

Policy	Health & Safety Policy - Unabridged
Purpose	This policy is written within the framework of the Health and Safety at Work etc. Act 1974 and its subsequent Regulations. A copy of this policy should be displayed in the main office. It will be reviewed, added to, or modified from time to time and may be supplemented in appropriate cases by further statements related to the work of the Service Area. Copies and subsequent amendments will be made available to all employees. The success of this Policy depends on the active support of all employees to achieve its objectives.
Scope and definition	KGB Cleaning South West Ltd. recognises the need for a well-defined policy setting out the standards it aims to achieve for protecting the health, safety and welfare of staff, Service Users and others. This Health, Safety and Welfare Policy sets out the organisation and arrangements for achieving this aim including the detailed responsibilities for key staff.
Version	H&S/HSP/2025_v3
Review date	01/08/2026
Content Amend Date	05/08/2025 - Change of signatory & structure in line with new MD appointment 10/07/2023 - Update of RIDDOR date to 2013. 06/07/2024 - Update of Organisational Chart

The management of health and safety will be integral to and equal with any other business function. This value is shared throughout the Company.

This enables the Company to meet its objective of managing and conducting its work activities in such a way as to ensure, so far as is reasonably practicable, the safety, health and welfare at work of all employees and others who may be affected by our business activities.

This Policy will be reviewed on an annual basis.

KGB Cleaning South West will achieve this by:

- ensuring full compliance with all health and safety legislation, Codes of Practice, and industry best practice.
- providing adequate control of the health and safety risks arising from our work activities by documented risk assessment of all work activities.
- consulting with our employees on matters affecting their health, safety, and well-being.
- provision and maintenance of safe plant and equipment.
- ensuring that all necessary precautions are taken in respect of the safe use, handling, storage and transportation of materials and substances.
- provision of adequate information, instruction, and training to ensure that all employees are competent to carry out their tasks in a safe manner.
- provision of management and supervision of all employees.
- prevention of accidents and cases of work-related ill health.
- maintaining a safe and healthy working environment.
- provision of adequate welfare facilities.
- ensuring this policy is monitored at the workplace.
- review and revision of this policy, as deemed necessary at regular intervals.

The Managing Director has overall responsibility for health, safety, and welfare.

Day to day management of health, safety and welfare is the responsibility of the H&S Manager, operational management and supervisory personnel.

Employees share a responsibility to co-operate with management, and in accordance with the Health and Safety at Work Act 1974, to ensure their own safety and the safety of those affected by their activities. This includes not intentionally or recklessly interfering with or misusing anything provided for their health, safety, and well-being.

Management Structure For The Implementation Of The Health And Safety Policy

The Management Structure diagram outlines the chain of command in respect of health and safety management within KGB Cleaning South West Ltd. and shows who has the responsibility for the implementation of the Health and Safety General Policy and Statement of Intent and are accountable for their areas of responsibility.



Organisational Functions And Responsibilities

Introduction

1. Legal provisions require the employer to identify the duties and responsibilities on health and safety for management.
2. Those involved in the management of KGB Cleaning South West Ltd. have those duties and responsibilities clearly defined. This is to ensure the Health and Safety General Policy and Statement of Intent are properly taken into account when designing and implementing systems and procedures.
3. Management also has a responsibility and duty to ensure that: -
 - employees are aware and understand the Health and Safety Policy and Statement of Intent.
 - employees are aware and understand the Health and Safety rules relating to their work
 - employees are adequately instructed, trained and supervised
 - employees are made aware of the hazards and risks associated with their work activities
 - employees are provided with safe products, substances and equipment, safe methods of work and an environment that is safe and healthy to work in.
4. The above duties and responsibilities on KGB Cleaning South West Ltd. are implemented through the use of the documentation outlined within their manuals and through management carrying out periodic monitoring of the areas within their control.

2.3 Management Responsibilities

Introduction

1. Alongside each of the organisational positions given in the management structure for the implementation of the health and safety policy, individual management responsibilities are allocated that are deemed the most important to be undertaken by the persons concerned for which they are held accountable. These are outlined below.
2. You are to monitor the satisfactory accomplishment of the key responsibilities and to do what is necessary to state how these can be achieved.

2.4 Key Responsibilities

To ensure KGB Cleaning South West Ltd. fulfils the objectives outlined in the Statement of Intent, the management structure indicates all who have responsibilities for health and safety and are held accountable for what happens in their areas of control.

Directors

The Directors shall understand the Health and Safety Policy and its implementation within the area of their responsibility and ensure its implementation. They shall devise, implement and maintain safe systems of work for all areas of operation. Hazards brought to their notice must either be dealt with as a matter of high priority or passed immediately to the person responsible for action.

The Directors' main responsibilities are to ensure that:

- The Company's policy for the prevention of injury, ill health and damage is initiated;
- All levels of management and employees understand the requirements placed upon them by this Policy;
- The policy is effectively administered, monitored and that necessary alterations are made to the policy to reflect changes in legislation or company development;
- All levels of employees receive adequate and appropriate training in their tasks;
- The relevant legislation is complied with in all the Company's areas of operation;
- Sound working practices are observed;
- Allowances are made in tendering, planning and production processes for the provision of adequate welfare facilities and the necessary equipment to avoid injury, ill health and damage;
- Health and safety activities are co-ordinated between all contractors working on the same site;
- All accidents and incidents are correctly reported and recorded and that action is taken to prevent a recurrence of the accident or incident;
- Disciplinary action is taken against all employees who do not comply with the requirements as detailed in the policy documents;
- Liaison with external safety and health organisations is instigated;
- Pertinent information is distributed throughout the company;
- Adequate funds are made available to meet the requirements of the policy;
- The appropriate insurance cover is provided and maintained;
- Provision is made at all meetings, including board meetings, for discussing health and safety;
- Any hazardous substances are stored and handled in accordance with established rules and procedures;
- He sets a good personal example by using the appropriate personal protective equipment;
- A statement on health and safety is included in the company's annual report

Finance and HR Directors

The finance and HR Directors have responsibility for ensuring that:

- Safe systems of work are implemented fully within areas under your control.
- Suitable risk assessments are carried out covering all processes and activities under your control, with adequate records maintained.
- All relevant registers, notices and documents are maintained and available for inspection.
- Matters concerning Health and Safety which cannot be effectively remedied are referred to the appropriate member of management for advice and guidance.
- The relevant members of management are aware of the funds, materials, equipment and human resources available to meet all safety requirements.
- All accidents, ill health or near miss incidents arising from the work activity are adequately investigated, recorded and reported as detailed in the Accident and Reporting Procedure.
- Effective contingency planning arrangements are in place to control potentially serious hazards or situations of imminent danger.
- The Health and Safety monitoring activities are carried out at the recommended frequencies.
- A safe means of access and egress to the place of work is provided.
- The workplace is maintained in a clean and tidy condition.
- The appropriate insurance cover, which embraces both statutory and business needs, is being met and maintained.
- A copy of the Employer's Liability Insurance Certificate is displayed where it can be referred to by employees.

