



Solo Service **Group**



# Employee Handbook



# Useful Numbers

Manager: ..... / Mobile:  
.....

Regional Office: ..... /  
.....

Help Desk: 08702 421 420

Head Office Fax: 01792 793 137

Head Office

Address: Solo Service  
Group  
1 Axis Court  
Riverside Business  
Park  
Mallard Way  
Swansea  
SA7 0AJ

## **Welcome to Solo Service Group Limited**

Dear Colleague,

Whether you have just started with us or you are already part of the team, I hope your time with us will be rewarding and enjoyable.

This handbook contains information on our policies and procedures which will assist you during your employment with us. This handbook informs all our staff on how they will be trained, managed, supported and developed during their time with us. This Handbook is not exhaustive. However it attempts to set out the rules which are necessary to make the organisation work smoothly and efficiently.

Please read this handbook carefully and if you have any questions please ask your manager or the department stated for advice.

I am delighted you have chosen to join us and wish you every success and enjoyment during your employment with us.

Stephen Hammett

Chief Executive

### **Getting the most from this Handbook**

Please read this Handbook carefully and keep it safe in its specified location so your colleagues also have easy access.

Please be aware that the information contained within this document may change from time to time.

### **Updates to the handbook**

From time to time we will need to update this Handbook, to reflect changes in company policies and procedures or to comply with new legislation and you will be notified of any changes.

However if you have any queries please contact your manager.



## **General Rules**

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## **1. Starting your employment with us**

Whether you have started with us directly or transferred under Transfer of Undertakings Protection of Employment Regulations (TUPE) you will be required to complete our start up information paperwork and supply all relevant eligibility paperwork.

Failure to complete all start up paperwork and/or supply eligibility paperwork could result in a delay of salary payments or termination of your employment.

During your start up time with us you will be taken through an induction program which will cover our policies and procedures, our health and safety guidelines and on the job training setting out the requirements of the role and how to use the machinery and products in a safe and efficient way.

At the end of this induction you will be required to complete a training record card which indicates that you have received the induction training.

## **2. Personal Records**

Information we keep on you in both paper format and electronically are only used for legal and business reasons.

We shall not release personal information about you to anyone without your consent, unless there is either an emergency, which threatens your health and safety, or we are legally required to disclose such data.

### **Keeping your Personal Records up to date**

It is important that any changes in your personal details are communicated to your manager so that our records can be updated at Head Office.

## **3. Communication**

All relevant information will be communicated to you orally by your manager or via letters / memos which will either be posted to your home address or attached to your onsite notice board.

## **4. Transfer of Undertakings (Protection of Employment) Regulations - TUPE**

If you have transferred to the Company from another employer under the TUPE regulations, your terms and conditions of employment may be different from those described in this Handbook. However in the interest of your safety and the efficient operations of the business you will be expected to comply with all the procedures, rules and regulations contained within this Handbook.

## **5. Revision to Terms and Conditions and/or Staff Handbook**

The Company reserves the right to make changes to the terms and conditions of your employment, and any of the policies contained within the Handbook these will be notified to you by your manager.

## **6. Representing Solo Service Group**

Every one of our employees is expected to act as an ambassador of the Company when engaged on client sites. This is to be reflected in the way you perform your duties and in your behaviour/conduct towards the client, its staff, the company and your colleagues.

## **7. Safeguarding**

All Solo Service Group staff engaged on contracts with children or vulnerable adults will be subject to Enhanced Criminal Record check prior to commencement of employment and must fully comply with Solo Service Group Safeguarding of Children and Vulnerable Adults Policy

As part of your wider duties and responsibilities you are required to promote and actively support the Customer (School's/LA's/Housing association) responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It is essential to report any vulnerable persons to the Customer contact and Solo Helpdesk.

## **8. Anti-Terrorism**

Solo Service Group recognise the importance and take active measures to prevent and reduce the risk of Terrorism and Radicalisation and promote safety to all of Solo and their customer's people and associated people.

Please refer to Solo Anti-Terrorism policy for further information.

## **9. Modern Slavery**

Modern Slavery is the illegal exploitation of people (of any nationality, gender or age) for personal commercial gain.

. It can include for:

- Labour exploitation: victims are forced to work with little or no pay and may suffer poor working conditions, excessive working hours, or wage deductions, or be housed in squalid accommodation.
- Domestic servitude: victims are forced to work (normally in private homes), subject to ill treatment, humiliation and excessive working hours with little or no pay.
- Sexual & criminal exploitation: victims are forced into prostitution or forced to commit crimes.

Solo Service Group undertakes actions to ensure modern slavery is prevented and are committed to assess and eliminate or reduce modern slavery risks. The company undertakes necessary inspections and actions including training, to prevent modern slavery in their own business and supply chains and produces an Annual Modern Slavery Business Statement.

## **10. Personal Appearance**

It is important that we always look smart and professional at all times. The uniform which we provide to you must always be clean and well presented.

You may have specific work wear requirements and we will be happy to accommodate these where reasonable and provided they meet health and safety and hygiene needs.

If you turn up for work and you are not suitably dressed in accordance with our appearance standards/ health and safety requirements, you will be asked to return home and change. This will be treated as absence and you will not be paid for the time you are away.

### **Clothing**

- Your clothing should be smart reflecting the high standards of the Company.
- Please ensure you wear your Company clothing at all times whilst at work.
- It is your responsibility to keep your clothing clean and tidy.
- Personal Protection Equipment will be provided for you, if this and clothing are damaged or has been lost please contact your manager immediately.

## **Footwear**

- Please make sure you wear appropriate footwear in work at all times. Open toe, high heels and plimsolls are not appropriate for our industry and should not be worn in work.
- You are required to wear sturdy shoes which are dark in colour.
- If the Company deems that your role requires safety shoes, these will be provided by the Company and it will be your responsibility to look after the shoes at all times.

## **Jewellery**

- Please keep jewellery to a minimum whilst in work.
- Earrings should be studs or small sleepers.
- Rings should be kept to a minimum and be discreet
- The Company reserve the right to ask you to cover up or remove any body piercing that we feel does not comply with our standards or company image.

## **Hair, make- up and other**

- Please keep your hair neat, clean and tidy at all times
- If you have shoulder length or longer hair you should tie it back with a band or slide.
- If you wear make-up to work please keep it to a minimum.
- Please keep facial hair tidy
- Tattoos should be unobtrusive and inoffensive
- Please keep nails clean, neat and of a reasonable length.

## **11. Time Keeping**

Working for Solo Service Group is all about being part of a team and delivering the best possible services to our clients at all times.

To achieve this all our staff, need to arrive to work on time. Your working hours will be outlined in your contract and stated to you during your induction. If you are going to be late for work you must contact your Manager at least 1 hour before the start of your shift or earlier if possible so that cover can be assigned.

To keep track of the hours you work on site a clocking/recording system will be in operation. The systems can vary from site to site and the procedure which is in operation at the site you are working will be explained to you during the induction program.

Please be aware that if you are persistently late or absent without reason this could lead to disciplinary action including dismissal.

No member of staff should ever clock/record another member of staff in or out of work. This could lead to disciplinary action including dismissal. For the avoidance of doubt clocking/recording offences (including stating incorrect times) and misuse of the clocking system are capable of being gross misconduct for which a sanction of summary dismissal may be imposed.

## **12. Trust and Confidence**

To operate our services successfully across our client site we require high levels of trust and confidence in our staff to uphold the values of the organisation in achieving our business aims. We also need to ensure that our staff work within our policies and procedures at all times.



