

## HEALTH & SAFETY POLICY STATEMENT

S&M Cleaning & Support Services Ltd is committed to ensuring the health, safety and welfare of its employees, learners, visitors and contractors and will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each employee to familiarise themselves and comply with Company's procedures and systems on health and safety.

While the Company will take all reasonable steps to ensure the health and safety of its employees, health and safety at work is also the responsibility of the employees themselves. It is the duty of each employee to take reasonable care of their own and other people's health, safety and welfare and to report any situation which may pose a serious or imminent threat to the wellbeing of themselves or of any other person. If an employee is unsure how to perform a certain task or feels it would be dangerous to perform a specific job or use specific equipment, then it is the employee's duty to report this as soon as possible to their line manager and the company health and safety officer.

Disciplinary action under the Company's disciplinary procedure may be taken against any employee who violates health and safety rules and procedures or who fails to perform their duties under health and safety legislation. Depending on the seriousness of the offence, it may amount to potential gross misconduct rendering the employee liable to summary dismissal.

S&M will provide and maintain a healthy and safe working environment with the objective of minimising the number of instances of occupational accidents and illnesses. S&M will pay particular attention to:

- Maintaining the workplace in a safe condition and providing adequate facilities and arrangements for welfare at work
- Providing a safe means of access to and egress from the workplace
- The provision and maintenance of equipment and systems of work that are safe
- Arrangements for ensuring safety to health in connection with the use, handling, storage and transport of articles and substances
- The provision of such information, instructions, training and supervision as is necessary to ensure the health and safety at work of its employees and other persons.

- S&M's also recognises its duty to protect the health and safety of all visitors to sites, including contractors and temporary workers, as well as any members of the public who might be affected by S&M's cleaning operation.

As a responsible organisation we are committed to preventing and reducing accidents and incidents, all Employees and Sub-Contractors are required to report unsafe acts or conditions immediately and take appropriate actions to avoid injury to themselves, colleagues and third parties. All reported incidents will be investigated, and corrective and preventive action taken to prevent re-occurrence.

S&M is committed to the continuous improvement of its Health and Safety Management systems using proactive auditing and encourages Employee involvement in its decision-making processes.

An organisation cannot thrive to the best of its ability and prosper in the future if it does embrace sound health and safety practice. These therefore are the basic principles we will seek to reflect in our safety decision-making. We recognise that safety involves everyone and that every employee has a responsibility in this. We will endeavour to support and provide a system of safety that helps everyone make safe decisions in the workplace. We aim to influence the future safety culture of our Company by guiding all our Employees in safe and prosperous working practices.

Safety is a dynamic process; we recognise that our safety systems must be flexible and responsive to changes in law, technology, advancements in industry, client requirement and cultural change. This requires us to periodically revise our statements, policies and procedures to ensure the continued provision of safety and compliance with regulations under the HSWA 1974.

This policy will be reviewed periodically and amended as necessary to ensure that it remains relevant to the activities of the company and complies with current legislation and best practice. Any significant changes to this policy will be communicated to our Employees, Sub-Contractors or any other person who may be affected by our operations.

Danny Steele  
Managing Director

A handwritten signature in blue ink, appearing to read 'D Steele', written over a horizontal line.

Dated: January 2021

## HEALTH AND SAFETY POLICY

### **Responsibilities**

#### **Director**

Managing Director Danny Steele has ultimate responsibility for Health, Safety and Welfare of all S&M Employees and the implementation of this policy. He will ensure that suitable resources are available to ensure that the aims of this policy are achieved. The Managers will ensure that all employees are aware of their responsibilities; he will also encourage them to promote a positive health and safety culture.

The Managing Director will encourage all employees to adhere to safe systems of work and industry best practices; he will also ensure that all accidents, incidents, near misses and dangerous occurrences are reported and where necessary complete RIDDOR reports.

- All staff share responsibility for achieving safe working conditions. You must take care of your own health and safety and that of others, observe applicable safety rules and follow instructions for the safe use of equipment.
- You should report any health and safety concerns immediately to your line manager or Director Danny Steele.
- You must co-operate with managers on health and safety matters, including the investigation of any incident.
- Failure to comply with this policy may be treated as misconduct and dealt with under our Disciplinary Procedure.