Health And Safety Manager

- To provide advice and guidance on safety matters to all personnel employed by KGB Cleaning South West Ltd.
- KGB Cleaning South West Ltd. authorises the Health and Safety Manager to take immediate steps through line management to stop any dangerous or illegal practices:
- Keep managers informed of new legislation and the implications of existing legislation and legal aspects of fire and safety matters.
- Monitor the policy and maintain effective communications.
- Maintain liaison and co-operate with clients and external authorities as appropriate.
- Appraise and advise in all equipment and methods of work design, development, installation and commissioning stages in order to ensure the integration of Health and Safety considerations.
- Prepare and update these arrangements as required and ensure explanatory notices are suitably displayed and communicated.
- The above key health and safety responsibilities have been identified together with the way they are to be put into effect using appropriate techniques, e.g. checklists, registers or assessment documentation.

Operations Managers

Having the responsibility for ensuring that:

- The objectives outlined within the Safety Policy and Management Control System are fully understood and observed by persons under your control.
- The responsibilities for Health and Safety defined within the Health and Safety Management Control System are fully understood and implemented as appropriate, by all persons under your control.
- Changes in the Health and Safety Policy and Management Control System are brought to the attention of all persons under your control.
- Safe systems of work are developed, implemented and controlled.
- Suitable risk assessments are carried out covering all processes and activities carried out by KGB Cleaning South West Ltd, with adequate records maintained.
- Adequate communication channels are maintained so that information concerning safety matters, including the results of risk assessments, which may affect any or all employees is communicated effectively.
- Matters concerning safety raised by any employee are thoroughly investigated and where necessary, effective action taken. Matters which cannot be effectively remedied are referred to the Divisional Director for advice and guidance.
- Regular meetings are held where any matters relating to Health, Safety or welfare may be discussed.
- Adequate funds, materials, equipment and human resources are provided to meet all safety requirements.
- A training programme exists to instruct persons under your control in the requirements of the Health and Safety Policy and in the safe systems of work relevant to their place of work and work activity.
- All persons under your control are adequately trained to carry out their Health and Safety responsibilities as identified within the Health and Safety Management Control System.
- Persons under your control are adequately trained to carry out any task required of them in a safe manner.
- All accidents, ill health or near miss incidents arising from the work activity are adequately investigated, recorded and reported as detailed in the Accident and Reporting Procedure.
- Effective contingency planning arrangements are in place to control potentially serious hazards or situations of imminent danger.
- The Health and Safety monitoring activities are carried out at the recommended frequencies.
- Adequate welfare facilities are provided and maintained to a satisfactory standard.
- A safe means of access and egress to the place of work is provided.
- The workplace is maintained in a clean and tidy condition, with effective cleaning schedules implemented.
- Adequate provisions are made with respect of heating, lighting and ventilation.
- Sufficient work space is available to allow activities to be carried out safely.

Area and Site Managers

- The objectives outlined within the Safety Policy and Management Control System are fully understood and observed by persons under your control.
- The responsibilities for Health and Safety defined within the Health and Safety Management Control System are fully understood and implemented as appropriate, by all persons under your control.
- Changes in the Health and Safety Policy and Management Control System are brought to the attention of all persons under your control.
- Safe systems of work are developed, implemented and controlled.
- Suitable risk assessments are carried out covering all processes and activities carried out with adequate records maintained.
- Adequate communication channels are maintained so that information concerning safety matters, including the results of risk assessments, which may affect any or all employees is communicated effectively.
- Matters concerning safety raised by any employee are thoroughly investigated and where necessary, effective action taken. Matters which cannot be effectively remedied are referred to the Executive Director for advice and guidance.
- Regular meetings are held where any matters relating to Health, Safety or welfare may be discussed.
- Adequate funds, materials, equipment and human resources are provided to meet all safety requirements.
- A training programme exists to instruct persons under your control in the requirements of the Health and Safety Policy and in the safe systems of work relevant to their place of work and work activity.
- All persons under your control are adequately trained to carry out their Health and Safety responsibilities as identified within the Health and Safety Management Control System.
- Persons under your control are adequately trained to carry out any task required of them in a safe manner.
- All accidents, ill health or near miss incidents arising from the work activity are adequately investigated, recorded and reported as detailed in the Accident and Reporting Procedure.
- Effective contingency planning arrangements are in place to control potentially serious hazards or situations of imminent danger.
- The Health and Safety monitoring activities are carried out at the recommended frequencies.
- Adequate welfare facilities are provided and maintained to a satisfactory standard.
- A safe means of access and egress to the place of work is provided.
- The workplace is maintained in a clean and tidy condition, with effective cleaning schedules implemented.
- Adequate provisions are made with respect of heating, lighting and ventilation.
- Sufficient work space is available to allow activities to be carried out safely.

- Adequate first aid provisions are available and maintained under the control of a competent person.
- There is the required number of trained and qualified first aid personnel available.
- Suitable arrangements have been made for life safety and property protection in the event of a fire occurring.
- Any hazardous or dangerous substances that are used, transported, stored and / or handled are done so correctly and in accordance with established rules and procedures.
- All machinery, plant and equipment is well maintained, adequately guarded and inspected / tested as necessary with appropriate records kept.
- All items of personal protective equipment are suitable for their application, adequately maintained, in good condition and readily available.