This is particularly important in our industry where the majority of our employees are remote workers who operate without regular supervision. This increases the importance we attach on the honesty and integrity of staff when working on our behalf.

Any breach of policies and procedures which brings into question the trust and confidence we place upon our staff could lead to disciplinary action including dismissal.

### **13. Behaviour**

We believe that all our staff has an obligation to the client, the Company and their fellow colleagues to behave appropriately and respect others during the execution of their work duties. This includes attending training courses and any other Company events including social events and parties.

Any form of inappropriate behaviour will not be tolerated by the Company and inappropriate behaviour can lead to disciplinary action including dismissal.

### **14. Social Networking Policy**

Solo Service Group appreciates that employees may use Social networking sites in their own time. However employees must always when posting on these public domain sites ensure that their views could not be viewed as disrespectful towards their fellow colleagues, their employer and their customers.

Employees who post comments which could be classed as offensive, bullying or which has the potential of brings the company into disrepute could result in disciplinary action up to and including dismissal

### **15. Cash**

Many of our clients work in cash industries such as retail stores. These clients have strict policies and procedures which must be followed. You will be advised during your induction program of the client rules on this matter. Breach of these rules could lead to disciplinary action.

### **16. Theft**

If you are suspected of stealing property belonging to a customer, client, colleague or the Company this will be dealt with under the Company's Disciplinary Procedure. You should be aware that you may also be subject to a Police investigation.

### **17. Shopping**

Many of our clients sell products which you may be able to purchase. You will be advised during your induction on the policies and procedures in place for purchasing items.

### **18. Lost Property**

If during your shift you find any item of lost property you must hand it to the client's duty manager. No member of staff is permitted to remove any item of lost property which they have found.

### **19. Smoking, Alcohol and Drugs**

Smoking is only permitted in designated areas during your break times. During your induction you will be notified of these areas.

We have strict rules stating that you must be fit to perform your job including operating machinery at all times. Illegal drugs are prohibited at all times without exception. Any member of staff found in possession or under the influence of alcohol or illegal drugs during working hours, will be liable to disciplinary action including summary dismissal.

If you have a drug or alcohol addiction or problem you are encouraged to seek assistance from your Manager.

## **20. Mobile Phones**

There may be times when you need to use your mobile phone as part of your job. However please do not use your mobile phone for personal use during your working hours.

## **21. CCTV**

Please be aware that many of the client sites have CCTV systems in operation (including covert surveillance) If a member of staff is under investigation or disciplinary the footage taken by the CCTV may be used as a part of the investigation and disciplinary process.

## **22. Access to client sites**

At some of our clients' sites we require our staff to have knowledge of access and alarm codes and keys to enter the site.

This information must not be passed on to any other party. If any member of staff loses keys they could face disciplinary action and be liable for the cost of replacement keys and locks.

## **23. Right to Search**

Many of our clients have their own search policies and procedures and our staff will fall into line with the client procedures. During the induction program you will be made aware of the clients policies which you must follow at all times (this could include bag, pocket, vehicle and lockers).

Failure to follow the client's procedure and/or a refusal to be searched could result in disciplinary action including dismissal.

## **24. Personal belongings**

Some of our client sites will provide lockers. However it is important that staff limit the number of personal possessions they bring onto the site and where possible keep these items on them. Please be aware that the Company cannot accept any responsibility for loss or damage to your possessions, including loss or damage to clothing at work. Please be aware that lockers could be subject to the client's right to search policy.

## **25. Attendance / Absence from work**

Regular attendance at work is a contractual requirement.

On occasions when you are too ill to attend work or where there is an emergency and you can't attend work, you must contact your manager directly as soon as possible or in any event within 1 hour of the start of your shift so that cover can be sought.

Failure to inform us of your absence could result in disciplinary action being considered.

You must report to your manager on a daily basis if your absence is going to continue. (This will not apply if you have submitted a medical certificate stating the duration of time you will be off)

Absence over 7 days (including weekends and days you are not scheduled to be working) must be covered by a medical certificate.

A self-certificate must be produced for any absences of less than 7 days. Your manager will sign off the self-certificate form.

Failure to present the required medical certificates could result in delay or prevention of sickness payment entitlement if applicable.

If your absence persists over 4 weeks or 1 calendar month the Company will write to the employee requesting authorisation to contact your doctor.

In addition to this the Company may require the employee to attend an occupational health meeting relating to their continued absence. Both doctor Authorisation and/or attendance at an occupational health meeting is a contractual obligation on behalf of the employee.

## **26. Sick Pay**

You are entitled to Statutory Sick Pay (SSP) provided you meet the requirements of the Scheme. If you require additional information on SSP please contact the payroll department.

Failure to comply with the notification or certification procedures could result in non-payment of sick pay. Abuse of the SSP Scheme may result in disciplinary action.

## **27. Disciplinary and Appeal Procedure (non contractual)**

### **Introduction**

Solo Service Group Limited requires its staff to maintain high standards of conduct, attendance and job performance at all times. The disciplinary policies and procedures operated by the Company are used to assist in the correction of poor conduct, attendance and job performance.

The disciplinary and appeals procedures are designed to treat all staff fairly and consistently throughout the process.

The Company reserves the right to implement the procedure at any stage as set out below taking into account the alleged misconduct of an employee.

Where time limits are referred to in the course of this procedure they may be varied by agreement between the employee and the Company.

### **The Disciplinary procedure**

The disciplinary procedure is a formal process for correcting breaches of company policies, poor attendance, performance and conduct.

Your manager will make every effort to resolve minor misconduct, attendance or performance issues outside the formal channels.

However if the issue is deemed serious enough the disciplinary procedure will be implemented.

The aim of the disciplinary procedure is always to assist in the correction of capability issues, poor performance or poor conduct, by formally notifying the employee of the Company's requirements for change in their performance, attendance or conduct.

Before proceeding to a disciplinary hearing it will be necessary to carry out an investigation into the matter. You will be provided with a copy of any evidence gathered in the course of this investigation in reasonable time prior to any disciplinary hearing to give you an opportunity to prepare your response. In exceptional circumstances, evidence provided by some individuals may have to remain confidential. Where confidentiality is necessary, this will be explained to you and an appropriate summary of the evidence will be provided to you.

The disciplinary procedure involves progressive levels of action:

- 1: Informal words of advice
- 2: Formal written warning

3: Final written warning

4: Dismissal

Each level excluding informal words of advice and final written warning will remain on your record for 6 months. Final written warning will remain on your record for 12 months.

### **Example**

If you are on a formal written warning for absenteeism which was issued 3 months ago and you have another breach of the Company's rules or performance levels you will go to the next stage of the disciplinary process (Final Written Warning).

Please be aware that there is only one disciplinary track in operation under the Solo Service Group procedure. Example, a first warning for poor attendance in May then another breach of poor performance in July would take the employee onto a final warning.

However, if an employee's first misconduct is sufficiently serious, it may be appropriate to move directly to a final written warning.

### **Gross Misconduct**

Gross misconduct means a serious breach of policy or procedure that could lead to summary dismissal. This is dismissal without any previous warning. If you are dismissed for gross misconduct you will not receive your notice pay.