#### **Health & Safety Advisor**

The Managing Director has appointed the Health and Safety Advisor who will provide comprehensive and factual advice to the organisation and assist in:

- Accident and incident investigations.
- Carry out DSE assessments
- Carry out manual handling assessments and where required provide suitable training for Employees.
- Complete RIDDOR reports in a timely manner.

**t:** 0208 469 4000

**w:** [smcleaningsupport.co.uk](http://smcleaningsupport.co.uk)

**e:** [headoffice@smcleaningsupport.co.uk](mailto:headoffice@smcleaningsupport.co.uk)

13 -15 High Street, St Mary's Cray, Orpington, Kent BR5 3NL

- Liaise with relevant Enforcing Bodies
- Provide statistical data relating to Health and Safety performance
- Provide Clients with relevant Health and Safety advice and documentation that relates to S&M Window Cleaning Ltd operations on their sites.
- Promote a positive health and safety culture within the workforce
- Develop safe systems of work
- Carry out health and safety reviews of Sub-Contractor performance
- Evaluate compliance to legislation and ACoP's

He will ensure that this policy is subjected to a thorough review within a period not exceeding 12 months.

### **Managers and Supervisors**

All Managers and Supervisors are empowered to ensure that operations and tasks under their control are suitably managed, carried out in a safe manner and that all Employees under their control are suitably trained. They will also ensure that Sub-Contractors are managed and adhere to safe working practices.

Managers and Supervisors will promote a positive health and safety culture throughout operations under their control and ensure that all accidents and incidents are reported in a timely manner and assist in any subsequent investigation.

Managers are encouraged to carry out frequent inspections of areas and tasks and where necessary report the findings to their Line Manager or Managing Director.

### **All Employees**

All employees have responsibilities for health and safety under the Health and Safety at Work Act 1974. These responsibilities are laid out on the Health and Safety at Work poster (section 7 & 8) which is displayed in prominent places within the workplace. Employees should be aware of their responsibilities. It should also be noted that employees must report any significant defect with plant or equipment they are using and bring to the attention of the management any unsafe practice.

Employees must use any personal protective equipment that is supplied to reduce the risk of harm or required by legislation or approved codes of practice. Employees must not interfere with, abuse or damage equipment that is provided in the interest of health and safety.

Employees must adhere to safe working practices and any policies that have been developed to reduce the likelihood of harm. Any deliberate action by an employee, which may place the employee, other employees or 3rd Parties at risk of injury, will be considered as an act of gross misconduct and dealt with accordingly.

## Health and Safety Arrangements

### Consultation with Employees

Employees will be advised of any changes or future development to S&M Health and Safety policy, procedures or safe systems of work. Employees will also be encouraged to assist in the continuous improvement of our Health and Safety management systems.

Copies of this policy will be carried in all company vehicles, issued to all new employees on commencement of employment with S&M Ltd and reissued to all Employees when significant changes to the Policy have occurred.

S&M will take the opportunity to update Employees on Health and Safety Issues during toolbox talks, site visit's, training presentations or written communications.

### Risk Assessment

S&M will ensure that risks arising from our activities are suitably assessed, to this end we will comply with Management of Health and Safety at Work Regulations 1999, with regards to risk assessment and its approved code of practice.

- The company has trained assessors who will carry out these assessments. These will be validated, and control measures implemented to reduce any significant risks that are present.
- These assessments will be reviewed at regular periods to determine the validity of the findings. Assessments will also be reviewed after an accident or incident.

### Manual Handling

S&M accepts that manual handling injuries can be prevented and that this must be a joint effort involving the management team and employees.

The Manual Handling Operations Regulations 1992 require that:

- Hazardous manual handling operations are so far as is reasonably practicable, avoided.
- Suitable and enough assessments are carried out on any hazardous manual handling operation that cannot be avoided.
- The risk of injury from those operations is reduced so far, as is reasonably practicable.
- Where reasonably practicable manual handling aids will be provided.
- Employees may be required to attend training seminars with regards to manual handling techniques, injury prevention and hazard awareness.

