.1 Routine measuring	14
6.2 Corrective action from routine measuring	15

<b>7. Auditing</b>	15
7.1 Audits	15
7.2 Corrective and preventive actions arising from audits	15
<b>8. Management review</b>	16
8.1 System for management review	16
8.2 Content of management review report	16

## 0.2 History

Change number	Issue	Reason	Date
Draft	Issue A		25/05/2008
First Issue	Issue 1	Changes to text	24/06/2008

## 0.3 Issue control

Available from Howard Ashcroft to all users

## 0.4 Documentation control

- i. This manual is issued, controlled and amended by the Managing Director,
- ii. Controlled copies of the manual are numbered and are distributed to nominated group and upon request to bona fide customers or their authorised representatives. All numbered copies will be updated by reissuing the manual in its entirety.

# 1. Introduction and scope

RCC Jan 2009



The Real Cleaning Co. operates a Management System covering the key areas of Environment and Health and Safety.

This document sets out the Health and Safety Policy for the Company. It further defines the management system in place within the Company for planning, implementing and operating, monitoring and reviewing of arrangements to ensure compliance to the policy.

The contents of this document are mandatory and apply to all activities of the Company wherever it operates within and from the United Kingdom, including customers' premises.

## 2. Related documents

Environmental Policy 1

### 3. General statement of health and safety policy

#### General Statement of Policy

It is the policy of The Real Cleaning Company. to comply, as the minimum, with the terms of the Health and Safety at Work etc. Act 1974 and other relevant legislation, to provide and maintain a healthy and safe working environment. The Real Cleaning Co. has a health and safety objective to minimise the number of instances of occupational accidents and illnesses and ultimately to achieve an accident-free workplace.

All employees will be provided with such equipment, information, training and supervision as necessary to implement the policy and achieve the stated objective.

The Real Cleaning Co. recognise and accept their duty to protect the health and safety of all visitors to the company, including contractors and temporary workers, as well as any members of the public who might be affected by our operations. Also we will co-operate with others on construction and cleaning sites to ensure that we comply with the Law and work safely.

While the management of The Real Cleaning Co. will do all that is within its powers to ensure the health and safety of its employees, it is recognised that health and safety at work is the responsibility of each and every individual associated with the company. It is the duty of each employee to take reasonable care of their own and other people's welfare and to report any situation which may pose a threat to the well being of any other person.

Cleaning Teams and sub-contractors working on behalf of the Company have a duty under the Health and Safety Law, to ensure the health and safety of themselves their employees and any person who may be affected by their activities, for ensuring they are provided with safe plant and appliances and have received sufficient training and instruction to carry out their activities in a safe manner. Additionally, they have an obligation to ensure compliance with any relevant statutory requirements in force at the time.

All sub-contractors working on behalf of the Company must maintain adequate public and employer's liability insurance and ensure that all employees comply with the Health & Safety at Work Act.

The Real Cleaning Co. health and safety policy will be continually monitored and updated, particularly when changes in the scale and nature of our operations occur. The policy will be updated at least every 12 months. The directors of The Real Cleaning Co. will make any financial provisions necessary for adhering to health and safety requirements, ensuring safety for both their customers and employees.



Managing Director

Date 24<sup>th</sup> June 2008

## 4. Organisation

Structures and procedures are in place that establish and maintain management control, ensure competence of employees, promote co-operation of all affected individuals and ensure the communication of all necessary information.

