



**MEDICARE**

HYGIENE & CLINICAL SOLUTIONS

## Company Policies

Medicare Ltd  
Cottonridge House  
24c Conduit Road  
Norton Canes  
Cannock

# Index

---

<b>Health &amp; Safety Policy</b>	<b>3</b>
<b>Environmental Policy</b>	<b>14</b>
<b>Quality Policy</b>	<b>15</b>

# Health & Safety at Work etc Act 1974 Policy

---

It is the policy of Medicare Ltd to comply with the terms of the Health and Safety at Work etc. Act 1974 and subsequent legislation and to provide and maintain a healthy and safe working environment. Medicare Ltd's health and safety objective is to minimise the number of instances of occupational accidents and illnesses and ultimately to achieve an accident-free workplace.

All employees will be consulted on matters affecting their Health & Safety

All employees will be provided with such equipment, information, training and supervision as necessary to implement the policy and achieve the stated objective.

Medicare Ltd recognise and accept their duty to protect the health and safety of all visitors to the company, including contractors and temporary workers, as well as any members of the public who might be affected by our operations.

While the management of Medicare Ltd will do all that is within its powers to ensure the health and safety of its employees, it is recognised that health and safety at work is the responsibility of each and every individual associated with the company. It is the duty of each employee to take reasonable care of their own and other people's welfare and to report any situation which may pose a threat to the well being of any other person.

The management of Medicare Ltd will provide employees with the training necessary to carry out their tasks safely. However if an employee is unsure how to perform a certain task or feels it would be dangerous to perform a specific job then it is the employee's duty to report this to their supervisor or the Director of Safety. An effective health and safety programme requires continuous communication between workers at all levels. It is therefore every worker's responsibility to report immediately any situation that could jeopardise the well being of themselves or any other person.

All injuries, however small, sustained by a person at work must be reported to the Director or a delegated representative. Accident records are crucial to the effective monitoring and revision of the policy and must therefore be accurate and comprehensive.

Resources shall be provided by the organization to meet the obligations of this policy. This provision and the policy in general will be continually monitored and updated, particularly when changes in the scale and nature of our operations occur. The policy will be updated at least every 12 months.

The specific arrangements for the implementation of the policy and the personnel responsible are detailed below.

## **Safety Organisation and Responsibilities**

The person with the overall and final responsibility for health and safety in Medicare Ltd is the Director, Ms. Jayne Ward-Lucey. In addition to other titles Ms. Ward-Lucey will be referred to as the Director of Safety.

The person responsible for overseeing, implementing and monitoring the policy is the Ms. Ward-Lucey: who may also be referred to as the Safety Manager.

## **Communication & Consultation**

The management of Medicare Ltd will endeavor to communicate to employees their commitment to safety and to ensure that employees are familiar with the contents of the company health and safety policy. Medicare Ltd communicates with its employees orally, in the form of directions and statements from supervisors, in writing, in the form of directives and this policy statement, and by example.

## **Co-Operation & Care**

If we are to build and maintain a healthy and safe working environment, co-operation between workers at all levels is essential.

All employees are expected to co-operate with safety officers and to accept their duties under this policy. Disciplinary action may be taken against any employee who violates safety rules or who fails to perform his or her duties under this policy.

Employees have a duty to take all reasonable steps to preserve and protect the health and safety of themselves and others who may be affected by their acts or omissions.

## **Safety Training**

Safety training is regarded as an indispensable ingredient of an effective health and safety programme. It is essential that every worker in the organisation be trained to perform his or her job effectively and safely. It is the opinion of the management of Medicare Ltd that if a job is not done safely then it is not done effectively.

All workers will be trained in safe working practices and procedures prior to being allocated any new role. Training will include advice on the use and maintenance of personal protective equipment appropriate to the task concerned and the formulation of emergency contingency plans.

Training sessions will be held as often as is deemed necessary and will provide another opportunity for workers to express any fears or concerns they might have about their jobs.

## **Health & Safety Risks**

Risk assessments will be undertaken by the Director of Safety or nominee in conjunction with advisors as necessary.

