

HEALTH AND SAFETY HANDBOOK



Cleaning Technique Ltd

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Introduction

Every year thousands of people are injured or suffer ill-health at work. Each year approximately 200 employees or self-employed people are killed and nearly 30,000 suffer serious injuries, many of which result in them being unable to work permanently. In addition, many millions of working days are lost through accidents resulting in injuries.

An accident may be described as an unplanned or unforeseeable event, which may result in injury, damage or some other loss. Most accidents at work are preventable.

The purpose of this handbook is to provide you with information in addition to any training or instruction that you receive, to enable you to work safely and without risk to your health. Whilst there are duties placed on the company to comply with health and safety law, it should be noted that there are also some duties placed on employees.

If you are not sure about a safety matter and require any additional information, contact your line manager.

Managing Director
Cleaning Technique Ltd

Health and Safety Policy Statement

It is the policy of this company to ensure, so far as is reasonably practicable, the health, safety and welfare of all our employees and that any other persons who may be affected by our work activities is protected from risks to their health or safety. We recognise that occupational health and safety forms an integral part of our business and acknowledge that the health and safety of employees and non-employees is of paramount importance.

We are committed to effectively managing health and safety risks arising from our work activities and complying with our legal obligations. In particular, we will ensure, so far as is reasonably practicable, that:

- ◆ Adequate financial and operational resources are made available for managing health and safety risks;
- ◆ Plant and safe systems of work are provided and maintained that are safe and without risks to health;
- ◆ Arrangements are in place for safety and absence of risks to health in connection with the use, handling, storage and transport of articles and substances;
- ◆ Such information, instruction, training and supervision as is necessary, is provided for the health and safety at work of employees;
- ◆ The place of work under our control is maintained in a safe condition and that the means of access to and egress from it, are provided and maintained in a safe condition without risks to health;
- ◆ The working environment is provided and maintained so that it is safe, without risk to health and adequate with respect to facilities and arrangements for the welfare of employees.

We firmly believe that the success of this policy relies on the full co-operation of all employees, therefore, we will ensure that it is brought to their notice. It is our intention to regularly review this policy to take account of any significant changes in the company's operations.

Managing Director
Cleaning Technique Ltd

1. Channels of Communication and Consultation

Employees will be provided with information, instruction, training and supervision as appropriate to enable them to work safely including any significant findings of risk assessments that affect their work.

A six-monthly meeting will be held between the directors and employees or their representative(s) to discuss health and safety matters that may arise from time to time. Additionally, any relevant information on such matters will be directly communicated to employees by management, on an on-going basis.

In return, employees may discuss health and safety matters with the directors and/or their line manager on an on-going basis and must report any health and safety hazards, defects or matters causing concern.

Employees must also inform their line manager of any medical conditions or changes in personal circumstances including pregnancy, which may have an impact on their own health, safety and welfare, or that of other persons.

2. Your Personal Responsibility as an Employee

In order to discharge your duties under Section 7 Health and Safety at Work etc Act 1974 and in addition to any other specific responsibilities given, every employee, whilst at work must:

- a) Take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work.
- b) Co-operate with the employer, so far as is necessary to enable the employer to comply with his/her duties under health and safety law.
- c) Not to intentionally or recklessly interfere with, or misuse anything, provided for the purposes of health, safety and welfare.
- d) Work in a safe manner and use any machinery, equipment, dangerous substances, and personal protective equipment in accordance with any relevant information, instructions and training provided.
- e) Inform his/her line manager of any health and safety hazards or defects they become aware of.
- f) Familiarise himself/herself with the company health and safety policy and comply with its requirements at all times.