- Employees must adhere to safe working practices that are implemented to reduce the likelihood of harm.
- Employees must use any equipment provided in the interest of their health, safety and welfare.

Employees should not attempt to obtain items from shelves which are beyond their reach. A ladder or stepping stool should be used. Employees should not use chairs or any makeshift device for climbing and should never climb up the shelves themselves, all employees using a ladder or step stool should have training or be observed by S&M's Health and Safety Officer.

### **Control of Substances Hazardous to Health (COSHH)**

S&M is aware of its duties under these regulations and the need to comply with the approved code of practice. All employees and contractors working with hazardous substances are adequately trained and aware of the associated dangers, but care must still be taken by all employees and contractors to ensure that their health is not adversely

affected by exposure to these substances. Large amounts of any one substance are not held in stock in compliance with S&M's policy regarding the storage of hazardous materials. Everyone should familiarize themselves with the hazards of substances by reading labels on containers and if necessary, data sheets.

- The company will identify all substances used by its Employees and determine which of those presents a significant hazard.
- The company operates a procedure, where all substances purchased must be approved by the Managing Director before allowing operatives to use them.
- Low risk substances will be afforded simple assessments; high-risk substances will be given more detailed assessments and the COSHH hierarchy of control will be applied.

### **Requirements of the Regulations**

The regulations are designed to protect employees from exposure to substances, which could be hazardous to their health.

Employers are required to:

- Assess the substances.
- Select less hazardous alternatives if possible.
- To use control measures to dispose of dangerous fume, vapour or dust.
- To test and examine the validity of those measures.

- To monitor any exposure and the workplace.
- To carry out health surveillance in specified cases.
- To give information, training and instruction relating to the handling and use of substances and control measures to employees and any other persons likely to be affected by the working involving the substance. With Contractors we provide the substances for them to handle and use and therefore we must treat them as our own employees.

As the duty is placed on the "employer" contractors will have this duty to their own employees and to other persons on site. Nominated contractors must provide us with full details of their compliance with the items listed above.

Prior to any works starting on site we should:

Request a list of hazardous materials to be used by the contractor together with details of the information and training that he will give to his own employees

Give to the contractor a list of the substances that we use that may affect their employees and offer to give the information and training to their employees.

Where our own employees are likely to be affected by the work involving substances to be used by the contractor, we must ensure that our employees receive the necessary information and training.

Collaboration and co-operation must be maintained in updating information during the course of the works.

To comply with the COSHH regulations a number of generic assessments have been produced. These cover the most common materials used on site.

For additional materials/substances/processes used on site, it will be necessary for the Site Manager, to identify these and request additional assessments from the Health and Safety Officer. To request any additional assessments a COSHH Assessment Request Form must be completed and returned to the Health and Safety Officer, together with a copy of the Manufacturers Product Health and Safety Data Sheet.

### **REMEMBER:**

**No substance can be used unless it has been assessed**

### **Company Procedures**

**Buyers** - All orders and requisitions shall state clearly the product being ordered and shall contain all essential requirements to comply with the COSHH and "CHIP" packaging

**t:** 0208 469 4000

**w:** [smcleaningsupport.co.uk](http://smcleaningsupport.co.uk)

**e:** [headoffice@smcleaningsupport.co.uk](mailto:headoffice@smcleaningsupport.co.uk)

13 -15 High Street, St Mary's Cray, Orpington, Kent BR5 3NL

regulations. They shall request hazard data sheets from the supplier to be delivered with the product.

**Manager** - The Manager will ensure that a hazard data sheet has been received from suppliers; this also includes any local purchases.

**Evaluation** - Each product data sheet must be evaluated for hazards associated with its particular use on site.

- Is it to be used strictly in accordance with manufacturer's recommendations?
- Is it to be cut, altered, burned or mixed with other substances, which may produce a further hazard?
- Should control measures or monitoring of exposure be required?
- If it is to be used in a confined space:
  - Either seeks an alternative less hazardous substance.
  - Or consult the Health and Safety Department.