The Director of Safety will then be responsible for taking action to remove or control the risks and checking such actions have been effective. Assessments will be reviewed every 12 months or when a work activity changes, whichever is soonest.

## Workplace Inspections

It is the policy of Medicare Ltd to comply with the Workplace (Health, Safety & Welfare) Regulations 1992.

Regular inspections of the workplace will be conducted by a chosen representative. In addition inspections will be conducted in the relevant areas whenever there are significant changes in the nature and / or scale of our operations.

Workplace inspections will also provide an opportunity to review the continuing effectiveness of the policy and to identify areas where revision of the policy may be necessary.

## Work Equipment

It is the policy of Medicare Ltd to comply with the law as set out in the Provision and Use of Work Equipment Regulations 1998.

Ensuring that all equipment used in the workplace is safe and suitable for the purpose for which it is used.

The Director of Safety is responsible for:

Identifying all plant and equipment requiring maintenance

Setting and implementing appropriate maintenance programmes and procedures

Ensuring workers will be provided with adequate information and training to enable them to use work equipment safely.

The use of any work equipment which could pose a risk to the well being of persons in or around the workplace will be restricted to authorised persons.

All work equipment will be maintained in good working order and repair.

All workers will be provided with such protection as is adequate to protect them from dangers occasioned by the use of work equipment.

All work will be clearly marked with health and safety warnings where appropriate.

## Work At Height

The Director of Safety will ensure compliance with the Work at Height Regulations 2005 (as amended), by doing all that is reasonably practicable to avoid situations where there is risk of a fall liable to cause personal injury.

The decision-making hierarchy for Work at Height in planning a work activity is:

- Avoid Work at Height where possible
- Use measures to prevent falls if working at height
- Use measures to minimize the distance and consequences of a fall should one occur.

The Director of Safety shall ensure:

- All work at height is properly planned and organized.

## Company Policies

- All work at height takes account of weather conditions that could endanger health & safety
- Those involved in Work at Height are trained and competent
- The place where Work at Height is done is safe
- Equipment for Work at Height is appropriately inspected
- The risks from fragile surfaces are properly controlled and
- The risks from falling objects are properly controlled.

## Portable Electrical Appliances

The Director of Safety is responsible for the inspection and testing of portable electrical appliances (PEA); specifically:

- IT equipment not hand held and rarely moved
- Office equipment
- Hand held equipment, class 1 or 2 (earthed or double insulated)
- Cables and plugs connected to above including extension leads

The above are subject to an inspection and testing regime in accordance with the Electricity at Work Regulations 1989.

Inspection and where appropriate, testing are carried out by competent persons at scheduled intervals.

User checks are made before use of handheld equipment, or when moving usually sedentary PEAs by suitably trained staff as follows:

- Damage to the plug and / or cable sheath
- Non standard joints in the cable and / or the sheath not being gripped when it enters the plug
- Evidence of overheating or other damage (eg cracked casing)

Where the plug is not molded to the flex, periodic inspection of the plug includes:

- Fuse; present and of the correct amperage rating
- Cord grip securely clamping the sheath
- Correct wiring connections
- Secure clamping of individual terminal wires

## Personal Protective Equipment

It is the policy of Medicare Ltd to comply with the law as set out in the Personal Protective Equipment at Work Regulations 1992.

All workers who may be exposed to a risk to their health and safety while at work will be provided with suitable, properly fitting and effective personal protective equipment.

All personal protective equipment provided by MEDICARE Ltd will be properly assessed prior to its provision.

All personal protective equipment provided by MEDICARE Ltd will be maintained in good working order.

All workers provided with personal protective equipment by MEDICARE Ltd will receive comprehensive training and information on the use, maintenance and purpose of the

equipment.

MEDICARE Ltd will endeavor to ensure that all personal protective equipment provided is used and used properly by its employees.

## **Consultation with Employees**

The Director of Safety consults with employees by job description, informal meetings and notices to provide a forum for ideas and concerns, any resulting changes to procedure or practice will be communicated by a revised risk assessment, method statement or other working practice.

