

## Contents

### **PART 1 Company Statement**

- 1.1 Application
- 1.2 Objectives of the Safety Statement
- 1.3 Company Safety Statement
- 1.4 Policy
- 1.5 Revisions
- 1.6 Insurance requirements

### **PART 2 Duties and Responsibilities**

- 2.1 Management control
- 2.2 Manager 2
- 2.3 Manager 1
- 2.4 Supervisors
- 2.5 Employees
- 2.6 Contractors

### **PART 3 Arrangements for Safe Working**

- 3.1 Resources
- 3.2 Safety Induction
- 3.3 Training
- 3.4 Safety Consultation
- 3.5 Safety Representation
- 3.6 First Aid
- 3.7 Reporting of Accidents, Diseases and Dangerous Occurrences
- 3.8 Welfare Facilities
- 3.9 Personal Protective Equipment
- 3.10 Permit to Work Systems
- 3.11 Smoking Policy
- 3.12 Drugs and Alcohol Policy
- 3.13 Bullying Policy
- 3.14 Young and Inexperienced Workers Policy

### **PART 4 Hazard Identification and Control Measures**

- 4.1 Hazard Inspections
- 4.2 Fire
- 4.3 Access and Egress
- 4.4 Housekeeping
- 4.5 Manual Handling
- 4.7 Electricity
- 4.8 Offices
- 4.9 Visual Display Units
- 4.10 Hazardous Substances

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	2

LOGO HERE

# ABC Company

## Safety Statement

- 4.11 General Cleaning Work
- 4.12 Working at Height – General Controls
- 4.13 Company Vehicles
- 4.14 Ladders and Window Cleaning
- 4.15 Domestic Cleaning
- 4.16 Angry or Awkward Clients, residents
- 4.17 Cash handling

**PART 5     Manager 2's Annual Report**

**PART 6     Staff sign off**

**PART 7     Appendix**

**PART 8     Related Policies**

- Environmental Policy
- Equality Policy

**Disclaimer.**

This Statement has been prepared with the assistance of [www.safety-statements.ie](http://www.safety-statements.ie) no liability may attach to [www.safety-statements.ie](http://www.safety-statements.ie) arising out of any element of the contents of this statement. It is accepted that Manager 2 is responsible for ensuring the contents adequately reflect the activities of the business.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	3

## 1.1 APPLICATION

This Safety Statement has been developed to assist ABC Company comply with relevant H&S standards and to ensure that clients are fully aware of ABC Company's commitment to high standards in H&S.

## 1.2 OBJECTIVES OF THE SAFETY STATEMENT

To provide a reference for the policies and procedures used in house and at any Client sites. It is also used to assess and audit the levels of health and safety being achieved.

To provide evidence that the policies and procedures to ensure health and safety objectives are met and have been thought out and documented in order to help those who must execute them.

To provide a control document to record the pertinent changes to the Company Safety Statement, which become necessary due to the changing business environment.

To help identify training requirements that needs to be fulfilled in order to generate suitably qualified personnel to carry out the policies and procedures contained within the document.

To provide assurance that compliance with legal requirements for health and safety are being met or exceeded.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	4

### 1.3 COMPANY SAFETY STATEMENT

The general Statement on this page sets out the Safety Policy of ABC Company.

It is this Company's intention that its work will be carried out in accordance with the relevant statutory provisions of the Safety, Health & Welfare at Work Act 2005, the Safety, Health & Welfare at Work (General Application) Regulations, the Construction Regulations, the Working at Height Regulations and any other applicable regulations from those implemented in 2007. All reasonable practicable measures will be taken to minimise risk to employees or others who may be affected by company activities.

ABC Company have appointed Manager 1 as having responsibility for managing Health, Safety & Welfare. Reference should be made to the Manager 1, in the event of any difficulty arising in the implementation of this policy. Manager 2 will have ultimate responsibility for ensuring that the provisions of this Safety Statement are implemented.

The Success of the policy will depend on the co-operation of all employees. It is therefore important that you acquaint yourself with all areas of the Safety Statement. You should ensure that you understand your role and the overall arrangements for Health & Safety within the Company and within your individual area. You should also be aware that you have an obligation to take care of your own safety and that of others that might be affected by your actions.