### **After Evaluation**

If the substance is non-hazardous this should be filed under non-hazardous substances.

If the substance is hazardous but does not need control measures (maintenance, examination and test) it should be filed as hazardous and the following procedures implemented to inform, train and instruct in its handling and use.

If in common use on site all personnel should be trained in the handling and use of the substance and the Training Record should be completed.

If the handling and use is confined to just a few employees individual training should be given and the Training Record should be completed.

If the substance needs control measures (maintenance, examination and or test the Health and Safety Officer will advise.

In all cases ensure that personal protection equipment required by the evaluation is issued and actually used.

### **Definition of Substance Hazardous to Health**

"Substance" means any natural or artificial substance whether in solid or liquid form or in the form of a gas or vapour (including micro-organisms).

"Substance hazardous to health" means any substance, which is:

A substance which is listed in Part I of the "Approved Supply List" as dangerous for supply within the meaning of the Chemicals (Hazard Information and Packaging for Supply) Regulations 1996 and for which the label or packaging indicates as very toxic, toxic, harmful, corrosive or irritant.

- A substance with a maximum exposure limit or an occupational exposure standard.
- Biological agents (e.g. micro-organisms), which creates a hazard to the health.
- Dust of any kind, when present at a substantial concentration in air.
- Any other substance, which creates a comparable hazard to health.

In the Regulations, any reference to an employee being exposed to a substance hazardous to health is a reference to the exposure in connection with work that is under the control of his employer.

**Note:** S&M holds copies of the Regulations referred to above.

### **Action Required**

Continue to ensure that all staff and trainees are fully aware of the following: -

- Risks of working without correct Personal Protective Equipment (P.P.E)
- Dangers of fumes.
- Risk of dermatitis.
- Correct storage of flammable substances.
- Location of data sheets.

Responsibility; - Health and Safety Officer / Department Manager.

### **Assessment:**

Provided that the above actions are carried out, and care is taken to use all substances in accordance with manufacturer instructions, it is assessed that the activities of this Company do not constitute a risk to the health of their employees and Contractors.

It is the aim of this company to condense the health and safety data sheets into a format that is easily understood by all employees, to allow them to understand their duties under

COSHH. This will also allow the relevant information regarding the substance to be communicated.

### **Noise**

S&M recognises that noise is a hazard, and can cause damage to hear, the company also realises that certain noise frequency levels can induce stress-related illnesses.

S&M accepts that noise can also amount to a statutory nuisance, under the Environmental Protection Act 1990.

- Operatives will comply with mandatory hearing protection when noise levels are at or above 85 dB(A) our Operatives will be made aware of hearing protection requirements before work commences. Hearing protection will be provided at no cost to the Employee.
- Where noise levels of 80 dB(A) or above are indicated we will advise our Operatives to wear suitable hearing protection which will be supplied by S&M Cleaning & Support Services Limited at no cost to the Employee
- S&M will comply with safe systems of work or personal protective equipment requirements implemented by our Clients.
- In all cases of the issue of hearing protection, all users will be trained in the use, maintenance and storage requirements to ensure safe use.
- The company may request employees to attend a hearing test, carried out by a suitably qualified person, this would be carried out as part of a hearing conservation programme. The results of the test would be made available to the employee concerned.

### **Personal Protective Equipment**

The Personal Protective Equipment Regulations requires that we supply suitable equipment with regards to protection for employees who may be exposed to hazards or a risk to their health and safety whilst at work. We accept that PPE is issued as a last resort.

- Having identified a hazard, S&M will only issue protective equipment as a last resort. We will comply with the regulations so far as is reasonably practicable and will endeavour to follow the approved code of practice hierarchy of control.
- If equipment is supplied, we will train the recipient in the use, maintenance, and storage of the said equipment, to enable the safe and intended use of it.
- S&M will assess if the equipment presents any further hazard or increases the hazard. The company will also assess that the risk cannot be avoided by any other reasonably practicable means.
- Any personal protective equipment supplied will be free of charge; this will include any maintenance costs.
- Employees must wear any personal protective equipment supplied by S&M, in the interest of their health and safety.

