



40 Abbey View, Duton Hill, Dunmow, Essex,
CM6 2EA

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www.hillshousekeeping.co.uk

Occupational Health, Safety & Wellbeing Policy

Management's commitment to Occupational Health, Safety & Wellbeing – Statement

Health, safety and wellbeing is the highest priority within the business and Management is committed to monitoring and reviewing performance on a regular and ongoing basis. Our goal is to keep our team, our customers and the public safe by promoting high standards of health, safety and wellbeing in the workplace and in all our activities.

Hills Housekeeping Ltd.'s Management will:

- Comply with the Health and Safety at Work etc Act 1974 and all other current and relevant legislation and codes of practice in order to meet this goal.
- Show visible commitment to eliminate hazards and reduce risks.
- Continuously review the organisation and maintain an up to date risk profile. Identify and evaluate these risks for opportunities to enable Hills Housekeeping Ltd. to work towards the continual improvement of the safety, health & wellbeing culture at all levels.
- Show visible commitment to consultation and participation of workers, and where they exist, workers' representatives.
- Encourage and reward team engagement and feedback in this area.
- Show visible commitment to improvement by actively driving, monitoring, evaluating and reviewing Occupational Health, Safety and Wellbeing standards.
- Provide adequate resources to ensure we meet compliance obligations, constantly review and monitor the effectiveness of the Integrated Management System ensuring alignment with Objectives and Targets.
- Support the ongoing training of operational teams to ensure site competence and understanding in recognising and improving and maintaining safe working conditions in conjunction with the Safety, Health, Wellbeing and Environment & Quality Teams.
- Ensure all our team and contractors and third-party resource providers take personal ownership of safety, health and wellbeing each day.

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Registered number:11422912
VAT number: 301438935
Next review date: 07/04/2021



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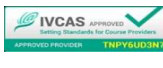
Hills Housekeeping Ltd.'s Objectives for Health, Safety & Wellbeing

Hills Housekeeping Ltd. believe that all accidents and workplace related illnesses are avoidable; our objective is to prevent injury or ill health by continuous improvement of our safety performance and the promotion of good mental and physical health. The organisation commits to plan, control and monitor these activities and set the goal to not cause harm to our team or interested parties. To achieve this Hills Housekeeping Ltd. will:

- Maintain compliance with BS EN ISO 45001:2018 and the related clauses, processes and functional activities by implementation of the Procedures Manual which forms part of this Integrated Management System (IMS) .
- Commit to eliminate hazards and reduce OH&S risks.
- Comply with legal requirements and other requirements
- continually improve the OHSMS.
- Promote consultation and participation of workers, and where they exist, workers' representatives.
- Strengthen Top Managements commitment to this standard by forming a Health & Safety committee.
- Train & support the team at all levels in the prevention of work-related and general ill health by promoting wellbeing (incl. mental wellbeing) supported by our Health & Safety Compliance Consultant and via our health and wellbeing action plan (see below).
- Engage with and influence other interested parties, collaborating with the Regulators, and industry trade groups to improve industry standards.
- Undertake incident investigations to ascertain learning points and improvement
- Internally and externally audit our IMS, implementing improvements to retain external certifications, utilising actions raised from those audits as key drivers for continuous improvement.
- Commit to further improve processes and systems to include management of change, emergency planning and business continuity strategies, procurement and outsourcing, internal audit, and risk assessment.

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Hills Housekeeping Ltd.'s expectations for communication of Health, Safety & Wellbeing

Participation and consultation are vital aspects of this policy. Hills Housekeeping Ltd. welcomes suggestions from all interested parties to improve health, safety & wellbeing and Hills Housekeeping Ltd. The team are encouraged and expected to:

- Ensure that safety procedures and precautions identified by a Risk Assessment, and where applicable Toolbox Talks have been undertaken before commencing work.
- Work in such a way that is safe for themselves, their colleagues and any other person about them.
- Help new contractors become aware of hazards and control mechanisms.
- Report and discuss health, safety & wellbeing matters with their managers, and company Health and Safety Compliance Officer.
- Stop working with no fear of reprisal if a hazardous situation arises.
- Report ALL accidents and incidence of ill health, discomfort or pain resulting from work activities in accordance with Hills Housekeeping Ltd.'s Accident Reporting Procedures.
- Report ALL NEAR MISS incidents which could have caused injury or damage in accordance with Hills Housekeeping Ltd.'s Accident Reporting Procedures.
- Always Co-operate; contribute good ideas and improvements; report defects and short falls.
- Use all safety equipment provided, in the way it was intended, and report any defects of the said equipment.
- Work closely with our regulators and industry bodies to improve standards Please also see our Welfare at work Policy ISO157 for further details.