**Signed:** \_\_\_\_\_  
Manager 2

**Date:** \_\_\_\_\_

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	5

LOGO HERE

# ABC Company

## Safety Statement

### 1.6 Insurance Requirements

As with all commercial operations ABC Company have a range of insurances in place. The following are the details of same:

#### Professional Indemnity

- Broker \_\_\_\_\_
- Insurance Company \_\_\_\_\_
- Amount € \_\_\_\_\_

#### Employer's Liability Insurance

- Broker \_\_\_\_\_
- Insurance Company \_\_\_\_\_
- Amount € \_\_\_\_\_

#### Public Liability

- Broker \_\_\_\_\_
- Insurance Company \_\_\_\_\_
- Amount € \_\_\_\_\_

#### Motor Insurance

- Broker \_\_\_\_\_
- Insurance Company \_\_\_\_\_

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	8

### 3.13 Bullying at Work Policy

ABC Company management recognises and accepts its responsibilities as an employer to provide a safe and healthy working environment for our employees. As part of our policy of maintaining good employer practice Manager 2 wishes to clearly state that bullying of any kind will not be tolerated.

Bullying at work is defined as: 'Persistent criticism and personal abuse, both in public and in private which humiliates and demeans the individual, gradually eroding their sense of self. Bullying can be best described as repeated inappropriate behaviour, whether verbal, physical, or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work, but as a once off incident is not considered to be bullying.

ABC Company will strive to ensure that all employees are free to perform, their work in an environment, which is free from threat, harassment and intimidation. All complaints of objectionable or offensive behaviour should be made to Manager 1, Manager 2 or the Safety Representative.

ABC Company gives the undertaking that it will investigate all complaints sensitively and will resolve locally, if possible, the source and cause of the bullying behaviour. If the circumstances warrant it, the Company will not be deterred in invoking the formal disciplinary / grievance procedures.

All employees are invited to strive in ensuring that our working environment remains a pleasant and friendly atmosphere.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	36

### 3.14 Young persons and inexperienced workers policy

ABC Company does not employ Apprentices. ABC Company does not employ inexperienced workers. ABC Company do not offer work experience places to local schools, colleges, etc.

New employees receive in-house induction training and spend an agreed period of time with a supervisor.

All employees on cleaning teams are subject to specific client inductions by the relevant client managers or safety managers.

Cleaning crews are supervised at all times by an experienced supervisor.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	37

- All measures necessary to protect other workers and the general public from any substance hazardous to health will be provided and maintained.

### Guidance to staff:

- Always follow carefully any instructions and training information given in the use of cleaning chemicals.
- When handling substances, especially concentrates (if unavoidable), always wear the protective clothing provided, eg rubber gloves.
- If there is any danger of splashing, wear eye protection suitable for splash risks, eg goggles or visors, and ensure an eyewash bottle is available.
- If cleaning at eye level or above, wear eye protection.
- Check that rubber gloves are free from holes, tears or thin patches. If any of these faults are present ask for replacements immediately.
- Tell your supervisor if you experience any irritation or allergy from gloves you have used.
- Never mix cleaning chemicals.
- When diluting always add the concentrated liquid to water, not the water to the concentrate.
- If cleaning chemicals are accidentally splashed onto your skin or eyes, always wash away with plenty of water. Seek medical advice if irritation persists and tell your supervisor.
- Avoid lifting and pouring from heavy or awkward bulk containers, minimise handling by use of syphons, pumps etc.
- If you are dispensing powders, always use a scoop; never use your hand.
- Never transfer cleaning chemicals into food or drink containers where they can easily be mistaken for foodstuffs.
- Ensure spray bottles and other containers are clearly marked with their contents.
- If aerosols are used for cleaning, never spray onto hot surfaces as this can produce harmful vapours.
- Never place aerosols on hot surfaces.
- Only use cleaning chemicals in well-ventilated areas. Sometimes an open window will be enough.
- Always clean up any spills on floors or work surfaces immediately.
- Always store chemicals as manufacturers advise, for example away from heat, sunlight, foodstuffs and members of the public, especially children.
- Ensure chemicals are disposed of properly, as instructed by your employer following the information given in the safety data sheet.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	56