The following list is not exhaustive but provides examples of offences that are normally regarded as gross misconduct:

- Theft or attempted theft from the Company, colleagues, client or customers.
- Deliberate falsification of Company documentation including timesheets, expense claims, wage documents and permits to work (CRB, WRS).
- Falsification of records or documentation including obtaining financial reward for work not carried out.
- Use of Company/Client property for unauthorised purposes.
- False declarations about sickness or other absences.
- Sleeping on duty.
- Leaving site without authorisation.
- Fighting, assault or attempted assault on another person.
- Verbally abusing colleagues, client or customers.
- Gross insubordination to your supervisor, line manager and client.
- Any harassment or act of discrimination relating to sex, race, disability, religious belief, age, or sexual orientation of another employee, the client's staff, contractors, or customer.
- Deliberate gross negligence of Company rules and procedures.
- Wilful neglect or damage to the Company's or client's equipment.
- Criminal offences affecting your duties or status whether committed at work or outside the course of your employment.
- Serious infringements of Company health and safety procedures.
- Damaging or interfering with safety devices or equipment.
- Misuse of internet or email.
- Attending work under the influence of drink, drugs or other non-prescribed substances.
- Smoking outside a designated area.
- Bringing the Company into disrepute.
- Any other serious breaches of policies and procedures leading to loss of trust and confidence.

## **Disciplinary Meeting**

If you are required to attend a disciplinary meeting you will be given 48 hours' notice of the meeting unless agreed by both parties. At the disciplinary meeting you have the right to be accompanied by a trade union official or a fellow member of staff.

Employees under the age of 18 or employees with special needs may also be accompanied by a parent or guardian. If you have a disability then any reasonable adjustments required will also be made.

The Company where applicable will also make additional arrangements where an employee's first language is not English.

If an employee is involved in the incident being investigated, it would not be appropriate for them to be a representative.

At the meeting you will be given full opportunity to make representations in your defence. Your companion will be allowed to confer with you or sum up at the end. However you are required to answer any questions put to you and your companion will not be allowed to respond on your behalf. At the end of the meeting the disciplinary officer will either verbally communicate their decision or a letter will be sent out following the meeting.

## **Disciplinary Appeals**

If you disagree with the outcome of any formal disciplinary action and think that you have not been treated fairly then you have the right to appeal.

An appeal must be made in writing within 7 calendar days from receipt of the disciplinary decision and should be sent to the HR Department at the Company's head office and should clearly state the reasons for the appeal. From receipt of your appeal an appeal meeting will be arranged where practicable within a reasonable time-frame. Failure to appeal within the specified timescales will exclude the employee from the appeals process.

Please note that the appeal meeting will be handled by a member of staff who was not involved in the original disciplinary process. You have the right to be accompanied at the meeting by a fellow work colleague or trade union representative.

A decision on the appeal will normally be sent out in writing within 7 calendar days of the appeal being heard.

## **28. Third Party Intervention**

Your employment with the Company may in some circumstances be conditional on the approval of third parties at those premises you work or visit. If the third party withdraws permission for you to be on site, the Company will consider all alternative arrangements which can be made in order for your continued employment by the Company. If, however, in the sole opinion of the company, no alternative arrangements can be made, the Company reserves the right to terminate your employment.

## **29. Suspension**

If you are placed on suspension it is not to be viewed as a disciplinary sanction, its purpose is to facilitate the investigation into matters in a prompt and efficient manner.

During any period of suspension, wage payments will be held while an investigation is taking place, and will only be released when suspension is lifted and you return to work.

## **30. Leaving Solo Service Group**

Solo Service Group acknowledges that staff from time to time may leave the Company to pursue other opportunities. If you are leaving us, you will be required to put this in writing to your Manager or HR

Department stating when you wish to leave. You may be required to work your notice period and your manager will clarify this situation with you. Solo Service Group may ask you to attend a leaver meeting where the Company would like to gain feedback on your employment with company and your reasons for leaving.

### **31. Leaving Pay**

If you leave us, your final pay including any outstanding holiday pay will be paid directly into your bank on the next pay run.

### **32. Returning Property**

If you leave us you are required to return all Company equipment before you leave. Failure to return company property may delay or prevent any final payment.

### **33. Redeployment or Redundancy**

At Solo Service Group we operate within extremely competitive markets where the Company continually reviews its business. Therefore there will be occasions where changes are required which necessitate changes in staffing levels, hours of work and in some cases the need for redundancies.

If jobs are to be lost, we will do everything possible to offer you alternative employment within Solo Service Group. If this isn't possible redundancy payments where applicable will be made in line with statutory redundancy payment schedules.

### **34. References**

If you leave us to start with another Company you can request a factual reference from the HR Department.

### **35. Pay and Benefits**

#### **Pay Rates**

Your pay rates will be specified to you by your manager and stated on your payslip. If your rates of pay change in any way this will be communicated to you by either your manager or in writing.

#### **When will you be paid?**

- Your manager will specify when you will be paid.
- Your pay will be paid directly into your bank or building society account.
- Your payslip will be posted, emailed or hand delivered to you after each pay run.

Please note that the Company requires that all staff have their own bank / building society accounts.

#### **Deductions from your pay?**

Your payslip will state any deductions which are taken from your pay. Generally these will be for income tax and National Insurance contributions. The Company reserves the right to recover any overpayment of wages and / or holiday entitlement from your pay which is deemed owed to the Company.

#### **Income Tax**

At the end of the tax year you will be sent a copy of you P60, please keep this document safe as this is your record of income and deductions for that year.

### **36. Pensions**

Those that are eligible will be automatically enrolled onto the Nest pension scheme. You can find further information on the Nest pension scheme by visiting their website [www.nestpensions.org.uk](http://www.nestpensions.org.uk).

### **37. Maternity / Paternity / Parental and Adoption Leave**

Maternity / Paternity / Parental and Adoption leave is available to all eligible employees. For more information please contact your manager or the HR Department.

### **38. Transport / Bad Weather difficulties**

If it is impossible for you to get to work due to issues surrounding transport / bad weather you will need to contact your manager at the earliest possible time (usually an hour before your shift is due to start). In some cases your manager may suggest a site closer to your home as alternative work. If it is not possible to source alternative work and you have made every reasonable effort to get into work, your manager will discuss the possibility of making up the time with you.

### **39. Holidays**

Your holiday entitlement and holiday period will be specified to you by your manager. To assist with the smooth running of the contract we require staff to confirm with their manager their dates for holiday within 2 weeks for holidays less than 5 days and 4 weeks for holidays more than 5 days. Please note that holidays will be allocated on a first come first served basis and are at the discretion of your Manager.

It is essential that you have your holidays approved before you make any bookings or incur any cost. Any costs which may be lost due to a booking having been made prior to your leave being approved will not be paid by the Company.

#### **Holiday Entitlement**

Any holidays not taken within the holiday period will unfortunately be lost unless you have received written confirmation from the Company that you can carry forward some of your holiday entitlement. Any entitlement which may be carried forward must be used within 3 months of the start of the new holiday period.

#### **What happens if my place of work is closed?**

There may be some rare occasion when your site will be closed, in these circumstances you may be required to take your holidays. If you are normally contracted to work on a public holiday / customary holiday and you do not work, we reserve the right to take this from your annual entitlement.

### **40. Grievance (non contractual)**

The Company believes that all employees should be treated fairly and with respect. If you are unhappy about the treatment that you have received or about any aspect of your work, you should discuss this with your manager, who will attempt to resolve the situation on an informal basis. If you feel unable to approach your line manager directly, you should contact the HR Department which is located at the Company's Head Office in Swansea, who will discuss ways of dealing with the matter with you.

Where attempts to resolve the matter informally do not work, it may be appropriate for you to raise a formal grievance under this procedure. A formal grievance should relate to the way in which you have been treated by a colleague, the Company or managers acting on its behalf.

#### **Formal grievance procedure**

Throughout the formal grievance process you have the right to be accompanied by a work colleague or union official.