## **Manual Handling Operations**

It is the policy of MEDICARE Ltd to comply with the law as set out in the Manual Handling Operations Regulations 1992.

Manual handling operations will be avoided as far as is reasonably practicable where there is a risk of injury.

Where it is not possible to avoid manual handling operations an assessment of the operation will be made taking into account the task, the load, the working environment and the capability of the individual concerned. An assessment will be reviewed if there is any reason to suspect that it is no longer valid.

All possible steps will be taken to reduce the risk of injury to the lowest level possible.

## **Display Screen Equipment**

It is the policy of MEDICARE Ltd to comply with the law as set out in the Health and Safety (Display Screen Equipment) Regulations 1992.

MEDICARE Ltd will conduct health and safety assessments of all workstations staffed by employees who use VDU screens as part of their usual work and will ensure that all workstations put into service after January 1st 1993 meet the requirements set out in the Schedule to the Regulations and that all workstations meet these requirements no later than December 31st 1996.

The risks to users of VDU screens will be reduced to the lowest extent reasonably practicable.

VDU screen users will be allowed periodic breaks in their work.

Eyesight tests will be provided for VDU screen users on request.

Where necessary VDU screen users will be provided with the basic necessary corrective equipment such as glasses or contact lenses.

All VDU screen users will be given appropriate and adequate training on the health and safety aspects of this type of work and will be given further training and information whenever the organisation of the workstation is substantially modified.

## Control of Hazardous Substances

It is the policy of MEDICARE Ltd to comply with the law as set out in the Control of Substances Hazardous to Health Regulations 2002.

A risk assessment will be conducted of all work involving exposure to hazardous substances. The assessment will be based on manufacturers' and suppliers' health and safety guidance and our own knowledge of the work process.

MEDICARE Ltd will ensure that exposure of workers to hazardous substances is minimised and adequately controlled in all cases.

All workers who will come into contact with hazardous substances will receive comprehensive and adequate training and information on the health and safety issues relating to that type of work.

Assessments will be reviewed periodically, whenever there is a substantial modification to the work process and if there is any reason to suspect that the assessment may no longer be valid.

## Fire Safety

MEDICARE Ltd's fire safety policy and procedures take account of special fire hazards in specific areas of the workplace and, where appropriate, have been compiled with the assistance of the local fire service.

The person(s) with responsibility for the maintenance and testing of fire alarms and fire fighting equipment is the Director of Safety.

All workers within the firm have a duty to report immediately any fire, smoke or potential fire hazards to the fire service (dial 999).

All workers have a duty to conduct their operations in such a way as to minimise the risk of fire. This involves taking care when smoking, keeping combustible materials separate from sources of ignition and avoiding unnecessary accumulation of combustible materials.

The Director of Safety is responsible for the provision and maintenance of fire prevention and detection equipment.

Supervisors are responsible for keeping their operating areas safe from fire, ensuring that their staff are trained in proper fire prevention practices and emergency procedures.

## Fire Fighting Equipment

Fire extinguishers are located at strategic points throughout the workplace. Employees are expected to tackle a fire themselves only if it would pose no threat to their personal safety to do so. If the situation is dangerous or potentially dangerous the employee should activate the alarm and evacuate the building immediately.

## Fire Doors

Fire doors designed to slow the spread of fire and smoke throughout the workplace have been installed at strategic points. Fire doors are designed to close automatically after opening and must never be blocked, jammed or tied open.

## Fire Exits

Fire exits are located at strategic points throughout the workplace. Exit doors and corridors must never be locked, blocked or used as storage space.

Emergency lighting has been installed in exit corridors, above emergency exit doors and throughout the workplace in case of power failure. Lifts also have emergency lighting installed although they should not be used in the case of an emergency evacuation.

## Emergency Evacuation Procedure

In the event of the fire alarm being activated, or in any other emergency situation (such as a bomb scare), all employees must leave the building by the nearest available exit and assemble at the designated assembly point. The designated assembly points for each department are:

Car Park opposite building.