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Organisation

The level of responsibility for organising and arranging safe working practices rests with the consultant /Director however all management and consultants alike are also responsible daily to ensure that we operate a safe working environment. This responsibility varies according to the range of tasks each consultant carries out, and whether they are responsible for controlling the activities of others. The organisation of Health and Safety is backed by a commitment, from the Managing Director as well as the companies Health and Safety Committee to ensure that every consultant, regardless of their role, is competent, trained and adequately equipped with the tools, techniques and equipment they need to effectively carry out their duties and fully meet their responsibilities for health and safety.

Hazard & Risk Management / Assessments

Hills Housekeeping Ltd. will undertake, and record in writing, a risk assessment of all its activities where there is a significant risk to the Health and Safety facing our contractors and members of the public. Risk assessments will be reviewed whenever changes in Hills Housekeeping Ltd.'s organisation, Government Legislation or where technology, working environments or working practices demand.

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Risk Assessment Requirements

Under the Management of Health and Safety at Work Regulations 1999, every work activity must be risk assessed. This includes any jobs where there is a low risk of injury. It is important to decide whether a hazard is significant and whether there are enough precautions in place to minimise the risk of an accident or injury occurring.

Managers are responsible for ensuring suitable and enough risk assessments are carried out by a competent person, for all tasks and workplaces under their control. The assessment must identify the hazards and level of risk to any person who may be affected, and the control measures necessary to reduce the risk. Any significant findings in the assessment must be recorded and periodically reviewed.

A safe system of work will be established for every task. To establish safe systems, each task will be:

- Assessed.
- Have its associated hazards identified, and risks assessed?
- A safe method will be established, by controlling assessed risks.
- The safe method will be implemented.
- The safe system will be monitored.

Breaches recorded on Improvement Reports or Accident and Near-Miss Reports as necessary. All consultants are involved and encouraged to help identify hazards and assess the risks. This has the benefit of the consultants seeing the safe system as a real tool for implementing safety, that they have been involved in.

More details can be found in our 'Procedure for undertaking a Risk Assessment' ISO103.

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Training

Training and information are a central requirement of any robust Safety Management System, as such a systematic approach to training is needed. It must be supported by the provision of such information, instruction, and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of all consultants and the protection of the environment.

All new consultants are given general induction training which includes health and safety training including manual handling, general health, and safety rules and COSHH.

They are also supplied with a copy of this Occupational Health, Safety and Wellbeing Policy which forms part of the team handbook. Training is then continued whilst on the job with additional training will be given for specific tasks. Any training needs are assessed by the Team Manager Mrs Zoe Oakes as she works closely with the team. The supervisors also assess training needs; these needs are then put forward to the Team Manager who then arranges the necessary training.

If the need for additional specialised training arises, this will be addressed either by in house training sessions, whilst other areas may be provided by suitably qualified external safety professionals.

All consultants have a Consultant Training Record (ISO31) within their personnel files which is updated as and when training sessions are completed.

All office-based staff will be trained in general H & S rules, fire and accident and evacuation procedures, first aid arrangements and fault reporting procedure.

For further information please see our Training Policy ISO75.

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Consultation with Consultants

Hills Housekeeping Ltd. will consult and inform consultants on matters relating to Health and Safety by means of an H&S Committee where consultant representatives are consulted. This will meet at least every 3 months. Health & Safety Committee Minutes will be recorded and any outcome affecting the team will be informed.

This includes:

- Before the introduction of any measures or any new technology which may substantially affect their Health and Safety whilst at work.
- The findings of any accident or injury investigations.
- Health and Safety information the company is required to give by relevant Health and Safety legislation.
- The planning and organisation of Health and Safety training.
- The information that consultants must be given on the likely risks and dangers arising from their work, measures to reduce these risks and what they should do in an emergency. In our company we actively endeavour to communicate with contractors, and the Team Manager frequently works along with the team, making him directly accessible to all the team.

Any concerns that members of the team have regarding matters of health and safety should be addressed directly to the Managing Director and/or any other senior member of the team. Advice is available from our Health and Safety Consultant Mrs Maria Locke on 07875954030. Consultants are consulted on all matters that touch on health and safety, and their experience is often asked on such matters as risk assessments, choosing safety equipment, training and welfare needs.