#### **Making the complaint**

The first stage of the grievance procedure is for you to put your complaint in writing. This written statement will form the basis of the subsequent hearing and any investigations, so it is important that you set out clearly the nature of your grievance and indicate the outcome that you are seeking. If your grievance is unclear, you may be asked to clarify your complaint before any meeting takes place.

Your complaint should be headed "Formal grievance" and sent to your line manager. If your complaint relates to the way in which your line manager is treating you, the complaint may be sent to the HR Department in Swansea.

Further attempts may be made to resolve the matter informally, depending on the nature of your complaint. However, if you are not satisfied with the outcome, you may insist on the matter proceeding to a full grievance hearing.

Before proceeding to a full grievance hearing, it may be necessary to carry out investigations of any allegations made by you, although the confidentiality of the grievance process will be respected. If any evidence is gathered in the course of these investigations, you will be given a copy long enough in advance of the hearing for you to consider your response. In exceptional circumstances, the evidence given by individuals may have to remain confidential. Where confidentiality is necessary, this will be explained to you and an appropriate summary of the evidence gathered will be given to you.

### **The grievance hearing**

The hearing will be held as soon as is reasonably practicable and, subject to any need to carry out prior investigations, normally within 10 working days of the receipt of your written complaint. It will be conducted by your manager or an appointed deputy. At the meeting, you will be asked to explain the nature of your complaint and what action you feel should be taken to resolve the matter. Where appropriate, the meeting may be adjourned to allow further investigations to take place.

You should ensure that you attend the meeting at the specified time. If you are unable to attend because of circumstances beyond your control, you should inform your manager or the HR Department as soon as possible. If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, the hearing may take place in your absence.

While you will be given every opportunity to explain your case fully, you should confine your explanation to matters that are directly relevant to your complaint. Focusing on irrelevant issues or incidents that took place long before the matters in hand is not helpful and can hinder the effective handling of your complaint. The manager conducting the hearing will intervene if he/she thinks that the discussion is straying too far from the key issue. The manager may also intervene to ensure that the meeting can be completed within a reasonable timeframe, depending on the nature and complexity of your complaint.

Following the meeting, you will be informed in writing of the outcome normally within 7 working days and where appropriate told of any action that the Company proposes to take as a result of your complaint. You may discuss this outcome informally with either your manager or the HR Department. If you are dissatisfied with the outcome, you may make a formal appeal.

### **Appeal**

Your appeal should be made in writing to the HR Department. You should clearly state the grounds of your appeal, i.e. the basis on which you say that the result of the grievance was wrong or that the action taken as a result was inappropriate. This should be done within 7 calendar days of the written notification of the outcome of the grievance. An appeal meeting will be arranged to take place normally within 10 working days of the submission of your formal appeal.

You should ensure that you attend the meeting at the specified time. If you are unable to attend because of circumstances beyond your control, you should inform your manager or the HR Department of this as



soon as possible. If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, the hearing may take place in your absence.

The appeal hearing will be conducted by a different manager who will consider the grounds that you have put forward and assess whether or not the conclusion reached in the original grievance hearing was appropriate. The appeal is not a rehearing of the original grievance, but rather a consideration of the specific areas with which you are dissatisfied in relation to the original grievance. The manager conducting the appeal may therefore confine discussion to those specific areas rather than reconsider the whole matter afresh.

Following the appeal meeting, you will be informed of the outcome normally within 7 working days. The outcome of this meeting will be final.

#### **41. Dignity at work (non contractual)**

The Company is committed to creating a work environment free of harassment and bullying, where everyone is treated with dignity and respect.

Some harassment is unlawful discrimination and serious harassment may be a criminal offence.

**Bullying** is offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power which is meant to undermine, humiliate or injure the person on the receiving end. Examples of bullying would include picking on someone or setting him or her up to fail or making threats or comments about someone's job security without good reason.

**Harassment** is unwanted conduct related to sex, gender reassignment, race or ethnic or national origins, disability, sexual orientation, religion or belief, age or any other personal characteristic which:

- has the purpose of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person; or
- is reasonably considered by that person to have the effect of violating his or her dignity or of creating an intimidating, hostile, degrading, humiliating or offensive environment for him or her, even if this effect was not intended by the person responsible for the conduct.

Examples of harassment would include: physical conduct ranging from unwelcome touching to serious assault, unwelcome sexual advances, demeaning comments about a person's appearance, unwelcome jokes or comments of a sexual or racial nature or about an individual's age, the use of obscene gestures, and the open display of pictures or objects with sexual or racial overtones, even if not directed at any particular person, e.g. magazines, calendars or pin-ups.

Conduct may be harassment whether or not the person behaving in that way intends to offend. Something intended as a "joke" may offend another person. Everyone has the right to decide what behaviour is acceptable to him or her and to have his or her feelings respected by others. Behaviour which any reasonable person would realise would be likely to offend will be harassment without the recipient having to make it clear in advance that behaviour of that type is not acceptable to him or her, e.g. sexual touching. It may not be so clear in advance that some other forms of behaviour would be unwelcome to, or could offend, a particular person, e.g. certain "banter", flirting or asking someone for a private drink after work. In these cases, first-time conduct which unintentionally causes offence will not be harassment but it will become harassment if the conduct continues after the recipient has made it clear, by words or conduct, that such behaviour is unacceptable to him or her.

A single incident can be harassment if it is sufficiently serious.

If you think you are being bullied or harassed, you may be able to sort out matters informally. The person may not know that his or her behaviour is unwelcome or upsetting. You may feel able to approach the

person yourself, or with the help of someone else at the Company. You should tell the person the behaviour you find offensive and unwelcome, and say that you would like it to stop immediately.

If an informal approach does not resolve matters, or you think the situation is too serious to be dealt with informally, you can make a formal complaint by using the Company's grievance procedure. In the case of grievances about bullying or harassment, the normal grievance procedure is modified so that you can choose whether to raise your grievance with your manager or with another manager.

All complaints will be investigated promptly and, if appropriate, disciplinary proceedings will be brought against the alleged harasser. You will have the right to be accompanied by a work colleague or trade union representative of your choice at any meeting dealing with your grievance. You will be kept informed of the general progress of the process of investigation and the outcome of any disciplinary proceedings.

Solo Service Group will treat complaints of bullying and harassment sensitively and maintain confidentiality to the maximum extent possible.

You have a right not to be victimised for making a complaint in good faith, even if the complaint is not upheld. However, making a complaint which you know to be untrue may lead to disciplinary action being taken against you.

### **Your responsibilities**

Every employee is required to assist Solo Service Group to meet its commitment to provide equal opportunities in employment and avoid unlawful discrimination.

Employees can be held personally liable as well as, or instead of, the Company, for any act of unlawful discrimination. Employees who commit serious acts of harassment may be guilty of a criminal offence.

Acts of discrimination, harassment, bullying or victimisation against employees or customers are disciplinary offences and will be dealt with under Solo Service Group disciplinary procedure.

### **42. Whistleblowing**

Whistleblowing is where an employee raises concerns about underhand or illegal practices within his or her organisation or an associated organisation. You can report legitimate concerns in confidence by contacting our helpdesk at head office on 0870 242 1420

### **43. Confidentiality**

It is important that you exercise confidentiality at all times whilst working for Solo Service Group and on customer sites.

Should you divulge, discuss, steal or share (including social networking sites) information that is sensitive, restricted and not for the public domain, you could be subject to disciplinary action up to and including dismissal, and or criminal/civil (legal) action.