Supervisors/Team Leaders

- The Health and Safety Policy Statement is brought to the attention of all employees and is displayed in a prominent location
- The objectives outlined within the Safety Policy and Management Control System are fully understood and observed by persons under your control.
- Changes in the Health and Safety Policy and Management Control System are brought to the attention of all persons under your control.
- All relevant registers, notices and documents are maintained and available for inspection.
- Regular meetings are held where any matters relating to Health, Safety or welfare may be discussed.
- Matters concerning safety raised by any employee are thoroughly investigated and where necessary, effective action taken. Matters which cannot be effectively remedied are referred to the Site Manager for advice and guidance.
- Persons under your control are adequately trained to carry out any task required of them in a safe manner.
- All accidents, ill health or near miss incidents arising from the work activity are adequately investigated, recorded and reported as detailed in the Accident and Reporting Procedure.
- The Health and Safety monitoring activities are carried out at the recommended frequencies.
- Adequate welfare facilities are provided and maintained to a satisfactory standard.
- A safe means of access and egress to the place of work is provided.
- Any hazardous substances that are used, transported, stored and / or handled are done so correctly and in accordance with established rules and procedures.
- All items of personal protective equipment are suitable for their application, adequately maintained, in good condition and readily available.
- All vehicles are in good condition, adequately maintained, regularly serviced in accordance with legal requirements with appropriate records kept.

All Employees and Sub Contractors

In accordance with Sections 7 and 8 of the Health and Safety at Work Act 1974, it shall be the duty of every EMPLOYEE whilst at work:

- to take reasonable care for the Health and Safety of himself and other persons who may be affected by their acts or omissions at work.
- to co-operate with their employer, so far as is necessary, to enable any requirements imposed to be complied with.

Employees and sub contractors are required to comply with their statutory obligations and to:

- Work safely in the interests of both themselves and other persons.
- Wear protective equipment and clothing provided by the company and make proper use of safety devices at all times.
- Report to their supervisor all accidents, 'near misses' and damage and ensure they are recorded in the accident book.
- Report unsafe conditions, plant defects and equipment defects to their Supervisor.
- Comply with all rules, regulations and codes of practice affecting Health and Safety.
- Attend safety training in accordance with the company's requirements.
- No person shall intentionally or recklessly interfere with or misuse anything provided in the interest of health and safety or welfare in pursuance of any of the relevant statutory provisions.

2.5 Review And Updating Health And Safety Policy

The Health and Safety Manual and procedures will be regularly reviewed by the Health & Safety Manager and Directors of KGB Cleaning South West Ltd., at least annually, and updated whenever required, as a result of changes in health and safety legislation and Company Policy.

Their Health and Safety Manual is registered as a controlled document and any updates will be notified by the Health and Safety Manager.

Their review must be recorded and any changes brought to the attention of the work force.

3 General Arrangements for Implementing the Health, Safety and Welfare Policy

3.1 Accident/Incident Reporting & Investigation

An accident is an unplanned event that results in injury or damage.

A near miss is an unplanned event that does not result in injury or damage.

All incidents should be reported to the appropriate manager and where required, the Company's internal report form completed. A copy of this form should be sent to Head Office. Due to potential additional reporting requirements, please ensure that these forms are completed as soon as possible, and no later than 7 days.

Blank copies of the Accident / Incident report forms are held in the office

Note: the report form has a section 'action taken to prevent a recurrence'. All accidents are required to be investigated, and this section should be completed to reflect any action taken. Where no further action is required this should be entered into the form to demonstrate that management have considered this.

Where appropriate, accidents may also be investigated by the Health and Safety Executive. Incidents which fall within the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013 e.g. major injuries, accidents resulting in employees being absent from work for more than 3 days, or members of the public going to hospital from the scene of the accident etc will be reported to the Health and Safety Executive by the Health and Safety Function.

3.2 Asbestos

The Control of Asbestos Regulations 2012 places a duty on the "Asbestos Duty Holder" to manage any asbestos or asbestos containing materials located within the premises.

The Asbestos Duty Holder is generally the person who has (or persons who have) clear responsibility for the maintenance or repair of the premises.

KGB Cleaning South West Ltd. Head Office is considered not to contain asbestos. Where appropriate, clients premises may contain asbestos and an asbestos register should be held on site for reference.

It is the responsibility of the Asbestos Duty Holder to ensure that **anyone**, contractors or staff, who intend to work on the fabric of the building, read the Asbestos Information poster and consult the Asbestos Register prior to commencing work in order to ensure where they will be working is free from asbestos and asbestos containing materials, and that they sign the register to demonstrate they have consulted and understood it.

If, during the course of the task, further work needs to be carried out at a different location, the Asbestos Register must be consulted again and be resigned and dated.

Any queries regarding asbestos in the premises, or how to arrange for a survey, should be referred to the client Asbestos Duty Holder, who will consult with the KGB Health and Safety Manager.

3.3 Consultation with Employees

Under the Health and Safety (Consultation with Employees) Regulations 1996 and the Safety Representatives and Safety Committees Regulations 1977 an employer has a duty to consult with employees on matters of health and safety.

Employees will be consulted on the following:

- The introduction of any measure which may substantially affect their health and safety at work;
- Arrangements for getting competent people to help them comply with health and safety laws;
- Information on risks arising from their work, measures to reduce or get rid of those risks and what employees should do if they are exposed to a risk;
- The planning and organisation of health and safety training and the health and safety consequences of introducing new technology;

KGB Cleaning South West Ltd. will consult with staff in the following ways, staff meetings, memo and notice board Information.

3.4 Control of Contractors

KGB Cleaning South West Ltd. recognises its' responsibilities in relation to the use of contractors.

In any client/contractor relationship, both parties will have duties under health and safety law. Similarly, if the contractor employs sub-contractors, to carry out some or all of the work, all parties will have some health and safety responsibilities.

KGB Cleaning South West Ltd. need to satisfy itself that contractors are competent (i.e. they have sufficient skills and knowledge) to do the job safely and without risks to health and safety. The degree of competence required will depend on the work to be done.

KGB Cleaning South West Ltd. and the contractor are required to agree the risk assessment for the contracted work and the preventative and protective steps that will apply when work is in progress. Consideration should be given to those risks from each other's work that could affect the health and safety of the workforce or anyone else.