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Monitoring and Supervision

Managers / Supervisors must ensure:

- Workplaces and work activities are subjected to a suitable Risk Assessment so that Hazards are identified, and priorities are established for controlling any significant risks.
- consultants are given suitable information, instruction, training, supervision and equipment to carry out their tasks so as not to present risks to themselves or others.
- Clear and specific health and safety instructions, as identified by a Risk Assessment, are issued whenever necessary so that consultant understand the safety implications and control methods to work in a safe manner.
- Safe systems of work, safety equipment and protective clothing are made available to persons who require it and maintained and used as necessary.
- Work equipment provided is suitable, not misused, properly maintained and, where appropriate, subjected to regular and / or statutory test and inspection.
- Accident and hazard reports are properly investigated, and remedial action instigated. Contractors, consultants, third parties and temporary consultants are made aware of known hazards and risks which may affect their safety.

Incident reporting procedures

It is essential that where any person has been injured or where damage to property or equipment has occurred, it must be reported and investigated thoroughly, this will enable you in conjunction with the company to prevent it happening again. Please note no consultant will suffer any hardship as a result of reporting an accident, near-miss, ill health or incident.

We have an Accident and Near-Miss Reporting and Investigation Procedure in place (ISO137) including an 'Accident Follow – up Form. We include Near-Misses in our Procedure (ISO137) as they can precede events in which a loss or injury could occur. Hills Housekeeping Ltd encourages the reporting of near misses as it is a very important way of identifying problem areas.

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We recognise that our clients will also want to be made aware of any accidents or incidents that occur on their premises. Because of this we will immediately report any such event to the person in control of the premises and will co-operate fully with them in any arrangements that they may want to make regarding investigating the event.

Accidents that are reportable under RIDDOR will be reported to the HSE immediately on Form F2508.

The company will investigate all accidents that occur, either alone or in co-operation with our clients, and specialist expert advice may be called upon for accident investigation.

Manual Handling

Manual Handling assessments will be carried out on all activities. These will be communicated to the relevant personnel and form part of the company's electronic job system.

The Proprietor/Director is ultimately responsible for both the training and assessment of manual handling, but on site when not present, it is the responsibility of the Technical and team Supervisors as appropriate.

Rules to follow:

- Ensure that any load is not heavier than you are capable of lifting. Where in doubt obtain assistance.
- Where possible reduce the load.
- Hold load close to body.
- Wear suitable gloves to protect your hands against sharp edges and aid grip.
- Wear safety footwear to avoid foot injuries in case the load is dropped.
- Seek mechanical means of lifting whenever possible.
- Lift not with your back muscles, but with your leg muscles which are stronger, keeping back straight.

All personnel will be given information/training in manual handling techniques.

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Smoking

Hills Housekeeping Ltd.'s Non-Smoking Statement has been implemented to protect all consultants, service users, customers, clients and visitors from exposure to second-hand smoke and to ensure compliance with laws that ban smoking in public places (including workplaces).

Laws banning smoking in public places (including workplaces) came into effect on 26 March 2006 in Scotland, 2 April 2007 in Wales and 1st July 2007 in England.

It is our policy that all our workplaces are smoke free, and all consultants have a right to work in a smoke free environment. The use of e-cigarettes or any similar device is prohibited in the workplace and company vehicles.

Smoking is prohibited throughout the entire workplace with no exceptions. This includes Company vehicles. Smoking is only permitted in the designated smoking areas and is only permitted during normal break times.

This includes when working on customer or client sites. This applies to all consultants, contractors, customers or members and visitors.

NON-COMPLIANCE

Contractors who do not comply with the 'No Smoking' policy will be subject to disciplinary action. Under the legislation people may also be liable to a fixed penalty fine and possible criminal prosecution for lighting up in a public place.

This statement is also included in the Staff Handbook (ISO28).

