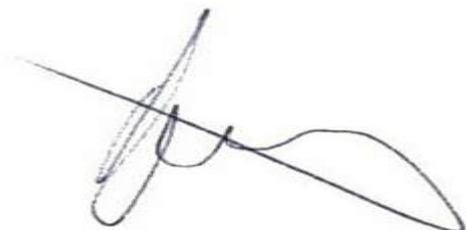


Statement of Intent

- 1.1 RHR Cleaning are committed to providing a safe and healthy working environment and undertakes to conduct its operations in such a way as to ensure the health & safety of its employees, customer's, associates, and all who visit its premises in accordance with the provision of the Health & Safety Act 974 and regulated legislation.
- 1.2 In order to create a safe environment, Health & Safety procedures will seek to:
- a) Comply with legislation guidance and requirements
 - b) Minimise risks, identify hazards and take steps to prevent serious accidents, the spread of illness, or fire breaking out.
 - c) Provide employees and customers with clear guidance of what to do if prevention measures fail and accidents, fires etc do occur.

Signed:

A handwritten signature in black ink, appearing to read 'Paul Singh', written over a horizontal line.

Name: Paul Singh

Position: Director

Date: July 2017

1. Health and Safety Responsibilities.

Title	Duties: Responsible for
Directors	<ol style="list-style-type: none"> 1. Management of the Health & Safety Manager 2. Overall responsibility for the implementation an effectiveness of this policy and for the health & safety matters of RHR Cleaning.
Health & Safety Manager	<ol style="list-style-type: none"> 1. Reviewing and updating this policy statement at least annually and communicating changes to all employees 2. Ensuring that the policy is implemented by agreeing a programme of work, setting objectives, monitoring their effectiveness and the attainment of objectives. 3. Informing director on the progress of H & S initiatives and the attainments of objectives. 4. Conducting an annual audit on H and S and reporting results to Director. 5. Implementing necessary action as a result of the audit. 6. Ensuring that those with H and S responsibilities are aware of their duties and are able to meet them. 7. Producing up-to-date information and advice on health and safety. 8. Responsible for accident prevention and the investigation of all accidents.
Centre Managers	<ol style="list-style-type: none"> 1. Ensuring that the safe working procedures and conditions are maintained at their premises in accordance with the policy. 2. Ensuring that all staff at their premises are aware of the health & safety procedures and working in accordance with them. 3. Ensuring there are adequate first aid facilities, notice of emergency procedures, displayed H & S policies and accident book on premises. 4. Reporting any health and safety issues to the H and S Manager.
Emergency Co-coordinator	<ol style="list-style-type: none"> 1. Contacting emergency services when required. 2. Conducting fire drills. 3. Reporting Health and Safety issues to the Health & Safety Manager. 4. Adequately stocking First Aid Box. 5. Recording all accidents in the accident book.
Facilitator/Trainer/Leader	<ol style="list-style-type: none"> 1. Ensuring that customers are given a thorough health and safety induction and understand the policies and procedures. 2. Ensuring that customers/clients are following health & safety procedures, taking immediate action f they are not.
All Staff	<ol style="list-style-type: none"> 1. Conducting themselves and their work in a manner which minimises health and safety risks. 2. Reporting any health and safety concerns to their line manager.

2.1 General Responsibilities of Employees and Customers

RHR Cleaning line management is responsible the day to day implementation and maintenance of security and staff protection systems as relates to sites and buildings. However all employees and customers are responsible for his or her own acts or omissions and the effect that these may have upon the safety of themselves or any other person. To that end they must:

- a) Take reasonable care for the health and safety of themselves and persons who may be affected by their work.
- b) Use any machinery, equipment, dangerous substances, transport equipment, means of production or safety device both in accordance with any training in the use of the equipment concerned and the instructions respecting that use provided to him/her.
- c) Report all incidents, accidents and injuries, using RHR Cleaning reporting procedures.
- d) Co-operate with any risk assessments and audits carried out by RHR Cleaning.
- e) Report at the earliest occasion, any known or perceived hazard to their appropriate supervisor in order that the necessary action can be taken. This would include any matter that, bearing in mind the employee's training and instruction, they consider represent shortcomings in the RHR Cleaning health and safety protection.
- f) Attend all health and safety training sessions provided by the Company.