3. First – Aid and Accident Reporting

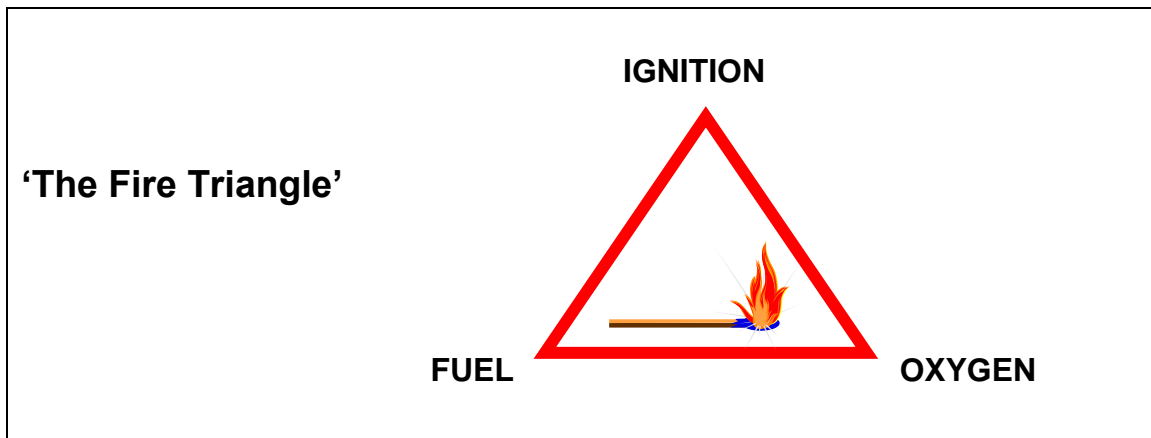
If you are injured at work and need treatment you should seek assistance from a first-aider in accordance with health and safety procedures. The name of the first-aider is displayed on the notice board. If you are working away from company premises, report the accident to the

site contact and if necessary, seek assistance. It is a legal requirement to report the accident to your line manager and record details of the accident in the Accident Book. Near misses/incidents should also be reported to your line manager and recorded on the accident/incident report form.

4. Fire Safety

Everyone should play their part in preventing fires from starting in the first place. In order for a fire to start and to continue burning, it must have all three of the following components, namely:

- **Source of ignition**
- **Fuel to burn**
- **Oxygen**



If you remove one or more of the three components in the fire triangle, the fire will not start or if burning, it will go out.

Fire Prevention Tips

- You should not allow combustible materials such as paper, cardboard, timber etc. to accumulate. They should be stored safely away from sources of ignition and if it is waste material, then it should be disposed of properly;
- Flammable substances should be stored properly in suitable containers or metal cabinets;
- Practice good housekeeping at all times;
- Smoking is not permitted on the premises;
- Any 'hot work' such as welding should only be carried out under strict conditions by trained personnel and away from combustible materials. A suitable fire extinguisher should be kept within easy reach;
- Care should be taken when using gas or electric heaters to ensure they are suitably guarded and positioned safely away from combustible materials;
- Any defective electrical appliances should be reported to your line manager and care should be taken to avoid overloading the electrical system by using suitable fused adaptors.

In the event of fire, the following procedures apply:

On suspecting or discovering a fire:

- *Raise the alarm.*
- *Call the Fire Service.*
- *If you have been trained to do so, tackle the fire with the correct type of extinguisher - but only if there is no risk to yourself and you can safely escape from the building.*
- *Leave the building/site by the nearest available exit route.*
- *Do not stop to collect personal belongings.*
- *Go directly to the designated Assembly Point and await further instructions.*
- *Do not re-enter until instructed to do so.*

On hearing the fire alarm:

- *Leave the building/site by the nearest available exit route.*
- *Do not stop to collect personal belongings.*
- *Go directly to the designated Assembly Point and await further instructions.*
- *Do not re-enter until instructed to do so.*

Guide to Portable Fire Extinguishers

TYPE	COLOUR	USE
Water	RED	General use including paper, wood, textile and solid material fires DO NOT USE ON LIQUID, ELECTRICAL OR METAL FIRES
Foam	RED with CREAM	General but in particular on liquid fires DO NOT USE ON ELECTRICAL OR METAL FIRES
Carbon Dioxide Co ²	RED with BLACK	Liquid and electrical fires DO NOT USE ON METAL FIRES AND IN A CONFINED SPACE
Dry Powder	RED with BLUE	Liquid and electrical fires DO NOT USE ON METAL FIRES

5. Transport & Vehicle Safety

Every year many people are killed or seriously injured as a result of road accidents or being struck by moving vehicles.

If you drive a vehicle as a part of your job, the following procedure applies to you. You are only permitted to drive vehicles for which you are suitably qualified and authorised by the company. Vehicles must be driven in a safe manner at all times in accordance with the Highway Code. Before setting off on a journey, you should ensure that the vehicle is in a roadworthy and safe condition by conducting a pre-journey check. The following is a list of key items to check visually:

- Fuel (sufficient for journey)
- Engine oil, coolant and screen wash levels
- Steering
- Brakes
- Lights and indicators
- Horn
- Tyres (any visual damage, tread, pressure)
- Windscreen wipers
- Signs of damage that could affect roadworthiness
- Load (secure)
- First aid kit (available with full contents)

Any damage or defects to the vehicle should be reported to your line manager.