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WORKPLACE HEALTH, SAFETY & WELFARE

Basic requirements are:

- Notification to Local Environmental Health Office of office premises on OSR1.
- Offices must be kept clean.
- There must be 3.7 square meters of floor space for every person.
- Temperature of 16 degrees C (60.8F) must be achieved after the first hour.
- There must be an adequate supply of fresh or purified air.
- Suitable and sufficient sanitary convenience.
- Suitable and sufficient washing facilities.
- Drinking water to be provided.
- The provision for hanging and drying outdoor clothes.
- Suitable seating facilities to be provided.
- Lighting should be sufficient to enable people to use facilities and move around safely.
- Floors, passages and stairs to be kept in good order and stairs to be provided with suitable handrails.
- Dangerous parts of office machinery to be properly guarded.
- Young people under 18 must not be allowed to clean machinery.
- Anyone working on a machine that may be dangerous must be trained.
- No one should lift any weight that could cause injury.
- All portable fire equipment is inspected by a Qualified Service Engineer annually.



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OFFICE SAFETY

Managers responsible for offices must have an effective health and safety management plan which includes risks assessments, workplace inspections and the provision of suitable instruction and training to contractors where necessary.

Office Hazards and Risks

The main hazards and risks encountered in an office environment include:

Potential slips, trips and falls: the causes can be trailing leads, damaged or loose flooring,

- liquid spills and open drawers or doors, Electricity: damaged leads, plugs and sockets,
- Display Screen Equipment (DSE): inadequacies in the design or location of DSE, or
- incorrect working methods, Manual handling: lifting, carrying, pulling or pushing.

Company Requirements

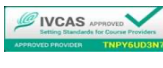
- Regular hazard spotting inspections should be carried out
- Ensure that inspections and tests are carried out on portable electrical appliances
- DSE risk assessments should be conducted as necessary
- Ensure all contractors know how to report defects and accidents
- Ensure that First Aid arrangements are in place
- Ensure contractors are made aware of emergency evacuation procedures and escape routes

Computer Safety

Computer workstations are designed and installed to meet the user requirements. Every person who uses a Computer must have a Computer Risk Assessment (DSE check) carried out off their workstation(s) and working practices.

All persons who use computers may have a free eyesight tests every two years or as advised by the optician.

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Asbestos

All areas to be inspected prior to commencement of any works in order to assess if asbestos is present and the element of risk involved.

On location of asbestos a detailed method statement must be completed to include:

- Method of removal.
- PPE required removal of waste.
- decontamination procedure.
- removal of waste.
- Signed works completion notice.

Full time staff that are likely to be involved in this work are trained for the removal of asbestos. All other site staff will receive Asbestos Awareness Toolbox Talk Training.

Off-Site Welfare Facilities

Due to the nature of our mobile cleaning business, some consultants travel to/and work on various sites daily.

In certain instances, 'shared' welfare facilities may be available on site, either provided by the Client or Principal Contractor or existing buildings on Site may be utilised. Consultants should assess each site they attend to identify welfare provisions such as toilet/washing facilities and onsite rest areas.

First Aid

It is the policy to comply with the Health and Safety (First Aid) Regulations 1981 and the Approved Code of Practice and Guidance in providing first aid services at the workplace.

First Aid at Work Training Courses

Management must decide the number of First Aiders required. Only team members who are fit and in other ways suitable to become First Aid Competent Persons should be selected.

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The Company uses a local training provider that is approved and accredited by the Health and Safety Executive (HSE).

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First Aid equipment

All company vehicles will carry a first aid kit. Many clients may feel hesitant about shared facilities for First Aid, because of liabilities on themselves or their staff, should this situation arise then we will cover first aid arrangements for our team members ourselves.

All consultants will be advised where the first aid facilities are located on our premises and the company vehicles (for the local off-site team) at their initial training with the company. Lists of First aiders are displayed in the Office.

All first aid equipment will be checked regularly to ensure stocks are sufficient by the Quality Auditor or a member of the team appointed to assist Quality Control.

Health & Safety at Work poster is displayed at our premises.

Control of Substances Hazardous to Health Regulations (COSHH)

The company provides all consultants with the relevant safety data sheets for any chemicals to be used by themselves on behalf of the company.

A COSHH assessment is carried out to assess the potential risk of any chemical used by contractors. This assessment will evaluate exposures to any dust, liquid, fume, vapours, and mists and will indicate how an individual can be exposed. The purpose of the assessment is to enable a decision to be made about measures necessary to control exposure. The assessment must be reviewed every time processes or substances change or reviewed annually.

All consultants are made aware of COSHH upon commencement of working with the company and are provided with PPE (Personal Protective Equipment).

The company will aim to eliminate the use of hazardous substances and all jobs will be assessed for the implications of COSHH individually.

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Purchasing

All purchasing is carried out as required in line with our Purchase Order Procedure (ISO21) and approved by a senior member of the team.