**t:** 0208 469 4000

**w:** [smcleaningsupport.co.uk](http://smcleaningsupport.co.uk)

**e:** [headoffice@smcleaningsupport.co.uk](mailto:headoffice@smcleaningsupport.co.uk)

13 -15 High Street, St Mary's Cray, Orpington, Kent BR5 3NL

- Any damage to equipment must be reported immediately.
- Any loss of equipment must be reported immediately.
- Failure to use PPE that has been provided to comply with legislative requirements or company policy may be gross misconduct.

### **Work Equipment**

It is the policy of S&M to comply with the Provision and Use of Work Equipment Regulations 1998 (PUWER) and ensure that all work equipment supplied to its employees is safe for the intended use.

The company will consider the following factors when selecting equipment for use at work:

- The selection of the right equipment.
- Maintenance requirements.
- Information and instructions.
- Training requirements.
- Guarding.
- Controls.
- Ergonomics.
- Warning signs

### **First Aid**

- The company whilst being committed to accident prevention, accepts that accidents will occur, we will strive to ensure that first aid provision is available for all employees, however there may be instances where this is not achievable.
- In some instances, first aid assistance is provided by the Client, this will be identified to our employees on induction.
- Where first aid assistance is not readily available our employees will be made aware of the procedure for summoning emergency aid using the 999 system.
- All accidents must be reported to the Managing Director as soon as possible.

### **Rope Access Techniques**

- All rope access operations will be supervised by an Operative trained to IRATA level 3.
- All rope access technicians will be provided with a thorough induction onto site by the Clients Facilities/Buildings Manager or delegated Deputy.
- All rope access technicians are trained by an IRATA approved training body, S&M will ensure that all such technicians are vetted to ensure that they are competent and suitable for the task.
- All rope access operations are carried out following IRATA guidelines.

### **Suspended Access Systems**

- Operatives will only use suspended access systems if they have received suitable training and are authorised by the Client and S&M.
- The Operatives will ensure that the equipment Scaff-tags (where fitted) display a current date and that no obvious significant damage is observed, if no Scaff-tags are fitted then Operatives will request other evidence of maintenance and inspection.
- Operatives will ensure that the stated SWL is not exceeded.
- All Operatives working within the cradle boat will ensure that their safety harnesses are attached to the cradle harness points. The safety harness will be inspected by the user before use, significant damage noted to a safety harness will require the user to inform the Managing Director and remove the harness from use, ensuring it is securely quarantined.
- Operatives will not climb out of the cradle boat whilst it is suspended over the side of the building or a void. When climbing into or out of the cradle it must be securely grounded ensuring that they retain a secure grasp of the cradle safety rail.
- Refresher training will be provided in the event of:
  - Significant accident involving a suspended access system.
  - Near miss using a suspended access system.
  - A significant break between operational use.
  - Significant amendments or alterations to the installed system.
  - Introduction or amendments to current legislation, ACoP's or standards.
  - Client imposed refresher training requirements.

### **Ladders and Working at Heights**

S&M is actively involved in operations that involve working at height and therefore will comply with the duties placed upon us by the Working at Heights Regulations 2005. It is vital that Employees who are engaged in working at height activities do so in a safe manner and comply with previously identified safe systems of work and/or permits to work issued by our Clients.

- Ladders must be used in a safe manner, where applicable they will always be footed or secured, ensuring that the correct incline is used (1 metre out for every 4 metres up). Ladders used to access ledges etc must extend one metre above the stepping off point, these ladders must be sited on firm, even and stable ground.
- Ladders are designed to be used by one person at a time, under no circumstances will Operatives climb onto a ladder in use by another Operative unless an emergency requires it.
- Operatives will avoid over-reaching when working on a ladder and ensure that they always maintain 3 points of contact with the ladder.