## 4.11 General Cleaning Work

### HAZARDS

- Multi hazard

### Risks Identified:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

### CONTROL MEASURES

- Slips trips and falls
  - Single step units are used for medium level dusting, ladders and height are addressed alter in the assessments.
  - The right cleaning equipment is used for the right job, and staff follow safe systems of work.
  - Staff monitor entrances for wet floor surfaces walked in.
  - Warning cones placed around spillages, and removed as soon as spillage clear and floor dried.
  - Staff do not leave cleaning materials/equipment unattended.
  - Cleaning of stairs done outside of trading/working hours.
  - Most cleaning machines used have no trailing cables; for machines with cables, cleaners use socket nearest to where they are working and put out hazard cones.
  - Cleaning of escalators and lifts done outside trading hours, and to a safe system of work (closed off and isolated, with lift doors open).
  - All areas well lit.
- Chemicals
  - See section on Hazardous Substances.
- Manual Handling and MSD
  - All staff trained in lifting safely, and follow safe systems of work.
  - All staff using cleaning machines trained in their use, according to manufacturers' instructions.
  - Trolleys provided for moving bags of waste and staff use them.
  - Staff do not overfill bags and buckets.
  - Rubbish skip emptied daily by subcontractors meaning waste bags are not stacked high.
  - Mopping systems have a long-handled wringer, and a bucket on wheels to reduce lifting and carrying.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	58

- Long-handled mops, brushes and litter pickers provided to reduce need to stretch and stoop.
  - Cleaning machines stored near point of use.
- Cleaning machines
  - Machines provided are the right ones for the job.
  - Cleaners trained in the safe use of machines.
  - Pre-use checks done for damaged plugs, cables and on/off switches.
  - Machines regularly examined and maintained by competent person.
- Verbal abuse (public areas)
  - Staff trained in dealing with difficult and/or confrontational situations.
  - Staff issued with means of two-way communication, supervisor checks welfare periodically.
  - Staff trained to make supervisor aware when they are working in a remote location.
  - Staff report all instances of abuse.
- Collecting waste
  - Staff trained in safe systems of work and provided with suitable tools (litter pickers) and personal protective equipment.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	59

Other means of cleaning windows above roofs include extension poles (and pole systems) and mobile elevating work platforms.

Roofs should only be used for access when there is no other reasonably practicable way of safely reaching and cleaning the windows above the roof.

If installed, any safety wire system or other suitable means of fall arrest must be used and safety harnesses and lanyards must be worn and used. Anyone who uses fall protection equipment must be trained in its correct use and in rescue procedures.

Use a suitable support for ladder feet to spread the point load from the stiles and ensure stability if using a ladder on flat roofs.

### **For domestic work above flat roofs**

Before stepping onto the roof:

- Make sure that the ladder is secure and cannot slide sideways (some ladder-top stability devices are an effective means of doing this). Extend the ladder at least 1 m above the stepping-off point.
- Check the roof is wide enough to do your work safely without going too near the edge (making sure there is a width of 2 m is a useful rule of thumb which provides a margin of safety in the event of a slip or trip).
- Make sure you know where the edge of the roof is.
- Don't step back to view your work.

### **Commercial premises**

The Workplace Regulations require provision of safe access for window cleaning by the building duty holder. Despite these Regulations, many smaller commercial buildings still do not provide safe access and this can cause great difficulty for window cleaners, particularly when almost identical domestic properties provide no such safeguards. Occupiers of commercial premises have to comply with the law and in all cases a safe access method must be provided and used. Domestic occupiers have no such duty under criminal law.

### **Lone working and portable ladders**

Lone workers are defined as employees who work by themselves without close contact or direct supervision.

- No window cleaner should work alone in any area or location that would involve increased risk to their safety, e.g. in the

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	65

## 4.15 Domestic Cleaning

### HAZARDS

Health hazards from substances can be divided into the following categories:

- Access and egress
- Poor weather
- Domestic animals
- Children

### RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

### CONTROL MEASURES

- All other previous assessments relating to Manual Handling, Dangerous Substances, Ladders, etc. still apply.
- Park safely as close as possible to the dwelling.
- Ensure that appropriate clothing is available for weather conditions.
- Try to find out in advance if there are dogs or children present.
- Ensure all substances are kept secure and away from substances and pets.
- Ask householder to keep dogs confined during visit.
- Be aware of children and children's toys possibly causing trip hazards.
- First aid kit is available in vehicle.
- Sensible clothing is worn to offer general protection from hazards such as Safety Shoes, Strong Trousers and long sleeve light jacket.
- Always ask permission before opening any closed doors within the dwelling.
- If there is a problem at the dwelling such as a family dispute, offer an alternative time for the assessment.
- Never enter into a situation of imminent hazard or danger.

Revision number	Date	Document owner	Approved by	Page number
01	xx/xx/xx	Manager 1	Manager 2	68