

HSGFM – Health and Safety Policy Addendum – Arrangements

Purpose, scope and applicability

This addendum is intended to explain in general terms how HSG-FM manage risk to employees and meet the requirements of relevant legislation. It is applicable to all HSG activities whether they be at our offices or at any of our operational sites.

Risks and how they are managed

Key areas of risk include, or could potentially include:

- 1) Chemical Hazards (COSHH)
- 2) Fire Hazards
- 3) Slips, trips and falls
- 4) Manual Handling
- 5) Noise
- 6) Working at Height
- 7) Electrical safety
- 8) Sharp objects – cuts and abrasions
- 9) Air quality

Wherever possible, risks are to be avoided. For example the need for working at height when cleaning has been avoided through the use of long-reach dusters.

The above areas of risk are managed as below:

- 1) Chemical Hazards (COSHH) – A copy of the MSDS is obtained and a COSHH assessment is performed prior to introduction of any new substance. Risk assessments of all sites where used are updated, and where necessary method statements are updated and personnel training conducted. Stipulated PPE is provided. Records are retained in site files.
- 2) Fire Hazards – All sites on which HSG operate are managed by external parties, be it landlords or customer sites. Site specific risk assessments are performed and HSG will ensure all personnel correctly understand and comply with stipulated requirements.
- 3) Slips, trips and falls – as a cleaning company this area of risk requires particular attention. Risk assessments and method statements are in

place covering each specific activity (e.g. vacuum cleaning, floor mopping) and personnel are trained in these.

- 4) Manual Handling – the need to lift or move heavy items is avoided as far as practicable. Personnel receive training in manual handling at induction. Risk assessments and method statements are in place covering each specific activity and personnel are trained in these.
- 5) Noise – HSG do not typically work in environments where a high level of noise is present. Where an operational site has an abnormal situation such as building works, a specific risk assessment will be conducted, and if necessary, hearing protection provided.
- 6) Working at Height - the need for working at height is eliminated from current operations. Should a contractual requirement introduce a need for working at height, the relevant risk assessment, method statement, equipment and periodic inspections will be implemented
- 7) Electrical Safety – all electrical equipment is subject to PAT testing and is inspected prior to use
- 8) Sharp objects - as a cleaning company this area of risk requires particular attention, as syringes, razorblades etc may be left in bins. Risk assessments and method statements are in place covering each specific activity and personnel are trained in these. PPE is provided, and handling techniques prohibit actions such as applying pressure to waste bags by hand.
- 9) Air quality – risk assessments and method statements cover activities such as the emptying of vacuum cleaners, which must be carried out with adequate ventilation

Implementation

Prior to commencement of contractual activity on any site, the Director or Manager responsible for implementing the contractual arrangements is required to ensure all applicable site-specific Health and Safety arrangements are in place in accordance with the following:

- 1) Contractual arrangements are to be clear and unequivocal regarding the following:
 - a. Division of responsibilities between HSGFM and site management concerning Health and Safety
 - b. Communication channels between HSGFM and site management
 - c. Compliance of both parties

- d. Conduct of Risk Assessments
 - e. Emergency preparedness and response arrangements including fire safety
 - f. COSHH assessments
 - g. Provision of PPE
 - h. Provision of First Aid and availability of suitably qualified personnel
 - i. Reporting of accidents, incidents and near misses
 - j. Temporary changes to arrangements, e.g. when building maintenance or repairs are in progress etc
- 2) Contractual arrangements must be consistent with both HSGFM and the legal entity responsible for site management's legal obligations. In the event of any contradiction, legal obligations will take precedence.
- 3) Risk Assessments are performed covering all planned activities, taking into account site specific hazards.
- 4) Adequate arrangements are in place including:
- a. Welfare facilities
 - b. Provisions for communication with
 - i. Site Management
 - ii. HSGFM Management
 - iii. Emergency Services
 - c. Provision of PPE
 - d. Provision of safe and appropriate work equipment
 - e. Arrangements for periodic management site visits and audits
- 5) Appropriate documentation is in place to ensure all site personnel are aware of and understand:
- a. Hazards and risks to which they are exposed (Risk Assessments, Method Statements and Standard Operating Procedures in Site Files)
 - b. Provisions in place to mitigate those risks or minimise exposure to hazards (Risk Assessments, Method Statements and Standard Operating Procedures in Site Files)
 - c. Correct PPE and its safe and proper use (Defined on COSHH assessments or Method Statements/ Standard Operating Procedures)

- d. Correct and safe methods of working and use of equipment provided (Defined on Method Statements/ Standard Operating Procedures)
- e. Emergency procedures including action in the event of fire (Refer to site file)
- f. COSHH information for cleaning materials (Refer to COSHH assessment in site file. This is accompanied by the supplier MSDS)
- g. First Aid arrangements (Ref First Aid Policy)
- h. Reporting of accidents, incidents, near misses and general concerns (Ref HSGFM 37)

This documentation will typically take the form of a site file or assignment instructions, available in hardcopy or readily accessible electronic format (via tablet device) at the applicable site, and is to be kept up to date in the event of changes to contractual agreements, legislation, materials, site hazards etc.

- 6) Adequate training has been provided regarding the arrangements defined in section 4 and documentation provided in 5, and that arrangements are in place for the training of any new personnel or in the event of temporary or permanent changes to job roles.

All sites are subject to periodic audits where correct implementation of the above arrangements will be verified, and any identified non-conformities will be reported and addressed.