- All ladder users are suitably trained in their use and as such are required to carry out a brief inspection prior to use, ensuring that the ladder stiles and rungs are free from significant damage and that the feet are secure. All significant damage or faults will be recorded and reported to the Managing Director and removed from service.
- Operatives will avoid placing ladders against plastic guttering and glazing and other structural facades that may not support the ladder.
- Operatives must ensure that suitable warning signage is erected in areas where 3rd party ingress into the task area is expected or feasible.
- Operatives will not drop or throw tools, equipment or other items up/down whilst working on ladders.
- When storing ladders on vans the Operatives must ensure that it is secured and does not protrude from the rear of the vehicle without suitable warnings attached to the end of the ladder. All ladders are to be secured on Company vehicles using padlocks and chains as well as other securing devices.
- Under no circumstances will Operatives use ladders that are not the property of S&M or provided by S&M for site specific use and stored as such. Operatives will not allow 3rd parties to use ladders provided by S&M.

### **Fire Awareness and Emergency Evacuation**

S&M will co-operate with all of its Clients and ensure that any of its operations or tasks do not adversely affect the control measures identified in any fire risk assessment. Operatives will where necessary attend fire drills.

### **Safety Checks and Safety Equipment Inspections**

S&M ensures the performance of personal protective equipment and working at height access equipment by carrying out periodic inspections.

The users of such equipment are trained to carry out pre-use inspections which are formally recorded. These safety checks include the following:

- Ladders
- Safety Harnesses and ancillary equipment
- Permanently installed suspended access equipment

### **Training**

S&M acknowledges its responsibility to ensure that employees are suitably trained and competent to carry out assigned tasks. Training will be reviewed periodically and recorded. Before training commences, the company will take into account the capabilities of the employee, to ensure that the work demands do not exceed the ability of the employee, and therefore cause undue risk to themselves or others.

Induction training will be carried out on all new employees at commencement of employment. This training will consist of:

- General health and safety awareness.
- Training relating to specific hazards encountered.
- Safe systems of work.
- This training may comprise of on the job training, off the job training or a mixture of both.
- Fire awareness training

There will be no minimum or maximum time allocated to specific training relating to the operation or task. The complexity of the task and hazards involved will dictate the training required. The conclusion of all training will involve the trainer validating that the trainee is

competent to carry out the task. Part of that competency must be the confirmation from the trainee that all operating procedures have been fully understood. Trainees do not necessarily require constant supervision by a supervisor, but provisions must be made to ensure that the safety of the trainee.

### **Accident and ill health Reporting and Investigation**

S&M as defined in its Health & Safety Policy, is responsible for the setting up of procedures for the reporting of accidents, diseases and dangerous occurrences to the enforcing authority; maintaining a record of accidents in accordance with current legislation; the compilation of statistical returns on accident data to the funding body, and to the company's Health and Safety Committee.

The actions to be followed in the event of an accident, including a fatality, or sudden illness are set out in the following procedures and the legislative framework is summarised. The procedures apply to all members of S&M and, where relevant, to visitors to its premises and Contractors engaged in - related works. They apply, where relevant, to members of the Company operating on S&M-sites but on company business.

#### **1.Legislation**

There is legislation relevant to accidents: (known as RIDDOR).

Regulations require employees who suffer a personal injury by accident to inform their employer of the details. This is done through S&M's Accident, Incident and Near Miss Report form. There is also a duty on the employer to take reasonable steps to investigate the accident.

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, require that whenever any of the following events arises 'out of or in connection with work' (see below) it

**t:** 0208 469 4000

**w:** [smcleaningsupport.co.uk](http://smcleaningsupport.co.uk)

**e:** [headoffice@smcleaningsupport.co.uk](mailto:headoffice@smcleaningsupport.co.uk)

13 -15 High Street, St Mary's Cray, Orpington, Kent BR5 3NL

must be reported to the enforcing authority in writing and a record kept. If (a), (b), (c) or (d) happens, the enforcing authority must first be notified by the quickest practicable means, e.g. by telephone (see below):

- a. The death of any person as a result of an accident arising out of or in connection with work, whether or not they themselves are at work;
- b. Someone who is at work suffers a major injury as a result of an accident arising out of or in connection with work. Major injuries
- c. Someone who is not at work (e.g. a learner, a visitor on business connected to S&M) suffers an injury as a result of an accident arising out of or in connection with work and is taken from the scene to a hospital.
- d. One of a list of specified dangerous occurrences takes place. Specified dangerous occurrences likely to be applicable to S&M's activities
- e. Someone at work is unable to do the full range of their normal duties (as defined in their contract of work and their duties as agreed with their line manager) for more than seven days as a result of an injury (an 'over-7-day injury) caused by an accident arising out of or in connection with work; or
- f. A person at work suffers one of a number of specified diseases, provided a medical doctor diagnoses the disease and that person's job involves a specified work activity.