***ENVIRONMENTAL, HEALTH & SAFETY***

## **Health & Safety**

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## 25. General Safety Signs

### 1. GENERAL INFORMATION

Every time you are assigned to and work on site you must know the following:-

- Who are the First Aid personnel/location of First Aid facilities;  
.....
- Location of your signing in/out point & register – **Reception / Cleaners Cupboard**
- The nearest Emergency exit and route is to your place of work.
- The location of the Evacuation Fire Assembly Point: .....
- The location of the nearest telephone in the event of an emergency.
- Your Cleaning Specification for your assigned site
- COSHH Information File

### 2. GENERAL SAFETY RULES

- Adhere to all site rules & safety signage & No smoking within the building and on the premises.
- Only access & work in areas you are specified to and have been informed to by Solo
- Report Accidents, Incidents, Near misses, Safety Concerns/Hazards & defective equipment to both Solo and the Customer
- Report all Concerns, Incidents, Issues and Changes to your Contract manager , Solo Helpdesk and in Writing on Site Solo logs
- Ensure you have the suitable equipment for the job and it is inspected prior to use.
- Ensure you do not put yourself and others at risk.

### 3. STRUCK BY MOVING VEHICLE

- There is movement of vehicles externally on the site.
- Ensure you obey the speed limit and all other traffic signs. Proceed with caution in vehicles or on foot as floors maybe slippery.
- Be aware of moving vehicles and always check to the rear and sound your horn when reversing.
- **Report any unsafe driving and excesses of speed.**

### 4. THREAT OF ASSAULT

In the event that you are exposed to threatening behaviour, verbally and possibly physical abuse you **MUST** in all instances follow the guidelines as outlined below:

**DO**

- In all instances be polite and avoid any confrontations & retaliation at all costs.
- Always walk away from the situation and report the incident immediately to Site Staff and the Contract Manager, along with Solo helpdesk on **08702 421 420**
- In serious cases call the police and if necessary abandon you're cleaning duties and seek help.

#### **DON'T**

- Under any circumstances argue back or threaten the person concerned as this may result in further aggravation, physical violence or police action against you.

### **5. FIRE INSTRUCTIONS AND FIRE SAFETY**

Fire is a potential threat to safety. It is in your interest to know what to do in the event of a fire. **It is vital that you sign in and out in the Attendance / Access Control Register located in The Reception & Cleaners Cupboard.**

**Note assigned day/time for Fire Alarm Test is; .....** / .....

#### **If a fire is discovered;**

- Raise the alarm by operating the nearest "break glass" normally located by fire exits.
- Do not attempt to fight the fire, unless trained to do so.
- Evacuate the building using the nearest fire exit immediately.
- Do not collect your belongings before evacuating the building.
- If it is safe to do so close doors behind you as you leave.
- Immediately go to the designated fire assembly point:
- Remain at the assembly point for your role call and until you are told it is safe to re-enter the building by the Senior Fire Brigade Officer.

#### **Fire prevention**



- Do not smoke at any time whilst at work. The Smoke-free (Premises and Enforcement) Regulations 2006, The Smoke Free Premises etc. (Wales) Regulations 2007 and Prohibition of smoking in certain premises (Scotland) Regulations 2006 apply.
- **Smoking is totally prohibited internally on the Police Site.**
- Keep waste to a minimum at all times.
- Keep chemicals secure at all times and away from sources of heat.
- Do not use and report all faulty electrical equipment.
- Do ensure that all electrical equipment is turned off after use.
- Keep exits, gangways & fire points clear at all times.
- Do close all windows and doors when leaving the work premises.
- Do not tamper with fire prevention equipment.
- Report all fire hazards to your manager and to the Dunelm Mill staff.

It is important that you familiarise yourself with the type of fire extinguisher used in your area, however your duties do not permit you to tackle fires unless you are adequately trained to do so.

All fire extinguishers are red with an identification band positioned at the top of the appliance.

(Refer to Chart overleaf).

### KNOW YOUR FIRE EXTINGUISHER COLOUR CODE

Classification of Fire Risk	WATER (RED)	FOAM (RED/CREAM)	CO <sub>2</sub> GAS (RED/BLACK)	POWDER (RED/BLUE)	BCF NO LONGER IN USE (GREEN)
<b>A</b> Paper, Wood, Textile and Fabric	✓	✓		✓	
<b>B</b> Flammable Liquid		✓	✓	✓	✓
<b>C</b> Flammable Gases			✓	✓	✓
 Electrical Hazards			✓	✓	✓
 A B C Vehicle Protection				✓	✓

## NEW COLOUR CODING OF FIRE EXTINGUISHERS

Fire extinguishers may have labelling on them that includes the colour coding above. This colouring is strictly limited in size but will be visible from the front of the extinguisher.

## GAS LEAKS

Gas leaks can lead to explosions and fire. You should remain alert to the smell of gas especially if you work in the vicinity of any gas appliances.

If you smell gas or suspect a leak.

Raise the alarm following the Agilent Technologies Site procedure as documented by the Fire Action Signs.

## 6. ACCIDENTS

The work environment has many hazards which may result in accidents or near misses. It is important to report both near misses and accidents so that adequate preventive measures and investigations can be carried out.

**A Near Miss** can be expressed as – an event that narrowly missed causing injury or damage.

**An Accident** can be expressed as – an unforeseen event causing injury or damage.

To help avoid near misses and accidents whilst at work you must;

- Immediately report defective equipment and unsafe or hazardous conditions.
- Always carry out your duties in a safe and sensible manner.
- Use and wear Personal Protective Equipment and clothing as instructed.
- Be familiar of the risks and the environment in which you are working.
- Be trained in the tasks you are to undertake.
- Be given a site safety induction before starting your duties.
- Comply with all health and safety procedures and policies.

**Accidents and near misses must be entered on to an accident report form (section 3) and your manager informed immediately. An investigation will be carried out so that corrective and preventative measures can be implemented. You have a legal duty to co-operate with Solo management in investigating accidents.**

## 7. FIRST AID

Solo ensures you have access to First Aid treatment and facilities and are informed of the procedure in the event of any accident requiring first aid treatment.

First aid boxes are available on site to use as required; you **must** make yourself familiar with the location of all first aid facilities.

## 8. REPORTING MEDICAL CONDITIONS

### DO

- Report to Solo Management immediately if you are taking any prescribed medication that may affect your ability to drive or operate machinery.
- Report to Management if you are suffering from any disease or condition that may be passed on to others whilst in work, or may be aggravated by or affect your work.
- Report to Management if you work with food or with vulnerable people and you believe you have contracted an infectious illness or have had potential contact with an infectious person or spillage.



- Report to Management if you are experiencing symptoms of any work –related illnesses or diseases.
- Report to Solo Management any medical changes

## 9. CLOTHING AND PROTECTIVE EQUIPMENT

Where required you will be provided with adequate protective clothing and equipment to carry out your duties safely. It is your responsibility to make sure that both equipment and clothing remains in good condition and to report any damage to your manager.

Standard protective clothing include for the following;

- Tabards, Polo Shirts and Overalls
- Gloves.
- Safety eyewear – for all work with any hazardous substances and any work above eye level.

This is not an exhaustive list. Additional Personal Protective Clothing and Equipment will be provided if additional duties & risk assessments identifies the need.

## 10. WORKING AT HEIGHTS

- In all instances working at heights must be totally avoided, in the majority of instances this can be avoided by the issue of extended dusters and poles. **Working at height it is strictly prohibited unless authorised.**

### DO

- Not overstretch and never climb onto furniture to gain access to inaccessible areas to clean, e.g. chairs, stools, tables, bath edges, radiators, low walls, vehicles, crates etc. They are not designed to take your weight!
- **Both feet must remain on the floor at all times.**
- Use extended dusters to dust out of reach areas, ensuring there are no overhead obstructions.