2.2. Staff Welfare

Wherever possible arrangements will be made with the Client and/or Principal Contractor for the use of welfare facilities at sites under their management. As a minimum the following requirements will be adhered to:

- Toilet/washing facilities accessible on site
- Eating/rest facilities accessible on site

Where these facilities are not provided by the Client or Principal contactor, the company will provide welfare facilities.

2.3. Communication

Health and safety issues will be an agenda item in all staff, managers, and directors meetings.

3. Arrangements

General Principals

In the promotion of any practice or the operation of any procedures in relation to Health & Safety matters, RHR Cleaning will pursue the following principals as far as is practical and reasonable:-

- a) Employers, employees and customers all have duties under health and safety legislation.
- b) Employers and employees must co-operate to enable both to fulfil their statutory obligations.
- c) Employees must do what is reasonably practical to protect employees, customers, and others who might be affected by work activities.
- d) RHR Cleaning must have compulsory employers' liability insurance.
- e) The premises must have fire provisions.
- f) Equipment and facilities must be appropriate, adequate and properly maintained.
- g) Health & Safety information must be given to employees and customers/learners.
- h) Certain Health & Safety information must be promptly displayed throughout all parts of the premises.
- i) Certain types of equipment must be installed, tested and maintained by appropriately qualified persons.
- j) All employees have a duty to act responsibly and to do everything that they can to prevent injury to themselves, their colleagues and third party e.g. visitors. The co-operation of employees is vital in order to minimise risks to health and safety. Discipline action, including dismissal (depending on seriousness of the offence) will be taken against any employee who breaches this policy or fails to co-operate with RHR Cleaning.

3.1 Safety Consciousness (see Appendix 1 Staff Induction Pack)

RHR Cleaning will endeavour to develop a working environment in which there is an awareness of the vital importance of health and safety. This will form part of the induction process for all staff and appropriate training will be provided.

All relevant training should be recorded on each employee's training file. A copy of the RHR Cleaning safety policy will be displayed in each office and included in the staff handbook.

3.2 Risk Assessment (see Appendix 2 Risk assessment and review)

Risk Assessment forms a key and compulsory component of health and safety management at RHR Cleaning. A comprehensive set of risks assessments will be carried out on all risks identified via the Health and Safety Reporting Form. There will be an annual health and safety check and inspection at all premises, or when there is a change to a contract or location. RHR Cleaning's risk assessment procedures will be used and any work required will be completed within the specified timescale. RHR Cleaning will seek and stimulate consultation and contributions from employees on all safety matters. As part of this checking process, the safety audit will cover:-

- a. Looking for potential hazards
- b. Determining who can be harmed
- c. Establishing procedures to eliminate or reduce the risk/hazard (control measures)
- d. Record findings and action taken, and inform all staff
- e. Review procedures to record any incident or accident

3.3 Accident Reporting (see Appendix 3)

An accident record book will be kept at each place of work, ideally with the first aid box. All accidents and "near misses" and dangerous occurrences should be recorded in this book. The accident should also be reported to the Health & Safety Manager as soon as possible. The RIDDOR Regulations require that certain serious accidents in connection with a work activity must be reported to the environment health department of the Local Authority. Any accident that results in an employee being off work for more than seven working days will be reported to RIDDOR within ten days of the incident.

3.4 Accident Investigation (see Appendix 3)

RHR Cleaning will investigate any accident causing personal injury or property damage, ascertain the causes of the accident or near miss, and take steps to reduce or eliminate the possibility of such an accident reoccurring. Disciplinary action may be taken against any employee who is found to have caused, or would have been likely to have caused, the accident, where appropriate.

3.5 Control of Infectious Disease (see Appendix 3)

The risks of spreading highly infectious diseases, for example Hepatitis B and Tuberculosis can be significantly reduced if standards for general and personal hygiene are high and the premises are clean.