The Director of Safety is responsible for carrying out Practice fire drills conducted every year to ensure employee familiarity with emergency evacuation procedures, alarm call point tests are carried out weekly; both test / drills are recorded in the 'Fire Log Book'

## Accident Investigation & Reporting

It is the policy of MEDICARE Ltd to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR 95).

MEDICARE Ltd sees accident investigation as a valuable tool in the prevention of future incidents. In the event of an accident resulting in injury a report will be drawn up by the Director of Safety or a person appointed by the Director of Safety detailing:

- The circumstances of the accident including photographs and diagrams wherever possible
- The nature and severity of the injury sustained
- The identity of any eyewitnesses
- The time, date and location of the incident
- The date of the report

All eyewitness accounts will be collected as near to the time of the accident as is reasonably practicable. Any person required to give an official statement has the right to have a lawyer or trade union representative present at the company's expense.

The completed report will then be submitted to and analysed by the Safety Committee who will attempt to discover why the accident occurred and what action should be taken to avoid a recurrence of the problem.

## Company Policies

All reports will be submitted to the company lawyers who will advise on liability, proceedings and quantum of damages. The lawyers will then submit the report to the company's insurance risk advisors for assessment.

A follow up report will be completed after a reasonable period of time examining the effectiveness of any new measures adopted.

### **Accident and First Aid Arrangements**

The Director of Safety is responsible for complying with the Health & Safety (First Aid) Regulations 1981 in providing adequate and appropriate equipment, facilities and personnel to enable first aid to be given to employees. Specifically:

Each vehicle has a first aid kit and there are two appointed persons for first aid, holding current training certificates such that one may act as deputy for the other in the case of absence.

The Safety Manager is responsible for reporting all cases of accident and disease to the Director of Safety.

The training certificates are displayed on the company notice board. The appointed persons are responsible for periodically checking the contents of the first aid kits.

Accident records are compiled and stored by the Director of Safety. Staff report accidents / incidents to the office as a central reporting and advice station.

The Director of Safety is responsible for reporting cases of accident and disease to the relevant enforcing authority under the RIDDOR 95 Regulations where applicable.

### **Safety Rules**

#### **General**

All employees should be aware of, respect and adhere to the rules and procedures contained in this policy statement.

All employees shall immediately report any unsafe practices or conditions to the relevant authority

Any person under the influence of alcohol or any other intoxicating drug that might impair motor skills or judgment, whether prescribed or otherwise, shall not be allowed on the job.

Horseplay, practical joking or any other acts which might jeopardise the health and safety of any other person are forbidden.

Any person whose levels of alertness and / or ability are reduced due to illness or fatigue will not be allowed on the job if this might jeopardise the health and safety of that person or any other person.

Employees shall not adjust, move or otherwise tamper with any electrical equipment, machinery or air or water lines in a manner not within the scope of their duties, unless instructed to do so by a senior member of staff.

All waste materials must be disposed of carefully and in such a way that they do not constitute a hazard to other workers.

## Company Policies

No worker should undertake a job which appears to be unsafe.

No worker should undertake a job until he or she has received adequate safety instruction and is authorised to carry out the task.

All injuries must be reported to the Director of Safety or a delegated representative.

Employees should take care to ensure that all protective guards and other safety devices are properly fitted and in good working order and shall immediately report any deficiencies to the supervisor or the Director of Safety.

Work shall be well planned and supervised to avoid injuries in the handling of heavy materials and while using equipment.

No employees should use chemicals without the knowledge required to work with those chemicals safely.

Suitable clothing and footwear will be worn at all times. Personal protective equipment shall be worn wherever appropriate.

All employees are expected to attend departmental safety meetings.

### Working Environment

1. Work sites must be kept clean and tidy.
2. Any spillage must be cleaned up immediately.
3. Waste materials and rubbish must be removed routinely.
4. All combustible waste materials must be discarded in sealed metal containers.
5. All pits and holes must be covered when not in use and clearly marked with warning signs when in use.