KGB Cleaning South West Ltd. are required to manage and supervise the work of the contractors. The more impact the contractor's work could have on the health and safety of anyone likely to be affected, the greater the management and supervisory responsibilities of the client. KGB Cleaning South West Ltd.. therefore need sufficient knowledge and expertise to manage and supervise the contracted work.

The Establishment will ensure that contractors visiting their premises do not pose a risk to their own health and safety or that of others present within the establishment.

The Contract Manager or Assistant is responsible for ensuring that all contractors on site are aware of the asbestos log, fire and emergency evacuation procedures.

The Contract Manager or Assistant should inform all contractors of any known hazards that might affect them whilst at work. Contractors in turn should notify the Contract Manager or Assistant of any hazards arising from their activities, which may affect the occupants of the establishment.

All contractors should report to the office on arrival.

Further information is available from the HSE document "Use of Contractors - a joint responsibility", HSE INDG 368

3.5 Control of Substances Hazardous to Health

The Control of Substances Hazardous to Health (COSHH) Regulations 2002 impose duties on employers to protect employees who may be exposed to substances hazardous to health at work, and others who may be affected by such work.

COSHH covers chemicals, products containing chemicals, fumes, dusts, vapours, mists, gases, and biological agents (bacteria, fungi and viruses). If there is a hazard symbol displayed on the packaging then the contents are classed as a hazardous substance. COSHH also covers asphyxiating gases, biological agents that cause diseases such as Leptospirosis or Legionnaires Disease; and biological agents used in laboratories.

COSHH doesn't cover lead, asbestos or radioactive substances because they have their own specific regulations.

KGB Cleaning South West Ltd. will ensure that COSHH assessments will be carried out on all hazardous substances prior to use. The COSHH assessment, which provides information on specific hazards, first aid measures, personal protective equipment etc., will be reviewed as appropriate, or every year, whichever is the sooner.

A COSHH assessment can be obtained by contacting KGB Cleaning South West Ltd. Operations Support.

The Health & Safety Manager is responsible for obtaining a copy of the manufacturer's Safety Data Sheet (SDS), for every hazardous substance in the workplace and for ensuring a COSHH assessment is completed before the substance is brought into use for the first time.

A copy of the "COSHH Do's and Don'ts" poster should be displayed wherever hazardous substances are used or stored, including the cleaners' cupboards.

3.6 Display Screen Equipment

The Display Screen Equipment (DSE) Regulations 1992 require employers to minimise the risks to employees who habitually use display screen equipment as a significant part of their normal work.

Other people, who use DSE only occasionally, are not covered by the requirements of the Regulations, however, employers still have general duties under other health and safety at work legislation.

Where users are identified, the following must be ensured:

- Workstations are assessed using the HSE workstation assessment checklist and the risks reduced, as applicable;
- Workstations meet the minimum requirements as outlined on the HSE checklist;
- Work is planned to allow adequate breaks or changes of activity;
- On request, eye tests are arranged, and a contribution made towards spectacles if they are required for DSE use; and
- Health and safety training and information is provided.

When a DSE User requests an eye test, such a test should be arranged free of charge to the individual.

3.7 Driving

Under the Health and Safety at Work etc 1974, employers have a general duty to ensure the health, safety and welfare of employees and others who may be affected by their undertaking. This includes employees who may be required to drive as part of their duties. They may be required to drive either their own private vehicle or an KGB Cleaning South West Ltd.. vehicle, e.g. minibus (see section 5.18).

Staff may drive their own vehicles on Company business provided their licence, MOT, Tax and Insurance are valid for such an activity.

3.8 Electricity at Work

The Electricity at Work Regulations 1989 set out specific requirements on electrical safety. These Regulations place a duty on employers to ensure that electrical systems are designed, constructed, used and maintained so as to prevent danger. 'Systems' includes all apparatus as well as the mains supply.

All portable electrical appliances should be visually checked before use. In particular, attention should be paid to the condition of power cables and of their terminations, as these are often damaged, wrenched and jerked, which may loosen their connections.

All portable electrical equipment such as drills, irons, kettles etc should be subject to a detailed inspection and test by a competent person at least every 12 months. A written record of the tests, in the form of a logbook or register, should be maintained and be available for examination and the equipment itself should be marked with some form of identification and the date of the most recent test.

Annual Portable Appliance Testing will be carried out by and the records are maintained by the Contract Manager or Assistant and held in the office and at head office.

Fixed electrical installations should be inspected by a competent person at least every five years.

Staff may not bring their own personal electrical appliances into the Establishment/ unless they have had their earth-bond and insulation checked by a competent person

3.9 Fire Safety

The Regulatory Reform (Fire Safety) Order 2005 places duty on employers to conduct a fire risk assessment and take reasonable steps to reduce the risk from fire.

Each establishment should have a "Responsible Person" who is ultimately responsible for fire safety and who may have other competent people to assist them to carry out their duties. These include undertaking a fire risk assessment, Emergency Evacuation Plan, and Personal Emergency Evacuation Plans (PEEPS) for staff or Service Users with impaired mobility.

The Responsible Person for KGB Cleaning South West Ltd. Head Office is the Office Manager.

The competent people for fire safety are:

- Calling the Fire Brigade is the responsibility of the Office Manager or Assistant
- Liaising with the fire brigade is the responsibility of Office Manager or Assistant
- Roll call is the responsibility of Office Manager or Assistant
- Organising fire drills is the responsibility of Office Manager or Assistant
- Organising fire safety training is the responsibility of Office Manager or Assistant
- Quarterly inspections of the fire alarm, emergency lighting, fire door magnetic holders are carried out by authorised contractors
- Weekly checks of the fire alarm call points, emergency lighting and fire door magnetic holders are carried out by Premises Manager.
- Annual inspection of the fire extinguisher and fire fighting equipment is carried out by a competent person and arranged by the Office Manager or Assistant

The current fire risk assessment, Emergency Evacuation Plan and Personal Emergency Evacuation Plans (PEEPs), if applicable, and fire safety folder are located in the office

It is the responsibility of the Office Manager or Assistant to ensure that the fire risk assessment, Emergency Evacuation Plan and PEEPS are undertaken and reviewed as necessary, and keeping the contents of the fire safety folder up to date.