- a) Where employees are required to use their own vehicles on company business, it should be confirmed that the vehicle is covered by insurance for this purpose, is roadworthy and has a valid MOT certificate.
- b) All road traffic accidents whilst on company business should be reported to your line manager as soon as possible. Accidents involving injuries to persons must be reported to the police in accordance with the accident procedure set out in the Highway Code.
- c) Employees must report any circumstances or medical conditions that affect their ability to drive safely and legally to their line manager.
- d) Employees using vehicles on company business are responsible for their own safety and that of others who could be affected. Journeys should be planned to avoid fatigue. If a driver experiences fatigue they should pull off the road at the earliest opportunity to rest. If a journey is significant and overnight accommodation is likely to be necessary, it should be agreed in advance.
- e) Mobile telephones must not be used by employees whilst driving unless the vehicle is parked in a safe position.

Due care and attention should be shown to other drivers and pedestrians at all times.

6. Electrical Safety

Electricity is extremely useful for all types of everyday tasks and if used safely, does not represent a significant hazard to health. However, if suitable safety precautions are not taken, it has the potential to kill or seriously injure people. Only qualified and competent personnel are permitted to undertake electrical work. If you become aware of any damage to the fixed electrical system or electrical appliances, report it to your line manager immediately.

Important: Under no circumstances should you interfere with the company fixed electrical system or attempt to repair electrical appliances unless you are trained and authorised by the company to do so.

7. Use of Work Equipment

Work equipment includes any equipment used at work such as office equipment and plant and machinery. Such equipment should only be used for the purpose for which it is designed and must not be adapted for an unauthorised use. You should only use equipment for which you are suitably trained. Where safety guards are provided, these must be used at all times.

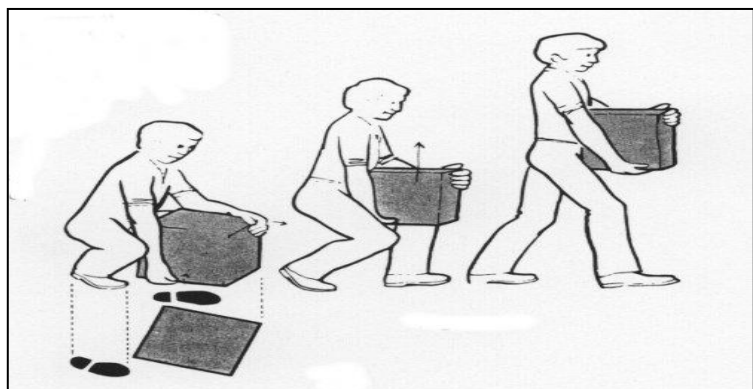
Any damage or defects should be reported immediately to your line manager. Do not attempt to carryout repairs unless you are trained and authorised by the company to do so.

8. Manual Handling

Manual handling related injuries represent a large proportion of all reported injuries. However, by following a number of simple techniques in safe manual handling, the risk of injury can be reduced to an acceptable level. Wherever possible, manual handling should be reduced by making use of lifting devices such as trolleys for transporting goods. If manual handling is unavoidable, the following six steps should be followed:

•Step 1 - Stop and think

- Plan the Lift
- Where is it going?
- What's the best route to take?
- How heavy is it likely to be?
- Is it stable?
- How to grip it?
- How to put it down?



•Step 2 - Place the feet

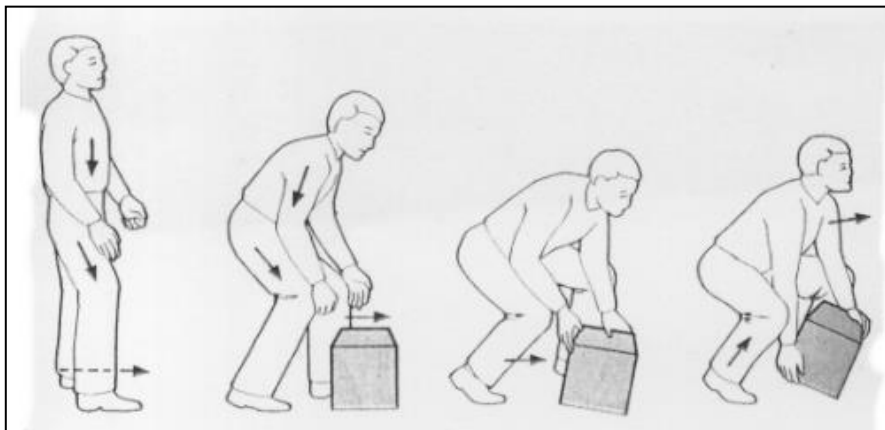
- Get close to the load to be lifted
- Keep feet apart to give a firm and stable base.
- Place leading leg as far forward as is comfortable
- Do not attempt to lift a load which you cannot get close to

