



HEALTH AND SAFETY POLICY

Company: CWC360 Limited

Registered Address: 71 Main Street Frodsham WA6 7DF

Policy Owner: Managing Director

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1. Statement of Intent

CWC360 Limited is committed to providing and maintaining, so far as is reasonably practicable, a safe and healthy working environment for all employees, workers, contractors and other persons who may be affected by our activities.

As a contract cleaning company, our employees may work at our own premises and at a wide variety of client locations. We recognise that effective health and safety management requires cooperation between our company, our employees and our clients.

We will take all reasonably practicable steps to:

- Prevent accidents, injuries and work-related ill health.
- Provide method statements for safe systems of work.
- Identify workplace hazards and assess and control risks.
- Provide and maintain safe cleaning equipment and machinery.
- Ensure cleaning chemicals and other hazardous substances are selected, stored, handled and used safely.
- Provide suitable personal protective equipment where risks cannot adequately be controlled by other means.
- Provide appropriate information, instruction, training and supervision.
- Consult employees on matters affecting their health and safety.
- Provide appropriate arrangements for first aid, emergencies and accident reporting.
- Protect employees who work alone or outside normal working hours.
- Cooperate with clients and other contractors to ensure that risks at client premises are properly managed.
- Provide adequate resources to implement this policy.
- Monitor our health and safety performance and continually improve our arrangements.

No commercial consideration or cleaning deadline will take priority over the health and safety of our employees, clients or members of the public.

All employees are expected to cooperate with this policy and to take reasonable care of their own health and safety and that of others who may be affected by their actions.

Signed: 

Name: Stephen G Teare

Position: Managing Director

Date: 12.8.2026



2. Responsibilities

Managing Director

The Managing Director has overall responsibility for health and safety within CWC360 Limited.

The Managing Director will ensure that:

- Adequate resources are provided for health and safety.
- Suitable arrangements are established for managing health and safety risks.
- Responsibilities are clearly allocated.
- Competent health and safety advice is available where required.
- Significant risks are assessed and appropriate controls implemented.
- Health and safety performance is reviewed.
- Serious incidents are investigated and appropriate corrective action taken.
- This policy is reviewed regularly and following significant changes to the business, legislation or working practices.

Health and Safety Responsible Person

The person appointed to coordinate health and safety matters is:

Name: Office Manager/Health & Safety Advisor

Contact: 01928 890110, info@cw360.co.uk

Their responsibilities include:

- Maintaining the company's health and safety documentation.
- Coordinating general and site-specific risk assessments.
- Maintaining COSHH assessments.
- Monitoring accidents, near misses and occupational ill health.
- Advising managers and supervisors on safe working practices.
- Coordinating health and safety training.
- Monitoring compliance with this policy.
- Reviewing health and safety performance and recommending improvements.
- Ensuring reportable incidents are identified and reported under RIDDOR where required.

Contract Managers/Operations Managers

Contract and Operations Managers are responsible for ensuring this policy is implemented within the contracts and sites under their control.

They will:

- Ensure suitable site-specific risk assessments are completed.
- Obtain relevant health and safety information from clients.
- Ensure employees receive appropriate site inductions.



- Ensure cleaning staff understand the risk assessments and method statements relevant to them.
- Ensure only approved cleaning chemicals and equipment are used.
- Check that employees have appropriate PPE.
- Carry out workplace inspections and audits.
- Investigate unsafe conditions and working practices.
- Ensure defects in equipment are addressed promptly.
- Ensure accidents, incidents and near misses are reported.
- Liaise with client representatives regarding hazards and changes affecting cleaning employees.
- Provide appropriate supervision for employees.

Supervisors / Team Leaders

Supervisors and Team Leaders will:

- Monitor working practices.
- Ensure cleaning tasks are undertaken in accordance with training and method statements.
- Ensure PPE is available and correctly used.
- Check equipment before use and ensure defective equipment is removed from service.
- Ensure cleaning chemicals are correctly labelled, stored and diluted.
- Ensure warning signs and barriers are used appropriately.
- Report hazards and defects to management.
- Ensure accidents, incidents and near misses are reported promptly.
- Provide additional instruction or supervision where necessary.

Employees

All employees have a responsibility to:

- Take reasonable care of their own health and safety and that of others.
- Follow company health and safety procedures.
- Follow client-site safety arrangements.
- Cooperate with management on health and safety matters.
- Attend required health and safety training.
- Follow risk assessments, COSHH assessments and method statements.
- Use machinery, equipment and chemicals only when trained and authorised.
- Wear PPE where required.
- Never deliberately misuse or interfere with safety equipment.
- Report hazards, defective equipment and unsafe conditions immediately.
- Report all accidents, injuries and near misses.
- Inform management of health conditions that may affect their ability to carry out work safely, where relevant to the work.
- Stop work and inform their supervisor if they believe a task presents a serious or uncontrolled risk.



