



Mayflower Hygiene Supplies (London) Limited
Trading as

Mayflower

Washroom

Solutions

Health & Safety

Policy

2024/2025



System	Quality Management	Title	H&S Policy	Produced by	RJM
Section	RJM/QA/Forms/0010	Version	1.1		
Responsibility	Health & Safety Manager	Date Issued	26/08/2024	Index	Page 1 of 40

Foreword

Mayflower Washroom Solutions is the trading name of Mayflower Hygiene Supplies (London) Limited and any reference to Mayflower Washroom Solutions in this document should be taken as to refer equally for legality purposes to Mayflower Hygiene Supplies (London) Limited.

This Policy document is to be read by all members of the Workforce of Mayflower Washroom Solutions and each individual must sign on the last page to say they have read it and understood it. It will also be available for any Associates, Contractors or Sub Contractors, if required.

If for any reason you cannot read written English and need to have this or any other documents translated to an alternative language then please notify the Managing Director and a translated document will be made available to you.

If there are any sections which you cannot understand then please contact your Manager who will explain them to you, using a translator/interpreter, if required.

This document is our Health & Safety Policy and outlines the Arrangements for Health & Safety used in the business so it is vital that it is completely understood.

John Doyle
Managing Director

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 2 of 40

CONTENTS

1 Policy Statement

- 1.1. Managing Directors
- 1.2. Local Site Health & Safety Policy Statement

2 Business Organisation

- 2.1. Business Organisation Structure
- 2.2. Management Responsibilities
- 2.3. Employees, Associates, Contractors and Sub Contractors Responsibilities
- 2.4. Health & Safety Support

3 Arrangements for Implementing the Policy

- 3.1. Accident Prevention
 - a) Risk Assessments
 - b) Method Statements
 - c) Workplace Inspections by Mayflower Washroom Solutions
 - d) Inspections by our Health & Safety Consultants
 - e) Health & Safety Action Plans
 - f) Consultation with Employees and Associates or ROES
 - g) Training, Instruction, Information and Signage
 - h) Provision of Personal Protective Equipment
 - i) Accident Reporting and Investigation
- 3.2. Fire Safety & Emergency Arrangements
- 3.3. First Aid
- 3.4. Welfare Facilities
- 3.5. Plant, Equipment & Tools
- 3.6. Noise and Vibration
- 3.7. Manual Handling
- 3.8. Working at Height
- 3.9. Hazardous Substances (Including Asbestos)
- 3.10. Health Surveillance
- 3.11. CDM Regulations
- 3.12. Associates, Contractors and Sub Contractors
- 3.13. Co-operation between Mayflower Washroom Solutions and Other Parties
- 3.14. Monitoring Conformance
- 3.15. Environmental Arrangements
- 3.16. Advice and Information

4 Version History, Amendments and Reviews

- 4.1. Version History and Amendments
- 4.2. Reviews

Appendix 1 Policy Confirmation Sheet

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 3 of 40

Health and Safety Policy Statement

COMMITMENT

Mayflower Washroom Solutions Managing Director commits to and formally endorses the Health & Safety Policy and will undertake to review this Statement and the Policy on an annual basis. Mayflower Washroom Solutions also confirms its commitment to comply fully with the Health & Safety at Work etc. Act 1974 and all other relevant Health & Safety legislation.

In meeting our commercial objectives and the needs of our customers, we aim to achieve and maintain a high standard of Health & Safety for all our Employees, Associates and for others who are involved in, or affected by, our activities.

Health & Safety obligations will be achieved through Risk Assessments and Method Statements compliance with legislation, communications with Employees/Safety Representatives, performance review by annual audits, and monitoring of accidents. Mayflower Washroom Solutions also commits to provide appropriate resources including staffing, facilities including medical, welfare, work equipment, personal protective equipment (PPE), training (including refresher training), financial and other support including expert advice, where appropriate.

Consultation/communication on Health & Safety matters will take place through informal meetings, toolbox talks, notice boards etc. and mentoring. Core Health & Safety services will be provided by our recognised Health & Safety Consultants who will supply advice and/or attend meetings or sites if required.

PLANNING FOR HEALTH AND SAFETY

Health and safety is an integral part of how Mayflower Washroom Solutions is managed.

All Associates, Contractors and Sub Contractors will comply with their own and Mayflower Washroom Solutions Health & Safety procedures which are aimed at achieving and maintaining high standards in Health & Safety performance.

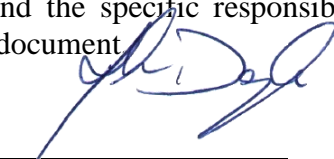
Mayflower Washroom Solutions may require our Health & Safety Consultants to inspect their own premises and/or sites to ensure their work is maintained to a high standard.

RESPONSIBILITIES

Ultimate responsibility for Health & Safety in Mayflower Washroom Solutions rests with the Managing Director. However, everyone working in and with the business has a part to play in assisting us to meet our obligations. All our individual Employees and Associates share a responsibility for their own Health & Safety, as well as for the Health & Safety of others who may be affected by their work and behaviour.

The arrangements for implementing this Policy and the specific responsibilities of Employees and Managers are set out in the Health & Safety Policy document.

Signature
John Doyle
23/08/2024



Managing Director

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 4 of 40

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 5 of 40

LOCAL SITE HEALTH & SAFETY POLICY STATEMENT

STATEMENT BY THE DESIGNATED PERSON in CONTROL (Known as the SITE MANAGER)

This Statement applies to the site listed below.

Site Name: _____
Site Address: _____

Mayflower Washroom Solutions is fully committed to carrying out its tasks in ways that achieve and maintain the highest practicable standard of Health & Safety for all Employees, Associates, Contractors and Sub Contractors. This commitment also extends to people who, though not employed by Mayflower Washroom Solutions, their Associates or Sub Contractors work in or on our sites and to those members of the public directly affected by the way we conduct our operations.

Mayflower Washroom Solutions aims to comply with all relevant statutory obligations and to prevent, by all practicable means, accidents and potential hazards to Health & Safety. To this end, as a Manager, I encourage the involvement of all Employees in actively seeking to increase safety awareness and to prevent accidents.

This Health & Safety Policy is brought to the attention of all Employees by a copy being given to them at Induction and a copy being available at all sites for them to read. This Statement is complementary to the Mayflower Washroom Solutions Health & Safety Policy Statement.

In addition to Employees directly under my control, other contractors may use this site. These Contractors may have their own Managers who are responsible for the day to day working arrangements, together with Employees' Health & Safety, within this site. These Managers are fully committed to supporting Mayflower Washroom Solutions in the discharge of its responsibilities outlined above.

I, as designated Person in Control, (Site Manager), accept overall responsibility for ensuring the existence of adequate Health & Safety arrangements at the site stated above.