•Step 3 - Adopt a good posture

- Bend the knees so that the hands when grasping the load are as close to level with the waist as possible
- Do not kneel or over flex the knees
- Keep the back straight (tucking in the chin helps)
- Lean forward a little over the load if necessary to get a good grip
- Keep shoulders level and facing the same direction as the hips

•Step 4 - Raise the load

- Get a firm grip
- Keeping the arms within the boundary formed by the legs
- Test the weight of the load
- Keep the heaviest side of the load against the body
- Lift smoothly using leg muscles
- Do not twist during the lift



•Step 5 - Carrying the load

- Hold the object close to the body
- Do not twist the body when changing direction

•Step 6 - Putting the load down

- Lower slowly and smoothly using leg muscles
- Keep the back straight
- Do not twist or stretch
- If precise positioning of the load is required put down first and then slide it into position

Note: If a load is too heavy or awkward for one person, then consider if it can be safely handled by two or more persons in a co-ordinated manoeuvre. If you are unsure, ask for help from your line manager.

9. Hazardous Substances

Before using any hazardous substances such as cleaning chemicals and solvents, read the COSHH risk assessment and the safety information on the container or the safety data sheet from the supplier to find out what precautions need to be taken. Safety data sheets provide details of the substance, health effects of exposure to it, guidance on safe use, handling, storage and disposal.

Safe systems of work should be followed which may include the use of personal protective equipment such as gloves, safety goggles, hearing protection, respiratory equipment and over-clothing. If you are in doubt about such substances, ask your line manager for further guidance.

10. Personal Protective Equipment

The company will ensure that any personal protective equipment (PPE), which employees are required to use in their jobs:

- has been appropriately assessed before use
- is fit for purpose
- provides adequate protection against risk
- is appropriately maintained and inspected

In addition, employees who are required to use PPE will be provided with adequate information and training to enable them to use it safely. Once PPE has been issued, it is your responsibility to use it in accordance with instructions provided and to take reasonable care of it. Any damage or defects should be reported to your line manager immediately.

Important:

Failure to wear or make use of PPE may lead to legal proceedings being instigated by the Health and Safety Executive/Local Authority, in addition to the company taking disciplinary action against the employee.

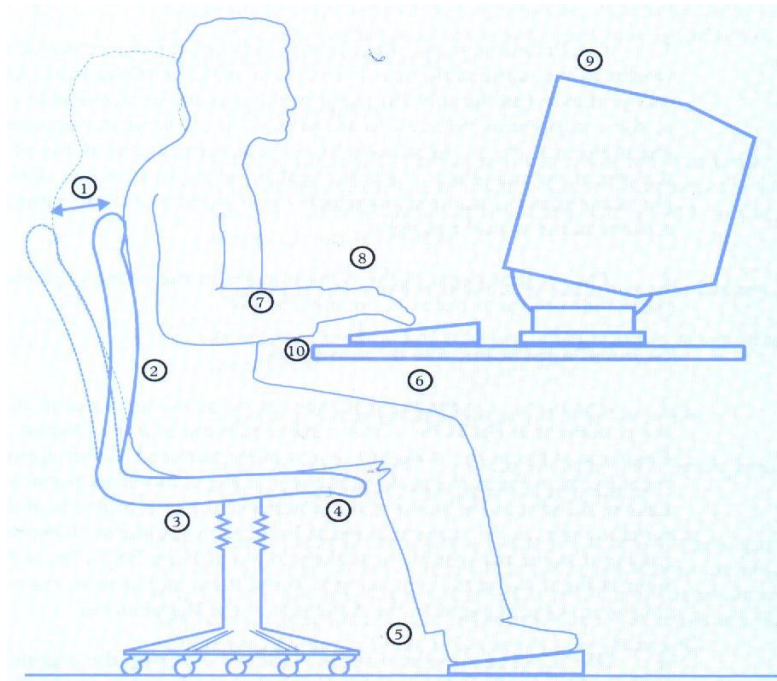
11. Use of Display Screen Equipment

Unsafe use of Display Screen Equipment (DSE) such as computers and adopting a poor posture may lead to serious medical conditions such as Work Related Upper Limb Disorders or Repetitive Strain Injury (RSI). A DSE assessment should be carried out for every employee using DSE. The risk of injuries may be reduced to an acceptable level by taking a number of simple steps, as follows:

