

HEALTH & SAFETY POLICY

Total Care Cleaning Ltd

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Version: 2.0

Approved By: Byron Phillips-Noble – Director

IMS Lead: Jack Lambourne – Supervisor

Review Frequency: Annual or upon significant change

1. Statement of Intent

Total Care Cleaning Ltd is committed to ensuring, so far as is reasonably practicable, the health, safety and welfare of our employees and any other persons who may be affected by our activities.

We operate a structured Occupational Health & Safety Management System aligned with:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Control of Substances Hazardous to Health Regulations 2002
- Provision and Use of Work Equipment Regulations 1998
- Working at Height Regulations 2005
- Manual Handling Operations Regulations 1992

Our Health & Safety Management System forms part of our Integrated Management System and is certified to ISO 45001:2018.

2. Scope

This policy applies to:

- All employees
- Subcontractors
- Agency workers
- Client premises where we operate
- All cleaning, window cleaning, builders clean and specialist activities

3. Leadership & Commitment

Senior Management will:

- Demonstrate visible leadership in health and safety
- Provide adequate resources to manage risks
- Establish measurable health & safety objectives
- Promote a positive safety culture
- Ensure consultation and participation of workers
- Review performance through Management Review

The Director retains ultimate accountability for health & safety performance.

4. Responsibilities

4.1 Director

- Overall legal responsibility
- Ensure compliance with statutory requirements
- Approve policies and objectives
- Allocate resources

4.2 IMS Lead / Supervisor

- Conduct risk assessments
- Maintain safety documentation
- Ensure staff training and competence
- Investigate incidents
- Monitor site compliance

4.3 Employees

- Follow safe systems of work
- Use PPE correctly
- Report hazards, accidents and near misses
- Cooperate with management

5. Risk Management

We operate a structured risk management process:

1. Identify hazards
2. Assess risks
3. Implement control measures
4. Record findings
5. Review periodically

Risk assessments are completed for:

- General cleaning
- Builders cleans
- Window cleaning
- Lone working
- Manual handling
- Chemical handling (COSHH)
- Work at height
- Use of electrical equipment
- Vehicle use

6. Safe Systems of Work

Safe working procedures are implemented for:

- Chemical use and dilution
- Floor cleaning to prevent slips
- Handling sharps or biological hazards
- Ladder safety
- Equipment operation
- Spill response

RAMS (Risk Assessments & Method Statements) are provided where contractually required.

7. Training & Competence

All employees receive:

- Health & Safety induction
- COSHH awareness
- Manual handling training
- Lone working procedures
- Fire safety awareness
- School safeguarding awareness (where applicable)

Training records are maintained and refresher training is scheduled.

8. Consultation & Communication

We encourage employees to:

- Raise safety concerns
- Report hazards without fear of reprisal
- Participate in safety discussions

Health & Safety information is communicated via:

- Inductions
 - Toolbox talks
 - Site briefings
 - Policy updates
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9. Accident & Incident Management

We maintain procedures for:

- Accident reporting
- Near miss reporting

- Incident investigation
- RIDDOR reporting where applicable

Accidents are recorded and reviewed to identify root causes and corrective actions.

10. Lone Working

Given the nature of commercial cleaning, lone working risks are managed through:

- Risk assessments
 - Check-in procedures
 - Supervisor oversight
 - Clear communication protocols
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11. Equipment & Asset Safety

We ensure:

- Electrical equipment is suitable and maintained
 - PAT testing is conducted where required
 - Equipment inspections are recorded
 - Defective equipment is removed from service
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12. Emergency Preparedness

We maintain procedures for:

- Fire
- Chemical spills
- Medical emergencies
- Violent or aggressive situations

Emergency arrangements are communicated during site induction.

13. Monitoring & Performance Measurement

Health & Safety performance is monitored through:

- Internal audits
- Site inspections
- Accident statistics
- Corrective action logs
- Management Review meetings

Objectives may include:

- Reduction in incidents
 - Increased reporting of near misses
 - Improved training compliance
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14. Compliance & Continual Improvement

We are committed to:

- Identifying applicable legal requirements
 - Evaluating compliance
 - Reviewing risk assessments
 - Continually improving OH&S performance
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15. Policy Review

This policy is reviewed:

- Annually
 - After significant incidents
 - Following legislative updates
 - Following organisational change
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Commitment

Total Care Cleaning Ltd is committed to preventing injury and ill health through structured management, employee engagement and continual improvement.

Signed,

Byron Phillips-Noble

Byron Phillips-Noble
Director
Total Care Cleaning Ltd

Date: 17/02/26