Employees will not be disciplined for raising genuine health and safety concerns.

3. Health and Safety Arrangements

Risk Assessments

CWC360 Limited will carry out suitable and sufficient risk assessments covering our cleaning operations.

Risk assessments will consider employees and other people who may be affected, including:

- Client employees.
- Visitors.
- Contractors.
- Members of the public.
- Vulnerable persons.
- Young workers.
- New or expectant mothers where applicable.
- Lone workers.
- Employees with relevant disabilities or health considerations.

Site-specific assessments will be undertaken where the risks associated with a client site cannot adequately be covered by a generic assessment.

Significant findings will be recorded and communicated to relevant employees.

Risk assessments will be reviewed when:

- There is reason to believe they are no longer valid.
- Working practices change.
- New machinery, equipment or chemicals are introduced.
- A significant accident or near miss occurs.
- A client site changes significantly.
- New information concerning a hazard becomes available.

Client Premises and Cooperation

Because much of our work takes place at premises controlled by other organisations, CWC360 Limited will cooperate and coordinate with clients regarding health and safety.

Before commencing work, appropriate information will be obtained regarding matters such as:

- Fire and emergency procedures.
- Asbestos arrangements where relevant.
- Restricted areas.
- Traffic routes.
- Security procedures.
- Hazardous processes.



- Permit-to-work arrangements.
- First-aid arrangements.
- Welfare facilities.
- Known environmental hazards.
- Other contractors working on site.

Employees must comply with reasonable client health and safety requirements in addition to company procedures.

Where a client requests work that our employees consider unsafe, the matter must be referred to a supervisor or manager before the task proceeds.

Special Danger Areas and Situations

Emergency procedures will be issued indicating what measures have to be taken when there is serious and imminent danger to persons on site.

The procedures will include the nomination of competent persons who will control the emergency, ensuring evacuation and restrictions of movements to the danger area.

All persons in the area will be informed of dangers which are known.

Area Managers and Site Supervisors will ensure that contractors and others on site co-operate in all matters concerning the health and safety of all persons.

Control of Substances Hazardous to Health – COSHH

Cleaning chemicals can cause health effects including dermatitis, skin irritation, eye damage and, depending on the product, respiratory problems. Exposure will therefore be prevented or adequately controlled.

CWC360 Limited will:

- Purchase cleaning products from approved suppliers.
- Maintain Safety Data Sheets where appropriate.
- Complete COSHH assessments for hazardous substances.
- Select the least hazardous suitable product wherever reasonably practicable.
- Ensure employees receive COSHH information and training.
- Provide appropriate PPE identified by the assessment.
- Ensure chemicals are stored securely.
- Ensure products remain correctly labelled.
- Provide appropriate measuring and dispensing systems where required.
- Ensure manufacturer's instructions and dilution rates are followed.

Employees must never:

- Mix cleaning chemicals unless specifically instructed that the products and procedure are safe.
- Transfer chemicals into unlabeled containers.



- Use food or drink containers to store cleaning chemicals.
- Use chemicals for purposes for which they are not intended.
- Exceed recommended concentrations.
- Bring unauthorised chemicals onto a client site.

Where concentrated chemicals are dispensed or diluted, appropriate controls must be followed.

Employees must wash their hands after handling cleaning chemicals and before eating, drinking or smoking.

COSHH assessments will be recorded and reviewed as necessary.

Skin Care and Dermatitis

Cleaning employees may experience frequent contact with water, detergents and cleaning chemicals.

To minimise skin problems:

- Suitable gloves will be provided where indicated by risk assessment.
- Employees will be instructed in correct glove use.
- Hands should be dried thoroughly after washing.
- Employees should report persistent redness, itching, cracking or irritation promptly.
- Contaminated gloves must be replaced as necessary.
- Suitable skin-care measures will be implemented where required.

Frequent or prolonged wet work and some cleaning substances can contribute to dermatitis and other skin conditions.

Personal Protective Equipment

PPE will be used where risks cannot adequately be controlled through other measures.

Depending on the task, PPE may include:

- Protective gloves.
- Safety or slip-resistant footwear.
- Protective clothing or aprons.
- Eye protection.
- Face protection.
- Respiratory protective equipment where specifically identified by an assessment.
- High-visibility clothing.

Required PPE will be supplied without charge, maintained appropriately and replaced when necessary.