3.6 Hazardous Substances (COSHH)

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 will be undertaken by the Health and Safety Co-ordinator / Representative, in line with the Control of Substances Hazardous to Health Regulations (COSHH). Alternative less harmful substances will be used wherever possible.

Assessments will consider storage, handling, aspects of use, exposure, PPE requirements, workers health, and emergency actions. Supervisors will brief staff on any hazard or substance precautions, with written records being located in an accessible location within each department.

An inventory of all substances and materials hazardous to health is held at head office.

3.7 First Aid (see Appendix 4)

Basic first aid equipment will be available on all premises. Key staff will be trained to administer first aid. RHR Cleaning will encourage all employees to improve their knowledge of first aid and where appropriate, to become trained in the application of first aid.

3.8 Storage of Medicines and Drugs

RHR Cleaning will normally expect customers to be responsible for their own medicines.

3.9 Health & Safety for Customers (see Appendix 5)

RHR Cleaning is committed to providing a safe working environment for our customers. All customers will be given information on good practice in health and safety when using the service's facilities, as part of their induction to RHR Cleaning.

3.10 Fire Prevention (see Appendix 6)

RHR Cleaning will take steps to minimise the chance of fire and adopt methods of fire control/evacuation to ensure the safety of all persons in the event of a fire.

Evacuation procedure

RHR Cleaning will ensure that all customers and all staff are instructed so that they understand the fire precautions for the building and action to be taken in the event of a fire.

All premises will have yearly fire drills. This drill and any issues raised will be recorded by the Health and Safety Manager and communicated to the Director and staff.

3.11 Personal Protective Equipment (PPE)

Appropriate personal protective equipment will be issued to employees as and when necessary for work activities.

Training will be provided for employees on the safe use, storage and maintenance of the relevant equipment before issue and a written record detailing what PPE has been issued will be signed by the employees on receipt of the equipment and the hard copy kept on file. Employees have a legal duty to wear PPE as specified in relevant site rules, risk assessments and method statements.

Any defects or malfunction of PPE must be reported to the Health and Safety Manager.

3.12 Building and Equipment (see Appendix 7)

RHR Cleaning will endeavour to ensure that all property for which it has responsibility will be maintained in a safe and clean condition. Machinery and equipment will be regularly serviced and safe-working practices developed for their operation.

3.13 Outside Contractors and Sub Contractor Provider (see Appendix 8)

Outside contractors employed to work at RHR Cleaning premises or who are running provision at their own premises on behalf of RHR Cleaning are required prior to commencement to ensure that RHR Cleaning procedures will be followed, and that all documentation is in place.

3.14 Occupation Driving (see Appendix 11)

Should you be required to drive as part of your duties at RHR Cleaning guidelines set out in the procedure must be adhered to in order to ensure maximum safety for employers.

3.15 Display Screen Equipment (see Appendix 12)

RHR Cleaning is committed to providing a comfortable workstation and equipment for staff to minimise risk of injury.

3.16 Emergency Procedure (see Appendix 13)

In the event of emergency employees should follow the procedures set out, and be aware of possible risks at all times. Induction and ongoing training will look at all eventualities in accordance with the employee's duties.

3.17 Manual Handling

Manual handling operations will be risk assessed to determine suitable control measures for the management of risk and RHR Cleaning will endeavour to eliminate manual handling operations where practicable with any remaining risks being controlled by:

- **Reducing weights**
- **Reducing the frequency of manual handling**
- **The use of additional manpower**
- **Through the provision of suitable equipment to assist in the operation**
- **The selection of persons to carry out manual handling or lifting tasks will be based the training given, age physique etc.**
- **RHR Cleaning Health & Safety Monthly Checklist (see Appendix 13)**

4. Non English Language Policy (see Appendix 14)

RHR Cleaning will endeavour to deal with all languages that they are presented with and will temporary employ a specific translator where necessary.

5. Violence at Work (see Appendix 15)

The purpose of this policy is to set out RHR Cleaning's policy and procedure to prevent, manage and respond to work-related violence. Management supports this policy and we will not tolerate any instances of work-related violence, including verbal abuse, to our staff. No member of staff will be blamed for an instance of work-related violence caused by a customer/learner or member of the public. All RHR Cleaning's staff has the right to be treated with consideration, dignity and respect.