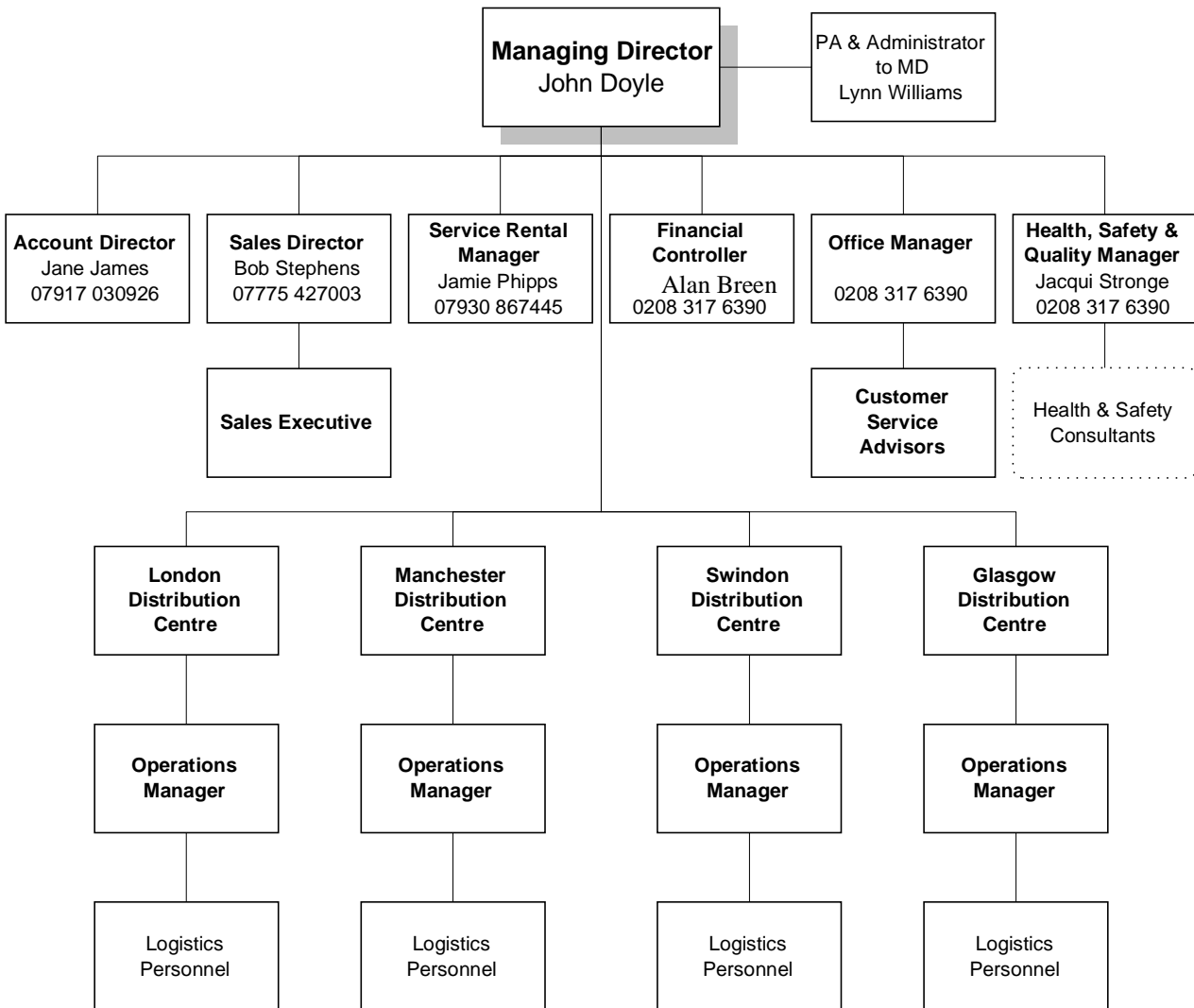
Name: _____ Signature: _____

Title: _____ Date: _____

On behalf of Mayflower Washroom Solutions

Note: This Statement is to be used in each Distribution Centre and be signed by the person in charge of the Centre and therefore managing the site.

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 6 of 40



System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 7 of 40

2.1

BUSINESS ORGANISATION STRUCTURE

2.2. MANAGEMENT RESPONSIBILITIES

The Managing Director has responsibilities both as an Employee of Mayflower Washroom Solutions and as a Manager.

Position	Responsibilities
Managing Director	<p>Overall responsibility for Health & Safety in Mayflower Washroom Solutions.</p> <p>Responsibility for the production, annual review and updating of the Health & Safety Policy and for signing the Policy Statement.</p> <p>Ensuring that the Health & Safety Policy is issued, read and understood by his Employees and that copies are available to any Associates, Contractors and Sub Contractors.</p>
Managing Director (continued)	<p>To ensure that the Health & Safety Policy is implemented and operated at his own Premises and by his mobile Employees.</p> <p>Setting the Training requirements of his Employees and checking the suitability of Associates, Contractors and Sub Contractors.</p> <p>Ensuring that adequate levels of staff and financial resources are available to effectively maintain a reasonable level of Health & Safety for the work being undertaken.</p> <p>Ensuring that suitable welfare facilities are supplied and maintained on his own premises and ensuring arrangements are in place for the use of welfare facilities by his mobile Employees including any Associates, Contractors or Sub Contractors working on sites.</p> <p>Ensuring that each of his premises are monitored so that safe conditions are maintained and where hazards are identified they will be risk assessed with the view to eliminating or reducing the risk to as low as is reasonably practicable.</p>
Office Manager, Operations Managers	<p>Ensuring that the Health & Safety Policy is issued, read and understood by the Employees under their control and that copies are available to any Associates, Contractors and Sub Contractors.</p> <p>To ensure that the Health & Safety Policy is implemented and operated on the premises that they control.</p>
Service Retail Manager	<p>Control of the works and any Employees, Associates, Contractors or Sub Contractors he is responsible for.</p> <p>Responsibility for the works being undertaken on sites and for ensuring that the works do not adversely affect the Health, Safety or Security of the site and that his Workforce does not adversely affect the Welfare facilities supplied by the Client.</p>

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 8 of 40

General Management duties include the following:

- a) ensuring that Employees, Associates, Contractors, Sub Contractors and Visitors are aware of safety procedures;
- b) ensuring that any Associates, Contractors or Sub Contractors used by Mayflower Washroom Solutions are fully insured and either have their own Health & Safety documentation or agree in writing to abide by our Health & Safety Documentation;
- c) establishing that all plant (whether owned or hired in), equipment, furniture and any potentially harmful substances used are suitable for the task and are kept in good working condition; this includes the regular maintenance and servicing of owned plant or equipment;
- d) providing adequate training (including refresher training), instruction, information (including records) and supervision to ensure that work is conducted safely;
- e) taking immediate and appropriate steps to investigate and rectify any risks to Health & Safety arising from the work activity;
- f) bringing to prompt attention of a Health & Safety Consultant any Health and Safety issue that requires their attention;
- g) ensuring that all accidents and Dangerous Occurrences are properly reported, recorded [normally within 24 hours] and that an investigation is carried out [normally within 48 hours] this may be undertaken by our Health & Safety Consultants. The investigation should determine the cause(s), prevent recurrence and will recommend remedial actions to be taken. Fatalities and Major incidents must be reported to the HSE by telephone and other reportable accidents and incidents via the HSE's website, also the involvement of our Health & Safety Consultants will be sought at the earliest possible stage;
- h) familiarising themselves with Risk Assessments and Method Statements as well as any Safe Systems of Work or other safety documentation as they apply to their environment; ensuring they are adhered to and reviewed when necessary;
- i) maintaining safe access to and egress from the premises at all times, and security when the premises are unoccupied;
- j) consult with the Employees or their selected Representative of Employees Safety (ROES) when introducing change if there is a significant impact on Health & Safety and take relevant actions to alleviate any concerns raised;
- k) consult with any relevant Site Safety Representatives, if required, on Health & Safety matters.

Failure to carry out these duties may make any Manager, in certain circumstances, liable to prosecution by the Enforcing Authority.

2.3. EMPLOYEES, ASSOCIATES, CONTRACTORS AND SUB CONTRACTORS RESPONSIBILITIES

All Employees, Associates, Contractors and Sub Contractors must:

- a) take reasonable care for their own Health & Safety;
- b) Consider the safety of other persons who may be affected by their behaviour at work. This includes looking out for the safety of their colleagues and members of the public;
- c) work in accordance with Method Statements and with all other information and training provided;
- d) refrain from intentionally misusing or recklessly interfering with anything that has been provided for Health & Safety reasons;

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 9 of 40

- e) immediately report to the Managing Director or their Manager any defects in the premises, furniture, plant, equipment, tools, or procedures that may affect Health & Safety;
- f) not undertake any task for which they do not possess the relevant competency, skill and/or physical capability and/or they have not received suitable training;
- g) use Personal Protective Equipment (PPE) issued to them, as required;
- h) inform the Managing Director or their Manager immediately of any physical disability or condition which might affect their work performance;
- i) ensure all accidents are reported to their Manager and are entered in the office accident book immediately or at least within 24 hours, and that the details are properly recorded;
- j) ensure that when working on or visiting premises other than those of Mayflower Washroom Solutions they will adhere to the Health & Safety procedures of those sites.

Failure to comply with these responsibilities may render Employees, Associates, Contractors or Sub Contractors to action by Mayflower Washroom Solutions as working safely is a condition of employment.

2.4. HEALTH & SAFETY SUPPORT

Support and guidance on Health & Safety will be provided by our Health & Safety Consultants who will advise on all matters as required. Our Consultants may recommend that specialists in certain fields may be required dependent upon circumstances found in audits or inspections of the premises or sites. Our Health & Safety Consultants will be the designated competent person as required by the Management of Health & Safety at Work Regulations 1999 and will provide advice in the development of Policy and Strategy for Mayflower Washroom Solutions.

Monitoring of the consistent approach to Health & Safety will be the responsibility of the Managing Director and his Managers, with the support of our Consultants. Our Consultants will liaise with the Managing Director to ensure safety standards are achieved in all operations.

If an HSE Inspector, local government Environmental Health Officer or Fire and Rescue Authority Inspector asks to visit Mayflower Washroom Solutions, the request should be agreed to, provided the date and time is reasonable. Our Health & Safety Consultants should be notified immediately for advice and attendance, if required.