### 4.1 Management organisation and responsibilities

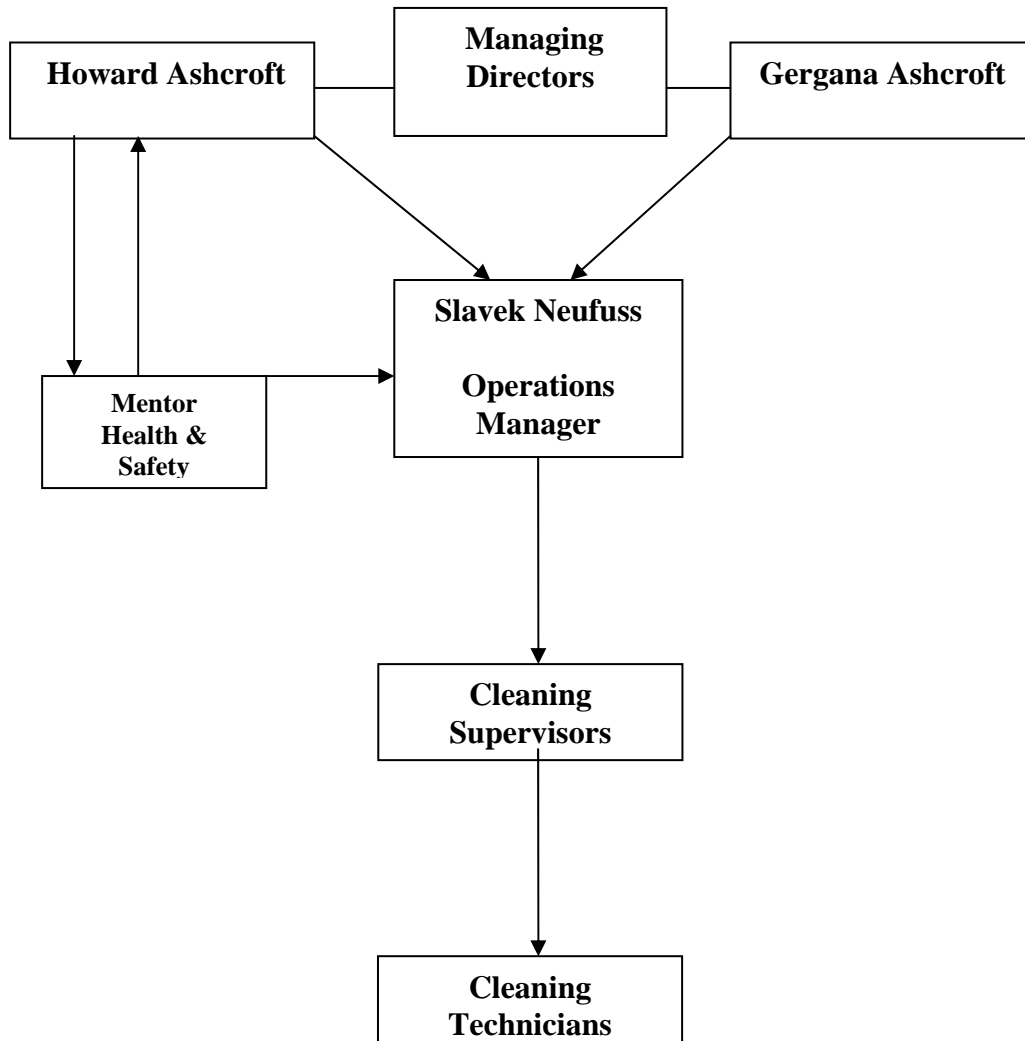
The management structure and responsibilities for health and safety are as follows:

- The Joint Managing Directors are responsible for establishing and maintaining an effective organisation, through his directors and senior managers, which ensures the practical application of the Health and Safety Policy and Procedures in all of the Company's activities.
- Howard Ashcroft as the nominated director responsible for health and safety, is responsible for ensuring that the Health and Safety Department is effective, adequately resourced and that appropriate training is provided for management and employees on health and safety matters.
- The Health and Safety Consultant will provide professional advice to all levels of management on health and safety issues. In particular he will:
  - review changes in Legislative requirements and their application to and impact on the Company.
  - direct the Management with regard to the setting of policies and procedures along with implementation timescales in order to comply with Legislative requirements.
  - advise on the introduction of procedures to manage organisational emergencies and periodically undertake exercises to evaluate the effectiveness of such procedures.
  - monitor compliance to the policy objectives by random inspection/audit of places of work (including customer sites) and analysis of accidents or dangerous occurrences. Where necessary provide recommendations for improvements to relevant management.
  - liaise as necessary with the Enforcement Authorities, Insurers and advisory bodies.

