



Health and Safety Policy

It is the Policy of The Clean Space to take all possible steps to ensure the health, safety and welfare of all employees, contractors and all other persons engaged in work for the organisation and any third parties that come in to contact with the business.

It is the duty of each employee and contractor to comply with the company safety policy and to co-operate with the management of the company to ensure the work place remains as safe as possible.

Our statement of general policy is:

- To provide adequate control of the health and safety risks arising from our work activities;
- To consult with our employees and contractors on matters affecting their health and safety;
- To ensure safe handling and use of equipment and substances;
- To provide information, instruction and supervision for employees;
- To ensure all employees are competent to do their tasks, and to give them adequate training;
- To prevent accidents and cases of work-related ill health;
- To maintain safe and healthy working conditions; and
- To review and revise this policy as necessary at regular intervals.

Signed: *Richard C.*
Richard Cowley (Operations Director)

Date: 13th June 2024

Review date: 13th June 2025

Responsibilities

At Head Office and at Client sites:

- i. Overall and final responsibility for Health and Safety (H&S) is that of the CEO.
- ii. Day-to-day responsibility for ensuring this policy is put into practice at Head Office is delegated to the HR Manager.
- iii. Day-to-day responsibility for ensuring this policy is put into practice on Client Sites is delegated to the Contract Manager Area Supervisor for each particular site.
- iv. The prevention of accidents and cases of work-related ill health by managing the health and safety risks in the workplace is delegated to the HR Manager and Contract Managers.
- v. Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work is delegated to the Contract Managers and Line Manager.
- vi. Implementation of emergency procedures (e.g. evacuation in case of fire or other significant incident) is delegated to the, Contract Managers Line Manager and HR Manager.
- vii. Engage and consult with employees on day-to-day health and safety conditions is delegated to the, HR Manager and the Contract Manager.
- viii. Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances is delegated to the Regional Manager, Area Supervisor, HR Manager and Line Manager.
- ix. To ensure H&S standards are maintained/improved, the following people have responsibility in the following areas:
 - CEO - To renew the policy at regular intervals and act upon feedback from Area Supervisors and the Office Manager.
 - Finance Director – Implement the Head Office H&S policy as directed by the CEO.
 - Contract Managers – Implement the H&S policy for each site. Communicate with all Contractors and provide feedback to CEO and HR Manager.
- x. All Head Office staff have to:
 - Co-operate with supervisors and managers on H&S matters;
 - Not interfere with anything provided to safeguard their H&S;
 - Take reasonable care of their own H&S; and
 - Report all H&S concerns to an appropriate person (as detailed in this policy statement)
- xi. All Contractors/ Partners have to:
 - Co-operate with Contract Mangers on H&S matters.
 - Not interfere with anything provided to safeguard their H&S;
 - Take reasonable care of their own H&S; and
 - Report all H&S concerns to an appropriate person (as detailed in this policy statement)

Health and Safety Arrangements: Corporate Sites (information for Employees)

For each Client site the employee will be given details of:

- The location of all First Aid kits
- The location of all Fire Exit doors
- Evacuation arrangements which are available at all work locations and are tested from time to time and updated as necessary.

This information will be given to the employee before or during the first clean.

H&S Risks arising from our work activities are identified by:

- A generic risk assessment undertaken by the HR Department.
- A specific risk assessment will be undertaken for any sites that are outside the norm. This will be undertaken by the relevant Contract Manger.
- The findings of the risk assessment will be reported to the CEO and Operations Director.
- Action required to remove/control risks will be approved by the CEO and all Contract Managers will be responsible for ensuring the action required is implemented.
- The CEO will check that the implemented actions have removed/reduced risks.
- Assessments will be reviewed every 12 months or when the work activity changes, whichever is soonest.

Information, instruction and supervision

- Contract Managers are responsible for ensuring that all employees working at locations under their control are given relevant health and safety information and instruction.

Emergency procedures – fire and evacuation

- At each site, the Client is responsible for ensuring the fire risk assessment is undertaken and implemented.
- Escape routes are checked by our Clients for the safety of our employees.
- Fire extinguishers are maintained and checked by the Client.
- Alarms are tested by our Clients.
- Emergency evacuation procedures will be carried out by the Client based on their own policy which is communicated to our employees.

Safe Equipment

All Contract Managers will be responsible for:

- Identifying any on site equipment in need of maintenance.
- Ensuring effective maintenance procedures are drawn up.
- Ensuring all identified maintenance requirements will be implemented.

- To act immediately to any faults/ problems found or reported regarding on site equipment, which should be replaced or repaired by the Contract Managers before the next use.

Safe handling and use of substances

A generic COSHH assessment for all sites will be undertaken by HR Department.