This policy applies to all staff working on our premises, including door supervisors, contractors and delivery personnel.

Definition of Work-Related Violence

RHR Cleaning define work-related violence as: any incident in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of the course of his/her employment. This is based on the Health & Safety Executive's definition.

Responsibilities of Staff and Managers

These relate to all members of staff, including door supervisors and other personnel who work on the premises, or have responsibilities relating to them.

Managers

All Managers have a responsibility to implement this policy and to make sure their staff are aware of it and understand it. Managers should also:

- a) Treat any reports of work-related violence, threats or abuse seriously and respond to them promptly
- b) Record details of the incident where appropriate and give all employees involved in the incident full support during the whole process.

- c) Respond and consider seriously any suggestions made by staff about how to improve violence prevention and management, and give feedback to staff about their suggestions, including whether it will be taken forward and if not, why not.
- d) Set a positive example by reporting all incidents of violence and abuse and not tolerating abusive behaviour from customers/learners and members of the public. Make sure you also offer good customer service and follow specific policies.
- e) Respond to and, where possible, resolve incidents, ideally before they escalate.
- f) Any staff member found to be encouraging or inciting violence may be subject to disciplinary action.
- g) Staff and Managers should also work with trade unions, where relevant, in preventing

Risk Assessments

The risk assessments for work-related violence are kept with the Health & Safety Manager.

The risk assessments are conducted by Managers and are reviewed every year, unless in the number of incidents suggests the assessment should be reviewed more frequently.

The risks are assessed by talking to staff, reviewing the incident book and considering the work environment and job design. If staff believes a risk factor has not been covered by the assessment nor have ideas on further prevention measures, they should discuss these with their manager. The contents of the risk assessment will be communicated to all staff and appropriate training will be given.

Prevention and Management Measures

There are a number of measures in place following the risk assessment that staff should be aware of. These fall under the areas of work environment, working practises and training.

Review Dates

This policy is reviewed yearly when all other policies are reviewed, or if regular or serious incidents occur that suggests it needs to be revisited.

Reporting and Recording

Staff has a responsibility to report incidences of work-related violence, including threats and verbal abuse, to Managers. All incidents, including physical attacks, serious or persistent

threats and verbal abuse, must be recorded in the incident book in the Health & Safety Managers office. This asks for details of when the incident occurred, who was involved, descriptions of the perpetrator and any relevant circumstances that may have contributed to the incident.

Any incidents resulting in major injury to staff or that cause staff to be off work for seven days or more must be reported under the “**Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013**”. Any incident which results in a member of the public being taken directly to the hospital from the premises must also be reported.

Less serious incidents should still be reported to Managers as they occur and Managers should make a note of these. If Managers notice an increase in reports, several reports within a short period of reports about the same perpetrator, Managers should record the details, ask staff for more information and take action. The action may include contacting the police or other local businesses about persistent offender, reviewing the risk assessment and considering further prevention measures, or increased vigilance by managers or staff to prevent a more serious incident occurring.

6. LONE WORKING POLICY (see Appendix 16)

RHR Cleaning has a legal and moral responsibility to effectively manage the risks associated with individual members of staff working on their own.

RHR Cleaning must try to ensure the safety of staff who works alone, whilst carrying out their duties for the organization.

Aim

Using the Risk Assessment process, the Trust must raise awareness amongst all staff of all systems, procedures and equipment that must be utilised to reduce the levels of risk associated with working alone.

Scope/Definition of Lone Working

A lone worker is defined as any member of staff working without direct supervision in a building or in the community. These may include sub contractors, trainers, managers and contractors any staff working alone in buildings including administration staff. (This is not an exhaustive list.)