Fire instruction notices are displayed throughout the premises advising the actions to be taken on discovering a fire/on hearing the alarm.

The Office Manager or Assistant is responsible for ensuring the Fire Instruction notices are appropriately display.

Fire Drills are conducted twice per year and a record of the time taken to evacuate the premises and any comments are reported to the Managing Director.

All staff have a duty to be aware of the fire and emergency procedures, to ensure that all escape routes and fire exits are kept clear, and to report any defective or damaged fire fighting equipment, such as fire extinguishers.

Any fire that occurs within the premises, however minor, must be reported to the Managing Director and to the Health & Safety Manager using the incident report form.

All operators on Client sites must familiarise themselves with and adhere to local fire safety instructions.

3.10 First Aid

The Health and Safety (First-Aid) Regulations 1981 set out a duty of care on employers to provide adequate and appropriate first aid provision for employees.

The Health and Safety (First-Aid) Regulations 1981 do not oblige employers to provide first aid for members of the public. However, KGB Cleaning and Support Services, should include the public, Service Users and others on their premises when making their assessment of first aid needs.

A first aid assessment of needs has been undertaken by the Health & Safety Manager

It is usually necessary to ensure that there is at least one first aider available at all times, taking into consideration staff absence, holidays, lunch breaks, before and after hours, etc

Staff nominated to administer first aid will attend first aid at work, emergency first aid,

The First Aid Boxes for KGB Cleaning South West Ltd. head office are sited in the following locations:

Main office
Kitchen

The person responsible for maintaining the First Aid boxes is the Office Manager

First Aid boxes on client sites will be located in the main cleaning cupboard.

Notices are displayed throughout the premises advising of the locations of first aid boxes and the names of first aiders.

Any accidents requiring first aid must be reported using the accident reporting procedure.

3.11 Gas Safety

Under the Gas Safety (Installation and Use) Regulations 1998 and the Gas Safety Regulations 2001, any work on gas systems and appliances could only be carried out by persons registered with the Company of Registered Gas Installers (CORGI). Since 1st April 2009 CORGI has been replaced by the [Gas Safe Register](#).

Work on gas systems and appliances can only be undertaken by persons who are Gas Safe Registered.

Annual servicing will be carried out by authorised contractors records are maintained by Office Manager and held in the office

If you smell gas:

- Do not use any naked flames/other ignition sources
- Open doors and windows
- Contact the gas board
- Do not switch on or off the lights or any portable switch appliance switch
- Shut off the gas

Evacuate the premises, if appropriate.

3.12 Health & Wellbeing

The Health and Safety at Work Act 1974 establishes a duty for employers to ensure the health, safety and welfare of employees, whilst at work. This includes not only their physical health, but also their mental health and wellbeing. The Management of Health and Safety at Work Regulations 1999 require a general risk assessment of all risks in the workplace, and this will include the risk to staff from stress.

The HSE defines stress as *"the adverse effect people have to excessive pressure or other types of demand placed on them"*.

KGB Cleaning South West Ltd. recognises that stress per se is not an illness, but can result in stress related illness such as anxiety or depression. Accordingly a risk assessment has been undertaken to identify the main potential stressors and the control measures required in order to reduce the risks to staff.

3.13 Information, Instruction and Training

The Health & Safety at Work Act 1974 establishes the duty of the employer to supply employees with such information, instruction, training and supervision as necessary to ensure their health and safety at work.

KGB Cleaning South West Ltd. is committed to providing all staff with the appropriate information, instruction, training and supervision to enable them to undertake their duties safely and without risk to themselves or others.

Induction Training will be provided to all new employees appropriate to their role.

Health and safety training, and refresher training will be organised for staff as appropriate, and training records (including induction) will be kept.

Health and safety training records are kept by the Office Manager.

3.14 Legionella

The Control of Substances Hazardous to Health Regulations 2002 relates to the risk from hazardous microorganisms, including Legionella. Under these Regulations, risk assessments and the adoption of appropriate control measures are required to be put in place.

KGB Cleaning South West. will ensure that an adequate risk assessment of the water systems in its buildings is carried out; and will identify and assess the risk of exposure to Legionella bacteria from work activities and water systems on the premises and any necessary precautionary measures.

All water systems are subject to monitoring, inspection and testing at regular intervals by a competent person. The written records of the risk assessments, monitoring, inspection and test, in the form of logbook or register, should be maintained and should be retained for at least 5 years.

Further information can be found on HSE website www.hse.gov.uk
[Legionnaires' disease - a guide for employers](#)

3.15 Lone Working

The Health and Safety at Work Act 1974 places a duty on employers to ensure the health, safety and welfare of employees. The Management of Health and Safety at Work Regulations 1999 require employers to make a suitable and sufficient assessment of the risks to health and safety of employees to which they are exposed whilst at work. This will include the risks to staff from lone working.

Lone workers have been defined by the HSE as 'those who work by themselves without close or direct supervision'. Lone workers are found in a wide range of situations, and can be divided into those who work at fixed establishments (where only one person is on site, where people work separately from others, or where people are working out of normal working hours), and those who are mobile workers, working away from their main working base.

KGB Cleaning South West Ltd. will ensure that all lone working activities are identified, and the risks from such lone working activities are assessed and control measures identified and implemented to minimise the risk to the health and safety of staff.

A Lone working policy, flow chart and Risk Assessment Checklist are available to assist with this.

It is the responsibility of the Operations Director and Operations Managers to identify all lone working activities within KGB Cleaning South West Ltd. and ensure that a suitable risk assessment is undertaken for each.

The responsibility for undertaking lone working risk assessments and ensuring the outcomes are communicated to the lone workers lies with the Operations Director and Operations Managers.

All staff that work alone must be competent to carry out the activities they are engaged in, must have received sufficient information to enable them work alone safely and to be able to summon help and assistance if required.

It is the responsibility of the Operations & Area Managers to ensure lone workers have received adequate lone working information and training, and for keeping training/briefing records.