Our current consultant is: - Richard Bull ACIQA, AIIRSM, Tech. IOSH who may be contacted at any time for emergency purposes.

R J Consultancy (Southwell) Ltd.	Tel: 01636812856
	Mob: 07833393372
	E-mail: info@rjconsultancy.co.uk

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 10 of 40

3 ARRANGEMENTS FOR IMPLEMENTING THE POLICY

Health and Safety is an integral part of the process by which our business is managed. This means that responsibility for ensuring the safe conduct of our business is firmly vested in the Managing Director, Other Directors, Managers and Employees as part of their everyday responsibilities.

The following sections specify the main responsibilities in key areas of Health & Safety.

The term “Managing Director” refers to the Managing Director of Mayflower Washroom Solutions.

The term “Site Manager” relates to the person who is designated as the Person in Control of our workplace (Head Office or Distribution Centre) and is considered to be ‘In Charge’ of the site.

The term “Works Supervisor” is used to denote the Service Rental Manager being the Person in Control of the rental work being undertaken by Mayflower Washroom Solutions and/or the Operations Manager for the Logistics Personnel.

The term “Associates” relates to experienced individuals who are used by Mayflower Washroom Solutions for a specific task or project.

The term “Contractors” is used to denote companies who are requested to do work for Mayflower Washroom Solutions, usually on their own premises.

The term “Sub Contractors” is used to denote companies who work on behalf of Mayflower Washroom Solutions or on behalf of a Contractor.

It is important that Managers ensure that ALL manuals, guides, other records and associated information referred to in this Policy document are kept up to date and alongside this Policy to allow ease of reference.

3.1 ACCIDENT PREVENTION

Mayflower Washroom Solutions encourages a positive attitude to accident prevention and will foster processes that encourage active involvement of everyone connected to Mayflower Washroom Solutions in achieving continuous improvements in standards of Health & Safety.

Listed below are the main activities employed by Mayflower Washroom Solutions to prevent accidents:

- a) Risk Assessments
- b) Method Statements
- c) Workplace Inspections by Mayflower Washroom Solutions
- d) Inspections by our Health & Safety Consultants
- e) Health & Safety Action Plans
- f) Consultation with Employees and Associates or ROES
- g) Training, Instruction, Information and Signage
- h) Provision of Personal Protective Equipment
- i) Accident Reporting and Investigation

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 11 of 40

Key activities which are the most effective in accident reduction:

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 12 of 40

3.1. a) RISK ASSESSMENTS

It is the responsibility of the Managing Director to ensure that Risk Assessments are carried out on any risks faced by Employees and Associates while at work and the risks faced by other people (members of the public) who may come into contact with the activities of Mayflower Washroom Solutions. Risk assessments will be carried out on all activities that present a risk to Health & Safety by a competent person with advice from our Health & Safety Consultants, if required, or by our Health & Safety Consultants and agreed by the Managing Director or Site Manager.

The findings of the assessment will be recorded and should include the nature of the hazards identified, the sufficiency of existing control measures and the actions to be taken to eliminate/reduce the risk. The findings of the risk assessments should be actioned as part of the Health & Safety Action Plan.

3.1. b) METHOD STATEMENTS

The Managing Director and Site Managers will ensure that Method Statements have been produced and are in operation for all potentially hazardous activities performed at our premises and on sites. The Method Statements will review the hazards identified by the Risk Assessments and will develop precautions that will eliminate or guard against these hazards. All Method Statements will be documented and will be reviewed at regular intervals by the Managing Director or our Health & Safety Consultants.

The list of activities covered by the Method Statements will vary depending on the working environment but should, as a matter of course, cover the high risk activities of manual handling, CoSHH substances and the use of work equipment.

3.1. c) WORKPLACE INSPECTIONS BY MAYFLOWER WASHROOM SOLUTIONS

Site Managers are responsible for ensuring that safety inspections of the workplace are conducted on a regular basis (at least monthly) using a conformance checklist. These inspections will include common areas such as corridors, stairs and welfare facilities.

The findings of the inspections will be actioned as part of the premises' Health & Safety Action Plan.

3.1. d) INSPECTIONS BY OUR HEALTH & SAFETY CONSULTANTS

Our Health & Safety Consultants are available to visit any of Mayflower Washroom Solutions premises, as requested, to conduct inspections and to provide advice and guidance. They may also undertake an annual audit of Health & Safety arrangements to ensure that they are checked on a systematic and regular basis. The findings of these inspections will be recorded and actioned as part of the premises' Health & Safety Action Plan.

They can also be requested to visit sites, if required, to provide advice if a Health & Safety issue is raised and to report their findings back to the Managing Director or Site Manager for actions to be taken.

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 13 of 40

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 14 of 40

3.1. e) HEALTH & SAFETY ACTION PLANS

Mayflower Washroom Solutions will develop and hold a copy of a Health & Safety Action Plan for each of their premises (Head Office and each Distribution Centre), if any safety work has to be completed within the business. This plan will detail any faults found and the actions taken to eliminate or reduce the risks identified thus giving a written premises safety record.

3.1. f) CONSULTATION WITH EMPLOYEES AND ASSOCIATES OR ROES

The Managing Director is responsible for ensuring that consultation with Employees and Associates or Representatives of Employee Safety (ROES) takes place on all matters that affect their Health & Safety. This can be by a number of different routes as follows:-

- at informal or formal meetings with ROES, as required. All formal meetings will have minutes and action points taken;
- by group talks with Employees and Associates;
- by notices on Health & Safety notice boards;
- by notices issued to Employees and/or Associates.

The use of these routes will also be an opportunity for Employees and Associates to raise any Health & Safety concerns they may have and we are able to ask our Health & Safety Consultants to give advice on any of these concerns, where required.

Where Employees have elected Representatives of Employee Safety (ROES) we undertake to meet with them to discuss Health & Safety matters raised by Employees or Associates.

3.1. g) TRAINING, INSTRUCTION, INFORMATION AND SIGNAGE

There is an overriding requirement under Health & Safety legislation to provide adequate training (including refresher training), instruction and information to ensure the Health, Safety and Welfare of Employees at work.

The Managing Director is responsible for deciding the training requirements for the work and has the responsibility to ensure that his Employees, Associates, Contractors and Sub Contractors have received adequate training and instruction to perform their work competently and in a manner that presents no danger to themselves or to any other persons who may come into contact with their work.

General induction training to the business will be arranged for all new Employees as they join Mayflower Washroom Solutions. This will be supplemented by further training, where required, to ensure the minimum standard is attained.

Training of persons whose first language is not English will be arranged with the use of interpreters and any documents used will be translated into a language that can be fully understood by the individual. Training courses will be arranged with the use of diagrams, pictograms and other visual methods which will aid understanding by the individual.

Associates, Contractors and Sub Contractors must ensure that they and their Employees have received adequate training, information and instruction to perform their work competently and in a

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 15 of 40

manner that presents no danger to themselves or to any other persons who may come into contact with their work. Proof of this competency will be requested, if required.

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 16 of 40

It is the responsibility of the Managing Director and Site Managers to ensure that a copy of the Health & Safety Policy Statement and a copy of the Local Site Health & Safety Policy Statement (for Distribution Centres) are displayed in a readable condition in a place that is reasonably accessible to all persons working for the business at each of our premises. A copy of this Health & Safety Policy Document will also be available for reading by all Employees, Associates, Contractors and Sub Contractors at each of our premises, if required.

Training and information will also be given via group talks whenever travelling Employees and/or Associates take on new responsibilities or there is a change in the work, equipment or methods of work currently in use.

The Managing Director/Site Manager has a responsibility to ensure that suitable signage is placed around the premises to meet legal requirements of premises signage.

Signage is a vital aid to accident prevention and comes in four main types, Mandatory, Prohibition, Warning and Information. It gives warning of potential hazards and shows the means of escape in cases of emergency as well as giving instructions on what you can and cannot do.

3.1. h) PROVISION OF PERSONAL PROTECTIVE EQUIPMENT

The Managing Director will ensure that suitable Personal Protective Equipment (PPE) is available for Employees who require it. The requirement for and selection of this equipment should be the subject of a Risk Assessment and should always be considered as a ‘last resort’ if no other method of elimination of the Safety Hazard can be achieved. A record of all PPE issued will be kept for Employees. Any defective or worn out PPE will be withdrawn and replaced. All persons issued with PPE will be trained in how to use it and care for it, if not self-evident.

Associates, Contractors and Sub Contractors will be expected to supply their own PPE which must meet the specifications laid down by Mayflower Washroom Solutions.