Employees must:

- Wear PPE where instructed.
- Use it correctly.
- Keep reusable PPE in reasonable condition.



- Report lost, damaged or defective PPE.

Current PPE duties extend beyond employees to qualifying limb (b) workers where applicable.

Slips, Trips and Falls

Slips and trips are a significant risk in cleaning operations because the cleaning process itself can introduce hazards such as wet floors and trailing cables.

Employees will:

- Display suitable warning signs or barriers before wet cleaning begins.
- Restrict access to wet areas where reasonably practicable.
- Clean floors in sections where pedestrian access is unavoidable.
- Leave a safe dry route where possible.
- Remove standing water.
- Deal with spillages promptly.
- Keep cables positioned to minimise trip hazards.
- Maintain good housekeeping.
- Remove warning signs once the hazard has passed.
- Wear appropriate footwear where required.

Warning signs are not a substitute for controlling the hazard wherever it is reasonably practicable to prevent access or leave floors dry.

Manual Handling

Cleaning work can involve lifting, carrying, pushing and pulling items such as:

- Cleaning machines.
- Vacuum cleaners.
- Waste sacks.
- Mop buckets.
- Cleaning materials.
- Furniture and equipment.

Hazardous manual handling will be avoided where reasonably practicable. Where it cannot be avoided, the task will be assessed and the risk reduced so far as reasonably practicable.

Controls may include:

- Using trolleys and other handling aids.
- Reducing load sizes.
- Avoiding overfilled waste sacks.
- Positioning item to minimise carrying distances.
- Team handling where appropriate.
- Providing manual-handling instruction and training.



- Avoiding unnecessary movement of furniture.

Employees must not attempt to lift or move anything they believe is beyond their capability.

Cleaning Machinery and Work Equipment

Cleaning machinery may include:

- Vacuum cleaners.
- Rotary floor machines.
- Scrubber dryers.
- Carpet extraction machines.
- Pressure washers.
- Steam cleaning equipment.
- Battery-powered equipment.

Employees may only operate machinery for which they have received appropriate instruction or training.

Equipment will be:

- Suitable for its intended purpose.
- Maintained in safe working order.
- Inspected as appropriate.
- Used in accordance with the manufacturer's instructions.
- Stored safely.

Employees must conduct basic visual checks before use.

Defective equipment must:

1. Be switched off.
2. Be removed from service where practicable.
3. Be clearly identified as defective.
4. Be reported to management.

Employees must not attempt unauthorised repairs.

Safety guards and devices must never be removed, defeated or bypassed.

Electrical Safety

Electrical equipment will be selected, used and maintained to prevent danger.

Employees must visually check electrical equipment before use and report:

- Damaged cables.
- Exposed wires.
- Damaged plugs.



- Loose connections.
- Burn marks.
- Damaged casings.
- Other obvious defects.

Electrical equipment must not be used if it appears unsafe.

Where mains-powered cleaning equipment is used:

- Cables should be routed to minimise trip hazards.
- Equipment should not be handled with unnecessarily wet hands.
- Plugs should be disconnected safely rather than by pulling the cable.
- Appropriate precautions must be taken when cleaning close to electrical equipment.

Inspection, maintenance and testing arrangements will be determined according to the type of equipment and the environment in which it is used.

Work at Height

Work at height will be avoided wherever reasonably practicable.

Where it cannot be avoided, the work will be properly planned, supervised where appropriate and undertaken by competent people using suitable equipment.

Employees must not:

- Stand on chairs, desks, boxes, waste bins or other unsuitable objects.
- Improvise access equipment.
- Use damaged ladders or stepladders.
- Overreach from ladders or steps.

Ladders and stepladders may only be used where the risk assessment determines they are appropriate for the task.

Where high-level or external window cleaning is undertaken, a specific risk assessment and method statement will be prepared.

Where reasonably practicable, methods that avoid work at height, such as suitable long-reach or water-fed systems, will be preferred.

Working in confined spaces

Confined spaces are encountered in many different forms with a variety of work involved. It is therefore not practical to issue an instruction which would cover every possibility, and the purpose of this issue is to suggest key areas, which must be considered before work commences;

- Access to and egress from the place of work
- The atmosphere conditions prevailing in the area
- Contingency plans for rescue operations if necessary
- Liaison with the client.



- Provision of suitable equipment.

A suitable risk assessment and method statement of work will be formulated before work commences and will vary according to the nature of the confined space, what its contents have been and what the consequences would be of introducing and using new substances/activities into the area. All employees must refer to the risk assessment and method statement for confined spaces as well as the COSHH data sheets for the use of chemicals and ventilation requirements.