Any equipment purchased or imported should be suitable for its intended use and must conform to the relevant British or European standard. At the time of purchase, arrangements should be made for the ongoing maintenance of the equipment or the machinery. All equipment should be constructed in such a way that takes account of the risks associated with carrying out maintenance work. It should be possible to maintain the equipment safely.

This includes all types of access equipment, all personal protective equipment and any other equipment used by the company.

The same standards would also apply to any equipment that we may hire in connection with the business.

Electrical Safety

Fixed Electrical Installations - includes all wiring that is an integral part of the building, from the input of the electrical supply authority to outlets, such as 13-amp sockets.

Mobile Equipment - includes equipment that generates electrical power but is moved around. (Portable generators)

Portable Appliances - applies to most electrical equipment connected to a 13-amp plug. Examples are kettles, heaters, computers, power tools etc.

Most electrical equipment on site is of a temporary nature. Where possible electrical equipment will be used at 110 volts, and if necessary, on sites where 240 volts only is available transformers will be used to reduce to 110 volts.

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Management must ensure that the requirements detailed below are met for all portable appliances and mobile equipment that are owned by Hills Housekeeping Ltd or are privately owned.

- All portable equipment being used on site will be inspected regularly.
- All portable office equipment will be tested regularly.

Portable appliance testing (PAT) consists of a full safety check (combined inspection and test) carried out by a competent member of the team and should be carried out annually for all site electrical equipment and two yearly for office electrical equipment.

- All contractors must be made aware of their responsibility to inspect electrical equipment for any signs of obvious damage before use.
- Any faults found will be reported immediately and any equipment deemed to be dangerous will not be used.
- No repairs or modifications are to be carried out to any electrical equipment by nonqualified people.
- This includes the wiring of plugs, which should only be done by a competent person.

Ultimate responsibility for the safety and inspection of electrical equipment is with Mrs Zoe Oakes and Mrs Maria Locke Directors.

Maintenance of Equipment

The responsibility for the inspection and maintenance of work equipment is the proprietors Mrs Zoe Oakes and Mrs Maria Locke and is carried out by an appointed deputy.

All equipment will be tested / checked at least annually. This means all electrical equipment, all access equipment, and all personal protective equipment.

In addition, the user will inspect all equipment on use for obvious defects.

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All protective equipment will be cleaned and stored in a dry place, away from daylight after each use.

Any training - formal or informal - will be carried out prior to commencement of the works and either by Mrs Zoe Oakes or another member of Management on site or with a formal training body.

Any equipment hired-in will be accompanied by the necessary safety and maintenance records and training by the provider if deemed necessary.

Personal Protective Equipment (PPE)

Managers must ensure that PPE meets the current legislative and design requirements. If more than one item of PPE is worn, the different items must be compatible so that total protection is achieved.

PPE must be maintained to ensure that it continues to give the degree of protection for which it is designed.

Requirements for PPE will be assessed on a monthly basis and any member of the team has a right to request repairs or replacements if required in the interim.

The consultants are required

- to use PPE correctly as directed, and/or when appropriate
- take reasonable care of all PPE issued to them
- be able to use and understand the limitations of its use
- Report any loss or apparent defect immediately.

Any misuse of PPE will be treated seriously, and the necessary disciplinary action required will be taken.

All storage of PPE will be in a suitable and designated area for its proper and safe storage.

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Working at Height

To ensure that the team, clients, members of the public and contractors do not work at height where it can be avoided, and where it cannot, suitable controls are introduced. To achieve this requires a risk assessment to be completed for all tasks that involve working at height.

The following must be considered when planning working at height Duration of task – Short duration?

- Height to be accessed.
- Indoors / outdoors.
- Weather Conditions.
- Ground Conditions.
- Competence of the individual.

Definition

Working at height means work in any place, including a place at or below ground level where, if measures are not taken, a person could fall a distance liable to cause personal injury. This could also include obtaining access and egress from a place of work, except for a permanent staircase being used for access and egress purposes. Working at height is no longer classed simply as work above 2 metres off the ground. Working at height can range from using a kick stool to working on a cherry picker. For more information see our Working at Height Policy ISO102.

Fire and Emergency procedures

Fire can happen at any time and Management must ensure, so far as is reasonably practicable, that all consultants and visitors know what to do in the event of a Fire Emergency.