- First line management will ensure the practical application of Company Health and Safety Procedures in their areas by the allocation of health and safety responsibilities and objectives to staff that have the necessary authority and competence. They will ensure that health and safety is managed in the same way as any other issue, with the aim of continuously improving standards.
- All Managers must ensure the application of and compliance to health and safety organisational standards relevant to their area of responsibility. Additionally, they will ascertain the need for and apply any departmental performance standards that are necessary to protect employees and others to whom they have responsibility. In particular, managers must ensure that;
  - health and safety is managed with the aim of continually improving standards associated with work activities wherever they are undertaken, including customer sites and home working offices.
  - staff allocated with health and safety responsibilities are competent and adequately resourced to undertake the task.
  - safe equipment, facilities and systems of work are employed and maintained. In particular, activities must be assessed in order to identify hazards and ensure appropriate control measures are taken, which may include permits to work if necessary.
  - all assessments are adequately recorded, regularly reviewed and updated to take into account new or changed situations.
  - all employees in their charge have the necessary training, information and level of supervision to undertake their appointed task safely and without risk to health. Training and information provided would include issues raised by the risk assessment process and be dependent upon the degree of supervision, field workers being examples where greater competence will be necessary.
  - all work related injuries or dangerous occurrences are reported to the Health and Safety Department, investigated and appropriate action taken whenever possible to prevent recurrence.
  - good housekeeping is actively pursued at all times.
  - any personal protective equipment provided to employees is properly selected, maintained and used.
  - any contractor under their control is issued with the Real Cleaning Co. risk assessments and adheres to the Company's guidelines.

- Employees have a responsibility to follow safe working practices to ensure the health and safety of themselves/others and to co-operate with management to fulfill statutory obligations, including the use of control measures provided to reduce risk. In particular they must;
  - undertake their work and use equipment safely and responsibly in accordance with training and/or instructions provided.
  - assist management by bringing to their notice any shortcomings in health and safety arrangements.
  - ensure the correct use of any protective equipment provided and immediately report any defects or deficiencies to management.
  - report to management any injury or dangerous occurrence arising out of work activities and assist in determining measures required to prevent recurrence.
  - where working on customer sites, also comply with any specific customer health and safety requirements including notification of injury or dangerous occurrences to the relevant customer representative.

## 4.2 Organogram



### 4.3 Responsibilities of key Personnel, departments and site managers

In addition to the formal organisational structure and responsibilities, certain functions, departments and personnel, as part of their role assist in undertaking the measures needed to comply with the requirements and prohibitions imposed by or under this policy:

- The Administration Director will ensure the inclusion of health and safety requirements into the employee induction, appraisal, training and development processes. In conjunction with the Health and Safety Consultant they will provide health and safety training to all levels, progressively updating courses to meet new standards and ensuring that adequate records of training undertaken are maintained.
  
- Sales department will ensure the inclusion within tenders and contracts of such preventive and protective measures necessary to safeguard the health and safety of employees and others who may be affected by the Company's activities.
  
- Directors will ensure that purchased equipment complies with safety regulations and is installed in accordance with current legislation. Software design must incorporate health and safety controls in line with relevant standards
  
- Site Cleaning Supervisors will ensure site management of health and safety issues. In particular they will:
  - ensure that all relevant Health and Safety Procedures are effectively implemented within all areas of the site and that compliance to such procedures is maintained.
  
  - ensure adequate consultation with employees regarding health and safety issues

## **5. Planning and implementation**

Planning is the essential first step in maintaining the Company's Health and Safety Management System. Plans setting clear performance standards are developed for all parts of the Health and Safety Management System.

### **5.1 Performance standards**

Standards are necessary to control the risks arising from work activities and are based upon a thorough analysis of legal requirements, the risks associated with our activities and the needs of our customers or other affected parties.

The Managing Director in conjunction with the Health and safety Consultant develop organisational performance standards. These organisational standards control the risks arising from work activities by defining the need for risk assessment and reduction, whom is responsible and how it is to be done.

Customer specific requirements relating to the Company's activities on their site will be included in work method statements or where applicable the Health and Safety Plan.

### **5.2 Organisational arrangements**

The Company operates an Integrated Management System covering Environment and Health & Safety. Performance standards are documented in the form of procedures controlled within this system.

These procedures provide the main structure for organisational arrangements and are supplemented as necessary by departmental manual statements, associated department procedures, work instructions or method statements and project safety plans. In particular, those functions, departments and individuals with specific health and safety responsibilities (see Section 4.1) will ensure that their procedures for compliance are documented and that the necessary records are maintained.

### **5.3 Setting objectives**

Organisational objectives to ensure that the Company meets health and safety performance standards are set by Management Board.