The Contract Managers will be responsible for:

- Ensuring that all actions identified in the assessments are implemented.
- Responsible for ensuring that all relevant employees are informed about the COSHH assessments and provided with appropriate training.
- Reviewing assessments every 12 months or when the activity changes, whichever is soonest.
- The Contractors will be responsible for checking how new substances can be used safely before they are purchased or used.

Monitoring

- To check our working conditions, and ensure our safe working practices are being followed, we will request regular feedback from our Clients and Contractors.
- The Contract Managers are responsible for investigating accidents.
- The Contract Managers are responsible for investigating work-related causes of sickness absences.
- The Operations Director is responsible for acting on investigation findings to prevent a recurrence.

Competency for tasks and training

- H&S induction training will be provided for all employees by the Contract Manager.
- Job specific training will be provided by the Contract Managers. Training records are kept at our office 5 Chancery Lane, London WC2A 1LG
- Specific jobs requiring special training are: the prevention of slips and falls, electrical safety, COSHE, manual handling and use of equipment and personal protection equipment.

Accidents, first aid and work-related ill health

[Please also see the Accident Reporting Procedure].

- Any accidents, diseases and dangerous occurrences incurred by any employee will be reported to the Contract Managers and Operations Director. The HR Manager will report any reportable accidents to the enforcing authority.
- All employees on the site will know where the First Aid kit is located.
- The Contractor will appoint a dedicated First Aid representative at each site that requires five or more cleaners.
- All accidents and cases of work-related ill health are to be recorded in the accident record, located at the back of the Site Pack located at each site. A copy of the accident report is to be sent to the HR Department.
- Any accidents, diseases and dangerous occurrences incurred by employees of The Clean Space are to be reported to the Contract Managers. The HR Manager will report any reportable accidents to the enforcing authority.

Health and Safety Arrangements: Contract Sites (Information for Contractors/ Partners)

For each Client site, the contractor will be given details of:

- The location of all First Aid kits
- The location of all Fire Exit doors
- Evacuation arrangements which are available at all work locations and are tested from time to time and updated as necessary.

This information will be given to the contractor before or during the first clean.

H&S risks arising from our work activities

- A generic risk assessment for all sites will be undertaken by HR Department.
- A specific risk assessment will be undertaken for any sites that are outside the norm. This will be undertaken by the relevant Contract Manager.
- The findings of the risk assessment will be reported to the CEO , Operations director and HR Manager.
- Action required to remove/control risks will be approved by the CEO and all Contract Managers will be responsible for ensuring the action required is implemented.
- The Operations Director will check that the implemented actions have removed/reduced risks.
- Assessments will be reviewed every 12 months or when the work activity changes, whichever is soonest.

Information, instruction and supervision

- Contract Managers are responsible for ensuring that all Contractors working at locations under their remit are given relevant health and safety information and training.

Emergency procedures – fire and evacuation

- At each site, the Client is responsible for ensuring the fire risk assessment is undertaken and implemented.
- Escape routes are checked by our Clients for the safety of our Contractors.
- Fire extinguishers are maintained and checked by the Client.
- Alarms are tested by our Clients.
- Emergency evacuation procedures will be carried out by the Client based on their own policy and which is communicated to our Contractors.

Safe Equipment

All Contractors will be responsible for identifying any on site equipment in need of maintenance/ repair and informing their Contract Manager .

The Contract Manager is responsible for:

- Ensuring effective maintenance procedures are drawn up.
- Ensuring all identified maintenance requirements will be implemented.
- To act immediately on any problems/faults found with any on site equipment and should be replaced or repaired before next use.

Safe handling and use of Substances

A generic COSHH assessment for all sites will be undertaken by HR Department. The Contract Managers will be responsible for:

- Ensuring that all actions identified in the assessments are implemented.
- Responsible for ensuring that all relevant employees are informed about the COSHH assessments.
- Reviewing assessments every 12 months or when the activity changes, whichever is soonest.
- The Contractors will be responsible for checking how new substances can be used safely before they are purchased or used (this will be authorised by the Contract Manager).

Monitoring

- To check our working conditions, and ensure our safe working practices are being followed, we will request regular feedback from our Clients and Contractors.
- The Contract Managers are responsible for investigating accidents.
- The Contract Managers are responsible for investigating work-related causes of sickness absences.
- The Operations Director is responsible for acting on investigation findings to prevent a recurrence.

Competency for tasks and training

- H&S induction training will be provided for Contractors by the Contract Managers.
- Job specific training will be provided by the Contract Managers. Training records are kept in the back of the Site Pack in the cleaners cupboard and at our Head office, 5 Chancery Lane, London WC2A 1LG.
- Specific jobs requiring special training are the prevention of slips and falls, electrical safety, COSHE, manual handling and use of equipment and personal protection equipment.

Accidents, first aid and work-related ill health

[Please also see the Accident Reporting Procedure].