In Distribution Centres the Site Manager will also ensure that a suitable supply of standard PPE is available for visitors to the site which should include high visibility wear, as a minimum. However it should not include safety footwear as the visitors will not be ‘working on site’ and if going into a safety footwear area must either be accompanied by a competent person who knows the area and its hazards or the visitor must supply their own safety footwear to meet the requirements of the site.

3.1. i) ACCIDENT REPORTING AND INVESTIGATION

All accidents must be recorded in Mayflower Washroom Solutions Accident Books held at each of our premises.

Accident report forms will be completed by the person who had the accident. This should be done as soon as possible after the accident and certainly within 24 hours. Where the injured person is unable to complete a form because of injuries sustained the form will be completed by the injured person’s Manager on the injured person’s behalf and a copy will be sent to the Health & Safety Manager as soon as possible.

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 17 of 40

The Site Manager and/or the Works Supervisor will carry out a prompt and thorough investigation of any accidents or near misses that occur in the workplace or involving our Employees or Associates on our premises or on a site and take all reasonable steps to ensure that the incident is not repeated. The details of any accident will be reported in line with the conditions of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) as amended.

Fatal and Major Injuries as defined in the Regulations are reportable to the Incident Contact Centre on 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm). All other reportable Incidents or Accidents are now reportable via the HSE’s website using the address: - <https://extranet.hse.gov.uk/lfservlet/external/F2508IE>

Any accident which causes an absence from work of more than 7 days (excluding the day of the accident) becomes reportable. This includes an act of physical violence.

Our Health & Safety Consultants should be notified immediately so that they can assist in the completion of the Health & Safety Executive (HSE) website form F2508 and the investigation, if required. The findings from any investigation may be shared with all persons involved, the enforcing authority and the Site owners.

- A list of the major injuries, dangerous occurrences and reportable diseases that require notification to the relevant enforcing authority will be associated with the Accident Book and are available on the HSE’s website.
- Copies of blank HSE F2508 accident forms or a similar form which contains identical information will be held with the Accident Book at each of our premises to aid completion of the online F2508IE form.
- If an accident has occurred on a Clients site the injured person should complete the Clients Accident Book and our Accident Book as the accident may have been caused by a site issue as opposed to a hazard with our work. A copy of the Clients Accident Book entry must be sent to our Health & Safety Manager.

3.2 FIRE SAFETY & EMERGENCY ARRANGEMENTS

The Managing Director of Mayflower Washroom Solutions is responsible for Fire Safety and for ensuring that their premises meet the requirements of the Regulatory Reform (Fire Safety) Order 2005.

The Site Manager is responsible for Fire Safety at their premises and will ensure that:-

- A Fire Risk Assessment will be completed for the premises and will produce an action plan to implement the control measures. This may be conducted in conjunction with our Health & Safety Consultants, if required.
- A set of Fire and Evacuation instructions is produced for the premises and all Employees and Visitors are made aware of them.
- A practice Fire Drill is arranged, conducted and monitored (at least one every 12 months).
- Suitable and sufficient ‘means of warning’ are installed at the premises.
- Suitable and sufficient Firefighting equipment is supplied and maintained on the premises.

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 18 of 40

Fire Wardens may be appointed to assist in the evacuation of our premises and to check that no one has been left behind.

Fire Alarms and/or Smoke Alarms fitted to each of our premises will be tested weekly on a specified day and at a specified time by the Site Manager or their appointed representative and the results of the tests will be logged.

Where we are visiting Clients sites Fire Safety will be the responsibility of the Clients Site Manager however we will undertake to:-

- Familiarize ourselves with the site’s Fire Instructions;
- Participate in practice fire drills as required by the Clients Site Manager;
- Follow the instructions of any Fire Wardens;
- Ensure that we do not interfere with the Fire Safety arrangements of the site without agreement from the Site Manager.

- Fire risk assessments will be undertaken by a Health & Safety Competent Person(s) within each office or on each site by main contractor. Fire risk assessments must be retained and readily accessible for inspection by the Fire Protection Officer. Retention period should be five years, only the most current assessment should be retained.
- Meetings involving disabled, visually impaired etc. visitors should whenever possible be conducted on the ground floor of a building, if this is not possible suitable arrangements should be in place to ensure that they can be safely evacuated from the building in the event of an emergency.

- *Fire Wardens*
- Appropriately trained Fire Wardens will have a designated area of the building to systematically check when the fire alarm sounds to ensure that the building is empty.
- All designated areas will relate to a specific section of the signing-in/out log, each section of the log will have a designated assembly point.
- The Fire Warden's will collect the relevant section of the log from the Fire Officer and undertake a role call for their designated assembly point.
- Fire Wardens will report their findings to the Fire Officer who will liaise with the emergency services.
- Fire Wardens are to assist in the evacuation procedure and participate in the roll call, under no circumstance should Fire Wardens put themselves at risk by remaining in the building or entering an enclosed area.
- **Staff will be offered the opportunity to be trained in the use of fire extinguishers and will be advised that fire extinguishers are provided to protect and maintain the escape route, and should only be used on small fires if it is safe to do so.**
-

Our Health & Safety Consultants are available to give advice on fire prevention measures.

3.3 FIRST AID

It is the responsibility of the Managing Director to ensure that a First Aid Risk Assessment has been conducted at each of our Premises. Site Managers will ensure that there are sufficient trained First Aiders or Appointed Persons, or that our Employees, Associates and Sub Contractors have access to qualified First Aiders, if required. This requirement must cover all times that the workplace is open and these arrangements for First Aid must be clearly communicated by the use of First Aid notices.

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 19 of 40

All First Aiders must have completed and passed either the First Aid at Work (FAW) course or the Emergency First Aid at Work Course (EFAW). A written record will be kept of First Aiders' certification dates and the dates of any additional, specific or refresher training. First Aiders are required to record all the cases they treat and keep suitable records.

On our premises suitable First Aid equipment will be provided, maintained and will be available for all persons at the premises, via a suitably qualified person. The location of this equipment and how to summon assistance will be displayed prominently by signage and/or on the First Aid notice.

All company vehicles are equipped with a suitable First Aid kit which is checked on a monthly basis.

3.4 WELFARE FACILITIES

The Managing Director is responsible for ensuring the provision of Welfare Facilities at his own premises and will undertake to maintain them in a good condition. As a minimum the following requirements will be supplied:

- Toilet/washing facilities
- Eating/rest facilities, where such facilities exist

Works Supervisors will also make sure, wherever possible, arrangements are made on sites with the Client for the use of their Welfare Facilities by our Employees, Associates and Sub Contractors when they visit the site.

3.5 PLANT, EQUIPMENT & TOOLS

As Mayflower Washroom Solutions hires in all the required Plant (Forklifts) the Site Manager will ensure that the hired Plant comes with the required certification stating that it is 'safe to use' and that this plant is regularly serviced. The Site Manager will also check that our drivers or operators are licensed to drive or operate the Plant. Copies of any licenses will be taken for our records.

Where Mayflower Washroom Solutions has Equipment (Pallet Trucks) the Site Manager will ensure that a list of all Equipment is kept and maintenance schedules are created for each piece of Equipment that needs one. The Site Manager will ensure that only those individuals that have been trained may use the Equipment and records of the training will be held. All items of electrical Equipment (including computers, printers etc.) will be subject to pre-use visual checks of the wiring by users, regular management checks and annual PAT testing by a competent person.

In respect of Tools these will be supplied by or checked by Mayflower Washroom Solutions to ensure they are suitable and sufficient for the work they are to be used for. These checks will include Tools used by Employees, Associates, Contractors and Sub Contractors.

3.6 NOISE AND VIBRATION

Where any equipment produces excessive noise or vibration the equipment will be subject to a Risk Assessment and control measures will be instigated, which may include restricting the times the equipment is used. Operatives using this equipment will be fully trained in its' use and may be subject to Health Surveillance.

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 20 of 40

However, it is very unlikely that Noise or Vibration will be an issue in Mayflower Washroom Solutions.

3.7 MANUAL HANDLING

The Managing Director will ensure that, wherever it is reasonably practicable, that Manual Handling will be avoided and that mechanisation of Manual Handling tasks will be instigated. Where this is not practicable, Manual Handling activities that present a potential hazard will be risk assessed looking at the Load, the Individual, the Task and the Environment.

A number of Mayflower Washroom Solutions personnel will not undertake Manual Handling activities. However where anyone who has to move items over 25kgs (men) 15kgs (women) on a regular basis the task will be Risk Assessed and, dependant on the findings of the assessment, the individuals undertaking the task will be Manual Handling trained.

Associates, Contractors or Sub Contractors will be made aware of the need for Manual Handling training and a check will be made that this has been undertaken before allowing them to undertake the work.