It is the responsibility of all staff to follow the defined lone working procedures and safe systems of work, and to report immediately any problems or concerns to their line manager. Further guidance is available in the HSE document Working alone in Safety (INDG 73)

3.16 Manual Handling

The Manual Handling Operations Regulations 1992 apply to a wide range of manual handling activities, including lifting, lowering, pushing, pulling or carrying. These regulations place specific duties on employers and employees.

Employers are required to:

Avoid the need for manual handling, so far as is reasonably practicable;

Assess the risk of injury from any hazardous manual handling that can't be avoided; and

Reduce the risk of injury from hazardous manual handling, so far as is reasonably practicable.

Area & Contract Managers will be responsible for carrying out risk assessments for all manual handling activities, which constitute a significant risk of injury to staff and to update and review as necessary.

Employees are required to:

- Follow appropriate systems of work laid down for their safety;
- Make proper use of equipment provided for their safety;
- Co-operate with their employer on health and safety matters;
- Inform the employer if they identify hazardous handling activities;
- Take care to ensure that their activities do not put others at risk.

All staff members involved in manual handling will be given suitable and sufficient information, instruction, training and supervision. Training will be recorded, monitored and reviewed.

Training records will be maintained by the People Director and held in the office

If a member of staff develops any medical/physical condition, the responsible person should be made aware immediately. A specific risk assessment must be carried out to cover the activities/tasks and control measures should be taken accordingly.

Further advice can be found in the following document available on the HSE website www.hse.gov.uk

INDG 143- Getting to grips with Manual Handling

3.17 Monitoring – Audits & Inspections

In order to ensure health and safety arrangements are working and that risk control measures are effective and are being maintained, it is necessary to monitor health and safety performance. Monitoring also ensures that lessons are learnt from any incidents, accidents or causes of ill health.

KGB Cleaning South West Ltd. will carry out the following monitoring:

- Daily checks by the Contract Manager or Assistant in addition to detailed bi-annual inspections by the Operations Manager (these could be in conjunction with inspections by establishment safety representatives). A written record of identified items must be kept;
- Routine equipment maintenance checks either carried out by staff of the establishment or by external contractors, as appropriate, including access equipment, fire extinguishers, fume and dust extraction systems, portable electrical appliances, etc;
- Investigations of incidents, accidents, causes of ill health and complaints as appropriate to the circumstances;
- Reviewing accident statistics by governing body to identify causes of accidents; and
- Reviewing audit reports detailing the performance of KGB Cleaning South West Ltd. health & safety management system.

KGB Cleaning South West Ltd. will also carry out a formal inspection at least twice a year using the Workplace inspection checklist

The Health and Safety Manager will carry out a formal audit at KGB Cleaning South West Ltd. on an annual basis.

Records of maintenance checks, inspections etc are located in:
Head Office, Milton Park, Oxford.

3.18 New & Expectant Mothers

The Management of Health & Safety at Work Regulations 1999 place a duty on employers to undertake a suitable and sufficient assessment of the risks to the health and safety of their employees, to which they are exposed whilst at work in order to identify the measures that need to be taken to comply with health and safety legislation.

In addition, the Regulations identify two groups of workers; new and expectant mothers and young persons; for whom a specific risk assessment must be undertaken, or an existing risk assessment must be reviewed in order to identify any additional control measures that may need to be taken.

A “new or expectant mother” is taken to mean an employee who is pregnant; who has given birth within the previous six months; or who is breast-feeding.

When a member of staff notifies the Establishment in writing that she is any of the above, then a specific risk assessment must be carried out to cover the activities and tasks that person undertakes and any specific hazards that may be involved during the course of her work.

The main areas of concern for new and expectant mothers fall into three main categories of physical, biological and chemical.

Further advice can be found in the following documents available on the HSE website www.hse.gov.uk:

[HSE 122 – New and Expectant Mothers at Work – An Employers Guide](#)

[INDG 373 – A Guide for New and Expectant Mothers who Work](#)

3.19 Personal Protective Equipment

The Personal Protective Equipment Regulations 1992 are designed to protect people from risks to their health.

The Personal Protective Equipment should be properly assessed before use to ensure it is suitable; be maintained and stored properly. Employees should be provided with instructions and training on how to use it safely and supervised to ensure the equipment is being used correctly.

PPE is defined in the Regulations as “all equipment (including clothing protection against the weather) which is intended to be worn or held by a person at work and which protects him against one or more risks to his health or safety”, e.g. safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses.

All Personal Protective Equipment should be identified through risk assessment, but only if the control measures cannot be reduced by other means.

3.20 Risk Assessment

The Management of Health and Safety at Work Regulations 1999 require employers to make a suitable and sufficient assessment of the risks to health and safety of employees to which they are exposed whilst at work, and any others who may be affected by their undertaking.

The risk assessment must be recorded, and reviewed if it is no longer valid, if there have been significant changes in the matters to which it relates, or annually, whichever is the sooner.

A Risk assessment flow chart is available to assist with risk assessment, and a risk assessment form is available to record risk assessments.

The Health & Safety Manager, and Company Directors will be responsible for ensuring that risk assessments are undertaken, recorded and reviewed within the establishment.

The responsibility for carrying out risk assessments lies with the individual department heads, reported to the Health & Safety Manager who will record and maintain them centrally.

Copies of current risk assessments are located in the H&S File.

Employees' have a duty to cooperate with their employer when they are conducting risk assessments and for cooperating with them in implementing any remedial action or control measures to reduce the risk.

Staff involvement and consultation will be ensured during the risk assessment process.

Note: the Regulations stipulate that a specific risk assessment must be undertaken for New and Expectant Mothers and Young Persons, (under 18 years of age). Statutory risk assessments are also required for COSHH, DSE, PPE and Manual Handling.

3.21 Safety, Signs and Signals

The Health and Safety (Safety Signs and Signals) Regulations 1996 places duty on employers to use and maintain appropriate health and safety signs, in order to make persons aware of risks, where the risk to health and safety cannot be avoided or adequately controlled by other means.

KGB Cleaning South West Ltd. will ensure that where the requirement for the posting of a safety sign has been identified, such signs are posted at suitable locations, conform to the relevant standards and are adequately maintained.

It is the responsibility of the Contract Manager or Assistant to ensure that health and safety signs are displayed and adequately maintained.

Staff will be provided with appropriate instruction, information and training in the use and understanding of safety signs, as applicable.