Lone Working and Out-of-Hours Working

Cleaning employees frequently work alone or outside clients' normal working hours.

Lone-working risks will therefore be assessed.

Controls may include:

- Telephone or electronic check-in arrangements.
- Supervisor contact arrangements.
- Site sign-in/sign-out systems.
- Escalation procedures for missed check-ins.
- Access to emergency contact numbers.
- Suitable first-aid arrangements.
- Procedures for dealing with violence or threatening behaviour.
- Restrictions on higher-risk activities while alone.

Employees must follow established lone-working procedures and report concerns.

When employees work alone at another employer's premises, relevant information about hazards and control measures will be obtained from the client. HSE specifically requires employers to manage lone-working risks and provide appropriate training, supervision, monitoring and contact arrangements.

Sharps and Biological Hazards

Cleaning employees may encounter discarded needles, broken glass, body fluids or other potentially contaminated material.

Employees must not pick up needles or sharps directly by hand.

Where sharps are a foreseeable risk:

- A specific risk assessment and procedure will be provided.
- Suitable equipment will be made available.
- Suitable puncture-resistant sharps containers will be used where applicable.
- Employees will receive appropriate instruction.
- Appropriate PPE will be provided.

Any needlestick or sharps injury must be reported immediately and appropriate medical advice obtained without delay in accordance with the company's sharps procedure.



Blood, vomit, urine, faeces or other potentially infectious contamination must be handled in accordance with relevant risk assessments, cleaning procedures and infection-control requirements.

Waste Handling

Employees must follow the client's and company's waste-management procedures.

Particular care must be taken with:

- Heavy waste sacks.
- Broken glass.
- Sharp objects.
- Clinical or healthcare waste.
- Chemical waste.
- Confidential waste.

Waste sacks must not be compressed by hand or feet or held against the body where their contents are unknown.

Employees must report incorrectly segregated or potentially hazardous waste to their supervisor.

Fire Safety and Emergency Procedures

Employees will be informed of relevant fire and emergency procedures at each workplace.

Employees must:

- Familiarise themselves with emergency exits.
- Keep fire exits and escape routes unobstructed.
- Follow client evacuation procedures.
- Report fire hazards.
- Attend the designated assembly point if an evacuation occurs.
- Not attempt to fight a fire unless trained, it is safe to do so and site procedures permit it.

Cleaning materials and equipment must not be stored in escape routes, electrical intake rooms or other prohibited locations.

First Aid

CWC360 Limited will undertake an assessment of first-aid needs and provide appropriate arrangements based on the workforce, nature of work, locations and risks involved.

Employees will be informed of:

- First-aid arrangements.
- The location of first-aid equipment.
- How to obtain assistance.
- Relevant arrangements at client premises.



Special consideration will be given to employees working alone, travelling between sites or working at remote locations.

Accidents, Incidents and Near Misses

All accidents, work-related injuries, occupational ill health, dangerous incidents and near misses must be reported promptly.

CWC360 Limited will:

- Maintain appropriate accident records.
- Investigate incidents proportionately to their seriousness and potential consequences.
- Identify underlying causes.
- Implement corrective actions where necessary.
- Review relevant risk assessments and safe working procedures.

Incidents reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) will be reported by the appropriate responsible person.

RIDDOR covers specified work-related injuries and diseases, dangerous occurrences and certain work-related accidents; for example, an employee being unable to perform their normal work for more than seven consecutive days following a work-related accident can trigger reporting requirements.

Training, Information and Supervision

Employees will receive health and safety information and training appropriate to their responsibilities.

Training may include:

- Company health and safety induction.
- Client-site induction.
- COSHH.
- Safe chemical handling.
- Cleaning machinery.
- Manual handling.
- PPE.
- Slips and trips.
- Lone working.
- Work at height.
- Sharps and biological hazards where relevant.
- Accident and incident reporting.
- Fire and emergency procedures.
- Site-specific risk assessments and method statements.

Training records will be maintained.

Employees must not undertake tasks for which they have not received adequate information, instruction or training.



New employees and employees unfamiliar with a site or task will receive additional supervision where appropriate.

Young Persons and Vulnerable Workers

Additional consideration will be given to employees who may be particularly vulnerable to workplace risks, including:

- Young persons.
- New and expectant mothers.
- Employees with disabilities.
- Employees with limited experience.
- Employees whose first language is not English.

Risk assessments and working arrangements will be adapted where necessary.

Health and safety information will be communicated in a manner employees can understand.