- Take regular breaks from DSE work eg. for every 50 minutes of continuous DSE work, take a 10 minute break to do other work such as paperwork or filing etc;
- Adjust the chair height and backrest as well as the desk to suit you. Sit correctly by keeping your back straight, your feet firmly on the ground or footrest and your arms at right angles to your body;
- Adjust the screen so that it is directly in front of you at a distance of at least 50cm. The top of the screen should be just below your eyelevel, so that you are looking slightly down but comfortably at the screen;
- If necessary, adjust the screen or window blinds to prevent glare;
- Familiarise yourself with the software package you are using and if necessary, ask for additional training;
- Make sure you get your eyes tested regularly (The company will pay for eye tests where the employee uses DSE).

The following diagram provides guidance on setting up your workstation and the correct posture:

1. Adjustable seat back
2. Good lumbar support
3. Adjustable seat height
4. Knees relaxed
5. Foot support if required
6. Room under desk
7. Forearms horizontal
8. Wrists flat
9. Top of screen level with eyes
10. Space in front of keyboard to rest wrists when not keying



12. Alcohol and Drugs Misuse

The nature of our work activities requires employees to be fully in control of their faculties. If you are taking prescription drugs you should inform your line manager and take note of medical advice, for example, where drugs may cause drowsiness, you should not operate machinery or drive a vehicle.

Any employee discovered to be under the influence of alcohol or drugs (except known prescribed drugs) whilst at work will not be permitted to continue working. This will be treated extremely seriously and the employee may be subject to the disciplinary procedure.

13. Work at Height

Falls from height are one of the biggest causes of workplace fatalities and major injuries. Common causes are falls from ladders and through fragile roofs. Where work at height cannot be avoided, a risk assessment will be carried out and suitable equipment provided to carry out the task.

This may include ladders, mobile elevating work platforms and scaffolds. Such equipment should only be used for the purpose for which it is designed. You should only use equipment for which you are suitably trained.

Under no circumstances should racking or shelving be climbed on. Suitable equipment should be used to access products on racking or shelving.

The following should be checked before using a ladder:

- Stiles - make sure they are not bent or damaged, as the ladder could buckle or collapse.
- Feet - if they are missing, worn or damaged the ladder could slip. Also check ladder feet when moving from soft/dirty ground to a smooth, solid surface, to make sure the foot material and not the dirt is making contact with the ground.
- Rungs - if they are bent, worn, missing or loose the ladder could fail.
- Locking Mechanisms - if they are bent or the fixings are worn or damaged the ladder could collapse. Ensure any locking bars are engaged.
- Stepladder Platform - if it is split or buckled the ladder could become unstable or collapse.
- Stepladder Steps or Treads - if they are contaminated they could be slippery; if the fixings are loose on steps, they could collapse.

You should:

- Use only issued equipment
- Check the equipment is in a good condition
- Ensure the ladder is firmly secured at the top.
- If this is impracticable, see that it is firmly secured at the base.
- Set the ladder at the correct angle – 1 out to every 4 up.
- Stand the ladder on a firm level base and not on loose material.
- Make sure footwear is in good condition.
- Clean wet, icy or greasy rungs before use.
- Clean off mud or grease from boots before climbing.

14. Lone Working

Lone working refers to those who work by themselves without close or direct supervision. It will often be safe to work alone. If you work alone as part of your job you must follow the lone working procedure. Before working alone make sure that you are aware of the policy and what you are required to do.

15. General Guidance

From time to time the company employs contractors to undertake work on our behalf. Although measures will be taken to vet contractors before appointing them, it is everyone's responsibility to take care when they are working on-site. If you witness contractors working unsafely that puts themselves and you at risk, report this to your line manager immediately who will take the appropriate action.

We must also be vigilant about visitors. If a visitor is on-site to see an employee, it is his/her responsibility to ensure the visitor signs in and out of the Visitor's Book. If the visitor is likely to be on-site for a prolonged period, he/she should be informed about the company fire safety procedure. Visitors must be accompanied by an employee whilst on-site, where practicable.

Health and safety is everyone's business

Everyone has a duty to make sure they work safely

Employee Declaration

I confirm that I have read and understood the contents of the Health and Safety Handbook.

Employee Signature:

Employee Name:

Date:

Manager's Signature:

Manager's Name:

Date: