

HEALTH & SAFETY POLICY OF

PIONEER QUALITY SERVICES LIMITED

PIONEER QUALITY SERVICES LIMITED
The Tower House
2A Pegwell Road
Ramsgate
Kent
CT11 0GD

As Dated

PIONEER QUALITY SERVICES LIMITED
HEALTH AND SAFETY POLICY

Introduction

This document sets out Pioneer Quality Services Ltd Health & Safety arrangements. The following is a description of the type of work that Pioneer Quality Services Ltd undertakes:

Description of Work: Commercial Cleaning.

Industry Sectors: Office, Communal, Window, IT & Carpet Cleaning.

This document sets a base level of health & safety awareness, and is regularly reviewed to enable Pioneer Quality Services Ltd to develop and improve health and safety knowledge, standards and performance.

PART 1 - General Statement of Policy

1.1 Pioneer Quality Services Ltd acknowledges and accepts its legal responsibilities for securing the health, safety and welfare of all its employees, of sub-contractors working on its behalf and all others affected by their activities.

1.2 Pioneer Quality Services Ltd recognizes and accepts the general duties imposed upon the company as an employer under the Health and Safety at Work Act and subsequent health and safety regulations appertaining to its operation.

1.3 Pioneer Quality Services Ltd will do all that is reasonably practicable to provide and maintain:

- Safe places of work
- Safe methods and systems of work
- Safe plant and equipment
- Personal protective equipment relevant to working tasks
- A safe and healthy working environment

1.4 Pioneer Quality Services Ltd will carry out a regular review of this policy to ensure that these standards of health and safety are maintained.

Signed: 

Date: As Dated.

Name: Martin J. Funge

Position: Director

PART 2 – Organization and Responsibilities

2.1 Director in Charge of Company

The director in charge of the Company has overall responsibility for health and safety in the Company, and will:

- Ensure suitable financial provision is made for health & safety obligations.
- Provide appropriate information and instruction to employees.
- Ensure work is planned to take into account health & safety issues.
- Ensure that staff at all levels receives appropriate training.
- Monitor and assess risk to health and safety.
- Understand Pioneer Quality Services Ltd policy for health and safety and ensure it is readily available for employees.
- Set a personal example when visiting site by wearing appropriate protective equipment.
- Actively promote at all levels the company's commitment to effective health and safety management.

2.2 Health and Safety Coordinator/Representative

Named person responsible for H&S: Mr. Martin J Funge

Experience/qualifications of above person: 42 years experience, attendance at various training courses, including British Safety Council.

Member of The British Institute of Cleaning Science.

The Health and Safety Coordinator/Representative will undertake and be responsible for:

- Monitoring the implementation of the health and safety policy throughout the company and reviewing its appropriateness by regular safety audits/inspections carried out in various workplaces
- Investigating accidents and implementing corrective action
- Reviewing health and safety legislation and implementing any new requirements pertaining to the company's undertaking
- Liaising with managers, employees, sub-contractors and specialists as and when appropriate
- Collating and reporting any accidents reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (R.I.D.D.O.R.) 2013.

2.3. Employees

Section 7 of the Health and Safety at Work Act 1974 states the following:

It shall be the duty of every employee while at work -

(A) To take reasonable care for the health and safety of himself and of other persons who may be affected by his acts or omissions at work; and

(B) as regards any duty or requirement imposed on his employer or any other person by or under any of the relevant statutory provisions, to co-operate with him so far as is necessary to enable that duty or requirement to be performed or complied with.

In order for all employees to comply with their legal duties, they will undertake and be responsible for:

- Reading and understanding Pioneer Quality Services Ltd health and safety policy and carry out their work safely and in accordance with its requirements.
- Ensuring that all protective equipment provided under a legal requirement is properly used in relation to any instruction/training given and in accordance with this health and safety policy.
- Reporting any defects to work equipment immediately to the Site Supervisor.
- Reporting to the management any incidents, which have led or might lead to injury or damage.
- Reporting any accidents or near misses however minor to the Site Supervisor.
- Using the correct tools and equipment for the job in hand and in accordance with training and instructions.
- Co-operating with any investigation which may be undertaken with the objective of preventing recurrence of incidents.

PART 3 – Arrangements

3.1 Communication

In order to meet the legal requirements of the Safety Representatives and Safety Committees Regulations and the Health and Safety (Consultation with Employees) Regulations, Pioneer Quality Services Ltd will communicate and consult with all employees on the following issues:

- The content of this policy.
- Any rules specific to a site or job.
- Changes in legislation or working best practice.
- The planning of Health and Safety training.
- The introduction or alteration of new work equipment or technology.

This communication and consultation will take place directly with the employees via regular safety meetings, tool-box talks, e-mails and memo's posted on the staff notice board.