The policy covers all employees who carry out frequent or infrequent lifting operations. A lifting operation - to be known as a Manual Handling Operation - is defined as a means of transporting or supporting a load (including the lifting, putting down, pushing, pulling, carrying or moving it) by hand or by bodily force.

2.0 Aim

The aim of the policy is to formalise guidelines for the manual handling operations that are foreseeable within the work area or during the course of a person's work. This policy will give advice on the procedure for manual handling and identify the obligations of both the company and the person likely to undertake manual handling operations.

3.0 Procedure

Identification and Control

All manual handling operations carried out in the work area or performed by personnel shall be identified and listed. This list should be formalised and be subject to an annual review by the health and safety adviser. The list of manual handling operations will stand as means for the regional health and safety adviser to assess the risks to personnel.

Where it is found that significant risks are prevalent those risks will be recorded and suitable control measures reviewed or established, as is necessary, to eliminate or reduce those risks. The assessment of significant risks will be reviewed by the health and safety adviser following the review of the list of identified operations. A review shall also be undertaken at such time when an accident occurs requiring a reassessment of the risk and the control measures in place to eliminate or reduce the risk.

4.0 Guidelines

It will be policy to inform personnel to avoid hazardous manual handling operations so far as is reasonably practicable. However, not all manual handling operations are hazardous - please see attachment for further guidance - and therefore are likely to be undertaken by one person, using the correct lifting technique (also provided in the attachment) and observing care and diligence during the operation. Personnel, assessed as being persons who

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 21 of 40

frequently undertake manual handling operations, will be suitably and sufficiently trained to undertake their duties safely.

It will be the obligation of the company to identify, assess and review the risks with regards manual handling operations and suitably and sufficiently eliminate or reduce those risks, and provide training where necessary to personnel who may come into contact with those risks. With regard manual handling operations that are defined as 'insignificant risk to the operator' the attachment will provide personnel with a general understanding as to the requirements of undertaking manual handling operations.

All personnel should be aware that they have an obligation with regard their own health, safety and welfare and the health, safety and welfare of others to undertake their work safely. If there is any doubt by the person, where they will be undertaking an operation that could lead to an accident or injury, they should seek advice from the health and safety advisor.

Good Handling Technique

A good handling technique is no substitute for other risk reduction steps such as improvements to the task, load or working environment. In addition, moving the load by rocking, pivoting, rolling or sliding is preferable to lifting it, in situations where the person is unable to use mechanical lifting equipment e.g. trolley. Consideration should always be made whether it is appropriate to undertake the lift with a colleague or if appropriate breaking down the load into smaller and more manageable loads. The load, itself, may be light and easily transportable but the task may require the use of stairs or manoeuvring around or over obstacles. A manual handling assessment would therefore encompass many factors, where the focus would be placed on the task from the moment the person considers the moving of an object/s to the moment it has been placed in its desired position.

There is no single correct way to lift, due to the changes in the possible load, the circumstances of the lift, the environment. The content of training good handling technique, therefore, should be tailored to the particular handling operations likely to be undertaken. It should begin with relatively simple examples and progress to more specialised handling operations as appropriate. The following list illustrates some important points, using a basic lifting operation by way of example:

Stop and Think. Plan the lift. Where is the load going to be placed? Use appropriate handling aids if possible. Do you need help with the load? Remove obstructions such as discarded wrapping materials. For a long lift - such as floor to shoulder height - consider resting the load mid-way on a table or bench to change grip.

Place the Feet. Have the feet apart, giving a balanced and stable base for lifting (tight skirts and unsuitable footwear make this difficult). Have the leading leg as far forward as is comfortable.

Adopt a good posture. Bend the knees so that the hands when grasping the load are as nearly level with the waist as possible. But do not kneel or over-flex the knees. Keep the back straight, maintaining its natural curve (tucking in the chin while gripping the load helps). Lean forward a little over the load if necessary to get a good grip. Keep shoulders level and facing in the same direction as the hips.

Get a firm grip. Try to keep the arms within the boundary formed by the legs. The optimum position and nature of the grip depends on the circumstances and individual preference, but it must be secure. A hook grip is less fatiguing than keeping the fingers straight. If it is necessary to vary the grip as the lift proceeds, do this as smoothly as possible.

Don't jerk. Carry out the lifting movement smoothly, raising the chin as the lift begins, keeping control of the load.

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 22 of 40

Move the feet. Don't twist the trunk when turning to the side.

Keep close to the load. Keep the load close to the trunk for as long as possible. Keep the heaviest side of the load next to the trunk. If a close approach to the load is not possible try sliding it towards you before attempting to lift it.

Put down, then adjust. If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

3.8 WORKING AT HEIGHT

Mayflower Washroom Solutions will ensure that any work at height is avoided or properly risk assessed. Any Employees who are required to work at height from Ladders and Steps will be trained in how to use them, if not already competent. This training will cover the use and storage of the relevant items.

Associates, Contractors and Sub Contractors will be asked to prove their competence at Working at Height.

Working from ladders is restricted to less than 30 minutes and any work that would require a longer duration must be by other methods. Where a ladder is being used 3 points of contact will be maintained whilst climbing and all ladders should be secured at top or base or be 'footed'. Where the ladder is being used for access the top of the ladder will extend at least 1 metre above the platform being accessed.

Where working from steps is required and lasts for more than a few minutes Platform steps of the correct height should be used in preference to 'A' frame steps. Where 'A' frame steps are being used 3 points of contact will be maintained whilst climbing and the top 3 treads will not be used to stand on. The gates on Platform steps will be closed once the user has reached the Platform before they start work. All steps being used will be of suitable standard (not DIY) for the work being undertaken. The goal is to reduce deaths or injury caused by falls from height or items falling from height.

- There is no longer a stated height. (the 2 metre rule)
- The regulations apply to all tasks that involve work that is not performed on a fixed structure. (IE ground level or the floor of a building.)
- The regulations are there to ensure that work at height is performed at the lowest practicable risk of injury to the person performing the work.
- The regulations are there to ensure that work at height is performed at the lowest practicable risk of injury to the others not involved in the work.
- The responsibility for ensuring safe work is placed on the employer, by requiring a risk assessment for all work at height.
- Where possible avoid or prevent work at height.
- Where it is not possible to avoid work at height steps must be taken to mitigate the consequences of a fall or falling items.
- Collective safety equipment takes precedence over PPE.

Considered when making the risk assessment?

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 23 of 40

- Number of people at risk.
- Frequency and duration of activity.
- Likelihood of accident occurring.
- Existing safe systems of work.
- Risk of items such as tools falling.
- Will work be performed on or near fragile surfaces?
- Competence of person performing work.

Ladders.

The use of ladders is *discouraged but not banned*. Where a ladder is the only practicable solution to a problem the following must be adhered to.

- The ladder must be of an approved type.
 - Timber BS 1129:1990. Kite marked Class 1 Industrial
 - Aluminium BS2037:1994 Kite marked Class 1 Industrial
 - Glass fibre BSEN 131:1993 Kite marked industrial.
 - Step stools BS7377:1994
- No lone working.
- Ladders must be inspected prior to use and at regular intervals and records kept.
- The surface that the ladder is being used on must be sound and appropriate.
- The surface that the ladder is placed against must be able to take the load.
- Ladders must be secured.

Steps should also be classified for industrial use and the load rating adequate for the tasks involved.

Who can perform work at height?

The only restriction placed on people working at height is that they are competent. This means that they have the appropriate Practical and Theoretical Knowledge, Experience and Training. This will vary dependant on the job.

Contractors.

- The client has a responsibility to ensure that the contractor will use an appropriate safe system of work.
- The client has a responsibility to ensure that the proposed safe system is adhered to.

3.9 HAZARDOUS SUBSTANCES (Including Asbestos)

The Managing Director has a responsibility to ensure that all hazardous substances used by Mayflower Washroom Solutions are risk assessed and that CoSHH Risk Assessments as well as Material Safety Data Sheets (MSDS) are available for these substances. Anyone using these CoSHH substances will be given a copy of the Risk Assessment and MSDS as well as any required Personal Protective Equipment before they use them along with instruction and training, where required. Those Employees who are

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 24 of 40

required to handle Hazardous Substances although not use them will also be made aware of the correct way to handle them and be given the correct PPE to do so.

To achieve compliance with the Regulations and the requirements of this Policy and Procedure, the Company recognises the importance of its role. Each director shall be responsible for identifying the role of staff in ensuring that the safe use of potentially hazardous substances is met and that they are adequately trained to meet such duties.