Staff should report missing or damaged safety signs to Operations Support.
Further information on safety signs and signals can be found on HSE website:

www.hse.gov.uk:

HSE leaflet "[Signpost to The Health and Safety \(Safety Signs and Signals\) Regulations 1996](#)
[Why do we need these Regulations?](#)"

HSE leaflet "[Read the Label – How to find out if chemicals are dangerous](#)"

3.22 Security

Specific responsibility for KGB Cleaning South West Ltd. security is not set down in legislation. However, KGB Cleaning South West Ltd. security is related to health and safety, therefore whoever has responsibility for health and safety should consider what security measures are necessary to ensure, as far as reasonably practicable, the safety of the staff and Service Users.

The Office Manager will assume the responsibilities for KGB Cleaning South West Ltd. security. Advice on matters regarding Security may be sought from the Health and Safety Adviser who has developed a knowledge and understanding of security issues within the premises.

The two principal aspects of security in a care setting are the security of KGB Cleaning South West Ltd. premises both during and out of KGB Cleaning South West Ltd. hours and secondly the personal safety of staff and Service Users.

There are a number of methods for enhancing security. Knowledge of previous incidents and seeking advice from relevant internal and external agencies will be considered when determining the most appropriate security measures.

Examples of security measures:

- Intruder alarm system
- Visitors signing book and badge system
- Appropriate recording procedures for incidents relating to security

Internal/ External Agencies:

- Health and safety advisor,
- Police – in particular, Crime Prevention Officers
- Fire and Rescue Services – in particular, Fire Safety Officers

3.23 Smoking

On July 1st 2007, The Smoke free Regulations 2006 were introduced in England to make virtually all enclosed public places and workplaces in England smoke free.

As a result KGB Cleaning South West Ltd. is a strictly no smoking establishment.

The Regulations require the displaying of no-smoking signs in all smoke free premises and vehicles.

3.24 Slips and Trips

The Health & Safety at Work Act 1974 requires employers to ensure the health, safety and welfare of employees and others who may be affected. The Act also requires the provision of a place of work that is maintained in a safe condition, and a means of access and egress that is safe and without risk.

KGB Cleaning South West Ltd. recognises that good housekeeping is essential to preventing slip and trip accidents. Accordingly the following measures will be taken to ensure good housekeeping:

Formal recorded workplace inspections will be undertaken by Contract Manager bi-annually or H&S Manager on an annual basis.

Informal workplace inspections will be undertaken by Contract Manager or Supervisor on a weekly/monthly basis.

All staff are responsible for undertaking informal daily checks of their own work areas.

Informal daily checks of the communal areas of KGB Cleaning South West Ltd. will be undertaken by Site Supervisors or Contract Managers.

Where action is identified during workplace inspections but cannot be implemented immediately, interim measures will be taken and an action plan produced to outline when the action will be implemented, who will be responsible for ensuring it is implemented and the estimated completion date.

Copies of the action plan and formal workplace inspection records will be kept by the Contract Manager & Health & Safety Manager.

3.25 Violence/Personal Safety of Staff

The Health and Safety at Work Act 1974 places a legal duty on employers to ensure the health, safety and welfare of employees at work.

The Management of Health and Safety at Work Regulations 1999 places duty on employer to consider and assess the risks to employees. This would include the risk of reasonably foreseeable violence.

Violence may be defined as any incident in which a person is abused, threatened or assaulted, either physically or verbally, in circumstances relating to their work.

Physical or verbal abuse of staff within KGB Cleaning South West Ltd. will not be tolerated. Consequently a risk assessment will be undertaken to identify and minimise the risk to staff from potentially violent persons or situations.

The H&S Manager is responsible for undertaking a risk assessment to cover potential violence at work.

A copy of the current risk assessment is located in the H&S File
Staff will, where appropriate, receive information, instruction and training on the risks from potential violence and aggression, and how to avoid or minimise potential violent or aggressive situations.

It is the responsibility of Contract Manager or Area Manager to ensure that staff are provided with appropriate information, instruction and training.

All acts of physical or verbal abuse must be reported using the appropriate report procedures. See the relevant section of this policy for further information.

As an employer KGB Cleaning South West Ltd. will support any employee who is assaulted or threatened in the course of their duties.

3.38 Waste including Waste Electrical & Electronic Equipment (WEEE) Regulations 2013

All waste generated by KGB Cleaning South West Ltd. will be disposed of responsibly.

General waste will be disposed of in the wheelie bins provided by the Borough.

Any hazardous waste will be disposed of in accordance with the Hazardous Waste Regulations 2005.

Any waste being stored on site must be stored in such a way so as not to pose a risk to staff or Service Users.

Waste is considered 'hazardous' under environmental legislation when it contains substances or has properties that might make it harmful to human health or the environment.

Any electrical or electronic waste must be disposed of in accordance with the Waste Electrical and Electronic Equipment (WEEE) Regulations 2013.

Any third party taking either hazardous waste or WEEE must be a registered waste carrier. The waste must be accompanied by a waste transfer note or hazardous waste consignment note (as appropriate) and taken to a suitable facility.

A record of all waste documentation (transfer notes, copies of licenses) must be kept by the Establishment.

Waste disposal from KGB Cleaning South West Ltd. will be organised by Operations Support.

Members of staff must not take waste in their own private vehicles unless they are a registered waste carrier (i.e. it is no longer possible to take waste directly to a municipal refuse site).

Further information on the implication of the WEEE Regulations 2013 can be found in the Environment Agency document ["New rules for the disposal of electrical and electronic equipment"](#).

3.29 Work Equipment

The Provision and Use of Work Equipment Regulations (PUWER) 1998 apply to all types of work equipment. The Regulations generally apply to any equipment that is used by an employee at work, for example hammers, knives, ladders, drilling machines, circular saws, photocopiers, lifting equipment (including lifts) and motor vehicles.

In general terms the Regulations require that equipment provided for use at work be:

- Suitable for the intended use;
- Safe for use;
- Maintained in a safe condition;
- Inspected;
- Used only by people who have received adequate information instruction and training;
- Accompanied by suitable safety measures, e.g. guards, markings, warnings

Regulations 1999 require employers to carry out suitable and sufficient risk assessment of the risks to which employees are exposed to at work including work equipment.