### Walkways

1. Walkways and passageways must be kept clear from obstructions at all times.
2. If a walkway or passageway becomes wet it should be clearly marked with warning signs and / or covered with non-slip material.
3. Trailing cables are a trip hazard and should not be left in any passageway.
4. Any change in the floor elevation of any walkway or passageway must be clearly marked.
5. Where objects are stored in or around a passageway, care must be taken to ensure that no long or sharp edges jut out into the passageway in such a way as to constitute a safety hazard.
6. Where a passageway is being used by any vehicles or other moving machinery an alternative route should be used by pedestrians wherever possible. If no alternative route is

possible the area should be clearly marked with warning signs.

### **Tool and Equipment Maintenance**

1. Company machinery and tools are only to be used by qualified and authorised personnel. It is the responsibility of the supervisor to determine who is authorised to use specific tools and equipment.
2. It is the responsibility of all employees to ensure that any tools or equipment they use are in a good and safe condition. Any tools or equipment which are in any way defective must be repaired or replaced.
3. All tools must be properly and safely stored when not in use.
4. No tool should be used without the manufacturers recommended shields, guards or attachments.
5. Approved personal protective equipment must be properly used where appropriate.
6. Persons using machine tools must not wear clothing, jewellery or long hair in such a way as might pose a risk to their or anyone else's safety.
7. Employees are prohibited from using any tool or piece of equipment for any purpose other than its intended purpose.

### **Personal Protective Equipment**

1. Employees must use all personal protective equipment provided to them in accordance with the training and instruction given to them regarding its use.
2. Employees who have been provided with personal protective equipment must immediately report any loss of or obvious defect in any equipment provided to their supervisor or the Director of Safety.

### **Manual Lifting and Moving**

1. Lifting and moving of objects should always be done by mechanical devices rather than manual handling wherever reasonably practicable. The equipment used should be appropriate for the task at hand.
2. The load to be lifted or moved must be inspected for sharp edges, splinters and wet or greasy patches.
3. When lifting or moving a load with sharp or splintered edges gloves must be worn. Gloves should be free from oil, grease or other agents which might impair grip.
4. The route over which the load is to be lifted or moved should be inspected to ensure that it is free of obstructions or spillage which could cause tripping or spillage.
5. Employees should not attempt to lift or move a load which is too heavy to manage comfortably.
6. Where team lifting or moving is necessary one person should act as co-ordinator, giving commands to lift, lower etc.

## Company Policies

7. When lifting an object off the ground employees should assume a squatting position, keeping the back straight. The load should be lifted by straightening the knees, not the back. These steps should be reversed for lowering an object to the ground.

# Environmental Policy

---

Medicare Ltd is a dedicated Washroom and Clinical Services Provider and recognises its responsibility to minimise its impact on the environment and help to safeguard the environment for future generations.

It is our policy to:

- Comply fully with the letter and spirit of Environmental Laws and Regulations appropriate to the organisation.
- Be committed to the continual improvement in the effectiveness of our environmental management system and prevention of pollution.
- Provide appropriate environmental training for our employees.
- Plan, organise and control all our activities that may have an environmental impact and will reuse and recycle materials wherever possible.
- Invest and research into processes to minimise the impact of the Environment.

The policy applies to all areas of our business both in the office and during work on our customer's site.

# Quality Policy

---

It is the policy of **Medicare Ltd** to maintain a Quality Control and Assurance System which conforms to the International Quality Management Systems Standard **ISO 9001 : 2008** that can be audited to an internationally recognised standard.

The Company is committed to **Total Customer Satisfaction** and will set, measure, action and review **Quality Objectives** to continually improve the effectiveness of the Quality Management System.

The Company is committed to supplying services in a manner, which meets the contractual requirements that are delivered on time and with the ultimate aim of supplying a defect free service.

The Companies commitment to Quality Management is communicated to all levels of the organisation and recognises the importance of each employee's personal input and training to achieve a Quality Waste Management Service.

**The Quality Policy, Manual, and Procedures** are subject to review for continuing suitability. The Company's processes and work environment will be subject to review in accordance with current Health and Safety, COSHH, Environmental Regulations so that services are provided in accordance with customer and applicable regulatory and statutory requirements.

**Medicare Ltd.** recognises that the success of the Quality Programme is vital to ensure the future prosperity of the Companies and the employees.