It is not the purpose of this document to provide a comprehensive guide to the COSHH Regulations. Managers and staff who are responsible for taking action are, therefore, required to thoroughly familiarise themselves with the legislation and the guidance contained in the Approved Code of Practice. In doing so they will ensure that their actions are strictly in accordance with the Regulations and its accompanying Code of Practice and shall, in the event of uncertainty over the correct action to be taken or advice or assistance being required, contact the Health & Safety Adviser.

Copies of those documents referred to above and other useful reference material are available from the Health and Safety advisor. The Safety Adviser is available for the provision of such advice and training as may be required.

Examples of substances hazardous to health under the Regulations are:

- a) those which would be classified as being toxic, very toxic, harmful, corrosive, irritant, sensitising, carcinogenic, mutagenic or toxic to reproduction.
- b) Those which have a maximum exposure limit (MEL) or occupational exposure standard (OES);
- c) Dust at a substantial concentration in the air;
- d) those gases which, when present at high concentrations in air at the workplace, act as simple asphyxiants;
- e) biological agents including micro-organisms, parasites, the microscopic infectious forms of larger parasites, etc,
- f) carcinogens
- g) control of substances that cause occupational asthma
- h) any substance not included under a)- g) above which may create a hazard to health comparable to any of them.

A substance shall be regarded as hazardous to health if it is hazardous in the form in which it occurs in the work activity, whether or not its mode of causing injury to health is known, and whether or not the active constituent has been identified. A substance hazardous to health may not necessarily be a single chemical compound but may include mixtures of compounds, micro-organisms, allergens, etc.

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 25 of 40

In order to meet the detailed requirements of the COSHH Regulations managers shall ensure strict compliance with these requirements before new substances are introduced or changes to existing substances take place.

It shall be accompanied by the product hazard data sheet, a risk assessment shall be conducted. Covering all aspects of the use of the substance from delivery to final disposal, the assessment shall be conducted by the Health & Safety Adviser who shall provide such advice and assistance as may be necessary.

- (ii) Only where the risk assessment identifies that it is ‘safe’ to do so shall the substance be introduced into use. ‘Safe’ in this context shall mean within the bounds of the information, instruction and training currently available, as well as the equipment, including air extraction systems, general ventilation, personal protective equipment, health surveillance etc. in use at the time.
- (iii) Where the risk assessment identifies that equipment, facilities etc. are required which are outside those currently provided, then the substances shall not be brought into service until the requirements identified to be necessary by the COSHH assessment have been introduced and can be used safely by the relevant staff.
- (iv) Each manager shall be responsible for holding a comprehensive list of every substance falling within the requirements of the COSHH Regulations. For each substance, there shall be held a copy of its completed COSHH assessment sheet, product/hazard data sheet and other relevant information, including a record of the information, instruction and training provided to staff.
- (v) Completed COSHH assessment sheets shall be held in the immediate vicinity in which substances are in use. This will ensure they are available for reference purposes including use, storage, first aid and such other means as may be appropriate.

Note: Where a work activity may expose personnel to more than one substance hazardous to health, the assessment process must cover the possible enhanced harmful effects of combined or sequential exposures.

Meeting the Specific Requirements of the Regulations

To meet the above objectives, regular reviews of all potentially hazardous substances in use shall be conducted. Those presenting risks in which exposure is likely to present a danger to health shall either be taken out of service, substituted by a substance less hazardous and where neither is possible, action shall be taken to control the risk under the sections of the COSHH Regulations.

Programme of Action

Each manager shall ensure that reviews of each assessment are undertaken at least once every two years but also prior to changes in the use of substances taking place, new substances being introduced, or changes in product information sheets taking place. Any control measures identified as necessary shall be introduced before the use of substances takes place.

All members of staff are reminded that they have a duty in law to ensure that the requirements of this policy and departmental safety procedures and instructions are observed at all times. Failure to do so may render them subject to appropriate disciplinary action.

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 26 of 40

The Role of the Health & Safety Adviser

The Health & Safety Adviser will provide such information, help, advice, training and interpretation of the Regulations as may be necessary to enable the safe use of substances and, therefore, compliance with the Regulations, to be met.

NOTE: The action identified above is not intended as a comprehensive guide to the requirements of the COSHH Regulations. The COSHH Code of Practice should be consulted when taking action under the Regulations and copies of this and other reference material are available from the Health and Safety Advisor

It is unlikely that Employees will disturb Asbestos or Asbestos Containing Materials (ACM's) but Employees who may encounter them will be given Asbestos Awareness training, where possible. Associates, Contractors and Sub Contractors may be asked to prove competence in recognising Asbestos or ACM's. Anyone who discovers any unknown hazardous substances, including Asbestos or an ACM, in the course of their work, should immediately stop work and report the discovery to their Manager who will take the appropriate actions.

Under no circumstances should any item which appears to be Asbestos or an ACM be worked on without specific written clearance from Mayflower Washroom Solutions Managing Director. Work on Asbestos or ACM's by Employees will only take place after specific instruction and training has been given by Asbestos experts. Work to remove Asbestos or ACM's will be conducted by a fully licensed Asbestos removal company.

3.10 HEALTH SURVEILLANCE

Where it is identified by Risk Assessments Mayflower Washroom Solutions will undertake Health Surveillance. This would be most likely due to accidental exposure to harmful CoSHH substances. Types of Health Surveillance may include eye tests, respiratory tests, checking for skin allergies (Dermatitis) along with any other tests that are specified in the Risk Assessment. Health Surveillance tests, usually performed by the individual's Doctor/GP, will ensure that anyone who is working with or is exposed to these hazards will be regularly checked and that measures can be put in place to eliminate or minimise the effects of that exposure. Records of all Health Surveillance will be kept in personnel files.

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 27 of 40

3.11 CDM REGULATIONS

Mayflower Washroom Solutions does not undertake any form of construction works and therefore is not subject to CDM Regulations.

3.12 ASSOCIATES, CONTRACTORS AND SUB CONTRACTORS

All contract work undertaken will be in accordance with the instructions of Mayflower Washroom Solutions Site Managers. Employees, Associates, Contractors and Sub Contractors will conduct their business safely and adopt safe working methods to ensure the Health & Safety of all persons using the workplace as well as complying with all relevant legislation.

All Associates will be required to submit details of their Qualifications, Training and/or Experience to prove their competence to undertake the work. Contractors and Sub Contractors to Mayflower Washroom Solutions will be required to provide copies of their Health & Safety Policy, Risk Assessments and Method Statements, Company Insurance details and where possible proof of competence of their Employees which will be checked by the Site Managers, with the assistance of our Health & Safety Consultants, if required, prior to them starting work on site. This proof may be in the form of qualification certificates or experience records or records of relevant training. Where this proof does not exist, a written letter stating how competence has been achieved will be required.

Mayflower Washroom Solutions Managing Director/Site Manager/Works Supervisor and/or our Health & Safety Consultants, have the authority to require any Employee, Associate, Contractor or Sub Contractor to stop work immediately in the event of unsafe practices or if unsafe working conditions exist.

3.13 CO-OPERATION BETWEEN MAYFLOWER WASHROOM SOLUTIONS AND OTHER PARTIES

Other Parties may include Contractors working on the premises or local residents to the premises. Where other Parties are involved with the site, the Managing Director/Site Manager will be expected to:

- Co-operate with the other parties, as necessary, to enable each to comply with all relevant statutory requirements;
- Take all reasonable steps to co-ordinate any work undertaken in order to comply with all relevant statutory requirements;
- To take all reasonable steps to inform the other parties concerned of the risks to their Health & Safety arising from the work activities on the premises;
- Maintain Safe access/egress to the site, including traffic routes around and corridors within any buildings;
- Maintain common services (e.g. lifts, toilets) and areas (e.g. reception, dining areas, rest rooms) etc. so far as is reasonably practical;
- Communicate to Other Parties common procedures (e.g. fire alarm procedure, evacuation procedure);
- Maintain the safety of operational activities (including use of fixed and mobile operational equipment) under the Site Managers control.

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 28 of 40

Other Parties responsibilities are:

- Alerting the Managing Director/Site Manager to any aspects arising from his works which may have caused defects or damage to the building fabric;
- Ensure adherence to company procedures (e.g. fire alarm procedure, evacuation procedure);
- Informing the Managing Director/Site Manager of any proposed accommodation changes that may affect the premises or the Site Managers works;
- Not to impede the work on the premises by placing themselves in a position likely to cause a Health & Safety issue;
- To recognise that the onus rests with the Contractor or Sub Contractor to progress safety issues affecting their area of the premises with the Site Manager;
- Agree a system of communications for the notification of defects and changes to the premises or the building fabric.