Policy Statement

RHR Cleaning is committed to ensuring compliance with legal requirements using them as a minimum standard and seeking to exceed those standards in order to protect staff. RHR Cleaning is also committed to ensuring a healthy and safe place in which to work in

Implementation

The safety of staff is of paramount importance and the RHR Cleaning will ensure that:

- Risk Assessments are undertaken for lone working which determines and prioritises actions and resources to minimize identified hazards.
- Procedures will be developed and safe systems of work introduced which incorporate appropriate support systems.
- Advice and guidance booklets will be provided for all staff covering personal safety and security aspects for lone workers.
- Equipment will be made available to enable staff to work safely alone including mobile phones and personal attack alarms.
- Training will be made available covering:
 - Emergency Response Procedures
 - Violence and Aggression
 - Personal Safety and Security
 - Support System Procedures

Discarded needles.

When identifying measures to control the risk it should be noted that the provision of post injury treatment is not a substitute for needle stick injury prevention.

A list of situations outside of veterinary, medical and laboratory environments where carelessly or maliciously discarded hypodermics may be encountered can be found in Appendix 1. The list is not meant to be exhaustive and when considering this risk consideration should also be given to past experiences and cases.

Carelessly or Maliciously Discarded Needles

Carelessly or maliciously discarded hypodermic needles may occasionally be encountered. This may occur in veterinary, medical or laboratory areas where needles are legitimately used or in other areas where there is no known legitimate use (see Appendix 1) Departments whose staff members may encounter carelessly or maliciously discarded hypodermic needles must have procedures for initiating safe disposal and suitable equipment for performing those procedures. Guidance can be found in appendix 2

Needle stick Injuries

Procedures for preventing needle stick injuries Policy

HYPODERMIC NEEDLES: PREVENTING AND RESPONDING TO NEEDLESTICK INJURIES

Introduction

Needle stick injuries are skin punctures caused by hypodermic needles. Sharp or broken items of equipment (e.g. scalpels, mounted needles, broken glassware etc) may present a similar hazard.

Hypodermic needles are commonly used in medical, veterinary and laboratory work and needle stick injuries are a known risk for people who work in these areas. Carelessly or maliciously discarded needles can present a risk to people who clean or service such areas. Hypodermic needles may also be found in areas frequented by the general public. Hypodermic needles are hollow needles designed to penetrate the body and either introduce or remove liquids. Thus, as well as causing a puncture wound, needle stick injuries can introduce into the body harmful materials or micro organisms from the skin, from contaminants on the outside of the needle and from the needle bore (and syringe if attached).

The risk of suffering further injury or an infection from a needle stick injury depends to what use the needle was put prior to the injury: clean and sterile needles present a low risk; if needles have been used to transfer chemicals or micro organisms then the risk will depend upon the properties of the chemical or characteristics of the micro organism; if needles are contaminated with human blood or other body fluids then they may be a source of blood borne viruses (BBV); needles contaminated with animal body fluids can be a source of zoonosis and needles contaminated with soil may be a source of tetanus. Needle stick injuries can also cause mental trauma as the injured person may have to cope with the fear that they have been infected.

Circumstances which expose employees and others to the risk of needle stick injuries must be subject to a risk assessment. The assessment must satisfy the requirements of the Management of Health and Safety at Work Regulations 1999. Moreover, if the risk involves hazardous chemicals or micro organisms then the assessment must also satisfy the requirements of the Control of Substances Hazardous to Health Regulations 2002.

General Considerations

Circumstances which expose employees or others to the risk of needle stick injuries must be subject to a risk assessment.

Risk assessments must identify the measures needed to control the risks from needle stick injuries during planned use and the unexpected discovery of carelessly or maliciously

Staff may suffer needle stick injuries. These may arise during the discovery of carelessly or maliciously discarded needles.

Departments whose members may suffer needle stick injuries must have procedures for dealing with needle stick injuries. Guidance on first aid and post injury care can be found in Appendix 3.

Monitoring

Departments whose staff may be exposed to the risk of hypodermic needles must monitor the effectiveness of their procedures.

The discovery of carelessly or maliciously discarded hypodermic needles should be recorded on an accident / incident pro forma as a near miss accident. All needle stick injuries should be recorded on an accident / incident pro forma as an accident with injury.

Departments must review their risk assessments and/or assessment implementation should their monitoring reveal deficiencies in their control measures.