### Definitions

#### **Accidents, Incidents and near Misses**

An accident can be defined as an unplanned event which leads to a loss of one kind or another. That loss may be in terms of an individual's ability to work; may relate to financial loss; plant, equipment or machinery loss; or may be the loss of an organisation's credibility as a result of adverse publicity from the accident.

The term 'accident' covers equally occasions when there is personal injury involved (including injury from an act of non-consensual physical violence done to a person at work) and accidents which do not involve injury (sometimes called 'incidents' or 'near-miss accidents'). All of these must be reported, using S&M's Accident and Incident Report form by the manager responsible for the area where the accident occurred. Alternatively, the manager must ensure that the accident will be reported by some other authorised person, for example a 'First Aider'.

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations put accidents into three categories:

1. Major injury accident (e.g. fractures, hospitalisation for more than 24 hours, loss of consciousness). This would also include fatality;

**t:** 0208 469 4000

**w:** [smcleaningsupport.co.uk](mailto:smcleaningsupport.co.uk)

**e:** [headoffice@smcleaningsupport.co.uk](mailto:headoffice@smcleaningsupport.co.uk)

13 -15 High Street, St Mary's Cray, Orpington, Kent BR5 3NL

2. Accidents which result in the injured person being off work for seven days or more, as a result of the accident;
3. Minor accidents (e.g. involving slips, trips, falls, cuts, bruises). 'Arising out of or in connection with work' The phrase 'arising out of or in connection with work' has a very wide meaning but three key factors should be taken into account: the way in which an activity is being carried out for the purposes of S&M, including how it is organised, supervised or performed and the equipment or substances being used; and the condition of the premises.
4. Immediate Action to be taken in the event of an accident or sudden illness

The first person on the scene should make the situation safe and remove any immediate danger, but only if safe to do so.

The nearest First Aider should be called to assist and the names of the nearest can be found on the green first-aid notices strategically displayed around the premises. If the incident is 'off-site' then the procedures should be used which are publicised for that site or general location.

c) If an ambulance is required dial (92) 999 or (92) 112, ask for the ambulance service and give the precise location of the incident and entrance to be used when asked.

After the casualty has been treated as required, and if the accident resulted in a fatality, major injury, or a specified dangerous occurrence, the area should be cordoned off and access restricted until a full investigation has been carried out. The CEO and the Health & Safety Officer must also be contacted immediately.

### 5. Reporting Accidents, Incidents and Dangerous Occurrences

5.1 Use of the Accident, Incident and Near Miss Report Form All accidents must be reported by completing a Company Accident, Incident and Near Miss Report form. It should be remembered that even such incidents as a small cut, or a fall involving no apparent injury, can have consequences later. If there has been no report made of the incident the injured person could be denied State Injury Benefit or the chance to claim compensation arising from negligence. In addition, the manager responsible would have breached the requirements of RIDDOR.

Managers should ensure that there is in their administrative office(s) a supply of the company's Accident and Incident Report forms. These may be obtained from the Health & Safety Officer.

The completed form must be sent to the Health & Safety Officer within 24 hours of the accident.

If the injured person is away from work for seven days or more (not counting the day of the accident) the responsible manager must notify the Health & Safety Officer as soon as possible after the first seven days of absence.

There is a statutory duty to notify the Health and Safety Executive about these accidents within a set time. It is accepted that the present national arrangements allowing employees to self-certificate complicate matters; however, the line manager of an injured person has a duty to pass on this information to enable the company to meet its statutory obligations.