The Site Manager will formally define the areas of the premises which each Contractor is responsible for and which responsibilities belong to each Contractor. These responsibilities should be reviewed, as and when required by either party.

3.14 MONITORING CONFORMANCE

The Managing Director has overall responsibility for Health & Safety issues within our business and is assisted in complying with those responsibilities by nominated individuals who are responsible, within their area, for ensuring conformance with statutory Health & Safety legislation and by our Health & Safety Consultants who will advise on requirements.

Our premises will be monitored by the following actions:-

- Visual checks by Managers as part of their daily work.
- Completion of monthly conformance checklists with records kept of any remedial actions required in the Health & Safety Action Plan.
- Sounding of the fire alarm system will be conducted weekly with records kept.
- The premises electrical systems, fire alarm systems, smoke alarms and fire extinguishers will all be tested annually.
- A copy of the Asbestos register will be held for all buildings that we occupy, where required.

The premises, plant and equipment will be inspected and maintained so as to comply with specific statutory requirements and to ensure, so far as is reasonably practicable, the safety of persons who may use them. Details of any maintenance or testing procedures for each site must be held e.g. fire, electrical tests etc.

It is essential that any maintenance or repair work is carried out by a competent person and all defects must be recorded and a copy held at the site.

3.15 ENVIRONMENTAL ARRANGEMENTS

Arrangements for dealing with matters that affect the environment are subject to a separate Policy document. Mayflower Washroom Solutions will, as far as is reasonably practicable, take measures to protect and enhance the environment by sensitive recycling and/or removal of waste produced by our business utilizing licensed waste carriers where required.

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 29 of 40

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 30 of 40

3.16 Violence at Work Policy

1.0 Introduction

The company will not tolerate any act or threat of violence to staff. Taking care of ourselves and others is a basis of all good work practices and helps us to improve the service we offer. Taking aggression seriously is a first step to creating a safer working environment. Managers should address any work situation that makes staff uneasy, and solutions should be sought. Reducing aggression at work is something we should all take responsibility for; it will make all our working lives easier.

2.0 Scope

This policy applies to all employees who experience violence at work or during work activities. The policy is not limited to physical assault but permits the inclusion of equally distressing and intimidating verbal aggression. Incidents arising from discriminatory behaviour are also included.

2.1 Examples of threatening or violent behaviour include:-

- Intimidation such as shouting, swearing.
- Threatening behaviour in the form of verbal threats, gestures and obstruction etc.
- Possession of any weapon, regardless of the lack of any overt threat to use it.
- Being incapable whilst under the influence of drink and drugs.
- Any unwanted physical contact.
- Personal insults
- Racial Harassment
- Sexual Harassment
- Harassment on the grounds of disability.
- Bullying

2.2 Equality of Opportunity

Safety issues should not provide a reason for discriminating unlawfully against anyone on the grounds of sex or race when appointing staff or allocating responsibilities.

3.0 Procedures to Reduce the Risk of Violence to Employees:-

The following are guidelines on action that should be taken to reduce the risk of violence to employees, they are not exhaustive and the extent to which the guidelines are implemented depends upon the degree of risk. Some of the guidelines are the responsibility of Management but others need to be followed by individual employees.

- All managers will assess the risk of violence to employees; take appropriate preventative and protective measures to reduce risks of violence. Inform employees of the risks identified and the preventative procedures.
- Departments should introduce procedures in order to ensure in appropriate circumstances that employees who have been working away from their base have finished work without incident. If an employee has reason to visit a learner, Training Provider or member of staff at a private residence or any location where they may be alone, they should be accompanied by a third party i.e. member of staff or a training provider representative.
- When visiting a private residence, employees should:-

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 31 of 40

1. Take only a minimum of items into the premises.
2. Be alert
3. Be aware of the escape route.
4. Leave if there are any problems without conducting your business.
5. Avoid reacting to the premises (e.g. if there is a poor standard of cleanliness).

3.1 Driving

- Vehicles should be in good working order, ensure you have adequate petrol for the journey. Where appropriate employees are advised that they should retain the following in their vehicles:-
 1. Map
 2. Torch
 3. Mobile Phone
- If possible routes should be planned and someone should be informed of the route and estimated time of arrival.
- All valuables should be kept out of sight e.g. in the boot or glove compartment.
- Do not pick up hitchhikers.
- Lock your vehicle whenever you leave it. If parking in daylight, consider what the area will be like in darkness, if you are stopping that long.
- If you see an incident or an accident, or someone tries to flag you down, think first - is it genuine? If you think you are being followed, keep driving until you come to a busy place e.g. police, fire or ambulance station, pub or garage forecourt.

3.1 Handling incidents

- At all times the employee must remember his/her own safety is paramount.
- Guidelines can never cover every eventuality. The reality is that employees, whatever their level of responsibilities or duties must use their experience, skills and above all their judgement when faced with a threatening situation.
- Never return aggression, this is how anger can escalate into violence. Adopt a calm, reasoned and reassuring attitude. Try and signal non-aggression. Speak gently, slowly and clearly.
- Avoid an aggressive stance - crossed arms, hands on hips.
- If the situation escalates and control is being lost, withdraw but never turn your back

3.2 Action to be taken following an incident

- Following any incident the immediate concern is for the well being of the victim.
- An employee who has been subjected to a violent incident should immediately report the incident to his/her manager or other senior member of staff as soon as practicable.
- Any incident should be recorded on the incident Report Form. All forms will be treated with the utmost confidentiality.

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 32 of 40

- Employees are requested to complete the form so that accurate information can be collated.
- Where an act of physical violence to a person at work results in death, major injury or more than three consecutive days being lost from work, the Health and Safety Executive must be notified in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995. The Health and Safety Adviser/Competent Person will carry out this action.

3.17

Occupational Driving Policy

11.0 Scope

The following policy applies to all staff who drive within working hours for business purposes, whether using a company, hire or privately owned vehicle.

2.0 Aim

The aim of the policy is to ensure that staff are not put at risk from the driving required by their job.

3.0 Policy

3.1 Is driving required?

- If road journeys are unnecessary they should not be undertaken.
- Where possible, meetings between offices should be conducted via video conferencing.
- Can alternative means of communication be utilised i.e. e-mail.

3.2 Mode of Travel;

- Can alternative travel be arranged i.e. rail transport.
- Could the driving distance be reduced by combining car/train?

3.4 Adverse Conditions;

- Driving at night after 7.00 p.m. Should be avoided if possible.
- Driving in adverse weather conditions is prohibited, particularly where there has been excessive snow or rainfall or if road conditions are icy.
- During winter months weather conditions should be monitored to ensure drivers avoid becoming stranded in remote locations.

3.5 Reducing Driving Times;

- No driver should drive continuously for more than 2.5 hours, after which the employee should take a 15 minute break.
- Employees are not permitted to exceed the limit of **10hours** driving plus other work (i.e. meetings) within the working day, after which there must be a break of 11 hours.
- Where possible driving during busy periods of the day should be avoided.

3.6 Alcohol/Drugs;

- **The consumption of alcohol before and during driving for work is strictly prohibited.**

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 33 of 40

- Medical opinion should always be sought as appropriate to determine fitness to drive when staff are taking drugs for therapeutic purposes.

3.7 Accidents;

When a member of staff is involved in a road traffic accident during driving for work, the accident must be reported to the Competent Person who will follow the internal accident investigation procedure.

Expectant Mothers;

Expectant mothers in their third trimester (6-9 months) should be discouraged from occupational driving. When in doubt they should seek guidance from their Mid Wife or General Practitioner.

Insurance's/Licenses;

All staff who use their own vehicles for the purpose of occupational driving must ensure they inform their insurance company that the vehicle will be used for business travel. All staff who drive as part of their job must produce a copy of their driving license.

Maintenance;

Both company and privately owned cars used for occupational driving should be suitably maintained and where required have a current MOT certificate.

Mobile phones must not be used while driving.

Where driving cannot be avoided the following checklist should be considered before each journey:

- Have you planned your journey so that risks have been reduced as far as possible?
- Is the vehicle in a good state of repair?
- Are you fit to drive?
- If you are not sure, don't take any chances?
- Every journey over 2.5 hours should be a managed journey with breaks and possible overnight stay?

Remember the policy is that safety must come first

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 34 of 40

Mayflower Washroom Solutions

3.18 SMOKING/ALCOHOL/DRUG POLICY

Smoking

Passive smoking is now recognised as having the same potential for the causing of diseases as ordinary or direct smoking.

Every employee has the right to be protected from the passive inhalation of cigarette smoke.