### DON'T

- Overstretch and never climb onto furniture to gain access to areas to clean, e.g. chairs, tables etc.
- Over reach or overbalance over stairwell balustrades.
- Store Cleaning stores on shelves that are out of comfortable reach. Store at lower levels when possible.

Ladders, stepladders, mechanical work platforms, cradles & other forms of access equipment will only be used if there is no other method of gaining access to areas to be worked & specific authorisation & training will be undertaken prior to use of such equipment and Checklists completed prior to undertaking of the work.

## 11. COSHH – Control of Substances Hazardous to Health

You will be provided with adequate and sufficient information, instruction and training in the use and handling of cleaning chemicals. You are not permitted to use any chemical that has not been provided by **Solo Service Group**. All material safety data sheets will be available to you on site, generally kept in the

cleaner's cupboard you **must** make yourself familiar with the location and content of the material safety data sheet COSHH file.

To further reduce the risk of injury whilst using chemicals the points below **must** be followed;

#### DO

- Ensure the area where substances are to be used is well ventilated.
- Keep a safe distance between you and the cleaning products or dilution.
- Dilute chemicals to the manufactures recommendations.
- Dilute to the recommended strength prior to use, adding the chemical to the water.
- Use personal protective equipment and clothing at all times.
- Wash your hands & your personal protective clothing after handling and if any direct contact with chemicals.
- Ensure that all substances used have clear identification and labelling on them.
- Make sure chemicals are made secure after use.
- Report all spillages and leakages.
- Use pump dispensers (pelican) when decanting from 5 litre containers and follow dilution rates
- Spray polish directly onto the cloth and not onto surfaces or into the immediate air.
- Ensure tops are fastened on all substance containers & Trigger sprays.
- **Use Eye, Hand Protection and Overalls when using descaler.**

#### DON'T

- Leave chemicals unattended or un-secured at any time.
- **Transfer chemicals in to an unmarked container.**
- Place food in the cleaning cupboard or where chemicals are stored.
- Never mix chemicals - it may result in toxic and harmful gases being released.
- Use bleach at any time unless it has been authorised - Refer to overleaf.
- Have contact with any of the Customers substances. (Unless authorised by Solo)
- Clean a spillage without firstly ascertaining its content and using correct procedure and PPE.
- Clean up spilt hazardous substances.
- Spray Polish or Air Fresheners liberally over hard floor surfaces – they result in the floor becoming slippery. Only use over soft, carpeted floors.
- **Bring in your own cleaning products or equipment, you are only authorised to use Solo approved substances.**

## 12. CHEMICAL SAFETY SIGNAGE (incorporating GHS symbols)

It is important that you familiarise yourself with some of the chemical safety signage.



Gas under pressure



Carcinogenic



Irritant



Corrosive



Toxic



Dangerous to the  
Environment



Oxidising



Explosive



Flammable

### 13. CHEMICAL DILUTION RATES

**Please note that a 'Pelican Pump' dispenses 30ml per full pump**

WATER				Half a dolly mop bucket		
Litres	0.5	1	2	5	6	10
Millilitres	500	1000	2000	5000	6000	10000
DILUTION RATE	Amount of Product to be used					
1:10	50ml	100ml	200ml	500ml	600ml	1000ml
1:20	25ml	50ml	100ml	250ml	300ml	500ml
1:40	13ml	25ml	50ml	125ml	150ml	250ml
1:50	10ml	20ml	40ml	100ml	120ml	200ml
1:60	8ml	16ml	33ml	83ml	100ml	166ml
1:80	6ml	13ml	25ml	63ml	75ml	125ml
1:100	5ml	10ml	20ml	50ml	60ml	100ml
1:150	3ml	7ml	13ml	33ml	40ml	67ml
1:200	3ml	5ml	10ml	25ml	30ml	50ml

### 14. DERMATITIS

Dermatitis is an inflammation of the skin, it can affect all parts of the body, but most commonly the hands are affected. **Allergic** or **Sensitive** dermatitis can expose itself anywhere on the body, whilst **Irritant**

dermatitis can potentially occur from a single dose of exposure or prolonged exposure to cleaning chemicals. Early symptoms and signs of dermatitis include for dryness, redness, itching, flaking/scaling, and cracking/blistering and pain.

#### Examples of Dermatitis



#### DO

- Wear rubber gloves, they are robust for the majority of Cleaning tasks unless the COSHH Material Safety Data Sheet otherwise states.(MSDS)
- Use vinyl or nitrile protective gloves if you have an allergy to latex or rubber.
- Be careful how you remove your gloves, wash them first and start by removing from fingertips and take off by not allowing an un-gloved hand touch a contaminated glove
- Do wash hands after use and moisturise thoroughly after each hand wash.
- Check for early signs of Dermatitis.

#### DON'T

- Rely on Barrier creams for protection they do not provide a physical barrier like gloves

#### Reporting

Dermatitis can be caused by workplace and or domestic activities. If you have any concerns on this issue or have been diagnosed with dermatitis please contact your manager.

Please note that it is a legal requirement under RIDDOR (Reporting Injuries, Disease and Dangerous occurrences regulations) for cases of Dermatitis to be reported.

#### 15. CONTACT WITH SHARPS

#### DO

- Always check bins & refuse sacks for any potential protruding items & always carry refuse sacks away from the body and at the top of the sack. **REPORT ALL FINDINGS OF SHARPS i.e. syringe, blades and glass, etc, TO THE CUSTOMER SITE MANAGER AND SOLO SERVICE GROUP MANAGER, HELPDESK NUMBER 08702 421 420 IMMEDIATELY. YOU ARE NOT RESPONSIBLE FOR ITS REMOVAL & MUST NOT HAVE ANY CONTACT WITH THE SHARP.**
- Always visually check dark corners, behind toilets, radiators, under stands, ledges etc, prior to cleaning for any undesirable's items & sharps.
- Use a dustpan & brush to sweep up broken glass in all areas & disposed of within the yellow sharps waste bin.
- Encourage the wound to bleed if you have been punctured by a sharp, whilst holding it under clean running water.
- Ensure that the scraper is used in a direction away from the body.
- Ensure that gloves are worn when using the scraper.

#### DON'T

- Dispose of Sharps without a sharps kit and anti syringe gloves and prior training on use of equipment and safe removal & disposal by Solo.
- Never rummage or sift through waste or bulks of litter / leaves, hedge growth & dark corners, public seats etc, with your hands and areas that are out of view – always use the litter picker to clean such areas.
- Suck the wound if you have been punctured by a Sharp.
- **Remove any broken glass from within the sinks, bins of the toilets and canteen areas.**
- Hold Refuse sacks close to the body when removing for disposal.

## 16. ASBESTOS

In certain areas you work particularly in older buildings you could be potentially exposed to asbestos. Asbestos was used extensively as a building material in UK from the 1950's – 1980's. Although some of this material has been removed in recent years, there is a substantial amount still present in buildings. Extensive removal and repair work will continue for the foreseeable future to remove asbestos in all areas.

The duty to manage asbestos in premises was introduced into law on 21 May 2004 and is enforced under The Control of Asbestos Regulations 2012, and places a legal duty on all organisations and their workplaces to survey for any asbestos materials in their buildings. In line with this legislation the client will have inspected the building to identify areas of the building where asbestos maybe located. In conjunction with this they will assess the risk of asbestos fibres being released into the air from the materials in those areas and also take into account the condition of the materials. As a result of this they will state and work towards areas where the asbestos is to be sealed, encapsulated (to contain the materials) or as a last resort removed (removing can cause the materials to be disturbed and potentially release the asbestos fibres). This information will form part of the client asbestos register and areas where asbestos has been identified will be labelled with a warning signs.