3.2 Training

All employees are given training appropriate to their responsibilities in accordance with the Management of Health and Safety at Work Regulations. Training will be provided for the following situations:

- Induction training for new employees (Health and safety awareness, company procedures etc).
- The introduction or modification of new/existing machinery or technology.
- A change in employee position/work activity or responsibility.

Training is also specifically provided for work with hazardous substances, use of PPE and manual handling. Any training provided by the company will be formally recorded with a hard copy kept on file.

A programme of refresher training will be undertaken to keep employees up to date with legislation and industry best practice.

3.3 Risk Assessments

The Health and Safety Co-ordinator/Representative will carry out and record formal risk assessments. In addition risk assessments are carried out continuously by employees throughout their work. Hazards are considered and work methods established to minimize the risk of injury to themselves and others affected by the work. Where the employee does not have sufficient knowledge about a specific hazard, such as work in confined spaces, they will take further advice from the H&S Co-ordinator/Representative if required. The head of the Company ensures operators are provided with appropriate instruction and training on risk assessments.

3.4 Method Statements

Formal method statements (safe working procedures) will be prepared in writing where the risk is particularly high. The method statements will provide site specific information on the task to be undertaken including site set up, chain of responsibility and will detail a clear sequence of work that would be followed in order to undertake the given task safely.

3.5 Co-operation with Clients

Employees will always familiarise themselves with client procedures when first attending site, in particular general site access, emergency procedures and high risk work activities including permit to work systems. Clients site procedures and specific instructions will be followed at all times.

3.6 Welfare Facilities

Wherever possible arrangements will be made with the client and/or principal contractor for the use of welfare facilities at sites under their management.

As a minimum the following requirements will be adhered to:

- Toilet/washing facilities accessible on site.
- Eating/rest facilities accessible on site.

3.7 Work Equipment

All work equipment (including Electrical equipment) used at work, as part of the company's undertaking will comply with the Provision and Use of Work Equipment Regulations (P.U.W.E.R.).

Before new equipment is introduced into the working environment, an assessment will be made by: Pioneer Quality Services Ltd Management Representative, in order to ascertain that the equipment is suitable for its intended use.

No employee will use work equipment for which they have not received specific training.

No employee will knowingly misuse work equipment or remove any guards that are in place to minimise a specified risk.

All work equipment will be maintained and inspected at suitable intervals either internally by a competent person or by specialist external companies. The frequency of work equipment maintenance or inspection will be based on manufacturer's guidance and industry best practice. Any maintenance/inspections undertaken on company equipment will be formally recorded with a hard copy left on file.

If any faults or damage are found on any equipment, stop using the work equipment and report the fault to your Site Supervisor.

3.8 Personal Protective Equipment (P.P.E.)

Appropriate personal protective equipment will be issued to employees as and when necessary for work activities.

Training will be provided for employees on the safe use, storage and maintenance of the

relevant equipment before issue, and a written record detailing what PPE has been issued will be signed by the employees on receipt of the equipment and the hard copy kept on file.

Employees have a legal duty to wear PPE as specified in relevant site rules, risk assessments and method statements.

Any defects or malfunction of PPE must be reported to: Pioneer Quality Services Ltd Head Office.

3.9 Hazardous Substances

The risks associated with hazardous substances are considered for all work activities. Alternative less harmful substances are used wherever possible. In case of risks to health, PPE is provided and used by employees, and health surveillance undertaken where necessary.

Before any hazardous substances are used during a work process, a material safety data sheet (MSDS) will be requested from the supplier and an appropriate assessment made of the risks from that substance undertaken by the Health and Safety Co-ordinator/Representative, in line with the Control of Substances Hazardous to Health Regulations (COSHH).

An inventory of all substances and materials hazardous to health is held at head office.

3.10 First Aid & Accident Reporting

Adequate first aid provision will be made at every place of work occupied by Pioneer Quality Services Ltd.

Each first aid box shall be suitably marked and be easily accessible to all employees at all times when they are at work.

Head Office – the first aid box is located in visitor's washroom.

Qualified First Aider/Appointed Person: Clients representative on site.

On Project Sites – wherever possible arrangements are made with clients/principle contractors to use their first aid facilities. Where this is not possible, a member of the project team will nominated as the appointed person for first aid and a first aid box supplied, which will contain adequate supplies for the total number of employees on site.

All accidents **MUST** be reported to your Site Supervisor and the details recorded in the accident book (held at head office). Serious accidents where hospital treatment is required must be reported to the Health and Safety Advisor as soon as possible after the incident.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (R.I.D.D.O.R.):

Certain accidents are reportable to the HSE's Incident Contact Centre. The Health and Safety Co-ordinator must be notified as soon as practicable after incidents causing the following injuries:

- Any work-related injury that leads to an employee being absent from work for more than 3 working days.
 - Fracture other than to fingers, thumbs or toes;
 - Amputation;
 - Dislocation of the shoulder, hip, knee or spine;
 - Loss of sight (temporary or permanent);
 - Chemical or hot metal burn to the eye or any penetrating injury to the eye;
 - Injury resulting from an electric shock or electrical burn leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours;
 - Any other injury: leading to hypothermia, heat-induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours.
- All accidents/incidents will be investigated by senior management and any action taken as a result of an investigation will be formally recorded.

3.11 Asbestos

Before any work commences on a client's site, all employees are to make a request to view the site-specific asbestos register.

The position and condition of any asbestos that may be in the area where you will be working should be noted within the asbestos register. If asbestos is noted within your potential work area, contact the Health and Safety Co-ordinator for further instruction.

Due to the nature of our works on older buildings, there could be a risk of exposure to asbestos.

If, during your works, you see a fibrous material that you think may be asbestos, you should:

- stop work immediately.
 - prevent any dust/fibres being released e.g. turn off power tools, minimise air movement etc.
 - evacuate the immediate area and prevent access by others e.g. the public.
 - inform those responsible for the premises and the Health and Safety Co-ordinator, so that the necessary sampling can be arranged.
 - do not return to that area until informed that it is safe to do so.
- Remember, if you are uncertain as to the content of the material, stop work and seek advice.

3.11 Manual Handling

Manual handling risks are considered prior to each work activity. The method of work is adapted to minimise manual handling risks wherever possible, including use of alternative lifting and carrying methods. Our employees are advised not to manually handle loads which they feel incapable of moving safely.

3.12 Fire Safety & Emergency Procedures

It is the Company's policy to take account of fire hazards in the workplace. All employees have a duty to conduct their operations in such a way as to minimize the risk of fire. This involves compliance with the Company's no smoking policy, keeping combustible materials separate from sources of ignition and avoiding unnecessary accumulation of combustible materials. Site Supervisors are responsible for keeping their operating areas safe from fire, ensuring that their staff are trained in proper fire prevention practices and emergency procedures.

The person with responsibility for the maintenance and testing of fire alarms and fire fighting equipment is: Clients appointee.

In the event of the fire alarm being activated, or in any other emergency situation (e.g. bomb scare), all employees must leave the building by the nearest available exit and assemble at the designated assembly point.

3.13 Sub-Contractors

Sub-contractors are instructed primarily on the basis of their technical capability, though due regard is also taken of health and safety. Serious breaches of health and safety and the contractor's capability for specific risks will be taken into account during the selection process.

- Activities that we sub-contract include:
Window, Carpet, Office & IT Cleaning

- Sub-contractors health & safety arrangements are assessed by requesting the following documents:
 - a) A copy of their health and safety policy.
 - b) Details of qualifications and experience relevant to the task which they are to perform.
 - c) Copies of detailed risk assessments produced in the last 12 months covering the full range of work activities pertinent to the job.
 - d) Safe systems of work or Method Statements for a similar job as tendered for.
 - e) Details of any job/task monitoring arrangements.

- We manage/supervise/monitor sub-contractors activities by the following means:
By collating all necessary information via a questionnaire.

Each contractor is carefully assessed by considering the following points:

- a) Has the safety policy statement been signed by the most senior person in the company?
- b) Does the policy clearly set out the organizational structure, responsibilities and detailed arrangements for putting it into effect?
- c) Has the policy been reviewed in the last 12 months and updated if necessary?

- d) Do the contractor's employees have sufficient and appropriate experience and qualifications to carry the work out safely and legally?
- e) Do the risk assessments provide suitable information of the risks associated with the task and identify appropriate control measures?
- f) Do the contractor's safe systems of work and method statements provide sufficient detail of the procedures that will be followed?
- g) Will the contractor be able to ensure, through supervision and monitoring, that their employees on site perform to health and safety standards?
- h) Has the contractor a good record of safe and competent work? Do references substantiate this?
- i) Does the contractor's insurance provide adequate cover?

All contractors must provide an assessment/written procedures for each site. Checks will be carried out, normally by direct on site supervision to ensure that the contractor puts their written procedure into practice dependant on the risk level of the work.

3.14 Public safety

The safety of members of the public and other contractors is considered at all times whilst on site. Any work area that could place others at risk due to the Company's activities will be closed off by appropriate means (e.g. safety signage, bollards, tape, hoarding) in order to restrict access.

3.15 Other Important Health & Safety information

See separate documents relating to Covid Secure Cleaning Method Statements, Risk Assessments & PPE.