APPENDIX 1

Some Places where Hypodermic Needles have been Discarded and the Persons Most at Risk

This list has been adapted from the Health & Safety Publication 'Needle stick Injuries'. The list is not exhaustive and when assessing the risk of needle stick injuries the assessor should give due consideration to past incidents and experiences.

Area	Persons at Risk
Toilets (including waste bins)	Cleaning and servicing
Litter bins	Cleaning and waste handling
Refuse sacks	Cleaning and waste handling
Temporary accommodation (e.g. in settees, mattresses, rubbish etc)	Care workers, cleaners and servicing
Disused or vacated buildings	Building or cleansing workers
Parks	Gardeners, children
Lift shafts	Maintenance engineers
Stolen cars	Security, recovery drivers, police
Sewers, gullies	Sewerage, cleansing workers, servicing
School playing areas and playgrounds	Pupils, teachers, site supervisors
Post-boxes	Postal workers
Bedding, clothing	Laundry/dry cleaners
Concealed on person	Police, prison, customs officers and security
Beaches	Members of the public
Public transport	Cleaners and passengers
Public playgrounds	Children

Recovering and Safely Disposing of Needles

Departments must devise procedures for the safe recovery and disposal of carelessly or maliciously discarded needles if these are likely to be encountered in their area of control. Such procedures should be devised after considering all the likely risks and should take into account the likely past use to which the needle has been put and the circumstances in which recovery must be undertaken. (For example, recovering a sterile needle from under a laboratory bench is a very different proposition than recovering a blood contaminated needle from a toilet bowl.) The following outline procedure assumes a worst case scenario; with a high risk of infection should a needle stick injury be suffered.

ACCESS TO THE AREA CONTAINING THE NEEDLE SHOULD BE LIMITED TO THE PERSON RECOVERING THE NEEDLE UNTIL RECOVERY HAS BEEN COMPLETED.

Equipment Needed

- ☐ A sealable sharps bin. (If one is not immediately available, then another suitable container can be pressed into service, e.g. a sandwich box).
- ☐ A 'litter picker', a pair of tongs or similar. (On no account should the needle being recovered be handled by hand, even with safety gloves.)
- ☐ Suitable personal protective equipment. This will depend upon the circumstances, but should include as minimum steel stout enclosed footwear and protective gloves.
- ☐ If blood has been spilt, then a suitable spillage kit will be needed.

Recovery Procedure

- ☐ Don the personal protective equipment.
- ☐ Ready the sharps bin. Ensure that it is open and readily accessible.
- ☐ Place the needle into the sharps bin using the tongs (or similar).
- ☐ Seal the sharps bin.
- ☐ If blood has been spilled, then clean it up using a blood spillage kit. (Follow the spillage kit instructions).

Disposal Procedure

- ☐ The Contaminated & Hazardous Waste Service provides a collection and disposal service for clinical waste such as needles. Contact the Service to arrange collection:

APPENDIX 3

Response to Needle stick Injuries

Departments **must** have procedures for responding to needle stick injuries. Such procedures should be devised after considering all the likely risks and should take into account the likely circumstances of an injury. (For example, an injury from a sterile needle in a laboratory is very different from an injury received from a blood contaminated needle discarded in a toilet.)

The following outline procedure assumes a worst case scenario; with a high risk of infection should a needle stick injury be suffered.

Provide Immediate First Aid. (This could be self administered.)

- ☐ Encourage the puncture wound to bleed (to expel contaminants introduced by the needle).
- ☐ Wash the wound well under cold running water without soap.
- ☐ Cover the wound with a dry, clean dressing.

Seek Medical Advice as soon as possible

- ☐ The injured person may wish to contact his or her General Practitioner for an emergency appointment.

Counselling and Monitoring

- ☐ Where appropriate, an appointment with the Occupational Health Service for advice, counselling or monitoring will be offered to the injured person by the Safety, Health & Environmental Unit. This does not preclude the injured persons requesting further assistance from the Safety, Health & Environmental Unit.
- ☐ Most General Practitioners will provide post injury counselling and monitoring where appropriate.