In addition to these, managers may set and where necessary record individual objectives or targets for staff within their area of responsibility. In this regard the employee appraisal system may be used.

## **5.4 Competence**

Managers must be aware of the Legislation relevant to their area of responsibility and how to manage health and safety effectively. Additionally, they will ensure that employees under their control have the necessary competence to undertake their activities safely and without risk to health.

Arrangements for ensuring health and safety competency are integrated into the Company's Personnel procedures covering recruitment, placement, appraisal, training and development of employees.

Additionally, arrangements are also in place to examine the abilities/competency of contractors and their staff whilst working on behalf of the Company.

## **5.5 Co-operation and communication**

Participation, commitment and involvement of employees or other affected parties in health and safety activities are essential, not only to fulfill legal obligations, but also to achieve effective risk control in all our activities.

To achieve this end effective and open communication of health and safety matters is practiced and involves information flowing within and going out from the organisation to customers and other interested parties.

Within the Company, employees are involved and expected to play a positive part in the risk assessment process, highlighting any concerns or difficulties connected with their work activities.

In order to meet Legislative requirements, consultation regarding Health and Safety issues is undertaken

Where the Company shares a workplace with one or more other employers, or self-employed persons, whether on a temporary or permanent basis, all reasonable steps will be taken to ensure:

- Co-operation with other parties to enable them to comply with their Legal duties.
- Co-ordination of measures taken by the Company and other parties to eliminate or reduce health and safety risks.
- That the other parties are informed of the risks to the health and safety of their employees arising out of or in connection with the Company's activities.

## **6. Measuring performance**

### **6.1 Routine measuring**

Performance against the predetermined health and safety plans and performance standards must be measured to evaluate their successful implementation and effectiveness.

Within the Company two types of monitoring system are used:

- Proactive systems, which monitor the achievement of objectives and the extent of compliance with standards.

- Reactive systems which react to circumstances, monitor accidents, ill-health, dangerous occurrences and other incidents giving evidence of deficient health and safety performance.

The Managing Director will monitor compliance with organisational plans and performance standards, with assistance from the Health and Safety Consultant and inputs from the Operations Manager

The monitoring of compliance to specific departmental plans and standards is line management's responsibility and arrangements must cover all health and safety performance standards, which have been established.

## **6.2 Corrective action from routine measuring**

Within the Health and Safety Management System there is need for a consistent response to and thorough investigation of sub-standard performance. Therefore, there are reporting and response systems that ensure:

- Information from proactive and reactive monitoring is evaluated.
- Investigation is undertaken to identify underlying causes of events.
- The adequate analysis of collected data to identify common features or trends and initiate improvement.
- The referral of such information to appropriate level of management with authority to initiate necessary remedial action.

## **7. Auditing**

### **7.1 Audits**

In addition to the routine monitoring of health and safety performance, periodic audits are undertaken to enable a deeper and more critical appraisal of the Health and Safety Management System.

Active monitoring is the responsibility of the appropriate Manager through regular audits regarding the operation and control of the Health and Safety Policy and associated procedures.

### **7.2 Corrective and preventive actions arising from audits**

It is the Managing Directors responsibility to establish the cause of any problems or deficiencies identified during such audit activities and through investigation and analysis of relevant information, determine and implement timely and effective corrective actions.

It is the responsibility of the auditing manager to ensure that agreed corrective/preventive actions are identified and to verify their completion.

## **8. Management review**

RCC Jan 2009

## **8.1 System for management review**

The Health and Safety Management System is reviewed at intervals of at least annually. This review forms the control link in the management cycle and enables the Company to continually improve health and safety within all areas of the Company.

The Management Review Report covering the whole Company is written and issued by the Health and Safety consultant. This report is then formally reviewed and authorised by the Managing Director in order to decide if any further remedial action is appropriate at any level within the Company.

## **8.2 Content of management review report**

For the purposes of management review the main report will, typically, include the following information as a minimum:

- Process Management Summaries - such as risk assessment status reports, health and safety training undertaken, Management Systems auditing activities and any other specific health and safety inspections or audits undertaken.
- Business Result summaries - such as accident statistics, sickness absence statistics and Employers Liability or other insurance details.
- Other key issues - such as impending legislation and its impact, Enforcement Authority issues and results from any third party health and safety auditing of the Company.