- Any accidents, diseases and dangerous occurrences incurred by any employee will be reported to the Contract Managers and Operations Director. The HR Manager will report any reportable accidents to the enforcing authority.
- The Contractor will appoint a dedicated First Aid representative at each site that requires five or more cleaners
- All accidents and cases of work-related ill health are to be recorded in the accident record, located at the back of the Site Pack located at each site.
- Any accidents, diseases and dangerous occurrences incurred by employees of The Clean Space are to be reported to the Contract Managers. The HR Manager will report any reportable accidents to the enforcing authority.

Infection Control

Introduction

This infection control policy aims to:

- support a common understanding – making it easy for The Clean Space Manager and its employees to do the right thing
- reduce inconsistency in delivery across the business
- improve how knowledge and skills are applied to prevent and control infection
- help inform any further enhancements that need to be made to the policy and procedures, education, monitoring, quality improvement and reviews.

Responsibilities for the Content of this Policy

The Executive Team are responsible for this policy and ensuring the content of this policy remains evidence based and fit for purpose. The Line Manager is responsible in adopting/implementing this policy with their team.

The Line Manager must ensure that staff:

- are aware of and have access to this policy
- have had a briefing on infection prevention /control by reading this policy and the supporting handout.

All Employees must:

- show their understanding by applying the infection prevention and control principles in this policy.

The Policy

To protect effectively against infection risks to The Clean Space employees and clients. Implementation and monitoring must also be ongoing to ensure compliance with safe practices and to demonstrate ongoing commitment to The Clean Space employees and clients.

There are 4 elements of this policy:

- Good hand hygiene disciplines
- The prevention of cross contamination
- Wearing the personal protective equipment (PPE) provided
- Reporting of concerns to the line manager.

Hand Hygiene

Hand hygiene is considered an important practice in reducing the transmission of infection including COVID-19. Hands should be washed with adequate soap or sanitizer before starting a shift and immediately after completing the shift.

Disposable gloves must be worn in accordance The Clean space method statements, i.e. before commencing any cleaning duties on site.

Hands should be washed before putting on and after removing disposable gloves.

Preventing Cross Contamination

Employees who display any of the symptoms below should not go to a client's site. The employee should call 111 for advice and inform their line manager;

- Fever
- A new continuous cough
- Loss of smell or taste
- Shortness of breath
- Feeling tired or exhausted

- Aching body
- Headache
- Sore throat
- Blocked or runny nose
- Loss of appetite
- Diarrhoea
- Feeling sick or being sick

If you develop symptoms at any time – vaccinated or not – you should get a test and be very careful in your contact with others until you have received a negative test result.

Work from home if your role allows.

Wash your hands before and after your shift.

Disinfect any items you take into a client's premises e.g. your mobile with an alcohol based cleaner. Tissues should be thrown into closed bins and hands washed immediately after use. Hands should be washed with soap or alcohol sanitiser.

If you meet others when you are on or attending a site, ensure that you stay at least 2 meters (6ft) away or ask the person to move back to the safe distance.

If you begin to feel unwell at work, phone your Line Manager. If you have any of the above symptoms, reduce potential spread by leaving the client premises and return home immediately. Contact should be made with the Line Manager and NHS 111 for further guidance.

Personal Protective Equipment

The handout attached should be used in conjunction with PPE. Hands should be washed before wearing PPE.

On site PPE should be:

- located close to the point of use
- stored to prevent contamination in a clean, dry area until required for use
- used in accordance with the manufacturer's instructions
- appropriate for use, fit for purpose and well-fitting.
- disposed of after use into the general on-site waste.
- changed if a perforation or puncture is suspected

The Clean Space

Health and Safety Policy - Declaration

I _____, an Employee*/Contractor* of The Clean Space based at Head Office, 1B Bethwin Road, London SE5 0SN, have carefully read and understand the Health and Safety Policy presented to me by the Company.

I am aware that it is my responsibility to comply with this Policy.

Site address:

Signed:

Print name:

Date:

* Delete as applicable

Please note that this Health and Safety Policy is only valid on day of printing.

Issue	Page(s)	Issue Date	Additions/Alterations	Initials
3.0	1	1.6.2018	No changes except to update the review date	AB
4.0	1	1.6.2019	No changes except to update the review date	SF
5.0	6, 7, 8	5.6.2020	Infection control policy added. Changes to the roles and responsibilities within the operations team are reflected in this policy following the Operations restructure.	SF&R C
6.0	6,7	1.10.2020	Location of Head office changed. Policy reviewed in light of changing government advise on COVID-19	RC, SF
7.0	7	14.09.2021	Included advice for vaccinated individuals	RC, SF
7.1	2,8	01/04/2022	Roles and responsibilities structure update Preventing cross contamination updated	RC, SF
8.0	1	04/04/2023	No changes except to update the review date	SF
8.1	9	07/06/2023	Company address updated	SF
9.0	1	05/09/2023	No changes except to update the review date	RC,SF
10.0	1	13/06/2024	No changes except to update the review date	RC,SF