**In the event you notice a warning sign on any hard floor area it is imperative that you do not buff with a rotary machine as this may disturb the fibres, and inform the client and the Solo helpdesk (08702 421 420) of the area.**

**In areas where the asbestos material has been sealed or encapsulated - (will display a warning sign in the area), it is vital that these boards are not disturbed. Should you observe any damage, report it to the client immediately and discontinue working in the area.**

**If you are concerned that no asbestos checks have been made in your areas of work then treat any insulation or insulating boards as asbestos. If you are uncertain stop work and seek advice with the client or Solo Service Group Management.**

**An asbestos survey has been completed on Customer sites and this has been risk assessed by Solo Environmental Health & Safety Team.**

## HEALTH & HYGIENE

For all staff including those handling chemicals, and generally those conducting cleaning operations, high standards of personal hygiene are essential to ensure that there is no contamination entering the body via hand to mouth activity etc. Everybody has a responsibility for ensuring that the following procedures are met so that our high standards of cleanliness & safety are maintained at all times.

## DO

- **Wash your hands as often as necessary**, using hand wash basins, after handling any type of chemical or after any cleaning activity, even if you have been wearing protective equipment.
- **ALWAYS** wash your hands before starting work, before handling any type of food, after handling any type of food, after visiting the toilet, after handling rubbish, after blowing your nose.
- **Ensure** that food and drinks consumed at designated food/mess areas, food and drink is not being consumed within the work / office areas.
- **Ensure** that all protective clothing provided is worn at all times.
- **Ensure** that gloves are worn at all times when cleaning toilets and any undesirables such as vomit, faeces, handling tissue paper, cleaning sinks & surfaces, emptying waste bins.
- **AVOID** hand to mouth activity as much as possible.
- Keep cuts and grazes covered with clean waterproof plaster.
- **Ensure that the following colour-coding system is adopted (unless otherwise specified):**
- **RED, BUCKETS / MOPS / CLOTHS – TOILET FITTINGS, TOILET & WASHROOM FLOORS, TOILET WALLS & PARTICIANS, BODILY & HAZARDOUS SPILLAGES, CELLS.**
- **BLUE, BUCKETS / MOPS / CLOTHS – ALL OTHER LOW RISK AREAS, WHICH ARE EXTERNAL OF TOILET / WASHROOM AREAS.**
- **Ensure where enhanced colour coding is in operation at a Customer site you refer to your Specific Site Handbook**

- **THE GOLDEN RULE;**  
**Always work from the Cleanest area towards the Dirtiest area.**

**This greatly reduces the risk of cross contamination.**

- **Ensure** mops and buckets are washed with warm water after use to prevent the growth of bacteria pseudomonas which can cause a health hazard.
- **Ensure that your PPE particularly gloves & facial dust masks are for your own personal use.**

#### **DON'T**

- Handle any waste directly, always gather bin liners from the top of the bag and transfer by holding the top of the bag. Litter pickers are issued for this purpose.
- Dispose of Sanitary receptacles - **THEY ARE NOT YOUR RESPONSIBILITY.**
- Remove bodily spillages. You must not directly handle any bodily or clinical spillage. **Report to the Customer site manager, Staff and Solo Service Group Management.**
- **You are not responsible for the removal of any bodily spillages, clinical waste or sharps and must report any findings of these to the Police site manager, Staff immediately so that he/she can arrange for its appropriate removal.**

**It is recommended that Solo Service Group staff undergo a series of Hepatitis (A/B) and Tetanus inoculations.**

#### **18. MANUAL HANDLING**

Manual handling must be avoided at all times to reduce the risk of injury. To further reduce the risk of manual handling injuries you must follow the steps as instructed.

#### **DO**

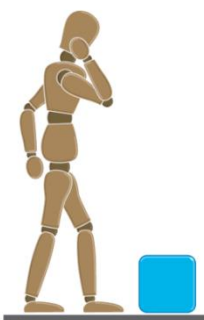
- Wear good shoes with arch support.
- Ladies should lift in flat or low-heeled shoes no sandals or open shoes.

- Stand close to the object you want to lift.
- Plan the Lift. Where is the load to be placed, do you need assistance, can it be done in one move, is it an awkward shape, does it require the use of lifting gear to move?
- Position your feet squarely, about shoulder width apart, leading leg as far forward as comfortable.
- Keep your back as straight as you can, maintaining its natural curve.
- Bend at the knees, not at the waist.
- Pull in your stomach muscles and tighten them.
- Keep shoulders level and facing the same direction as the hips.
- Hold objects close to your body.
- Lift items slowly.
- Let your legs take the weight.
- When placing the load down, adopt the same position & procedure in reverse and slide the load into the desired position.
- Get help or use a wheeled base truck to move heavy items.
- Always use the lift to transport equipment and materials when available.
- Only fill your mop bucket to ½ full.
- Transport hose and tub of vacuum cleaner separately on stairwells.
- Ensure you keep one hand free for the handrail on stairwells at all times particularly when conveying waste refuses sacks & vacuum cleaner parts.
- Seek assistance if a load is heavy, never lift loads in excess of 20kg or too heavy to cause you to strain.
- Take Regular breaks and rotate cleaning tasks when buffing with Rotary machine.

#### DON'T

- Lift if your back is hurting.
- Lift items if you have a history of back trouble.
- Lift something that is too heavy for you.
- Lift items over your head.
- Lift anything if you're not steady on your feet.
- Bend at the waist to lift items.
- Arch your back to lift or carry items.
- Snatch, jerk or lift items too fast or move the feet during the lift.
- Twist your back when carrying or holding items.
- Lift something heavy with one hand and something light with the other.
- Lift other items whilst holding something else.
- Transfer buffing machines up or down stairwells.
- Carry items in both hands when using stairwells, use one to balance yourself.
- Lift items if you know you are pregnant; let your manager know of your situation.
- **Use Buffers/Scrubbers if pregnant or suspect or know you are pregnant and throughout the term of your pregnancy – inform your Manager immediately if you suspect or know you are pregnant.**
- **Pregnant workers to avoid totally the need for any manual handling or lifting/handling of any loads including vacuum cleaners, buffer/scrubber /dryers and any other large moving/vibration machinery.**

The following points illustrate a basic lifting operation:



- (a). **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 materials. For a long lift – such

as floor to shoulder height, consider resting the load mid way on a table or bench in order to change grip.

- (b). **Position the feet.** Have the feet apart, giving a balanced and stable base for lifting. Have the leading leg as far forward as is comfortable.

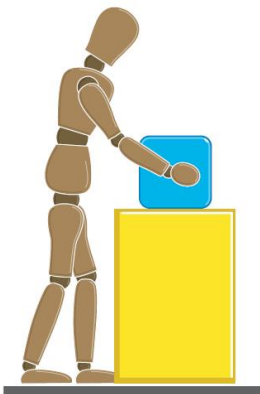
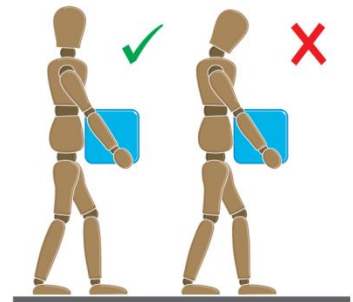


- (c). **Adopt a good posture.**

- When lifting from a low level, bend the knees. But do not kneel or over flex the knees.
- Keep the back straight (tucking the chin in helps). Lower the body to such a level that when grasping the load the hands are nearly level with the waist
- Keep shoulders level and facing in the same direction as the hips

- (d) **Raise the load:**

- Raise the body by straightening the knees (keep back straight)
- Do not jerk or twist while lifting
- Keep close to the load; ensuring the heaviest side is nearest the body.



