

**metrocleaning**

COMMERCIAL CLEANING SPECIALISTS

**PROCEDURE**  
**MANUAL**



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# **HEALTH AND SAFETY**



# HEALTH AND SAFETY POLICY

Our statement of general policy is:

- To provide adequate control of health and safety risks arising from our work activities.
- To consult with our employees on matters affecting their health and safety.
- To provide and maintain safe equipment.
- To ensure safe handling and use of substances.
- To provide information, instruction and supervision of employees.
- To ensure all employees are competent to do their tasks and to give them adequate training.
- To prevent accidents and cases of work-related ill health.
- To maintain safe and healthy working conditions.
- To review and revise this policy as necessary at regular intervals.

## GENERAL HEALTH AND SAFETY INSTRUCTIONS FOR EMPLOYEES

- Know your area of work – location of fire escapes, alarm points and emergency procedures as specified by the Client.
- Know the location of any First Aid Boxes.
- You have a legal duty to co-operate with your Employer regarding health and safety.
- You are responsible for your own safety by the acts you carry out or omit.
- You will be trained in safe working procedures to do your job. If you are unsure, you must ask for a clearer explanation. **Do not take risks.**
- No smoking is permitted anywhere on the Clients premises (other than designated areas).
- Read the safety rules regarding use of electrical appliances.
- Use only the correct equipment for the job – for example: do not stand on chairs to reach high levels. You are only permitted to clean areas which are safely accessible from a floor standing position and within arm's reach. Do not stretch or lean over an area which may put you at risk e.g. a balcony.
- Report lighting defects or any hazards that affect your work or your personal safety.
- No unauthorised persons are allowed on site – this includes relatives of Metro employees (children, husband, wife etc) or friends, or any other person who has not been authorised by Metro to be on the premises.
- Never admit any non-Metro person onto the premises except for emergency services (Police, Fire or Ambulance) personnel. If you are in any doubt, ask your supervisor or phone Metro for advice.



# **EQUALITY AND DIVERSITY POLICY**

# **EQUALITY AND DIVERSITY STATEMENT**

**This company recognises that discrimination and victimisation is unacceptable and that it is in the interests of the Company and its employees to utilise the skills of the total workforce. It is the aim of the Company to ensure that no employee or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender, race, religion or belief, sex, or sexual orientation (i.e. the protected characteristics).**

**Our aim is that our workforce will be truly representative of all sections of society and each employee feels respected and able to give of their best.**

**We oppose all forms of unlawful and unfair discrimination or victimisation and we aim to provide equality and fairness for all in our employment. Our staff will not discriminate directly or indirectly against any others on the basis of the protected characteristics.**

**This policy will operate in accordance with statutory requirements. In addition, full account will be taken of any guidance or Codes of Practice issued by the Equality and Human Rights Commission, any Government Departments and any other statutory bodies.**

## **OUR COMMITMENT**

- **To create an environment in which individual differences and the contributions of all our staff are recognised and valued.**
- **To ensure training, development and progression are available to all staff.**
- **To promote equality in the workplace.**
- **To recognise that breaches of our equality and diversity policy will be regarded as misconduct.**

## **ENVIRONMENTAL POLICY STATEMENT**

- **Metro Cleaning is committed to continually improve and promote sound environmental practice. Environmental protection is an integral part of our corporate strategy and it is our objective to:**
- **Comply with all relevant environmental laws and regulations.**
- **Inform all employees of their responsibilities in following good environmental practice and the contribution that they can make to achieve continual improvements in environmental performance.**
- **Key environmental objectives are:**
- **Reducing waste and re-using or recycling materials where appropriate.**
- **Liaising with our clients and suppliers to promote sound environmental practice in the selection, use and disposal of all materials used in the company's business.**
- **Reducing, or avoiding, where possible pollution of the air, land or water.**
- **Encouraging the development of good environmental practice by all of the company's employees.**
- **We can supply a wide range of products which are environmentally friendly, including paper products which have been produced using recycled paper. We can also supply a range of containers for recycling paper, cardboard, aluminium and plastics.**



## **MODERN SLAVERY POLICY**

We take all forms of malpractice very seriously, whether it is committed by us, our suppliers, agents or any other type of partner.

Our culture is to be open, honest and straightforward with our clients, suppliers, partners and each other. We do not tolerate any form of modern slavery, not only because it is a criminal offence but also because it is unethical and dishonest. We therefore undertake to ensure that workers are not being exploited, that they are safe and that relevant employment laws (including in relation to wages and working time), health and safety laws, human rights laws and international standards are adhered to, including freedom of movement and communications. We encourage our employees to act when they encounter activity that might be considered a breach of policy. It is the responsibility of every employee to report breaches of this policy – either to their line manager or to the Company Directors (this can be done in complete confidence).

We also expect all our suppliers and partners to operate in a manner which does not conflict with this Policy and to respond to all reasonable requests for information that will allow Metro Cleaning to fulfil its own obligations. We expect all our suppliers and partners to implement and maintain their own procedures designed to ensure their businesses and supply chains are free of Modern Slavery.