Welfare

Suitable welfare arrangements will be made for employees, either directly by CWC360 Limited or through suitable arrangements agreed with the client.

These will include, as appropriate:

- Toilets.
- Hand-washing facilities.
- Drinking water.
- Facilities for breaks.
- Facilities for storing clothing and PPE.

Workers are entitled to appropriate welfare facilities including toilets, hand-washing facilities, drinking water and somewhere to rest and eat meals.

Occupational Health and Wellbeing

CWC360 Limited recognises the importance of preventing work-related ill health.

Where appropriate, arrangements may include:

- Monitoring for work-related dermatitis.
- Referral for occupational health advice.
- Review of musculoskeletal problems.
- Support relating to work-related stress.
- Health surveillance where required by risk assessment or legislation.

Employees are encouraged to report work-related symptoms at an early stage.



Violence, Aggression and Personal Safety

Where employees work in locations where violence, aggression or threatening behaviour is reasonably foreseeable, the risks will be assessed.

Employees must not place themselves at unnecessary risk.

Any threatening, abusive or violent incident connected with work must be reported to management.

Where an employee considers that remaining at a location creates an immediate serious risk to their personal safety, they should move to a place of safety and contact their supervisor or manager.

Consultation with Employees

CWC360 Limited will consult employees on matters that may substantially affect their health and safety.

Employees are encouraged to:

- Raise health and safety concerns.
- Suggest improvements.
- Participate in risk assessments where appropriate.
- Report hazards and near misses.
- Discuss safety issues with supervisors and managers.

Relevant health and safety information will be communicated through methods such as induction, training, toolbox talks, staff meetings, notices, electronic communications and supervision.

Monitoring and Inspection

Health and safety arrangements will be monitored through measures which may include:

- Site inspections.
- Contract audits.
- Supervisor/Manager checks.
- Equipment inspections.
- Accident and near-miss analysis.
- Training reviews.
- COSHH reviews.
- Client feedback.
- Employee feedback.

Where shortcomings are identified, corrective actions will be recorded, allocated and followed through to completion.

Contractors

CWC360 Limited as a company will only utilise contractors as a final option. We intend to complete all works in-house as much as possible.



All contractors must be vetted for their health and safety capability and competence and must have adequate resources to comply with our Health and Safety Policy to fulfill our expectations. This includes:

- Health and Safety Policy
- Insurance
- Risk assessments
- Method statements/safe system of work
- Training records/certificates for competent individuals

We ensure that contractors work activities have minimal health and safety impacts on our activities. We maintain an approved supplier/contractor list at all times ensuring contractors performance is monitored and reviewed.

4. Key Health and Safety Legislation

CWC360 Limited will comply with applicable health and safety legislation and associated requirements, including, where relevant:

- Health and Safety at Work etc. Act 1974.
- Management of Health and Safety at Work Regulations 1999.
- Control of Substances Hazardous to Health Regulations 2002, as amended.
- Workplace (Health, Safety and Welfare) Regulations 1992.
- Provision and Use of Work Equipment Regulations 1998.
- Personal Protective Equipment at Work Regulations 1992, as amended.
- Personal Protective Equipment at Work (Amendment) Regulations 2022.
- Manual Handling Operations Regulations 1992.
- Work at Height Regulations 2005.
- Electricity at Work Regulations 1989.
- Health and Safety (First-Aid) Regulations 1981.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
- Regulatory Reform (Fire Safety) Order 2005 where applicable.
- Employers' Liability (Compulsory Insurance) Act 1969.
- The Confined Spaces Regulations 1997

The company will monitor relevant changes to legislation and recognised guidance and update its arrangements as necessary.

5. Supporting Documents

This policy should be read alongside applicable company documentation, including:

- General Risk Assessments.
- Site-Specific Risk Assessments.
- COSHH Assessments.



- Safety Data Sheets.
- Method Statements.
- Lone Working Procedure.
- Accident and Near-Miss Reporting Procedure.
- Manual Handling Procedure.
- Work at Height Procedure.
- Sharps and Bodily Fluids Procedure.
- PPE Assessments.
- Equipment Inspection and Maintenance Records.
- Employee Training Records.
- Site Inspection and Audit Records.
- Emergency and Business Continuity Arrangements.

6. Policy Review

This policy will be reviewed regularly and whenever there is a significant reason to believe that it is no longer suitable, including following:

- Significant organisational change.
- Introduction of new services, machinery or chemicals.
- Significant changes in legislation or guidance.
- A serious accident, incident or case of occupational ill health.
- Significant changes to working practices.
- Identification of shortcomings through inspection or audit.

Any revisions will be communicated to relevant employees.