- (e) **Put the load down** and adjust its position. Ensure there is no gap between the handler and the work surface onto which the load is being lifted.

## 19. ELECTRICAL EQUIPMENT AND ELECTRICAL SAFETY

Electrical appliances, specialist electrical equipment and electrical extension leads can become hazardous; following these simple steps will reduce the risk of potential injury.

### Before using electrical equipment you must;

- Unwind the cable fully checking for faults such as splits, cracks and exposed wires.
- Check that the plug is fitted correctly and secure.
- Check that the wire entering in to the appliance is secure.



- Check that all switches are working correctly.
- Identify all faulty equipment with a '**DO NOT USE**' sticker & do not attempt to rectify a fault.
- Report all faults immediately to you manager.
- Never use faulty equipment.
- Ensure parts such as brushes and discs are changed prior to the use of machinery and not during.

**When using electrical equipment you must;**

- Ensure you do not overload plug sockets with the use of adaptors.
- Ensure that the cable trails behind you, but not over your shoulder.
- Ensure that cables do not become entangled.
- Ensure that the cable remains slack not taut.
- Ensure that the cable is not placed in a position where it can be damaged.
- Ensure that you do not leave the machine connected to the power supply and/or unattended.
- Never pull the plug out from the socket using the cable.
- Never use or clean electrical equipment with wet hands.
- Never allow the cable to trail through wet floor surfaces.

**After using electrical equipment you must;**

- Switch off the machine from the **ON / OFF** switch on the appliance.
- Switch off the electrical supply from the wall socket before pulling the plug.
- For vacuums check the dust bag and replace it if required.
- Re-coil the cable correctly whilst inspecting for faults.
- Clean equipment before storing.
- Store equipment in a safe and secure location.
- **You are prohibited to have contact with any machinery, plant or electrical panels, cabinets & cupboards that is owed by the customer unless authorised to do so and have been given adequate training, instruction and supervision. Refer to cleaning specification.**
- **You are prohibited to use any equipment unless trained & authorised to do so.**
- **Report any concerns you have or any electric appliances and electrics i.e. such as overhead cables & electrical distribution panels damaged wall sockets, etc.**

## **20. EQUIPMENT**

All other non electrical equipment such as mops, mop stiles, buckets, and brushes must also be subject to examination and inspection.

DO

- Ensure all items of equipment must be inspected prior to each occasion of use.
- Report any defects and discontinue use immediately.

## **21. SLIP, TRIPS AND FALLS**

Slip, trip and falls are the most common form of accidents in the cleaning industry. However these can be avoided by paying attention to the following points.

DO

- Use and correctly locate safety caution signs at all times, prior to any wet cleaning or any potential trailing leads
- Return signs when floor is dry following wet cleaning tasks
- Make sure a damp mop is followed with a dry mop.
- Make sure you wring your mop out thoroughly.
- Do not over wet the area being cleaned.

- Make sure that mopping, buffing and vacuuming are a last task on an evening clean.
- Make sure that mopping, buffing and vacuuming are a first task on a morning clean.
- Keep walk ways, work and storage areas free from obstructions.
- Practise good housing at all times.
- Never over stretch or climb on items.
- Keep cables behind you when operating appliances.
- Ensure cables are not left unattended or trailing passed doors ways etc.
- Ensure your mop bucket is only filled to a maximum of half full to avoid spillages.
- Take extra care on stairwells.
- Always use recognised gang ways.
- Report all hazards to your manager and to the Police site manager.

#### DON'T

- Use an external drainage point to dispose of water or substances.
- Remove safety warning signs until work are completed and the floor is dry.
- Hurry you tasks or run whilst carrying out your duties.
- Use Spray Polish or Spray Air Freshener over Laminate, Vinyl & tiled & other hard floor surfaces.

#### 22. RESTRICTED ACCESS TO WORK AREAS;

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#### 23. ENVIRONMENTAL CONTAMINATION & WASTE MINIMISATION

##### Managing Our Environmental Impacts

All businesses have an effect on the environment. In order to control and minimise these effects an Environmental Management System is used. Solo Service Group have implemented and work to the International BS EN ISO 14001 / 2004 Environmental Management System.

To maintain our environmental standard we have the following:

- An Environmental Policy.
- Environmental Objectives and Targets, set each business year, as communicated via the Company Newsletter/website
- Environmental programme – projects which aim to meet the Objectives & Targets.
- Compilation of Environmental aspects register and legal register.
- Defined Environmental Structures and Responsibilities.
- Documentation of environmental procedures and retention of environmental records.
- Environmental training and awareness programmes.
- Periodic audits of the environmental management system both internally and externally by accredited auditing companies.

- Management review of environmental performance to drive continual improvement, as communicated via the Company Newsletter.

Solo Service Group has completed a detailed analysis of its activities that have an impact on the environment and which are the most significant. The outcomes from this – including action plans - are held on our Environmental Impacts and Aspects Registers. Identified significant environmental impacts relate to waste generation, energy consumption, water consumption and pollution risk, use of finite resources and use of transport. A number of environmental improvements are being implemented in these areas such as waste generation, energy consumption, pollution risk, use of transport etc.



### Doing your bit at work – everyday actions

#### DO

- Use designated drainage points and appropriate sluices for waste fluids.
- Turn taps off after use.
- Report dripping taps immediately. A tap dripping at 2 x drips per second = 5.421 gallons of water a year down the drain.
- Make yourself aware and familiarise with the site waste disposal procedures.
- Maintain to any re cycling programmes and report any non-compliance.
- When driving keep revs down and accelerate slowly, this will reduce exhaust emissions.
- Vehicle share, use public transport, cycle or walk to work if possible – this will greatly reduce emissions into the atmosphere.
- Follow all dilution / disposal methods for cleaning substances and solutions.

#### DON'T

- Dispose waste water in any external drainage points or storm drains – this can lead to prosecution by the Environment agency.
- Allow spillages to enter to drains, streams, rivers or soak into the ground. Contain them as much as possible and seek assistance immediately.
- Heat water unnecessarily.
- Use or heat more water than is needed to do the job.
- Fly tipping – It is an illegal activity.

**If you are unsure where to dispose of waste fluids safely – enquire and report with your manager.**

#### 24. SITES WASTE DISPOSAL POINT;

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## 25. GENERAL SAFETY SIGNS

Below are a number of safety warning signs you may come in contact with whilst carrying out your duties. It is important to comply with safety warning signs at all times they will help to avoid accidents and injuries.



**PROHIBITION**

States that a certain behaviour is not allowed. They have a red circle on a white background and a red bar running from top left to bottom right with a black picture of what is not allowed.



**WARNING**

Provides a warning of a specific hazard. They have a black triangle on a yellow background with a black picture of what the hazard actually is.



**MANDATORY**

Shows that a specific course of action **must** be taken. They have a blue circle on a white background with a white picture of what action you **must** take.



**SAFE CONDITION**

Provides information about safe conditions. They are normally square or oblong with a white picture or word on a green background.



EXPLOSION

ELECTRIC  
SHOCK

LASER BEAM

RISK OF  
DANGER



TOXIC



RADIATION



BIOHAZARD



ASBESTOS