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The following procedures must be adhered to:

- Undertaking a Fire Risk Assessment, contact the Health and Safety Compliance Manager.
- Ensure all consultants are aware of the contents of the Fire Risk assessment and adhere to them.
- Suitable fire safety signage is provided so that clearly signed unhindered access and escape is achieved.
- Evacuation procedures for emergencies are posted and all team members are aware of the evacuation routes and muster point.
- Suitable and sufficient fire detection and extinguishing systems where appropriate.
- Regular review, monitoring and auditing of all aspects of Fire Safety Management.

Fire safety provisions may be compromised if there is insufficient fire safety management. Effective management, combined with appropriate team training, is vital to ensure the correct actions are taken in the event of a fire incident.

- All team members, including part-time consultants, cleaning team and contractors must know what actions to take in the event of a fire, how to call the fire service, basic fire prevention, and where the exits and exit routes are.
- New consultants will receive induction training on their first day which includes what to do in the event of a fire, where to muster and how to raise the alarm. All team members must then receive adequate training at regular intervals, at least once a year, to ensure they remain familiar with the required steps.
- Personnel, with specific duties in the event of a fire, will be given additional training, as appropriate (for example, Fire Marshall Training)
- ALL team members must be familiar with local Fire and Emergency procedures and specific arrangements at their workplace.

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Fire Extinguishers - Must be:

- Positioned safely in accordance with the Fire Risk Assessment
- Must be inspected on an annual basis
- Suitable for the environment they will be used e.g. Dry Powder

Fire Risk Assessments

A fire risk assessment will be carried annually out by the Occupational Health & Safety Compliance Manager, assisted, and advised by the Health and Safety Consultant based on our Fire Risk Assessment (ISO124).

Most of our work is carried out on the premises of our clients, which requires staffs to adhere to the fire and emergency procedures of the main contractor including when to sign in and out on site.

We aim to train all contractors in basic emergency procedures, the recognition of fire safety signs and what they mean.

We try to familiarise ourselves with the premises in which we work, in order to identify emergency exits and fire call points.

All potential fire hazards will be identified in the site risk assessment prior to commencement of works. Any necessary action or requirement will then be implemented.

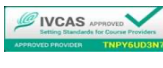
The office has its own Fire Safety Policy and Emergency Procedure (ISO125) which any new contractor is advised of upon commencement of working with the company.

A printed copy is displayed on all main Emergency Exits throughout the premises.

Trained and appointed Fire Marshalls carry out routine tests two times a year as a minimum at the office premises to ensure all team are aware of the correct procedures.

Any team members working alone on clients' premises have been advised of the fire and emergency procedures in place by our client and agree to adhere to them.

Directors: Mrs Z. Oakes and Mrs M. Locke
Hills Specialist cleaning is part of Hills Housekeeping Ltd.
Registered number:11422912
VAT number: 301438935
Next review date: 07/04/2021



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CM6 2EA

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The Environment

Hills Housekeeping Ltd is committed to a continual environmental improvement system. An Environmental Policy (ISO11) is in place and is reviewed regularly. All issues related to the environment are ultimately the responsibility of Mrs Zoe Oakes and Mrs Maria Locke as proprietors of the company.

We as a company wherever and whenever will endeavour to reduce the risks to both the team and the environment regarding our working practises and use of chemicals. This is done by:

- Ensuring our contractors are fully trained regarding COSHH and methods of use for both chemicals and equipment.
- By adhering to all H & S regulations including the provision of PPE.
- By using the correct decontamination and disposal methods as licensed waste carriers and crime scene specialists the above criteria are strictly executed and so enabling us to provide quality specialised services.

Environmental issues are assessed on each job due to the nature of our work so enabling us to minimise risks.

Most importantly, we co-operate with the arrangements of the person in control of the premises in which we work, such as signing in visitor's books etc. to assist them in the event of an emergency. Should legislation change, action will be taken to comply and minimise risks to other users of the building.

Hills Housekeeping Ltd will inspect and obtain feedback as to all aspects of Health and Safety to ensure that premises are kept as safe as possible and all risks are minimised. Hills Housekeeping Ltd is OHSAS 45001 certified.

This policy statement is publicly available to all interested parties and forms part of the Induction Procedure for all contractors. The Policy will remain under review to ensure its continuing relevance to the context of the organisation and undergo a formal review each year.

Signed: Mrs Zoe Oakes – Managing Director
Mrs Maria Locke – Managing Director

Directors: Mrs Z. Oakes and Mrs M. Locke
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