The Establishment will ensure that risk assessments are in place for specific pieces of equipment and effective measures taken to control the hazards associated with the use of equipment.

KGB Cleaning South West Ltd. requires all employees and students who use equipment to undertake pre-use inspections to identify any obvious defects (e.g. damaged casings, exposed wiring, etc.). All defects to work equipment must be reported and the equipment taken out of use until the defect is rectified.

Defects should be reported to the Contract Manager or Operations Manager.

All the equipment provided must only be used for its intended purpose.

Staff must not use work equipment unless they have received appropriate training and must use the equipment in an appropriate manner, according to the information received in training and instructions from their line manager. Students using the work equipment must be supervised at all times.

It is the responsibility of the Contract Manager or Operations Manager to arrange staff training, and to ensure that records of staff training are maintained. Records are held

All work equipment, where the failure of said item could result in a significant risk of injury, are to be subject to at least an annual maintenance/inspection by a competent person/organisation. Where legislation imposes specific duties to undertake inspections at set frequencies these will be carried out in accordance with the Regulations. The written records of the inspection and maintenance, should be maintained and be available for examination.

Annual inspection and maintenance will be carried out by Contract Manager or Operations Manager and records are maintained by the Operations Support and held in the H&S File.

KGB Cleaning South West Ltd. only permits designated staff to undertake modifications to equipment. Operations Support holds a list of designated staff and the limits of their authority to undertake such work.

When work equipment has reached the end of its working life or is no longer required it must be written-off in the asset register and then disposed of safely. Under no circumstances may equipment be sold or passed-on to a third party.

3.30 Work Experience and Young Persons

Students on work placements/experience are regarded in health and safety law as employees and therefore must be provided with the same health, safety and welfare protection given to other employees.

Work experience may be defined as a placement on an employer's premises in which a student carries out a range of tasks or duties, more or less as an employee, but with the emphasis on the learning aspects of the experience

Students who are under the age of 18, taking part in work experience/ placements, are considered Young Persons under health and safety law. The Management of Health and Safety at Work Regulations 1999 require employers to specifically take account of young persons when carrying out their risk assessments.

If young persons have not previously been employed in the workplace, then existing risk assessments should be reviewed accordingly. The assessment of risks to 'young persons' must be carried out before their employment or work placement period begins.

The Operations Manager will be responsible for carrying out risk assessments and maintaining records. Significant findings will then be brought to the attention of students on work experience, and the measures they need to take to avoid the risk before they work in the area.

The establishment will ensure that the parents/guardians of children, i.e. those under minimum School leaving age (MSLA), are informed of the key findings of the risk assessment before the placement begins.

All young people and students on work experience will be provided with appropriate induction, information, instruction, training and supervision.

The Site Manager or Assistant will be responsible for managing work experience placements. Any person undertaking work experience will be given an induction, which will be recorded.

3.31 Working at Height

The Work at Height Regulations 2005 requires that, "every employer shall take suitable and sufficient action to prevent, so far as is reasonably practicable, any person falling a distance liable to cause personal injury'.

Under the Management of Health and Safety at Work Regulations 1999 the Employer has duties to undertake risk assessments including the duty to identify, assess and control risks on their premises.

KGB Cleaning South West Ltd. will assess the risks from working at height and make plans to either avoid the work at height, or to do the work more safely.

The H&S Manager will be responsible for carrying out the risk assessment for each activity involving significant risk whilst working at height and maintaining the records.

Where work at height cannot be avoided suitable and appropriate work equipment and training will be provided. It will be inspected, tested and maintained on a regular basis by a competent person and records will be kept.

Staff using the equipment should carry out visual checks prior to every use. They must follow defined work procedures and safe systems of work whilst working at height. Any faulty equipment should be taken out of use immediately and the appropriate manager should be informed.

All staff members involved in working at height will be given full information, instruction and training in the use of any relevant equipment.

Further information can be found on HSE website www.hse.gov.uk

Advice is available in the HSE document "[Keeping safe when working at height](#)"

The Ladder Association "[Ladder Book](#)"

3.32 Workplace (Health, Safety & Welfare)

Employers have a general duty under the Health and Safety at Work Act 1974 to ensure the health, safety and welfare of their employees at work, and others who are not employees but use their premises.

The Workplace (Health, Safety and Welfare) Regulations 1992 expand on these duties and are intended to protect the health and safety of everyone in the workplace and to ensure adequate welfare facilities are provided for people at work.

The Regulations require employers to make provision for the following:

- Maintenance of a safe workplace, equipment and systems of work;
- Suitable and sufficient ventilation, lighting and indoor temperature;
- A clean workplace and furnishings with easy to clean surfaces;
- Sufficient work space with suitable work stations and seating;
- Floors and traffic routes of suitable condition and free from damage or hazards;
- The prevention of people falling from height, or being struck by falling objects;
- Windows (and other transparent/translucent surfaces) made of safe materials, that do not expose people to risks to their health & safety, and are able to be cleaned safely;
- Suitable and sufficient toilets and washing facilities;
- An adequate supply of drinking water;
- Accommodation for personal or work clothing, and adequate facilities for changing clothing where necessary;
- Facilities for rest and to eat meals.

KGB Cleaning South West Ltd. will ensure that suitable arrangements are in place to cover these provisions, so far as is reasonable practicable. In order to monitor this, a regular workplace inspection will be undertaken.

Workplace inspections will be undertaken by Contract Manager or Operations Manager on a six monthly basis. The H&S Manager will conduct audits annually.

The responsibility for building and equipment maintenance lies with the Office Manager. Any building or equipment defects or hazards should be reported by informing the Office Manager and ensuring it is entered in the hazards register

4 Access to Policy Statement

A copy of this statement is to be made available to all employees.

5 Names of Key Staff

Signed	Date	
K. Carabine Managing Director	05/08/2025	

Designation	Name	Contact
Managing Director	Keith Carabine	keith.carabine@kgsouthwest.com
People Director	Charlotte Summers	charlotte.summers@kgsouthwest.com
Health & Safety Manager	Sarah Cloughton	sarah.cloughton@kgsouthwest.com