Only smoke in areas that are designated as ‘Smoking Areas’. These are provided by the company and are outside of the buildings..

NEVER smoke in places where flammable liquids and substances are stored.

ALWAYS obey NO SMOKING signs they are always there for a good reason. Smoking in these areas could lead to loss of life.

Make sure that discarded cigarette ends are extinguished before disposition.

REMEMBER! Smoking is detrimental to your health (in many ways).

ALCOHOL AND DRUGS

Alcohol

The company’s attitude towards alcohol at work is that the absence of any alcoholic drink should be permanent and absolute.

Every employee has an absolute duty to disclose the development of any alcohol related problem whether it be personal or concerning someone else.

The potential for danger from the effects of alcohol consumption are enormous, any employee found to be under the influence of such substances and liquids will be instantly dismissed.

Drugs

The company’s attitude towards drug abuse is very similar to that for alcohol and alcoholic abuse.

Any use of drugs prescribed by a doctor or sold legally at any pharmacy that are known to cause drowsiness is strictly forbidden whilst at work. If the taking of such preparations is absolutely necessary, employees must take time off work, following the normal procedures for sickness leave. At no time will use or ‘misuse of drugs whilst at work be tolerated (including the after effects or side effects of such drugs).

The same disciplinary procedures as for alcohol will be followed.

3.19 OFFICE SAFETY

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 35 of 40

Mayflower Washroom Solutions

It is the responsibility of all employees of the company who occupy offices to ensure that they are kept clean and tidy and that floors and floor coverings are kept in good condition. Damaged floor coverings must be reported to management immediately.

As far as is reasonably practicable, leads to telephones, photocopiers, computers and other equipment should be kept to the absolute minimum.

Electrical Equipment: should be inspected regularly by a competent person.

No attempt should be made by untrained personnel to repair or modify any piece of equipment. Any items of equipment found to have a fault no matter how small, should be withdrawn from service and not used again until it has been repaired and passed as fit for use by a competent person.

Display Screen Equipment Policy

1.0 Scope

The Policy covers all employees who use Display Screen Equipment. Display Screen Equipment is defined as being an item of equipment that displays information, data or graphics on a screen e.g. computer.

2.0 Aim

The aim of the policy is to formalise the actions to be taken in the assessment of display screen equipment with regards the suitability of the equipment, the user's workstation and the appropriate use of the equipment. A user is defined as a person who uses display screen equipment for over two hours in a working day.

3.0 Procedure

3.1 Self-Assessment:

The self-assessment document will be completed by the user and returned to the appropriate person with responsibilities to undertake assessment reviews. The self-assessment will be structured to determine the prioritisation of reviews.

3.2 Eye-tests

When appropriate an eye and eyesight test should be made available to the user, free of charge.

3.3 Assessment Review:

An appropriate person, assigned and trained in Display Screen Equipment assessment, will review the self-assessment document by inspecting the workstation and questioning the user with respects to their completed self-assessment. The assessment review will be recorded . In the event where it has been determined that remedial action is necessary the assessment / review is copied to the appropriate person in order to suitably address the action. An additional copy of the review, if remedial action is necessary, is given to the respective user for their information.

Upper Limb Disorder Policy

1.0 Introduction

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 36 of 40

Mayflower Washroom Solutions

The highest risk of occupational ill health to staff is that posed by work related upper limb disorders (WRULD's), this is a general term which covers all of the potential aches and pains associated with use of Display Screen Equipment.

Upper limb disorders cover some well-known conditions as detailed in Table 1. They are usually caused or aggravated by work, and are associated with repetitive movements, constrained postures and inadequate rest periods.

2.0 Scope

This policy applies to any employee involved in keyboard and data entry operations. Specific requirements are placed on the Health and Safety Competent Person, Human Resources Officer and other appointed persons.

3.0 Procedure to Reduce the Risk of Upper Limb Disorder-The following are guidelines on action that should be taken to reduce the risk of upper limb disorder:-

- 3.1 All employees will be issued with information on how to prevent the cumulative disorders classed as WRULD's, new employees will be issued with the information during induction training.
- 3.2 A DSE Assessment is conducted which should address issues such as poor posture and rest breaks.
- 3.3 If an employee is suffering any aches, pains or discomfort while using the Display Screen Equipment, they must bring this to the attention of their Manager, Health and Safety Competent Person or Human Resources Officer.
- 3.4 The Health and Safety Competent Person will conduct an Initial Assessment , observe working practices and conduct discussions with the employee. Analysis of the initial assessment should identify whether there are risks which require further investigation and, in many cases should pinpoint the causes.
- 3.5 Where further action is required, the following may be advised:-
 - a) improved design of workstations and working areas e.g. position of keyboard and display screen, heights of chairs
 - b) Provide ergonomic equipment i.e. keyboards, mice and tracker balls
 - c) adjustments of workload and provision for rest periods
 - d) additional training

3.20 ADVICE AND INFORMATION

All advice and information on Health & Safety matters can be obtained from our Health & Safety Consultants via the Health & Safety Manager.

Specific instructions on how to carry out any procedures are available from your Manager.

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 37 of 40

Mayflower Washroom Solutions

4 VERSION HISTORY, AMENDMENTS AND REVIEWS

4.1 VERSION HISTORY AND AMENDMENTS

This list shows all the versions and any amendments to this version of the Policy.

Ver No.	Status	Amendment	Date
1.0	Original	None	
1.1	Substantial Amendments	Foreword added, Contents updated, Policy Statement improved and updated, 1.2 Local Site Health & Safety Policy Statement updated, 2.1 organisation chart revised, 2.2 Management Responsibilities updated, 2.3 & 2.4 updated, 3. Updated to better define roles, 3.1 a – i Change in order to a more logical hierarchy and updates to all sections, 3.2 expanded and updated, 3.3. updated, Old section 3.4 moved to 3.14 and changed to Monitoring Performance, new section 3.4 Welfare Facilities added, Old section 3.5 moved to 3.13 and updated, New section 3.5 Plant, Equipment & Tools added, Old section 3.6 moved to 3.12 and updated, New section 3.6 Noise and Vibration added, New section 3.7 Manual Handling added, New section 3.8 Working at Height added, New section 3.9 Hazardous Substances added, New section 3.10 Health Surveillance added, New Section 3.11 CDM regulations added, Old sections 3.7 & 3.8 moved to 3.15 & 3.16 respectively and updated, New section 4 added, New Appendix 1 Sign off sheet added.	23/10/12

4.2 REVIEWS

The Managing Director or our Health & Safety Consultants will review the Policy annually for up to 5 years when it should be checked, replaced or updated by Health & Safety Enrichment Ltd.

The Policy Statement will be re-signed and re-dated each year by the Managing Director. Any amendments required must be referred back to Health & Safety Enrichment Ltd to be actioned.

Review No.	Reviewed By	Signature	Amendments Required Yes/No	Date
1	Ray Lane	<i>R Lane</i>	Yes	23/10/13
2	J Stronge / R Bull		yes	8/10/2014
3	J Stronge	<i>J Stronge</i>	No	8/10/2016
4	J stronge / R Bull		No	9/10/2017
5	J Stronge	<i>J. Stronge</i>	No	03/092019

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 38 of 40

Mayflower Washroom Solutions

Appendix 1

Policy Confirmation Sheet

Signed Record of Readers

This sheet is to confirm that I have shown a copy of Mayflower Washroom Solutions Health & Safety Policy to the Employees listed below and that they have read and understood the document.

Name _____
 (Print) _____ Signature _____ Date _____
 Site Manager

I/we, the undersigned have read the Health & Safety Policy document and have understood the contents. Any questions related to the Policy have been answered by my Manager.

Name _____
 (Print) _____ Signature _____ Date _____

Name _____
 (Print) _____ Signature _____ Date _____

Name _____
 (Print) _____ Signature _____ Date _____

Name _____
 (Print) _____ Signature _____ Date _____

Name _____
 (Print) _____ Signature _____ Date _____

Name _____
 (Print) _____ Signature _____ Date _____

Name _____
 (Print) _____ Signature _____ Date _____

Name _____
 (Print) _____ Signature _____ Date _____

Name _____
 (Print) _____ Signature _____ Date _____

Name _____
 (Print) _____ Signature _____ Date _____

Name _____
 (Print) _____ Signature _____ Date _____

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 39 of 40

Mayflower Washroom Solutions

Name _____
(Print) _____ Signature _____ Date _____

System	Quality Management	Title	Health & Safety Policy		
Section	QA/Forms/0010	Version	1.1		
Responsibility	HS&Q Manager	Date Issued	23/08/2024	Index	Page 40 of 40