Regardless of who is involved or injured in an accident, a report must be made, if the accident happens on our premises or during a company activity.

The five categories of person mentioned in Part 1 of the Accident, Incident and Near Miss Report form, staff--visitor-contractor- are the groups that will include almost all persons likely to be found on company premises.

Whilst the majority of accidents happen on company premises, official activities may take place off-site and any accidents occurring during such activities, regardless of location, must be dealt with in exactly the same manner as with accidents on site.

### **Accident Report Form (Accident Book)**

#### ACCIDENT, INCIDENT and NEAR MISS REPORT FORM

All accidents and incidents, however slight, must be reported to enable the company to comply with Health, Safety and Environmental regulations.

Use this form to report:

- a) Any injury sustained during work;
- b) Any health and safety incident without injuries;
- c) Any illness arising from work;
- d) any environmental incidents and
- e) Any Company security incident involving abuse, threatening behaviour, violence, theft, damage, burglary or forced entry.

Then send form to the Health & Safety Officer.

Managers, please note: if a member of staff is absent from work for 7 days or longer as a result of an injury or incident arising from work, you MUST inform the Health & Safety Officer so that notification can be made to the Health and Safety Executive (HSE).

### **Hazard Reporting**

Any hazard must be reported to the Managing Director as soon as possible, this will ensure that timely investigation and where necessary suitable control measures can be implemented to reduce the level of risk.

### **Breakdown and Fault Reporting**

Employees must report all failures of equipment to Managing Director; this will allow the failure to be rectified and possible injuries to any other person averted. Failure to report malfunctions of equipment may be viewed as gross misconduct.

### **Smoking at Work**

Employees are prohibited from smoking on S&M property and whilst on Client controlled sites. Employees are also prohibited from smoking in company vehicles.

### **Alcohol and Drugs**

Employees are not allowed to attend work under the influence of alcohol or narcotics, employees who do so will be in breach of company policy and disciplinary action will be taken on the grounds of gross misconduct. Employees who are receiving medical treatment and taking a prescribed drug which may affect their judgement or cause drowsiness, must inform their supervisor or manager as soon as possible and before starting work.

### **Welfare Facilities**

Employees who are permanently located at Client sites will be advised of the welfare provision on induction this will include sanitary provision, including toilets, hand washing facilities and where necessary shower facilities, suitable rest areas will also be identified to allow meal breaks. Mobile workers such as window cleaners and mobile Supervisors will be advised of these provisions on induction, where no rest areas are available, we will ensure that off-site rest areas are Identified before the task commences.

### **Control of Sub-Contractors**

All Sub-Contractors are assessed for health and safety compliance and performance, copies of Health and Safety policies including a statement of intent must be provided before placing them on the approved contractor list. All Sub-Contractors must meet the requirements of this policy, S&M does not require them to adopt this policy, however we do

**t:** 0208 469 4000

**w:** [smcleaningsupport.co.uk](http://smcleaningsupport.co.uk)

**e:** [headoffice@smcleaningsupport.co.uk](mailto:headoffice@smcleaningsupport.co.uk)

13 -15 High Street, St Mary's Cray, Orpington, Kent BR5 3NL

require them have procedures and arrangements in place that reflects the hazards encountered in their operations.

Sub-Contractors are responsible for co-operating and coordinating their efforts to ensure that both parties comply with any relevant Statutory Duties, Approved Codes of Practice, Guidance Notes and where necessary Industry Best Practice or International Standards.

Sub-Contractors are required to report any accidents, incidents, near misses or hazardous conditions that occur immediately and provide assistance in any investigation.

It is the responsibility of any Sub-Contracting Organisation to ensure their employees are suitably trained for tasks they undertake and where necessary provide additional training. Sub-Contractors are not authorised to use S&M owned equipment unless agreed prior to the task being approved and suitable and sufficient risk assessments being provided. Sub-Contractors are also responsible for providing method statements detailing the task or process and the safe system of work to be adopted.

S&M Cleaning & Support Services Limited

A handwritten signature in blue ink, appearing to read 'D Steele', written over a horizontal line.

Danny Steele

Managing Director

Date: January 2021